

18th July, 2023

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|--|--|
| <p>(1) BSE Ltd.
Listing Department
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai 400 001
Scrip Code: 500087</p> | <p>(2) National Stock Exchange of India Ltd.
Listing Department
Exchange Plaza, 5th floor
Plot no. C/1, G Block
Bandra Kurla Complex
Bandra (East), Mumbai - 400 051
Scrip Code: CIPLA</p> |
| <p>(3) SOCIETE DE LA BOURSE DE
LUXEMBERG
Societe Anonyme
35A Boulevard Joseph II
L-1840 Luxembourg</p> | |

Sub: Business Responsibility & Sustainability Report for FY 2022-23

Dear Sir/Madam,

Pursuant to Regulations 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the Business Responsibility & Sustainability Report of the Company for FY 2022-23.

Kindly take the above information on record.

Thanking you,

Yours faithfully,
For **Cipla Limited**

Rajendra Chopra
Company Secretary

Encl: As above

Prepared by: Chirag Hotchandani

Business Responsibility & Sustainability Report

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 2482 6000
8. **Website -** www.cipla.com
9. **Financial year for which reporting is being done -** 1st April, 2022 to 31st March, 2023

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 - ₹ 1,61,43,01,186

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 - +91 22 2482 6000
- d. E-mail ID - cosecretary@cipla.com

13. Reporting boundary - Refer page no. 02 of About this Report

II. Products/services²

14. Details of business activities (accounting for 90% of the turnover)

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Trade	Wholesale trading	19.98
2	Manufacturing	Chemical and chemical products, pharmaceuticals, medicinal chemical and botanical products	72.05

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

S. No.	Product/Service	NIC Code 2004	% 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	2.29
2	Wholesale of pharmaceutical and medical goods	51397	31.30
3	Manufacture of allopathic pharmaceutical preparations	24232	66.41

¹ GRI 2-1

² GRI 2-6

III. Operations³

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	55	93
International	9	33	42

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)	84 ⁴

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

36.67% (standalone)

c. A brief on types of customers

Refer page no. 84 of Relationship Capital

IV. Employees

18. Details as at the end of Financial Year

a) Employees and workers (including differently abled):

Refer page no. 66 of Human Capital

b) Differently abled employees and workers:

Refer page no. 66 of Human Capital

19. Participation/Inclusion/Representation of women

	Total(A)	No. and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	12 ⁵	2	16.67
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. 75 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 AOC-1, on page no. 369 of this report.

³ GRI 2-1, GRI 2-6

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

⁵ Dr Peter Mugenyi, resigned from the position of Independent Director of the Company with effect from 13th May, 2023

(b) 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 associate companies and joint venture companies.

VI. CSR Details

22. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes

(ii) Turnover – ₹ 15,961.95 crores

(iii) Net worth – ₹ 24,632.45 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 Conduct⁶

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	Policy coverage	FY 2022-23			FY 2021-22		
	(If Yes, then provide web-link for grievance redress policy)		No of complaints filed during the year	No of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year ⁷	Remarks
Communities	https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC-PDF.pdf	Code of Conduct	-	-	-	-	-	-
Investors (other than shareholders)	Not applicable							
Shareholders	https://www.cipla.com/sites/default/files/Investor-Servicing-and-Grievance-Redrressal-Policy.pdf	Investor Servicing and Grievance Redressal Policy	38	2	-	23	-	-
Employees and workers	Available on the intranet	Employee Grievance Policy	-	-	-	-	-	-
	https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC-PDF.pdf	Code of Conduct	53	4	-	99	7	-
	https://www.cipla.com/sites/default/files/2023-07/Human-Rights-Policy.pdf	Human Rights Policy	-	-	-	1	-	-
	https://www.cipla.com/sites/default/files/1558508425_POSH-%20Cipla.pdf	Policy on Prevention of Sexual Harassment at the workplace	7	-	-	9	1	-
Customers	https://www.cipla.com/contact-us	Reporting on adverse / technical events	4,691	992	-	3,415	45	-
	https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC-PDF.pdf	Code of Conduct	-	-	-	2	-	-

