

# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity<sup>1</sup>

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](mailto:cosecretary@cipla.com)
7. **Telephone -** (022) 2482 6000
8. **Website -** [www.cipla.com](http://www.cipla.com)
9. **Financial year for which reporting is being done -**  
1<sup>st</sup> April, 2021 to 31<sup>st</sup> March, 2022
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 -** ₹ 1,61,36,28,072
12. **Name and contact details (telephone, email address) 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 - (022) 2482 6000
  - d. E-mail ID - [cosecretary@cipla.com](mailto:cosecretary@cipla.com)
13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).**

Refer About this Report on page no. 2

### II. Products/services<sup>2</sup>

#### 14. Details of business activities (accounting for 90% of the turnover on a standalone basis)

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Trade	Wholesale trading	25.29
2	Manufacturing	Chemical and chemical products, pharmaceuticals, medicinal chemical and botanical products	72.62

#### 15. Products/Services sold by the entity (accounting for 90% of the entity's turnover on a consolidated basis)

Sr. No.	Product/Service	NIC Code	% of total turnover contributed
1	Manufacture of chemical 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.	24231	2.89
2	Wholesale of pharmaceutical and medical goods	51397	26.93
3	Manufacture of allopathic pharmaceutical preparations	24232	70.18

<sup>1</sup> GRI 102-1, GRI 102-3, 102-4

<sup>2</sup> GRI 102-2

### III. Operations<sup>3</sup>

#### 16. Number of locations where plants and/or operations/offices of the entity are situated

Location	Number of plants	Number of offices	Total
National	38	58	96
International	9	35	44

#### 17. Markets served by the entity

##### a. Number of locations

Locations	Number
National (No. of states)	28 states and 8 union territories
International (No. of countries)	86 <sup>4</sup>

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

38.28% (standalone)

##### c. A brief on types of customers

Refer page no. 89 of Relationship Capital

### IV. Employees

#### 18. Details as at the end of Financial Year

##### a. Employees and workers (including differently-abled)

Refer page no. 72 of Human Capital

##### b. Differently-abled employees and workers

Refer page no. 72 of Human Capital

#### 19. Participation/Inclusion/Representation of women

	Total(A)	No. and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	11	2 <sup>5</sup>	18.18
Key Management Personnel	4	1	25.00

#### 20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Refer page no. 76 of Human Capital

### V. Holding, Subsidiary and Associate Companies (including joint ventures)

#### 21. (a) Names of holding / subsidiary / associate companies / joint ventures

The details of holding / subsidiary / associate / joint venture companies are given in Form no AOC-1, on page no. 377 of this report.

**Does the entity indicated in above form, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)**

Yes, all the entities, wherever applicable, participate in the relevant Business Responsibility initiatives of the Company, except the associate companies and joint venture companies.

<sup>3</sup>GRI 102-4, GRI 102-6, GRI 102-7

<sup>4</sup>Represents countries / markets where sales are more than USD 0.5 million

<sup>5</sup>Ms Naina Lal Kidwai, resigned from the position of Independent Director of the Company with effect from close of business hours of 31<sup>st</sup> March, 2022.

## VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover - ₹ 15,706.71 crores
- (iii) Net worth - ₹ 22,513.55 crores

## VII. Transparency and Disclosures Compliances

### 23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If Yes, then provide web-link for grievance redress policy)	Policy coverage	FY 2021-22			FY 2020-21		
			No of complaints filed during the year	No of complaints pending resolution at close of the year <sup>6</sup>	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year <sup>7</sup>	Remarks
Communities	<a href="https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC.PDF.pdf">https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC.PDF.pdf</a>	Code of Conduct	-	-	-	-	-	-
Investors (other than shareholders)	Not applicable		Not applicable					
Shareholders	<a href="https://www.cipla.com/sites/default/files/Investor-Servicing-and-Grievance-Redrressal-Policy.pdf">https://www.cipla.com/sites/default/files/Investor-Servicing-and-Grievance-Redrressal-Policy.pdf</a>	Investor Servicing and Grievance Redressal Policy	23	-	-	10	-	-
	Available on the intranet	Employee Grievance Policy	-	-	-	-	-	-
Employees and workers	<a href="https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC.PDF.pdf">https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC.PDF.pdf</a>	Code of Conduct	99	7	-	64	11	-
	<a href="https://www.cipla.com/sites/default/files/2022-07/Human-Rights-Policy.pdf">https://www.cipla.com/sites/default/files/2022-07/Human-Rights-Policy.pdf</a>	Human Rights Policy	1	-	-	-	-	-
	<a href="https://www.cipla.com/sites/default/files/1558508425_POSh-%20Cipla.pdf">https://www.cipla.com/sites/default/files/1558508425_POSh-%20Cipla.pdf</a>	Policy on Prevention of Sexual Harassment at the workplace	9	1	-	8	-	-
Customers	<a href="https://www.cipla.com/contact-us">https://www.cipla.com/contact-us</a>	Reporting on adverse / technical events	3,415	45	-	2,592	292	-
	<a href="https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC.PDF.pdf">https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC.PDF.pdf</a>	Code of Conduct	2	-	-	-	-	-

