

Regd. & Corp. Office: 1506, Chiranjiv Tower, 43, Nehru Place, New Delhi - 110019 (INDIA) Tel.: 011 - 47589500-51 (50 Lines), E-mail: info@medicamen.com Web: www.medicamen.com CIN No.: L74899DL1993PLC056594

Date: 13.08.2024

BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400001 National Stock Exchange of India Limited Exchange Plaza, Bandra Kurla complex Bandra(E) Mumbai- 400051

Code No: 531146

Symbol: MEDICAMEQ

Sub: Business Responsibility and Sustainability Reporting

Dear Sir/Ma'am,

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for the Financial Year 2023-24, which also forms part of the Annual Report 2023-24.

This is for your information and records.

Thanking You

Yours truly, For Medicamen Biotech Limited

Parul Choudhary Company Secretary ACS: 44157



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### **BUSINESS RESPONSIBILITY AND SUSTAINIBILITY REPORT**

#### **SECTION A: GENERAL DISCLOSURES**

1	Corporate Identity Number (CIN) of the Company	L74899DL1993PLC056594
2	Name of the Company	Medicamen Biotech Limited
3	Registered Address	1506, Chiranjiv Tower, 43, Nehru Place, New Delhi- 110019
4	Website	www.medicamen.com
5	Email ID	cs@medicamen.com
6	Financial year reported	April 01, 2023 to March 31, 2024
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	NIC Code of product/service: 21001/21002 Manufacture of medicinal substances used in the manufacture of pharmaceuticals: antibiotics, endocrine products, basic vitamins; opium derivatives; sulpha drugs; serums and plasmas; salicylic acid, its salts andesters; glycosides and vegetable alkaloids; chemically pure sugar etc. and Manufacture of allopathic pharmaceutical preparations.
8	List three key products/services that the Company manufactures / provides (as in balance sheet)	MBL manufactures formulations of Oncology, Cardio vascular, Diabetic and hypertension, nutraceutical and other products.
9	Total number of locations where business activity is undertaken by the Company	There are 3 manufacturing facilities: Bhiwadi Plant: SP-1192, A & B Phase-IV, Industrial Area, Distt Alwar, Bhiwadi 301019 (Rajasthan) Haridwar Plant: Unit-I: - Plot No 86 & 87, Sector 6A, IIE, Sidcul, Bhel, Ranipur, Haridwar-249403 Unit-II: - Plot No 84 & 85, Sector 6A, IIE, Sidcul, Bhel, Ranipur, Haridwar-249403
	1. Number of international locations (Provide details of major 5)	Nil
	2. Number of national locations	3



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Mar	10	Markets served by the Company - local /	The Company, in addition to marketing its		
stat		state /national / international	products domestically, also markets its		
			products globally over 35 countries. Around 80% of sales are generated from international markets.		
			international markets.		

### **SECTION B: FINANCIAL DETAILS**

1	Paid-up Capital (Rs.)	Rs. 12, 71,46,000/-
2	Total Turnover (Rs.)	Rs. 172,38,63,000/-
3	Total Profit after Taxes (Rs.)	Rs. 13,29,80,000/-
4	Total spending on Corporate Social Responsibility (CSR) as percentage of Profit after Tax (%)	CSR spend during the financial year 2023-24 was Rs. 28.26 Lakhs of last three years average Profit After Tax on standalone basis)
5	List of activities in which the above expenditure has been incurred	Education Health

#### **SECTION C: OTHER DETAILS**

1	Does the Company have any Subsidiary Company/	Yes, the Company have
	Companies?	two subsidiaries named:-
		OPAL Pharmaceuticals Pty
		Ltd (Wholly owned
		Subsidiary) located at
		Australia
		Medicamen Life Sciences
		Private Limited
2	Do the Subsidiary Company / Companies participate in the	The parent company
	BR initiatives of the parent company? If yes, then indicate	undertakes majority of the
	the number of such subsidiary company(s)	BR initiatives
3	Do any other entity / entities (e.g. suppliers, distributors	Entities like suppliers,
	etc.) that the Company does business with; participate in	distributors do not
	the BR initiatives of the Company? If yes, then indicate the	participate in the
	percentage of such entity / entities? [Less than 30%, 30-	Company BR initiatives in
	60%, More than 60%]	the reporting period.