⁶ GRI 2-24, GRI 2-25

⁷ Code of conduct complaints pending as on 9th May, 2022

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	Policy coverage	FY 2022-23			FY 2021-22		
	(If Yes, then provide web-link for grievance redress policy)		No of complaints filed during the year	No of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year ⁷	Remarks
Value Chain Partners	https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC-PDF.pdf	Code of Conduct	3	-	-	2	-	-
	https://www.cipla.com/contact-us	Reporting on adverse / technical events	351	63	-	354	2	-
HCPs	https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC-PDF.pdf	Code of Conduct	1	-	-	-	-	-
	https://www.cipla.com/contact-us	Reporting on adverse / technical events	284	47	-	100	4	-
Government and Regulators	https://www.cipla.com/contact-us	Reporting on adverse / technical events	58	18	-	48	2	-
	https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC-PDF.pdf	Code of Conduct	-	-	-	-	-	-
Others	https://www.cipla.com/sites/default/files/1530274684_Cipla---Code-of-Conduct-FC-PDF.pdf	Code of Conduct	22	6	-	22	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. 44 of Materiality Assessment

⁷ Code of conduct complaints pending as on 9th May, 2022

SECTION B:

MANAGEMENT AND PROCESS DISCLOSURES

Sr. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management process⁸										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs:	Yes								
	b. Has the policy been approved by the Board?	Yes ⁹								
	c. Web Link of the Policies, if available	Policies are available on (1) website of the Company - www.cipla.com and (2) Intranet portal of the Company - accessible to the employees of the Company								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, Code of Conduct and other applicable policies extends 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.	GRI Standards 2021, OECD Principles of Corporate Governance	cGMP standards, GRI Standards 2021	Occupational Health and Safety management system (ISO 45001:2018) at all manufacturing sites in India	GRI Standards 2021	Universal Declaration of Human Rights, United Nations Guiding Principles on Business and Human Rights, GRI Standards 2021	All our manufacturing sites across India are certified for the Environment Management System ISO 14001:2015, Pledged support to 'Terra Carta', GRI Standards 2021, India Business & Biodiversity Initiative (IBBI)	NA	CSR rules prescribed by the Companies Act, 2013	We follow National Institute of Standards and Technology, International Organisation for Standardisation (ISO 270001), Indian MDR 2017 and ISO 13485:2016 standards (medical devices manufacturing units)
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								

⁸ GRI 2-24⁹ Policies are approved by the Board, respective board committees, respective department heads, wherever applicable



Sr. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9												
Governance, leadership and oversight																						
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	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).	Mr Umang Vohra, Managing Director & Global Chief Executive Officer (DIN: 02296740)																				
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. ³⁰	<div>The Stakeholders Relationship Committee* is responsible to periodically review environmental, social and governance (ESG)/sustainability matters pertaining to the Company, including initiatives and reporting:</div> <table><thead><tr><th>DIN</th><th>Name</th><th>Designation</th></tr></thead><tbody><tr><td>02313000</td><td>Mr S Radhakrishnan</td><td>Chairperson</td></tr><tr><td>06646490</td><td>Mr Adil Zainulbhai</td><td>Member</td></tr><tr><td>06799942</td><td>Dr Peter Mugenyi</td><td>Member</td></tr></tbody></table> <div>*w.e.f. 12th May, 2023, Investment and Risk Management Committee (IRMC) is responsible to periodically review ESG / sustainability matters pertaining to the Company. The composition of IRMC is provided under Report on Corporate Governance.</div>									DIN	Name	Designation	02313000	Mr S Radhakrishnan	Chairperson	06646490	Mr Adil Zainulbhai	Member	06799942	Dr Peter Mugenyi	Member
DIN	Name	Designation																				
02313000	Mr S Radhakrishnan	Chairperson																				
06646490	Mr Adil Zainulbhai	Member																				
06799942	Dr Peter Mugenyi	Member																				