<sup>6</sup> Code of conduct complaints pending as on 9<sup>th</sup> May, 2022

<sup>7</sup> Code of conduct complaints pending as on 13<sup>th</sup> May, 2021

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If Yes, then provide web-link for grievance redress policy)	Policy coverage	FY 2021-22			FY 2020-21		
			No of complaints filed during the year	No of complaints pending resolution at close of the year <sup>6</sup>	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year <sup>7</sup>	Remarks
Value Chain Partners	<a href="https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC.PDF.pdf">https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC.PDF.pdf</a>	Code of Conduct	2	-	-	10	1	-
	<a href="https://www.cipla.com/contact-us">https://www.cipla.com/contact-us</a>	Reporting on adverse / technical events	354	2	-	328	210	-
HCPs	<a href="https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC.PDF.pdf">https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC.PDF.pdf</a>	Code of Conduct	-	-	-	2	-	-
	<a href="https://www.cipla.com/contact-us">https://www.cipla.com/contact-us</a>	Reporting on adverse / technical events	100	4	-	197	84	-
Government and Regulators	<a href="https://www.cipla.com/contact-us">https://www.cipla.com/contact-us</a>	Reporting on adverse / technical events	48	2	-	25	3	-
	<a href="https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC.PDF.pdf">https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC.PDF.pdf</a>	Code of Conduct	-	-	-	-	-	-
Others	<a href="https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC.PDF.pdf">https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC.PDF.pdf</a>	Code of Conduct	22	2	-	11	2	-

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

Please indicate the 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 page no. 40 of Materiality Assessment

<sup>6</sup> Code of conduct complaints pending as on 9<sup>th</sup> May, 2022

<sup>7</sup> Code of conduct complaints pending as on 13<sup>th</sup> May, 2021

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Sr. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	
			<b>Policy and Management Process</b>								
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs: b. Has the policy been approved by the Board? c. Web Link of the Policies, if available Whether the entity has translated the policy into procedures. (Yes / No)					Yes					
2	Do the enlisted policies extend to your value chain partners? (Yes/No)					Yes <sup>a</sup>					
3	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.	Global reporting initiative standards, OECD Principles of Corporate Governance	cGMP standards	Occupational Health and Safety management system (ISO 45001:2018) at all manufacturing sites in India	Global reporting initiative standards	Universal Declaration of Human Rights and United Nations Guiding Principles on Business and Human Rights	Global Reporting Initiative Standards All our manufacturing sites across India are certified for the Environment Management System ISO 14001:2015. Pledged support to Terra Carta.	No	No	National Institute of Standards and Technology, International Organisation for Standardisation (ISO 27001)	
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.									The specific commitments, goals and targets are provided in the respective capitals of the 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 commitments, goals and targets are provided in the respective capitals of the integrated annual report, wherever applicable.	
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements									Please refer to 'MD & GCEO Message' on page no. 20 and Sustainability Highlights on page no. 4	
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).									Mr. Umang Vohra, MD & GCEO (DIN: 02296740)	

<sup>a</sup>Policies are approved by the Board, respective board committees, respective department heads, wherever 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**

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors <sup>9</sup>			93.33
KMP	10	The Company conducts familiarisation programmes for its Board of Directors at regular intervals which covers topics such as ESG parameters and targets, corporate governance practices, employee well-being, innovation and R&D and various other regulatory updates.	100%
Employees other than BoD and KMPs	14,530	The employees / workers undergo various trainings / awareness sessions such as induction training at the time of joining and leadership, policy, technical and compliance training during the course of employment.	88.28
Workers	54		15.88