### **SECTION D: BR INFORMATION**

1. A. Details of the Director / Directors responsible for implementation of the BR (Business Responsibility) policy / policies



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1.	DIN NUMBER	00317960
2.	NAME	Rahul Bishnoi
3.	DESIGNATION	Chairman

#### B. Details of the BR head:

1.	DIN NUMBER	00317960
2.	NAME	Rahul Bishnoi
3.	DESIGNATION	Chairman
4.	TELEPHONE NUMBER	011-47589500
5.	EMAIL ID	info@medicamen.com

### I. PRODUCTS/SERVICES

• 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
	Manufacturing, Marketing, a	nt, We are one of the leading pharmaceutical and Companies in India and are engaged in alresearch, development, manufacturing, marketing and distribution of branded and generic pharmaceutical formulations in India and Internationally.	100

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

S. No.	Product/Service	NIC Code	% of total	Turnover
			contributed	
1.	Pharmaceuticals	Division 1	100	
	products	Group 210		
		Class 2100		

### **II. OPERATIONS**

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

Location	Number of plants	Number of offices	Total
National	3	1	4
International	Nil	Nil	Nil

- Markets served by the entity:
  - a. Number of locations



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Locations	Number
National (No. of States)	PAN India (21 States)
International (No. of Countries)	More than 35 markets served across African countries,
	Brazil & Rest of World

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

70%

c. A brief on types of customers:

The primary channel of distribution is through the wholesale drug distributors and stockiest. We also sell to the institutional segment which majorly includes government, semi-government institutions and hospitals etc.

#### **III. EMPLOYEES**

- Details as at the end of Financial Year:
  - a. Employees and workers (including differently abled):

S.	Particulars	Total	Male		Female	
No.		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
		-	EMPLOYEES			
1.	Permanent (D)	378	343	90.74	35	9.26
2.	Other than Permanent (E)					
3.	Total employees (D + E)	378	343	90.74	35	9.26
			WORKERS			
4.	Permanent (F)	273	80	29.30	193	70.69
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	273	80	29.30	193	70.69

b. Differently abled Employees and workers:

S.	Particulars	Total	Male		Female	
No		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-



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3.	Total differently abled employees (D + E)	-	-	-	-	-						
	DIFFERENTLY ABLED WORKERS											
4.	Permanent (F)	-	-	_	-	-						
5.	Other than permanent (G)	-	-	-	-	-						
6.	Total differently abled workers (F + G)	-	-	-	-	-						

c. Participation/Inclusion/Representation of women

Particulars	Total	No. and pe	rcentage of Females
	(A)	No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel	3	1	33%

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

Particulars	FY <u>2023-24</u> (Turnover rate in current FY)				' <u>2022-23</u> ver rate in <sub>l</sub> FY)	previous	FY <u>2021-22</u> (Turnover rate in the year prior to the previous FY)				
	Male	Female	Total	Male	Female	Total	Male	Female	Total		
Permanent Employees	42.57	53.13	43.56	39.70	35.82	39.34	31.91	43.64	32.96		
Workers	75.41	106.56	89.2	82.72	70.05	74.05	133.97	95.32	107.6 0		

### IV. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

• (a) Names of holding / subsidiary / associate companies / joint ventures

S.	Name of the holding/	Indicate whether	% of shares	Does the entity indicated at
No.	subsidiary/ associate	holding/ Subsidiary/	held by	column A, participate in the
	companies/ joint	Associate/ Joint	listed	Business Responsibility
	ventures (A)	Venture	entity	initiatives of the listed
				entity? (Yes/No)
1.	OPAL Pharmaceuticals	Wholly Owned	100	No
	Pty Ltd	Subsidiary		
2	Medicamen Life Sciences	Subsidiary	62.34	No
	Private Limited			

### V. CSR Details

S. No.	Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
1	Turnover (in Rs. Lakhs)	Rs. 17,238.63
2	Net worth (in Rs. Lakhs)	Rs. 20,920.55



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### **VI. Transparency and Disclosures Compliances**