10 Details of Review of NGRBCs by the Company:

Sr. No	Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
		Frequency								
	Performance against above policies and follow up action	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	<p>The policies of the Company are reviewed periodically / on a need basis by department heads / directors / board committees, wherever applicable</p> <p>Status of compliance with all applicable statutory requirements is reviewed by the Board on a quarterly basis</p>								
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.	P1	P2	P3	P4	P5	P6	P7	P8	P9
		<p>1. DNV Business Assurance India Private Limited has been engaged to provide assurance on Cipla's Integrated Annual Report, including the Business Responsibility & Sustainability Report for FY 2022-23. As part of the assurance process, DNV has reviewed the effectiveness of Cipla's ESG related policies.</p> <p>2. SGGS & Associates, Practising Company Secretaries was engaged to conduct a detailed assessment of the effectiveness of policies and practices relating to human rights.</p> <p>3. 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.</p>								

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

³⁰ GRI 2-12

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 year¹¹

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 ¹²	9	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, various other industry, business and regulatory updates	93.43
Key Managerial Personnel			100
Employees other than BoD and KMPs	3,040	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	91.01
Workers	663		17.66

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 year¹³

Nil

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 and includes the following aspects:

1. Responsibilities of Cipla associates and business partners
2. Guidance on interaction with government officials
3. Do's & Don'ts with regard to gifts, hospitality and entertainment

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

The Policy also guides associates & business partners on mechanism to raise complaints on bribery/ corruption in line with the our Whistle-blower Policy. As part of Enterprise Risk Management (ERM) activities, risk assessments with regard to compliance with anti-corruption and anti-bribery laws are carried out as and when required and necessary mitigation measures are taken accordingly. As a part of our training on the Code of Conduct, training is also imparted to

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 policy¹⁴

Yes, the Company has an anti-corruption and anti-bribery policy, which is applicable to all associates and business

¹¹ GRI 2-17, GRI 2-24

¹² 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'

¹³ GRI 2-27

¹⁴ GRI 205-1, GRI 205-2

employees on Anti-corruption and Anti-bribery topics. The policy is available via the following weblink: 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/ corruption¹⁵

Nil

6. Details of complaints with regard to conflict of interest

Nil

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 interest¹⁵

Not applicable

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 same¹⁷

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 as below:

Conflict of Interest Policy - https://www.cipla.com/sites/default/files/2019-06/1554391523_1530187477_Conflict%20of%20Interest%20Policy%20-%20V1%20fc.pdf

Policy on Related Party Transactions - https://www.cipla.com/sites/default/files/2023-02/Policy-on-Related-Party-Transaction_Revised-%20Final.pdf

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year¹⁶

Refer page no. 87 of Relationship Capital

**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. 54 of Manufactured Capital and page no. 59 of 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 having a Sustainable Supply Chain Policy and Supplier 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. 87 of Relationship Capital for details of assessments completed during the year for determining the products that are sourced in a sustainable manner.

¹⁵ GRI 205-3

¹⁶ GRI 2-24, GRI 2-25

¹⁷ GRI 2-15

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 do not reclaim or recycle products at the end of their life. However, we have waste management systems in place at all of our manufacturing facilities and warehouses.

Products sold in the market and reaching to end of life unused, because of any reason, are taken back by our warehouses for safe disposal through incineration route.

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. 105 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)?

Cipla is deeply committed to sustainability and minimizing its impact on the environment. In FY 2022-23, we initiated Life Cycle Assessments of four of our products, the results of which will be shared in the next Annual Report.

By analysing the supply chain from raw material evaluation to product disposal, Cipla identifies areas where it can make more sustainable choices.

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 Life cycle perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same

Not applicable as LCA is in process.

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 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

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. We do use recycled tertiary packaging material sourced from our suppliers. We also collect and channelise quantity of different types of plastics such as Rigid, Flexible and Multi-layered which is equivalent to that used in packing own products.