**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**

NIL

**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**

Not applicable

**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**

Yes, the Company has an anti-corruption and anti-bribery policy, which is applicable to all associates and business partners (as defined in the policy) of Cipla Limited and all its subsidiaries across the globe. The policy emphasises our zero tolerance approach towards corruption and bribery. We have appropriate internal controls to ensure that the Company or its employees do not engage in unethical practices. We conduct proactive reviews, audits

and internal investigations to monitor compliance with our policy. The policy also provides information and guidance on how to recognise and deal with bribery and corruption issues. As a part of our training on the Code of Conduct, training is also imparted to employees on Anti-Corruption and Anti-bribery topics. The weblink of the policy is [https://www.cipla.com/sites/default/files/2019-06/1553587868\\_Anti-Bribery-and-Anti-Corruption-Policy.pdf](https://www.cipla.com/sites/default/files/2019-06/1553587868_Anti-Bribery-and-Anti-Corruption-Policy.pdf)

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

NIL

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

NIL

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

Not Applicable

<sup>9</sup> 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 'Report on Corporate Governance'

## Leadership Indicators

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

Refer to page no. 90 of Relationship Capital

### 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

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. The weblink of the above-mentioned policies are mentioned below:

Conflict of interest Policy - [https://www.cipla.com/sites/default/files/2019-06/1554391523\\_1530187477\\_Conflict%20of%20Interest%20Policy%20-%20V1%20fc.pdf](https://www.cipla.com/sites/default/files/2019-06/1554391523_1530187477_Conflict%20of%20Interest%20Policy%20-%20V1%20fc.pdf)

Policy on related party transaction - <https://www.cipla.com/sites/default/files/2022-05/Policy-on-Related-Party-Transaction.pdf>

#### 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

Refer page no. 58 of Manufactured Capital and page no. 63 Intellectual Capital

#### 2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes

#### b. If yes, what percentage of inputs was sourced sustainably?

The Company has requisite procedures in place for sustainable sourcing. Sustainability parameters are integrated into our overall supply chain including a comprehensive Sustainability Policy and Code of Conduct. The Company also carries out assessment of suppliers based on ESG parameters and organises capacity building workshops for critical suppliers, who are selected based on value, volume and dependency. Please refer page no. 90 of Relationship Capital for details of assessments completed during the year for determining the products that are sourced in a sustainable manner.

### 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

Since the Company is engaged in pharmaceutical sector, we do not reclaim products for reusing, recycling and disposing them at the end of their life.

However, we have waste management systems in place at all our facilities.

(a) 100% equivalent amount of plastic waste is collected through waste management agency and co-processed, recycled and/or converted to energy.

(b) 100% e-waste is sold to authorised vendors.

(c) We channelised 84% of hazardous waste for recycling, co-processing and disposed 6% to secured landfill.

(d) Non-hazardous waste such as glass, MS scrap, wood waste, boiler ash etc. is sent to authorised recyclers or to brick manufacturers.

### 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 Extended Producer Responsibility (EPR) plan submitted to Pollution Boards? If not, provide steps taken to address the same

Yes, refer page no. 106 of 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)?

No, the Company endeavors to conduct LCA for its select products in FY 2022-23.

#### 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

Not applicable, as we have not conducted LCA for any of our products.

#### 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)

Since the Company is engaged in pharmaceutical sector, 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**

Since the Company is engaged in pharmaceutical sector, we do not reclaim products for reusing, recycling and disposing them at the end of their life. For further information, refer BRSR question no 3 under essential indicators of Principle 2

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

Since the Company is engaged in pharmaceutical sector, we do not reclaim products for reusing, recycling and disposing them at the end of their life.

