

26th July, 2024

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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 2023-24

Dear Sir/Madam,

Pursuant to Regulation 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 2023-24.

Kindly take the above information on record.

Thanking you,

Yours faithfully,
For **Cipla Limited**

Rajendra Chopra
Company Secretary

Encl: As above

Prepared by: Muskan Jain

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 4191 6000
8.	Website	www.cipla.com
9.	Financial year for which reporting is being done	1 st April 2023 to 31 st March 2024
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	₹ 1,61,47,34,124
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 - Rajendra Chopra b. Designation - Company Secretary c. Telephone Number - +91 22 4191 6000 d. Email ID - cosecretary@cipla.com
13.	Reporting boundary	Refer on page no. 02 of About this Report
14.	Name of assurance provider	DNV Business Assurance India Private Limited
15.	Type of assurance obtained	• Reasonable assurance for BRSR Core indicators • Limited assurance for other selected BRSR indicators

II. Products/services²

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Trade	Wholesale trading	23.64
2.	Manufacturing	Chemical and chemical products, pharmaceuticals, medicinal chemical and botanical products	64.55

¹GRI 2-1

²GRI 2-6

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

Sr. 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; sulpho drugs; serums and plasmas; salicylic acid, its salts and esters; glycosides and vegetable alkaloids; chemically pure sugar etc.	24,231	2.18
2.	Wholesale of pharmaceutical and medical goods	51,397	38.53
3.	Manufacture of allopathic pharmaceutical preparations	24,232	59.29

III. Operations³**18. Number of locations where plants and/or operations/offices of the entity are situated**

Location	Number of plants	Number of offices	Total
National	38	64	102
International	8	33	41

19. 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)	77 ⁴

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

37.75% (standalone)

c. A brief on types of customers

Refer page no. 94 of Relationship Capital

IV. Employees**20. 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

21. Participation/Inclusion/Representation of women

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

22. Turnover rate for permanent employees and workers

Refer page no. 82 of Human Capital

³GRI 2-1, GRI 2-6⁴Represents countries/ markets where sales are more than USD 0.5 million

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

23. Names of holding / subsidiary / associate companies / joint ventures. Do these entities participate in the Business Responsibility initiatives of the listed entity?

Details of subsidiary / associate / joint venture companies are given in Form AOC-1, on page no. 419 of this report. All the entities, wherever applicable, participate in the relevant Business Responsibility initiatives of the Company, except associate companies and joint venture companies.

VI. CSR Details

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

Standalone numbers (₹ in crores)

- Turnover: 18,057.40
- Net worth: 27,974.17

VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct⁵:

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 2023-24			FY 2022-23		
			Number of complaints filed during the year	Number 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	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	16	2	-	38	2	-
	Available on the intranet	Employee Grievance Policy	-	-	-	-	-	-
Employees and workers	https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC-PDF.pdf	Code of Conduct	46	7	-	53	4	-
	https://www.cipla.com/sites/default/files/2023-07/Human-Rights-Policy.pdf	Human Rights Policy	-	-	-	-	-	-
	https://www.cipla.com/sites/default/files/1558508425_POSH-%20Cipla.pdf	Policy on Prevention of Sexual Harassment at the workplace	15	1	-	7	-	-

⁵ GRI 2-24, GRI 2-25

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 2023-24			FY 2022-23		
			Number of complaints filed during the year	Number 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	Remarks
Customers	https://www.cipla.com/contact-us	Reporting on adverse / technical events	6,179	1,111	-	4,691	992	-
	https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC-PDF.pdf	Code of Conduct	2	-	-	-	-	-
Value Chain Partners	https://www.cipla.com/contact-us	Reporting on adverse / technical events	474	91	-	351	63	-
	https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC-PDF.pdf	Code of Conduct	2	-	-	3	-	-
Healthcare Professionals	https://www.cipla.com/contact-us	Reporting on adverse / technical events	383	55	-	284	47	-
	https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC-PDF.pdf	Code of Conduct	-	-	-	1	-	-
Government and Regulators	https://www.cipla.com/contact-us	Reporting on adverse / technical events	80	10	-	58	18	-
	https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC-PDF.pdf	Code of Conduct	-	-	-	-	-	-
Other	https://www.cipla.com/sites/default/files/1530274684_Cipla--Code-of-Conduct-FC-PDF.pdf	Code of Conduct	37	5	-	22	6	-

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

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

Refer page no. 44 of Materiality Assessment

SECTION B:

MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes⁶									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
b. Has the policy been approved by the Board? (Yes/No)					Yes ⁷				
c. Web Link of the Policies, if available	Policies are available on: (1) website of the Company - www.cipla.com and the weblink of the policies are also available in the Report on Corporate Governance on page no. 206 (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 extend to our value chain partners								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusted standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct	ISO 9001:2015, United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct	ISO 45001: 2018 at manufacturing sites globally, United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct	United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct	United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct	ISO 50001 at 25 of 46 manufacturing sites, National Guidelines on Responsible Business Conduct	United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct	United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct	United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The specific 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								

⁶GRI 2-23, GRI 2-24

⁷Policies are approved by the Board, respective board committees, respective department heads, wherever applicable

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. 14									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (Yes).									
Mr Umang Vohra, Managing Director and 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. ⁸									
	DIN	Name	Designation						
	00027923	Ms Samina Hamied	Chairperson*						
	00070477	Mr Ashok Sinha	Member						
	03515778	Mr Robert Stewart	Member						
	02313000	Mr S Radhakrishnan	Member						
	01915274	Mr P R Ramesh	Member						
	02296740	Mr Umang Vohra	Member						
*w.e.f. 1 st April, 2024, Mr Robert Stewart has been appointed as Chairman of IRMC.									

10. Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The policies of the Company are reviewed periodically / on a need basis by department heads / directors / board committees, wherever applicable.																	
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Status of compliance with all applicable statutory requirements is reviewed by the Board and the Audit Committee on a quarterly basis.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

- DNV Business Assurance India Private Limited has been engaged to provide assurance on Cipla's Integrated Annual Report, including the Business Responsibility & Sustainability Report for FY 2023-24. As part of the assurance process, DNV has reviewed implementation of ESG related policies at operational level.
- SGGS & Associates, Practicing Company Secretaries was engaged to conduct a detailed assessment of the effectiveness of policies and practices relating to human rights.
- The procedures and compliances pertaining to the working of Company's policies are also evaluated by the internal auditors of the Company from time to time.

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

Not Applicable

⁸GRI 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 year⁹

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 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, various other industry, business and regulatory updates.	91.44
Key Managerial Personnel	17		94.12
Employees other than BoD and KMPs	3,975	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.	94.60
Workers	334		49.64

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website)¹¹

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

Nil

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 policy¹²

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

(as defined in the policy) and all its subsidiaries across the globe. The policy details our zero tolerance approach towards corruption and bribery and includes the following elements:

1. Responsibility of Cipla associates and business partners
2. Mechanism to deal with complaints on bribery and corruption
3. Advice on interactions with public servants
4. Do's and Don'ts regarding entertainment, gifts and hospitality

The Policy also guides business partners and associates on how to file complaints about bribery and corruption in accordance with our Whistle-blower Policy. Risk assessments regarding compliance with anti-corruption and anti-bribery laws are conducted as and when necessary as part of Enterprise Risk Management activities and appropriate mitigation measures are taken in response. In addition to our Code of Conduct training, our employees

⁹GRI 2-17, GRI 2-24

¹⁰It 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'

¹¹GRI 2-27

¹²GRI 205-1, GRI 205-2

receive anti-corruption and anti-bribery training. 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/corruption¹³**

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 interest¹³**

Not applicable

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

Particulars	FY 2023-24	FY 2022-23
Number of days of accounts payables	60	66

9. **Open-ness of business**

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	10.68%	8.80%
	b. Number of trading houses where purchases are made from	274	224
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	51.22%	51.33%
Concentration of Sales	a. Sales to dealers / distributors ¹⁴ as % of total sales	82.36%	83.91%
	b. Number of dealers / distributors to whom sales are made	13,923	13,141
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	35.85%	33.62%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.05%	0.04%
	b. Sales (Sales to related parties / Total Sales)	0.003%	-
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	100%	-
	d. Investments (Investments in related parties / Total Investments made)	86.99%	27.23%

Leadership Indicators

1. **Awareness programmes conducted for value chain partners on any of the Principles during the financial year¹⁵**

Refer page no. 100 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 same¹⁶**

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_Revise-%20Final.pdf

¹³GRI 205-3

¹⁴Sales to dealers/distributors excludes sales made directly to consumers, retailers, hospitals, e-commerce and manufacturers

¹⁵GRI 2-24, GRI 2-25

¹⁶GRI 2-15

PRINCIPLE

2

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

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

Refer page no. 56 of Manufactured Capital and page no. 63 of Intellectual Capital

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

Yes

- b. **If yes, what percentage of inputs were 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. 99 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**

As a pharmaceutical Company, we do not engage in the reclamation or recycling of products once they reach the end of their lifespan. However, we have implemented waste management protocols across all our manufacturing facilities and warehouses. Any products that remain unsold in the market and approach their end of life for any reason are retrieved by our warehouses for secure disposal, typically through incineration.