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. However, 100% equivalent amount of pre and post consumer plastic waste is collected through waste management agency and co-processed, recycled and/or converted to energy.

**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. 74 of Human Capital

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

Refer page no. 74 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. 75 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. 75 of Human Capital

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

Refer page no. 73 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. 76 of Human Capital

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

Refer page no. 77 of Human Capital

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

Refer page no. 70, 79 of Human Capital

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

Refer page no. 71 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 such system?**

Yes, refer page no. 78 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. 78 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. 78, 79 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. 78 of Human Capital

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

Refer page no. 79 of Human Capital

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

Refer page no. 77 of Human Capital

13. Number of complaints made by employees and workers

Refer page no. 78 of Human Capital

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

Refer page no. 79 of 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

Refer page no. 79 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 to 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; there were no incidents of fatality or high consequence work related injuries in the reporting year.

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)

No

5. Details on assessment of value chain partners

Refer page no. 87 of Relationship Capital

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.

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. 40 of Stakeholder Engagement

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

Refer page no. 40 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 Board¹⁸

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. 44 of Materiality Assessment.

¹⁸ GRI 2-12, GRI 2-25

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 entity¹⁹

Yes, our material issues are identified based on our engagement with our stakeholders. For further details refer page no. 44 of Materiality Assessment.

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. Please refer to page no. 40 of the Stakeholder Engagement.

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. 94 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, in the following format²⁰

Refer page no. 77 of Human Capital

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

Refer page no. 76 of Human Capital

3. Details of remuneration/salary/wages, in the following format

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (Figures in ₹)	Number	Median remuneration/ salary/ wages of respective category (Figures in ₹)
Board of Directors (BoD)	10	73,50,000	2	4,35,32,230
Key Managerial Personnel	2	4,07,94,342	-	-
Employees other than BoD and KMP	22,577	6,12,721	3,728	7,40,763
Workers	226	6,41,424	80	6,44,795

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)²⁰

Yes, refer page no. 76 of Human Capital

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

Refer page no. 76 of Human Capital

6. Number of Complaints on the following made by employees and workers

Refer page no. 76 of Human Capital

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases²¹

Refer page no. 76 of Human Capital

¹⁹ GRI 2-12

²⁰ GRI 2-24

²¹ GRI 2-25

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)²²

Refer page no. 76 of Human Capital

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

Refer page no. 76 of Human Capital

10. Provide details of any corrective actions taken or underway 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. 76 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 page no. 87 of Relationship Capital

5. Provide details of any corrective actions taken or underway 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.

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

Parameter	FY 2022-23 (in GJ)	FY 2021-22 (in GJ) ²³
Total electricity consumption (A)	11,87,195	11,91,676
Total fuel consumption (B)	6,93,703	7,13,153
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	18,80,898	19,04,829
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) GJ*100000/₹	0.83	0.88
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 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? (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.

²² GRI 2-23

²³ GRI 2-4 Regular review of the data is carried out to ensure accuracy and consistency. This has led to changes in the data for FY 2021-22 energy and scope 2 emissions for Cipla Medpro Manufacturing (Pty) Ltd

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water (including rainwater)	52,000	75,265
(ii) Groundwater	2,51,173	4,59,438
(iii) Third party water	12,63,636	11,11,648
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	15,66,809	16,46,351
Total volume of water consumption (in kilolitre)	14,84,831	15,54,419
Water intensity per rupee of turnover (Water consumed / turnover) kl x 10 ⁶ / ₹	6.53	7.14
Water intensity (optional)–the relevant metric may be selected by the entity (water withdrawn/turnover) kl x 10 ⁶ /₹	6.88	7.56
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	

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

We have implemented zero liquid discharge (ZLD) mechanism at our Sikkim, Kurkumbh, Virgonagar, Indore and Bommasandra manufacturing facilities. We have also initiated ZLD project at our Goa formulation unit in FY 2022-23.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format²⁴