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

Stakeholder	Grievance	FY 2023-2	24		FY 2022-23					
			inancial Yea	r	Previous Financial Year					
	Mechanis									
	m in Place									
-	(Yes/No)									
	-	Numbe	Number of		Number of	Number of				
	then	r of	complaints		complaints	complaints				
	provide		pending	Remarks	-		Remarks			
	П	-	resolution		during the					
	for	during	at close of		year	at close of				
	r	the	the year		ľ	the year				
	redress	year				-				
	policy)									
Communities	https://ww	-	-	-	-	-	-			
	w.medicam									
	en.com/pub									
	lic/uploads/									
	file-89.pdf									
Investors	NA	NA	NA	NA	NA	NA	NA			
(other than										
shareholders										
)										
Shareholders	https://scor	-	-	-	-	-	-			
	es.gov.in/sc									
	ores/Welco									
	me.html									
	https://ww	-	-	-	-	-	-			
	w.medicam									
	en.com/pub									
	lic/uploads/									
	file-89.pdf									
Customers	www.medic	-	-	-	-	-	-			
	amen.com									
	https://ww	-	-	-	-	-	-			
	w.medicam									
	en.com/pub									
	lic/uploads/									
	file-89.pdf									
Other (please	-	-	-	-	-	-	-			
specify)										



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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

	identified		risk, approach to	Financial implications of the risk or opportunity (Indicate positive or negative implications)
	Product quality and safety	outcomes are attained. Compromise on pharmaceutical product quality would imply a compromise on patients' overall health and wellbeing. This will also entail failure to comply with GxP (Good Laboratory Practices, Good Manufacturing Practices and Good Clinical Practices). Any lapse can lead to product withdrawals, recalls, regulatory action, decreased sales, reputational risk, increased litigation followed by increase in litigation expense.	product quality and patient safety are the fundamental principles for MBL. The Company being in the healthcare sector, the nature of its business requires the utmost attention to the quality of its product. We have taken following measures to ensure resilience against the risk:  Audits are conducted by the Quality Assurance	Negative
2	Equality	Investing in equality and diversity brings numerous benefits to the Company. From bringing skills to the team, respecting each and		Positive



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			every employee's rights,
			promoting innovation and
			diverse views, enhancing
			Company's reputation,
			and promoting new talent.
			We believe in giving equal
			opportunities to everyone
			irrespective of caste,
			gender, color, religion or
			any other bias.
3	Ethics and	Risk	This may impact the MBL Code of Negative
	Business		brand and trust of Conduct,
	Integrity		stakeholders Monitoring
			Mechanism
			to ensure Ethical
			Conduct
4	Employee	Opportunity	This may improveLearning and Positive
	Development		employee competence, development
			skills and knowledgeopportunities for
			which is key forvarious level of
			organizational growth employees

### **SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

- P1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable
- P2 Businesses should provide goods and services in a manner that is sustainable and safe
- P3 Businesses should respect and promote the well-being of all employees, including those in their value chains
- P4 Businesses should respect the interests of and be responsive towards all its stakeholders
- P5 Businesses should respect and promote human rights
- P6 Businesses should respect, protect and make efforts to protect and restore the environment
- P7 Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
- P8 Businesses should promote inclusive growth and equitable development
- P9 Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure	P	P	P	Р	P	P	Р	Р	Р
Questions	1	2	3	4	5	6	7	8	9
Policy and management processes									
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)	The	polici	es hav	e bee	en app	orove	d by t	he Bo	ard.



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c. Web Link of the Policies, if available	Yes. All polices which are required to be disclosed
	under various governing regulations have been
	placed on the website www.medicamen.com
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes
Do the enlisted policies extend to your value chain	Yes
partners? (Yes/No)	
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.	Environmental and Economic Responsibilities of Business as released by Ministry of Corporate
<ol><li>Specific commitments, goals and targets by the entity with defined timelines, if any.</li></ol>	
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	
Governance, leadership and oversight	
Statement by director responsible for the business	responsibility report, highlighting ESG related
challenges, targets and achievements	
We believe in cultivating a nurturing workplace and ediscrimination policies, and work-life balance and further constant endeavor to deliver products and services of tresponsible manner ensured by the highest standard of environment and society. Our robust business model, a brand strength, and customer-centric approach back our robust business model.	encourage employee wellbeing and safety. It is our he highest quality to our customers, in the most governance, while ensuring minimal harm to the doption of emerging technology and automation,
8. Details of the highest authority responsible for	
implementation and oversight of the Business	
	Designation- Chairman
	elephone No: 011-47589500
	mail Id: info@medicamen.com
S	Relationship Committee. This Committee provides
	Members of Stakeholder Relationship Committee:-