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

Yes, refer page no. 122 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)? if yes, provide details in the following format ?**

Refer page no. 122 of Natural Capital

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**

Refer page no. 122 of Natural Capital

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 as per the following format**

Since the company is engaged in the pharmaceutical business, products are not reclaimed at the end of their life for reusing, recycling. However, the reclaimed products are sent for safe disposal through incineration. We do use recycled tertiary packaging material sourced from our suppliers. We also collect and channelise quantities of different types of plastics such as rigid, flexible and multi-layered which is equivalent to that used in packing our own products.

In FY 2023-24, 1,466 metric tonnes of date expired products were collected and sent for incineration and 252 metric tonnes of packaging material was sent for recycling.

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

Since the Company is engaged in the pharmaceutical business, products are not reclaimed at the end of their life for reusing, recycling but the reclaimed products are sent for safe disposal through incineration.

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.

9.40% of our formulation products were reclaimed and safely disposed through incineration in FY 2023-24.

PRINCIPLE**3****Businesses should respect and promote the well-being of all employees, including those in their value chains****Essential Indicators**

1. **a. Details of measures for the well-being of employees**
Refer page no. 80 of Human Capital
- b. Details of measures for the well-being of workers**
Refer page no. 80 of Human Capital
- c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format**
Refer page no. 80 of Human Capital
2. **Details of retirement benefits, for Current FY and Previous Financial Year**
Refer page no. 81 of Human Capital
3. **Accessibility of workplaces**
Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard
Refer page no. 82 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. 82 of Human Capital
5. **Return to work and Retention rates of permanent employees and workers that took parental leave**
Refer page no. 80 of Human Capital
6. **Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief**
Refer page no. 83 of Human Capital
7. **Membership of employees and worker in association(s) or Unions recognised by the listed entity**
Refer page no. 85 of Human Capital
8. **Details of training given to employees and workers**
Refer page no. 76 and 89 of Human Capital
9. **Details of performance and career development reviews of employees and worker**
Refer page no. 78 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?**
Refer page no. 86 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. 87 of Human Capital
- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)**
Refer page no. 87 of Human Capital
- d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**
Refer page no. 89 of Human Capital

11. **Details of safety related incidents, in the following format**
Refer page no. 88 of Human Capital
12. **Describe the measures taken by the entity to ensure a safe and healthy work place**
Refer page no. 85 of Human Capital
13. **Number of Complaints on the following made by employees and workers**
Refer page no. 86 of Human Capital
14. **Assessments for the year**
Refer page no. 86 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. 87 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**
All value chain partners of the Company are expected to conduct themselves in an ethical and responsible manner in all their business transactions and maintain high standards of fair business practices. Robust processes have been adopted 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 with the applicable regulations and reviewed as per regular audit

processes. Necessary certificates and proofs from contractors with respect to payment of statutory dues like PF, ESIC, etc. relating to contractual employees and workers are also collected by the Company.

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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment

Particulars	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	-	-	-	-
Workers	1	-	-	-

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

No

5. Details on assessment of value chain partners

Refer page no. 99 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

Refer page no. 99 of Relationship Capital

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. 38 of Stakeholder Engagement

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

Refer page no. 38 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 Board¹⁷

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.

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 entity¹⁸

Yes, our material issues are identified based on our engagement with our stakeholders. For details please 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. 38 of the Stakeholder Engagement.

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. 103 to 109 of Social Capital. There are no reportable concerns of vulnerable / marginalised groups.