Parameter	Please specify unit	FY 2022-23	FY 2021-22
i. NOx	mg/Nm3	49.09	36.63
ii. SOx	mg/Nm3	48.14	56.55
iii. Particulate matter (PM)	mg/Nm3	29.60	30.74
iv. Persistent organic pollutants (POP)	NA	NA	NA
v. Volatile organic compounds (VOC)	NA	NA	NA
vi. Hazardous air pollutants (HAP)	NA	NA	NA
vii. Others–please specify	NA	NA	NA
Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	The monitoring has been carried out by laboratory approved by National Accreditation Board for Testing and Calibration Laboratories / Ministry of Environment, Forest and Climate Change		

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

Parameter	Unit	FY 2022-23	FY 2021-22 ²⁵
Total Global Scope 1 emissions	Metric tonnes of CO ₂ equivalent	Fuels based: 35,831 Refrigerant emissions: 3,04,961	Fuels based: 38,355
Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available- Data includes CO ₂ , N ₂ O and CH ₄ components			
Total Global Scope 2 emissions	Metric tonnes of CO ₂ equivalent	1,89,900	2,01,676
Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available			
Total Global Scope 1 (fuel based) and Scope 2 emissions per rupee of turnover (tCO₂e*100000/₹)	(tCO ₂ e*100000/₹)	0.10	0.11
Total Scope 1 (fuel based) and Scope 2 emission intensity (optional)–the relevant metric may be selected by the entity	tCO ₂ e/GJ	0.12	0.13
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		

²⁴GRI 305-7

²⁵GRI 2-4 Regular review of the data is carried out to ensure accuracy and consistency. This has led to changes in the data for FY 21-22 energy and scope 2 emissions for Cipla Medpro Manufacturing (Pty) Ltd

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

Refer page no. 99 of Natural Capital

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

Parameter	FY 2022-23 ²⁶	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	3,057	2,613
E-waste (B)	30	20
Bio-medical waste (C)	64	40
Construction and demolition waste (D)	103	-
Battery waste (E)	45	45
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any (G)	14,834	14,003
Other Non-hazardous waste generated. Please specify, if any (H) (Break-up by composition i.e. by materials relevant to the sector)	8,945	11,030
Total (A+B+ C + D + E + F + G + H)	27,078	27,751
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 / Re-used	19,626	24,150
(ii) Other recovery operations	5,042	672
Total	24,668	24,822
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	1,342	1,682
(ii) Landfilling	1,012	1,246
(iii) Other disposal operations	-	-
Total	2,354	2,928
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	

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

Refer page no. 104 and 105 on 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 format²⁷

S. 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	Cipla Limited Bommasandra-Jigani Link Road, Industrial Area, Plot No. 285, KIADB Bangalore, Krishnapuram, Jigani, Karnataka 560105, India.	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 the year, the Company was not required to undertake any Environment Impact Assessment under applicable regulations.

²⁶ Data for waste management excludes information from depots

²⁷GRI 304-1

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, in the following format²⁸

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 2022-23	FY 2021-22 ²⁹
From renewable sources (GJ)		
Total electricity consumption (A)	3,15,294	2,45,667
Total fuel consumption (B)	1,97,324	2,02,543
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources(A+B+C)	5,12,618	4,48,210
From non-renewable sources (GJ)		
Total electricity consumption (D)	8,71,901	9,46,009
Total fuel consumption (E)	4,96,379	5,10,610
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources(D+E+F)	13,68,280	14,56,619
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. Provide the following details related to water discharged

Parameter	FY 2022-23 ³⁰	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment –please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
ii) To Groundwater	-	-
- No treatment	-	-
- With treatment –please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
iii) To Seawater	-	-
- No treatment	-	-
- With treatment –please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
(iv) Sent to third-parties	81,978	91,932
- No treatment	44,328	51,273
- With treatment –please specify level of treatment		
Primary treatment	6,861	6,108
Secondary treatment		
Tertiary treatment	30,789	34,551