Mr. Harish Pande-Independent Director



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10. D	etails of Review of NGRBCs b	oy th	ne C	omį	oany	<b>y</b> :						Indep ⁄edi-Ir					tor	
	Subject for Review	und	dert mm	ake itte	n e of	ethe by the nmit	Di Boar	ired	w	was Frequency / (Annually/ Half yearly/ Qu Any other – please specify)								uarterly/
		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P   1	P P	P 4	P 5	P 6	P 7	P 8	P 9
	Performance against above policies and follow up action	Yes			•		0	<u> </u>				early	basis			<u> </u> *		
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes	5								On A	innua	l basi	S				
11. H	las the entity carried out in	dep	end	ent	ass	essn	nent/	/ P		Р	Р3	Р	Р	P 6	P	)	Р	Р
	valuation of the working of it gency? (Yes/No). If yes, provi	•			•			1		2		4	5		7		8	9
								ai Co th to	re re omr ne a	eview nitte bove	ved fr es ar polic story	om ti nd Se cies ar	me t nior nd pr	o tin Mar oces	ne b nage ses	y th mei may	e Bo nt. F / be :	which ard, its urther, subject es, as

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)			1						
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NIA								
It is planned to be done in the next financial year (Yes/No) Any other reason (please specify)	NA								



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#### 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

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

#### **Essential Indicators**

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

Segment	Total number of training and awareness programmes held	under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	3	During Board/Committee Meetings, directors receive regular presentations covering a range of topics essential to the Company's operations. These include the Company's strategy, business operations, market performance, organizational structure, product brands, finance, risk management framework, quarterly and annual financial results, human resources, technology, health safety & environment, regulatory updates.	100
Key Managerial Personnel	3	Functional training, Prevention of Sexual Harassment at the Workplace Compensation & Benefits	100
Employees other than BOD and KMPs	3	Functional training, Safety Training Prevention of Sexual Harassment at the Workplace Fire training	82
Workers	4	Safety Trainings Prevention of Sexual	98



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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):

	N	lonetary			
Particulars	NGRBC Principle	Name of the regulatory/ enforcement	Amount (In INR)	Brief of the Case	Has an appeal been
		agencies/ judicial institutions			Preferred? (Yes/No)
Penalty/ Fine	NA	NA	NA	NA	NA
Settlement	NA	NA	NA	NA	NA
Compounding fee	NA	NA	NA	NA	NA
Non-Monetary					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appe preferred? (Yes/N	
Imprisonment	NA	NA	NA	NA	NA
Punishment	NA	NA	NA	NA	NA

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

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

Yes. MBL contains guidelines on anti-bribery and anti-corruption. MBL is committed to upholding the highest moral and ethical standards, and does not tolerate bribery or corruption in any form. The policy is available on the company.

#### website at:

https://www.medicamen.com/public/uploads/file-103.pdf

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

During the financial year, no disciplinary action taken by any law enforcement agency for the charges of bribery / corruption against the Company's Directors, KMPs, employees or workers.



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### Details of complaints with regard to conflict of interest:

During the financial year, no complaints were received in relation to Conflict of Interest of the Directors or KMPs.

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

Not applicable

# PRINCIPLE 2 BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

We produce a comprehensive, diverse and highly complementary portfolio of generic and specialty medicines, targeting a wide spectrum of chronic and acute treatments. Our product portfolio includes generics, speciality products, over the counter (OTC) products and formulations

#### **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.

	Current financial Year	Previous Financial Year	Details of improvements in environmental and social impacts		
R & D	22%	23%	Improvement in analysis		
Cape	16%	18%	technology and laboratories		
х					

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

The Company has standard operating procedures for the evaluation and selection of its vendors for sourcing of material. The Company has system of identifying and / or developing alternate vendors where single vendor is considered critical for business continuity.

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.

Product		Process to safely reclaim the product					
Plastic	(including	Plastic drums remaining after unloading of raw material is being					
packaging)		dispose of through registered recycler.					
E-waste		E-waste is disposed off through registered recycler.					