**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**

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

Refer page no. 78 of Human Capital

**2. Details of retirement benefits, for current FY and previous FY**

Refer page no. 78 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

Refer page no. 79 of Human Capital

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

Refer page no. 79 of Human Capital

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

Refer page no. 78 of Human Capital

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

Yes, refer page no. 79 of Human Capital

**7. Membership of employees and worker in association(s) or unions recognised by the listed entity**

Refer page no. 80 of Human Capital

**8. Details of training given to employees and workers**

Refer page no. 75 and 82 of Human Capital

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

Refer page no. 74 of Human Capital

**10. Health and safety management system:**

**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, refer page no. 81 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?**

Refer page no. 81 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, refer page no. 82 of Human Capital

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

Yes, refer page no. 82 of Human Capital

**11. Details of safety related incidents**

Refer page no. 83 of Human Capital

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

Refer page no. 81 of Human Capital

**13. Number of complaints made by employees and workers**

Refer page no. 81 of Human Capital

**14. Assessments for the year on health and safety practices and working conditions.**

Refer page no. 83 of Human Capital

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

Refer page no. 83 of Human Capital

**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

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

The Company has adequate mechanisms to ensure that requisite statutory dues, as applicable to the transactions of the Company with its value chain partners, are deducted and deposited in accordance applicable regulations and reviewed as per regular audit processes. The Company also collects necessary certificates and proofs from its contractors with respect to payment of statutory dues like PF, ESIC, etc. relating to contractual employees and workers.

The Company expects its value chain partners to behave ethically and with integrity in all its business transactions and uphold standards of fair business practices.

**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**

NIL

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

Yes, refer page no. 75 of Human Capital

**5. Details on assessment of value chain partners on health and safety practices and working conditions**

Refer page no. 90 of Relationship Capital

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

There were no significant risks / concerns arising from the assessments of health and safety practices and working conditions of value chain partners.

**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 page no. 36 of Stakeholder Engagement section

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

Refer page no. 36 of Stakeholder Engagement section

**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**

Respective business / functional heads engage with the stakeholders on various ESG topics and the relevant feedback from such consultation is provided to the Board, wherever applicable. For further details, refer page no. 40 of Materiality Assessment section.

**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**

Yes, our material issues are identified based on our engagement with our stakeholders. We have set bold aspirations towards our sustainable journey and our sustainability goals for the year 2025 and 2030 which are provided on our website at <https://www.cipla.com/ciplasustainability>. For further details refer page no. 40 of Materiality Assessment section.

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

We engage with various stakeholders who may be classified as vulnerable/marginalised stakeholder groups. For stakeholders who may be classified as vulnerable/marginalised groups, refer to page no. 36 of the Stakeholder Engagement Section.

There are no reportable concerns of vulnerable / marginalised groups. However, the Company undertakes various CSR activities in local areas that serve the concerns of the vulnerable / marginalised stakeholder groups. For more information, refer page no. 92 of Social Capital.

**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**

Refer page no. 80 of Human Capital

**2. Details of minimum wages paid to employees and workers**

Refer page no. 79 of Human Capital

3. Details of remuneration/salary/wages, in the following format<sup>10</sup>:

	Male		Female		Others	
	Number	Median remuneration/ salary/ wages of respective category (Amount in ₹)	Number	Median remuneration/ salary/ wages of respective category (Amount in ₹)	Number	Median remuneration/ salary/ wages of respective category (Amount in ₹)
Board of Directors (BoD)	9	74,00,000	3 <sup>11</sup>	71,00,000	-	-
Key Managerial Personnel	2	3,90,74,911	-	-	-	-
Employees other than BoD and KMP	22,220	4,52,988	3,368	5,85,065	1	14,68,205
Workers	244	20,62,023	90	25,57,269	-	-

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, refer page no. 80 of Human Capital

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

Refer page no. 80 of Human Capital

6. Number of Complaints made by employees and workers

Refer page no. 80 of Human Capital

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases

Refer page no. 80 of Human Capital

8. Do human rights requirements form a part of your business agreements and contracts?

Refer page no. 80 of Human Capital

9. Assessments for the year for Child / Forced / Involuntary labour, Sexual harassment, Discrimination at workplace, Wages

Refer page no. 80 of Human Capital

10. Provide details of any corrective actions taken or under way to address significant risks/ concerns arising from the assessments at Question 9 above

There were no significant risks / concerns arising from the assessments at question 9 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. 80 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

4. Details on assessment of value chain partners: on sexual harassment, discrimination at work place, child / forced / involuntary labour and wages.

Refer to page no. 90 of Relationship Capital.

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

There were no significant risks / concerns arising from the above said assessments mentioned in Question 4.