¹⁷GRI 2-12, GRI 2-25

¹⁸GRI 2-12

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

1. **Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format¹⁹**

Refer page no. 84 of Human Capital

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

Refer page no. 83 of Human Capital

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

a. **Median remuneration/ wages**

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (Amount in ₹)	Number	Median remuneration/ salary/ wages of respective category (Amount in ₹)
Board of Directors (BoD)	10	1,07,75,000	2	5,53,02,472
Key Managerial Personnel	2	4,22,25,883	-	-
Employees other than BoD and KMPs	23,220	6,38,191	4,111	6,68,686
Workers	271	8,57,086	114	10,43,399

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

Particulars	FY 2023-24	FY 2022-23
Gross wages paid to females as a % of total wages	19.37%	18.88%

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. 84 of Human Capital

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

Refer page no. 84 of Human Capital

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

Particulars	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	15	1	-	7	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced labour/ Involuntary labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

¹⁹GRI 2-24

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

Particulars	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)*	12	7
Complaints on POSH as a % of female employees / workers	0.17%	0.11%
Complaints on POSH upheld*	12	7

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases²⁰
Refer page no. 84 of Human Capital
9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)²¹
Yes, Refer page no. 83 of Human Capital
10. Assessments for the year
Refer page no. 84 of Human Capital
11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.
There were no significant risks/concerns arising from the assessments at question 10 above
2. Details of the scope and coverage of any Human rights due-diligence conducted
Refer page no. 84 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
Refer page no. 99 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
Refer page no. 99 of Relationship Capital

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints
Not applicable

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 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	3,54,105	3,15,294
Total fuel consumption (B)	2,28,869	1,97,324
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C) GJ	5,82,974	5,12,618
From non-renewable sources		
Total electricity consumption (D)	9,03,539	8,71,901
Total fuel consumption (E)	5,31,498	4,96,379
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+ F) GJ	14,35,037	13,68,280
Total energy consumed (A+B+C+D+E+F) GJ	20,18,011	18,80,898
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) GJ/₹ lac of Revenue	0.78	0.83
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	17.92	18.92
Energy intensity in terms of physical output (GJ/MT Product)	127.62	115.24

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

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

²⁰GRI 2-25

²¹GRI 2-23

*This data includes complaints only specific to Cipla Limited and its Indian Subsidiaries as per statutory requirements.

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

During FY 2023-24, the list of Designated Consumers has been amended to include the chemical sector (including pharmaceuticals API) with an energy consumption of 3,000 Metric tons of Oil equivalent per year or above. We are currently in the process of reaching out to relevant authorities for further guidance.

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	48,667	52,000
(ii) Groundwater	2,13,764	2,51,173
(iii) Third party water	13,51,648	12,63,636
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	16,14,079	15,66,809
Total volume of water consumption (in kilolitres)	14,98,961	14,84,831
Water intensity per rupee of turnover (Total water consumption/₹ lac of Revenue)	0.58	0.65
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	13.31	14.93
Water intensity in terms of physical output (Water consumption/MT Product)	94.79	90.97

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

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

4. Provide the following details related to water discharged

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	1,15,118	81,978
- No treatment	66,084	44,328
- With treatment: Primary treatment	9,818	6,861
- With treatment: Tertiary treatment	39,216	30,789
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	1,15,118	81,978

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

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

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

We have implemented zero liquid discharge ('ZLD') mechanism at our Sikkim, Kurkumbh, Virgonagar, Indore, Goa and Bommasandra manufacturing units. As of 31st March, 2024, 54% of our manufacturing units have ZLD operations.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format²²

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	mg/Nm ³	64.68	49.09
SOx	mg/Nm ³	29.91	48.14
Particulate matter (PM)	mg/Nm ³	31.25	29.60
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others - please specify	NA	NA	NA

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

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

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Global Scope 1 Emissions	Metric tonnes of CO ₂ equivalent	Energy based- 37,398 Refrigerant emissions: -6,97,682	Energy based: 35,831 Refrigerant emissions: 6,11,026 ²³
Total Global Scope 2 Emissions	Metric tonnes of CO ₂ equivalent	2,07,238	1,95,777 ²⁴
Total Global Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ e/₹ lac of Revenue	0.365	0.370
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)		8.37	8.47
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/MT Product	59.59	51.62

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

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

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

Refer page no. 114 from Natural Capital

²²GRI 305-7

²³GRI 2-4. We continually review and monitor our data for accuracy and constancy. Hence, we are issuing a restatement of our global refrigerant emissions for FY 2022-23