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Hazardous waste	All hazardous & microbial waste generated at disposed off through an authorized service provider.
Other waste	Bio-medical waste is disposed off through Common Bio-medical Waste
	Treatment and Disposal Facility (CBWTF) incinerator.

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.

Annual hazardous waste report submitted annually to respective pollution control board.

# PRINCIPLE 3 BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

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

Catego	% of emp	% of employees covered by										
ry	Total (A)			Accid	dent rance	Maternit benefits	у	Paternity Benefits	•	Day Care facilities		
		Numbe r (B)	% (B ,	/ Nu mb er (C)	% (C / A)	Numbe r (D)	% (D / A)	Numbe r (E)	% (E / A)	Numbe r (F)	% (F / A)	
Permane	Permanent employees											
Male	0	0	0	0	0	0	0	0	0	0	0	
Female	0	0	0	0	0	35	100 %	0	0	0	0	
Total	0	0	0	0	0	35	100 %	0	0	0	0	
Other tha	an Perman	ent emplo	yees				_					
Male	0	0	0	0	0	0	0	0	0	0	0	
Female	0	0	0	0	0	0	0	0	0	0	0	
Total	0	0	0	0	0	0	0	0	0	0	0	

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

Categor	% of employees covered by											
У	Total (A)		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Numbe r (B)	% (B / A)	Num ber (C)	% (C / A)	Numbe r (D)	% (D / A)	Numbe r (E)	% (E / A)	Numbe r (F)	% (F / A)	
Permane	Permanent workers											
Male	0	0	0	0	0	0	0	0	0	0	0	



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Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
Other tha	n Perma	nent work	ers								
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

2. Details of retirement benefits for Current and Previous FY

		FY 2023-24		FY 2022-23					
Benefit	employees covered as a % of total employees		Deducted and deposited with the authority (Y/N/N.A)	No of employees covered as a % of total employees	No of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A)			
PF	97%	100%	Υ	97%	100%	Υ			
Gratuity	100%	100%	Υ	100%	100%	Υ			
ESI	44%	100%	Υ	44%	100%	Υ			
Other Superannuation	N/A	N/A	N/A	N/A	N/A	N/A			

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.

Most of our working locations are accessible to differently abled persons.

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.

MBL provides an inclusive work culture and a discrimination-free environment for all its employees. The Company values and embraces diversity and does not discriminate against anyone based on race, gender, religion / beliefs, disability, marital or civil partnership status, age, sexual orientation, gender identity, gender expression, caring responsibilities, or any other protected class of person in the country. In this regard governed the BR the Company by policy https://www.medicamen.com/public/uploads/file-101.pdf

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

Gender	Permanent Employ	ees	Workers				
	Return to work rate	Retention Rate	Return to work rate	Retention rate			
Male	-	-	-	-			



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Female	100%	100%	-	-
Total	100%	100%	-	-

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

We value our employees and believe that MBL's success is an outcome of collective contribution of all our employees. The Company has in place appropriate grievance redressal mechanism wherein employees can directly report their concerns to their Head of Department, HR head or any members of senior management.

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, Through Complaint Box
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

	FY 2023-24		FY 2022-23				
	Total	No. of	%	Total	No. of	%	
	employees/workers	employees	(B/A)	employees/workers	employees	(D/A	
	in respective	/ workers in		in respective	/ workers in		
	category (A)	respective		category (C)	respective		
Category		category,			category,		
		who are			who are		
		part of			part of		
		associations			associations		
		or Union (B)			or Union		
					(D)		
Total Pern	nanent Employees						
Male	Nil	Nil	Nil	Nil	Nil	Nil	
Female	Nil	Nil	Nil	Nil	Nil	Nil	
Total Pern	nanent Workers						
Male	Nil	Nil	Nil	Nil	Nil	Nil	
Female	Nil	Nil	Nil	Nil	Nil	Nil	

### 8. Details of training given to employees

Category	FY 202	2023-24					FY 2022	2-23			
	Total	On Hea	lth and	On	skill	Total	Total	(A)	On	On	skill
	(A)	safety		upgrad	upgradation		Health		and	upgradat	ion
		Measur	es				safety	Meas	ures		
		% (B/A)					% (B/A	)			
		No. (B)	%	No.	%		No. (E)	%		No. (F)	%
			(B/A)	(C)	(C/A)			(E/	D)		(F/D)