<sup>10</sup> This data pertains to Cipla Limited and Indian Subsidiaries

<sup>11</sup> Ms Naina Lal Kidwai, resigned from the position of Independent Director of the Company with effect from close of business hours of 31<sup>st</sup> March, 2022.

**PRINCIPLE 6** Businesses should respect and make efforts to protect and restore the environment<sup>12</sup>

## Essential Indicators

## 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format

Parameter	FY 2021-22 (in GJ)	FY 2020-21 (in GJ)
Total electricity consumption (A)	11,36,848	11,30,199
Total fuel consumption (B)	7,13,153	7,34,148
Energy consumption through other sources (C)	-	-
<b>Total energy consumption (A+B+C)</b>	<b>18,50,001</b>	<b>18,64,347</b>
<b>Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) GJ*1,00,000/₹</b>	0.85	0.96
Energy intensity (optional)-the relevant metric may be selected by the entity	-	-
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 Statement issued by DNV Business Assurance India Private Limited, is part of this report on page no. 193	

## 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? (Yes/No) 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

Since the Company is engaged in pharmaceutical sector, it is not identified as DC under the PAT scheme.

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

Parameter	FY 2021-22	FY 2020-21
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	75,265	41,144
(ii) Groundwater	4,59,438	5,67,123
(iii) Third party water	11,11,648	13,90,545
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)(i + ii + iii + iv + v)</b>	<b>16,46,351</b>	<b>19,98,812</b>
<b>Total volume of water consumption (in kilolitre)</b>	<b>15,54,419</b>	<b>18,79,097</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover) kl x 10<sup>6</sup>/₹</b>	7.14	9.67
Water intensity (optional)-(Water withdrawn/turnover) kl x 10 <sup>6</sup> /INR	7.56	10.29
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 Statement issued by DNV Business Assurance India Private Limited is part of this report on page no. 193	

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

Yes, the Company has implemented a mechanism for zero liquid discharge. All API manufacturing sites located in India and formulations manufacturing site located in Sikkim are zero liquid discharge sites.

## 5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format

Parameter	Please specify unit	FY 2021-22	FY 2020-21
NOx	mg/Nm <sup>3</sup>	36.63	34.97
SOx	mg/Nm <sup>3</sup>	56.55	56.40
Particulate matter (PM)	mg/Nm <sup>3</sup>	30.74	35.20
Persistent organic pollutants (POP)		Not applicable <sup>13</sup>	
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)		Not available	
Others-please specify			

<sup>12</sup>GRI 413-2<sup>13</sup>Not applicable to pharmaceutical industry

Parameter	Please specify unit	FY 2021-22	FY 2020-21
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, the monitoring has been carried out by laboratory, approved by National Accreditation Board for Testing and Calibration Laboratories / Ministry of Environment & Forest.		

6. Provide details of Greenhouse Gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available - Data includes CO <sub>2</sub> , N <sub>2</sub> O and CH <sub>4</sub> components)	Metric tonnes of CO <sub>2</sub> equivalent	38,355	41,617
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	1,87,207	2,26,813
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	tCO <sub>2</sub> e*1,00,000/₹	0.10	0.14
<b>Total Scope 1 and Scope 2 emission intensity (optional)– the relevant metric may be selected by the entity</b>	tCO <sub>2</sub> e/GJ	0.12	0.14
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 Statement issued by DNV Business Assurance India Private Limited is part of this report on page no. 193		

7. Does the entity have any project related to reducing Greenhouse Gas emission? If Yes, then provide details.

Yes. In line with our goal of becoming 'Carbon Neutral by 2025', we work towards improving the energy efficiency across operational locations and enhance the proportion of renewable energy sources (electricity and biofuels) in the total energy mix.

We have 45 MW of solar installation in operation, supplying the electricity to our facilities in Maharashtra, and further plan to increase the share of renewable energy. We also use alternative fuels for our processes and have shifted from high carbon intensive to low carbon intensive fuels. We prefer usage of Biomass briquette to increase our renewable energy proportion and thus decrease our Greenhouse Gas emissions.<sup>14</sup>