²⁴GRI 2-4. We have used the CEA 2023 factor to calculate our Scope 2 emissions for FY 2023-24 and FY 2022-23. Hence, we are issuing a restatement for our FY 2022-23 Scope 2 emissions.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	2,748	3,057
E-waste (B)	67	30
Bio-medical waste (C)	102	64
Construction and demolition waste (D)	999	103
Battery waste (E)	70	45
Radioactive waste (F)	-	-
Other Hazardous waste, if any. (G)	17,107	14,834
Other Non-hazardous waste generated (H), if any. (Break-up by composition i.e. by materials relevant to the sector)	10,550	8,945
Total (A + B + C + D + E + F + G + H)	31,643	27,078
Waste intensity per rupee of turnover (Total waste generated / ₹ lac of Revenue)	0.012	0.012
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	0.28	0.27
Total waste generated/MT product	2.00	1.66
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/Reused	22,374	19,626
(ii) Other recovery operations	5,828	5,042
Total	28,202	24,668
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	2,503	1,342
(ii) Landfilling	1,522	1,012
(iii) Other disposal operations	-	-
Total	4,025	2,354

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

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

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

Kindly refer page no. 120 and 123 from Natural Capital.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format²⁵

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.	Cipla Limited Bommasandra- Jigani Link Road, Industrial Area, Plot No. 285, KIADB Bangalore, Krishnapuram, Jigani, Karnataka 560105, India.	API manufacturing	Yes

²⁵GRI 304-1

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

The Company has not undertaken any Environmental Impact Assessments of its Projects in FY 2023-24.

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances²⁶

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

Leadership Indicators

1. 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 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	158	-
(ii) Groundwater	57,940	58,970
(iii) Third party water	3,32,345	3,68,126
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	3,90,443	4,27,096
Total volume of water consumption (in kilolitres)	3,80,625	4,20,235
Water intensity per rupee of turnover (Water consumed / ₹ lac of Revenue)	0.15	0.19
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	9,818	6,861
- No treatment	-	-
- With treatment-Primary treatment	9,818	6,861
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	9,818	6,861

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

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

²⁶GRI 2-27

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	45,76,772	41,05,383
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/₹ lac of Revenue	1.77	1.80
Total Scope 3 emission intensity adjusted for PPP		40.63	41.29
Total Scope 3 emission intensity in terms of physical output	tCO ₂ e/MT Product	289.43	251.52

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

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

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

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

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

Please refer page no. 56 of Manufactured Capital

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link²⁷

A detailed framework and guidelines have been provided in Cipla's Business Continuity Plan guidance document to support Cipla's business units and operations to respond, restore and check critical business processes when normal operations are disrupted. This document provides an overview of ongoing functions, describes an approach to supporting critical business functions and defines personal roles and responsibilities. It also outlines notification procedures and communication methods, protocols for activation deactivation plans,

provisions for alternative workplaces/manufacturing/ product development and a plan for the maintenance and recovery of important records.

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

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

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

Refer page no. 99 of Relationship Capital.

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

Refer page no. 99 of Relationship Capital.

²⁷GRI 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. 96 of Relationship Capital
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.**
Refer page no. 96 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. 96 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 year²⁸**
During the year, the Company was not required to undertake any SIA under the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.
2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement ('R&R') is being undertaken by your entity, in the following format**
Not applicable
3. **Describe the mechanisms to receive and redress grievances of the community²⁹**
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. 168.
4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers**
Refer page no. 98 and 99 of Relationship Capital
5. **Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost³⁰**

Location	FY 2023-24	FY 2022-23
Rural	9.76%	9.89%
Semi-urban	2.17%	2.25%
Urban	3.35%	4.66%
Metropolitan	84.72%	83.20%

²⁸GRI 413-2²⁹GRI 2-25³⁰This data pertains to permanent employees and workers of Cipla Limited and its Indian subsidiaries (except Jay Precision Pharmaceutical Private Limited) employed in India

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 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 (in ₹)
1	Bihar	Muzaffarpur	2,740,436
2	Andhra Pradesh	Visakhapatnam	5,124,158

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

(b) From which marginalized /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 groups during selection of its suppliers. During the year, we spend 65% of our total procurement budget on local sourcing and out of the total input materials sourced by the Company and 9.2% were sourced 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 underway, 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. 103 to 109 of Social Capital and page no. 150 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

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

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

Particulars	As a percentage of 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

Particulars	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data Privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber- security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	1	1	Sub Judice

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

Refer 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

Refer page no. 61 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

- 7. Provide the following information relating to data breaches**
- a. **Number of instances of data breaches:** One
 - b. **Percentage of data breaches involving personally identifiable information of customers:**
Nil
 - c. **Impact, if any, of the data breaches:** The Company recorded one data breach for FY 2023-24, however, there was no loss of data or adverse negative impact.
- 2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services**
Refer page no. 95 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)**
Yes, Refer page no. 95 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>