²⁸GRI 2-27

²⁹GRI 2-4 Regular review of the data is carried out to ensure accuracy and consistency. This has led to changes in the data for FY 21-22 energy and scope 2 emissions for Cipla Medpro Manufacturing (Pty) Ltd

³⁰Data for water discharge excludes information from Cipla Quality Chemical Industries Limited and Mirren (Pty) Ltd

Parameter	FY 2022-23 ³¹	FY 2021-22
(v) Others	-	-
- No treatment	-	-
- With treatment –please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
Total water discharged (in kilolitres)	81,978	91,932
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. 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, 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 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	58,970	1,42,607
(iii) Third party water	3,68,126	2,45,521
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	4,27,096	3,88,128
Total volume of water consumption (in kilolitres)	4,20,235	3,82,020
Water intensity per rupee of turnover (Water consumed / turnover kl x 10 ⁶ /₹)	1.85	1.76
Water intensity (optional)–the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	-	-
- With treatment –please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment –please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment –please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		

³¹Data for water discharge excludes information from Cipla Quality Chemical Industries Limited and Mirren (Pty) Ltd

Parameter	FY 2022-23	FY 2021-22
(iv) Sent to third-parties	6,861	5,889
- No treatment	-	-
- With treatment –please specify level of treatment		
Primary treatment	6,861	5,889
Secondary treatment		
Tertiary treatment		
(v) Others	-	-
- No treatment	-	-
- With treatment –please specify level of treatment	-	-
Primary treatment		
Secondary treatment		
Tertiary treatment		
Total water discharged (in kilolitres)	6,861	5,889
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	

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

The Company has initiated processes for tracking Scope 3 emissions.

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 organisation 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

Refer page no. 54 of Manufactured Capital

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link³²

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 lays down a framework for 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.

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. 86, 87 of Relationship Capital

³² GRI 3-3

**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**

Refer page no. 81 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. 81 of Relationship Capital

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**

Not applicable

Leadership Indicators

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

Refer page no. 81 of Relationship Capital

**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 year³³**

During the year, the Company was not required 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 (R&R) is being undertaken by your entity, in the following format**

Not applicable

3. **Describe the mechanisms to receive and redress grievances of the community³⁴**

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. 146.

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers³³**

Refer page no. 86 of Relationship Capital

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)**

Not applicable

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

None of our CSR projects falls under the designated aspirational districts. However, we continue to work in the erstwhile aspirational district (Visakhapatnam).

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

³³ GRI 413-12

³⁴ GRI 2-25

- (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 sustainability policy. Currently, the Company does not consider the criteria for marginalised / vulnerable group during selection of its suppliers. During the year, the Company sourced 9.3% 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. 60 of Intellectual Capital

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

Refer page no. 60 of Intellectual Capital

6. Details of beneficiaries of CSR projects

For CSR projects and no. of persons benefited from CSR projects – Refer page no. 88 of Social Capital and page no. 128 of the Annual Report of CSR.

% 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 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

	As a percentage to total turnover
Environmental and social parameters relevant to the 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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data Privacy	-	-	NA	-	-	NA
Advertising	-	-	NA	-	-	NA
Cyber-security	-	-	NA	-	-	NA
Delivery of Essential Services	-	-	NA	-	-	NA
Restrictive Trade Practices	-	-	NA	-	-	NA
Unfair Trade Practices	-	-	NA	1	1	Sub Judice
Other	1	1	Sub Judice	1	1	Sub Judice

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

Refer page no. 56 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

Refer page no. 57 of Manufactured Capital

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

Not applicable

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

Refer page no. 84 of Relationship Capital

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)

Refer page no. 84 of Relationship Capital

Leadership Indicators

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

Please refer to the following weblink: <https://www.cipla.com/our-offerings>

5. Provide the following information relating to data breaches -

- Number of instances of data breaches along with impact
- Percentage of data breaches involving personally identifiable information of customers

Refer page no. 57 of Manufactured Capital