8. Provide details related to waste management by the entity, in the following format

Parameter	FY 2021-22	FY 2020-21
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	2,613	2,492
E-waste (B)	20	28
Bio-medical waste (C)	40	33
Construction and demolition waste (D)	Not applicable <sup>15</sup>	
Battery waste (E)	45	29
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any (G)	14,003	20,367
Other Non-hazardous waste generated. Please specify, if any (H) (Break-up by composition i.e. by materials relevant to the sector)	11,030	16,855
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>27,751</b>	<b>39,804</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled / Re-used	24,150	33,674
(ii) Other recovery operations	672	558
<b>Total</b>	<b>24,822</b>	<b>34,232</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	1,682	4,158
(ii) Landfilling	1,246	1,415
(iii) Other disposal operations	-	-
<b>Total</b>	<b>2,928</b>	<b>5,573</b>
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 Statement issued by DNV Business Assurance India Private Limited is part of this report on page no. 193	

<sup>14</sup>For further information, refer page no. 105 of Natural Capital.

<sup>15</sup>Not applicable, considering waste is less than 20 MT per day or 300 MT per month from a single project, as per Construction & Demolition Waste Rules 2016.

9. 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

Cipla has consistently scaled up its waste management practices by reducing generated quantities and directing waste to authorised Treatment, Storage and Disposal Facilities (TSDF). We are increasing the share of recycling and coprocessing to bring down the quantity of waste disposed to landfills.

- We have dedicated storage area for different type of waste (biomedical, e-waste, hazardous and non-hazardous) and waste segregation is done at source.
- Hazardous waste packing is done into compatible packing material.
- All types of waste are labelled, stored and disposed as per applicable rules and consent to operate

For further details, refer page no. 105 of Natural Capital

10. 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:

Sr. No	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.
1	Bommasandra, Bangalore	API manufacturing	Yes

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

During FY 2021-22, we didn't require to perform any Environmental Impact Assessment (EIA). However, we have done EIA for previous years, details of which are as mentioned below:

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 Web link
Cipla Limited, Bommasandra -Product mix for bulk drugs and Intermediates	F.No. IA-J-11011/382/2019-IA-II(I)	9 <sup>th</sup> December, 2020	Yes	Yes	
Cipla Limited, Kurkumbh Unit-I- Bulk drug unit	F.No. J-11011/48/2005-IA II(I)	5 <sup>th</sup> April, 2006	Yes	Yes	
Cipla Limited, Kurkumbh Unit II- 320 MT bulk drug and 2000 MNA Formulation unit	J-11011/368/2006-IA-II(I)	31 <sup>st</sup> July, 2007	Yes	Yes	<a href="https://www.cipla.com/about-us/manufacturing">https://www.cipla.com/about-us/manufacturing</a>
Cipla Limited, Kurkumbh Unit-III- bulk drug unit	No. J-11011/47/2005-IA II(I)	13 <sup>th</sup> October, 2005	Yes	Yes	
Cipla Limited, Virgonagar- Product mix for bulk drugs and Intermediates	SEIAA 30 IND 2020	11 <sup>th</sup> August, 2020	Yes	Yes	

12. 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? (Yes/No) If not, provide details of all such non-compliances

Yes

## Leadership Indicators

- 1 Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2021-22	FY 2020-21
<b>From renewable sources</b>		
Total electricity consumption (A)	2,45,667	1,35,230
Total fuel consumption (B)	2,02,543	1,48,331
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources(A+B+C)</b>	<b>4,48,210</b>	<b>2,83,561</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	8,91,181	9,94,969
Total fuel consumption (E)	5,10,610	5,85,817
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources(D+E+F)</b>	<b>14,01,791</b>	<b>15,80,786</b>
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 Statement issued by DNV Business Assurance India Private Limited is part of this report on page no. 193	

- 2 Provide the following details related to water discharged:

Parameter	FY 2021-22	FY 2020-21
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) To Surface water</b>		
- No treatment	-	-
- With treatment -please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
<b>ii) To Groundwater</b>		
- No treatment	-	-
- With treatment -please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
<b>iii) To Seawater</b>		
- No treatment	-	-
- With treatment -please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
<b>(iv) Sent to third-parties</b>		
- No treatment	91,932	1,19,715
- With treatment -please specify level of treatment	51,273	71,770
Primary treatment	6,108	5,889
Secondary treatment		
Tertiary treatment	34,551	42,056
<b>(v) Others</b>		
- No treatment	-	-
- With treatment -please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
<b>Total water discharged (in kilolitres)</b>	<b>91,932</b>	<b>1,19,715</b>
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 Statement issued by DNV Business Assurance India Private Limited is part of this report on page no. 193	

### 3 Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

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

(i) Name of the area	Baddi, Indore, Virgonagar, Bomassandra
(ii) Nature of operations	Formulations: Baddi, Indore API: Virgonagar, Bommasandra

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2021-22	FY 2020-21
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	1,42,607	1,57,432
(iii) Third party water	2,45,521	2,34,021
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	<b>3,88,128</b>	<b>3,91,453</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>3,82,020</b>	<b>3,85,564</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	1.76	1.98
<b>Water intensity (optional)-the relevant metric may be selected by the entity</b>	-	-
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) Into Surface water</b>	-	-
- No treatment	-	-
- With treatment -please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
<b>(ii) Into Groundwater</b>	-	-
- No treatment	-	-
- With treatment -please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
<b>(iii) Into Seawater</b>	-	-
- No treatment	-	-
- With treatment -please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
<b>(iv) Sent to third-parties</b>	6,108	5,889
- No treatment	-	-
- With treatment -please specify level of treatment		
Primary treatment	6,108	5,889
Secondary treatment		
Tertiary treatment		
<b>(v) Others</b>	-	-
- No treatment	-	-
- With treatment -please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
<b>Total water discharged(in kilolitres)</b>	<b>6,108</b>	<b>5,889</b>
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 Statement issued by DNV Business Assurance India Private Limited, is part of this report on page no. 193	

### 4 Please provide details of total Scope 3 emissions & its intensity

The details for scope 3 emissions are not available with the Company. The Company has initiated necessary processes for collating data for FY 2022-23.



- 5 With respect to the ecologically sensitive areas reported at Question 10 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.

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 organization on Biodiversity has been observed.

- 6 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:

Sr. No	Initiatives undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Increasing renewable energy proportion in the total energy mix	Replacement of furnace oils with biomass briquette or LPG, Increasing the solar and wind energy proportion in the total electricity purchased.	Total of scope 1 and scope 2 emissions has reduced 16% as compared to FY 2020-21
2	Sludge dryer	It removes the moisture content from ETP sludge by 80% Drying leads to reduction in volume and weight of the sludge, which is easier to handle, transport and dispose.	It has contributed to decrease of waste disposed by 30%
3	AMR stewardship	AMR stewardship with acquisition of key anti-infectives	Cipla has performed strongly in AMR stewardship and achieved a score of 60 % in generic pharma manufacturing in Access to Medicine Foundation's AMR Benchmark Report 2021, which is 2 <sup>nd</sup> highest in Indian Generic Pharma companies.
4	Zero Liquid Discharge	Use of Two Stage Reverse Osmosis/Single Effect Evaporator/Dryer at Sikkim	Total water recycled/reused = 42%
5	Plastic Waste Management	The collected waste is recycled, coprocessed and/or converted to energy	We collected plastic waste equivalent to 100% of the post-consumer plastic waste generated, which was 10,968 MT in FY 2021-22

- 7 Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link<sup>16</sup>.

Yes, Cipla's Business Continuity Plan guidelines document provides a framework and guidance to support Cipla's business units and functions to respond, restore and continue their critical business processes in the event of a disruption to normal operations. This document includes an overview of continuity operations, outlines the approach for supporting critical business functions, and defines the roles and responsibilities of staff. It also outlines the notification procedures and communication methods, plan activation and deactivation protocols, provisions for alternate work/ manufacturing/ product development locations, and the plan for maintaining and restoring access to vital records.

This document lays down BCP guidelines for responding to disruptions caused by natural, technological, and man-made incidents, as well as incidents that result in loss of access to parts of or an entire facility or loss of service due to equipment or systems failure.

The impact of the above disruptive incidents could result in materialisation of risks in two main risk categories viz. Environment, Health & Safety (EHS) Risks and Business/ Financial Risks. The BCP guidelines lay downs a framework of addressing these EHS and Business/ Financial Risks. The BCP guidelines are applicable to Cipla, its subsidiaries and affiliates. Further, every site of Cipla has an onsite emergency plan too.

- 8 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

No significant adverse impact has been observed from the value chain, pertaining to environment. As an adaptation measure, we assess the critical vendors based on ESG parameters and have implemented vendor engagement programs to improve their capabilities, wherever required.

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

Refer page no. 90 of Relationship Capital.

<sup>16</sup> GRI 103-1, GRI 103-2, GRI 103-3

<b>PRINCIPLE 7</b>	<b>Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent</b>
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**Essential Indicators**

1. a. Number of affiliations with trade and industry chambers/associations

Refer page no. 86 of 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

Refer page no. 86 of Relationship Capital

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

Not applicable

**Leadership Indicators**

1. Details of public policy positions advocated by the entity
- Refer page no. 86 of Relationship Capital.

<b>PRINCIPLE 8</b>	<b>Businesses should promote inclusive growth and equitable development</b>
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**Essential Indicators**

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

During the year, the Company has not undertaken 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 is being undertaken by your entity

Not applicable

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

The communities can raise their grievances as per the mechanism provided in our Code of Conduct available on our website of the Company. For further details refer our response to question no. 23 of Section A on page no. 147 of this report.

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

Refer page no. 90 of Relationship Capital.

**Leadership Indicators**

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments

Not applicable

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

Sr. No	State	Aspirational District	Amount spent
1.	Andhra Pradesh	Visakhapatnam	₹ 12.36 lacs

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)

- (b) From which marginalised/vulnerable groups do you procure?

- (c) What percentage of total procurement (by value) does it constitute?

The Company is impartial in its selection and procurement processes of its suppliers which is driven by the Company's procurement policy, supplier code of conduct and supply chain management sustainability policy. The Company does not consider the criteria for marginalised / vulnerable group during selection of its suppliers. During the year, the Company sourced -8.76% of the total inputs material from MSME suppliers.

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

Refer page no. 64 of Intellectual Capital

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

Refer page no. 64 of Intellectual Capital

6. Details of beneficiaries of CSR projects

**For CSR projects and no. of persons benefited from CSR projects** - refer page no. 92 and 130 of Social Capital and Annual Report of CSR, respectively.

**% of beneficiaries from vulnerable and marginalised group** - The primary objective of the CSR projects is to reach out to the most vulnerable and marginalised communities from a weak socio-economic background from the rural as well as urban population.

**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**

The Company has adequate mechanism and takes due efforts for addressing and redressal of consumer feedback and complaints. We have a dedicated phone line and mail box through which patients / consumers, healthcare professionals and other stakeholders can approach the Company for reporting adverse events or product related complaints. The consumer complaints received at [drugsafety@cipla.com](mailto:drugsafety@cipla.com) are managed in accordance with the standard operating procedure (SOP). Based on its nature, the complaint is forwarded to the respective department for their further actions, if any, including adequate response to the said complaints. The consumers can also raise their complaints / feedback as per the mechanism provided in our Code of Conduct available on our website of the Company. The Company also takes appropriate actions for addressing any consumer complaints lodged with the consumer forums as per the applicable laws and regulations.

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

	<b>As a percentage to total turnover</b>
Environmental and social parameters relevant to the product	0.40
Safe and responsible usage	0.12
Recycling and/or safe disposal	0.09

**3. Number of consumer complaints in respect of the following<sup>17</sup>**

	<b>FY 2021-22</b>		<b>Remarks</b>	<b>FY 2020-21</b>		<b>Remarks</b>
	<b>Received during the year</b>	<b>Pending resolution at end of year</b>		<b>Received during the year</b>	<b>Pending resolution at end of year</b>	
Data Privacy	-	-	NA	-	-	NA
Advertising	-	-	NA	-	-	NA
Cyber-security	-	-	NA	-	-	NA
Delivery of Essential Services			NA			
Restrictive Trade Practices	-	-	NA	-	-	NA
Unfair Trade Practices	1	1	Sub Justice	-	-	NA
Other	1	1	Sub Justice	-	-	NA

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

Refer on page no. 59 of Manufactured Capital

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

Yes, Refer page no. 61 of Manufactured Capital

**6. Provide details of any corrective actions taken or under way 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**

Not applicable.

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

Not applicable

**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)**

Yes, refer page no. 89 of Relationship Capital

**5. Provide the following information relating to data breaches<sup>17</sup>****a. Number of instances of data breaches along with impact****b. Percentage of data breaches involving personally identifiable information of customers**

Refer page no. 61 of Manufactured Capital

**Leadership Indicators****1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available)**

<https://www.cipla.com/our-offerings>

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

Refer to page no. 89 of Relationship Capital