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Employee	es									
Male	343	285	83	Nil						
Female	35	25	71	Nil						
Total	378	310	82	Nil						
Workers										
Male	80	78	97.50	Nil						
Female	193	190	98.44	Nil						
Total	273	268	98.16	Nil						

### 9. Details of performance and career development reviews of employees

	FY 2023-24			FY 2022-23				
Category	Total (A)	No. (B)	% (B/A)	Total (A)	No (D)	% (D/C)		
Employees		•				·		
Male	343	343	100%	354	354	100%		
Female	35	35	100%	34	34	100%		
Total	378	378	100%	388	388	100%		
Workers								
Male	80	80	100%	111	111	100%		
Female	193	193	100%	166	166	100%		
Total	273	273	100%	277	277	100%		

#### 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 a system?

Yes. The Safety & Health Management system covers activities across all manufacturing locations, offices, research laboratories and supply chain partners and ensures the protection of environment, health & safety of its employees, contractors, visitors and all other relevant stakeholders.

The Company has also adopted Environment, Health & Safety Policy which can be accessed on its website at: <a href="https://www.medicamen.com/public/uploads/file-101.pdf">https://www.medicamen.com/public/uploads/file-101.pdf</a>

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

MBL has established robust procedures to identify workplace hazards and evaluate associated risks. This involves the development and implementation of our unique strategies, Health, Safety, and Environment (HSE) manuals, and Standard Operating Procedures (SOPs). Through comprehensive risk assessments, the organization ensures the effective management of HSE risks. Additionally, MBL conducts regular audits and inspections of its occupational health and safety management systems to uphold stringent standards. The organization's on-site team has autonomously instituted an internal review mechanism to assess performance. This system gets audited on a timely basis. This proactive approach aligns with MBL's commitment to maintaining a safe and secure work environment, reflecting our dedication to the well-being of our



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employees and the overall success of our operations

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# c. Whether you have processes for employees to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes. Work related Hazards are being identified and addressed through a daily plant round and cross functional Behaviour Safety Observation rounds.

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

Yes, all employees are covered under ESI scheme.

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

Safety incidents	Category	FY 2023-24	FY 2022-23
Lost time injury Frequency Rate (LTIFR)	Employees & Workers	Nil	Nil
(per one million-person hours worked)			
Total recordable work-related injuries	Employees & Workers	Nil	Nil
No. of fatalities	Employees & Workers	Nil	Nil
High consequence work related injury or	Employees & Workers	Nil	Nil
ill health (excluding fatalities)			

### 12. Describe the measures taken by the entity to ensure a safe and healthy workplace

To ensure a safe and healthy workplace, the Company has implemented best practices like SOPs are available which is followed by every personnel working within, Permit to work system is implemented to track the non-routine and critical activities carried out, Use of PPE's are mandatory for every worker, External and internal specialists provide regular health and safety training to all employees and contract workers. The highest standards of hygiene and housekeeping are upheld, and the organization operates on a well-maintained HVAC system. Additionally, department-specific safety manuals are in place and are adhered to by all employees.

# 13. Number of Complaints on the Working Conditions and Health & Safety made by employees and workers:

No complaints have been received from the employees and workers on Working Conditions and Health & Safety measures during the financial year 2023-24 and 2022-23.

#### 14. Assessments for the year:

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety	100%
practices	
Working Conditions	100%

### 15. Provide details of any corrective action taken or underway to address safety-related incidents (if



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# any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

All safety-related accidents are being investigated and learnings from investigation reports are shared across organization for deployment of corrective actions to stop recurrence of such incidents. Effectiveness of corrective actions deployment being checked during safety audits. Significant risks/concerns arising from assessment of Health and Safety Practices are addressed through hierarchy of risk controls. The learnings are shared and training is conducted for better understanding & better implementation of processes across all locations.

# PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

**Essential Indicator** 

1. Describe the processes for identifying key stakeholder groups of the entity.

The Company identifies and engages with various stakeholders with the intention of understanding and addressing their expectations and developing short, medium and long-term strategies of the Company. The internal and external groups of key stakeholders identified on the basis of their immediate impact on the operations and working of the Company include Employees, Shareholders, Customers, Communities, Suppliers, Government Authorities, Partners and Vendors.

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

Stakehold er Group	Whether identified as Vulnerable & Marginalized group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Websites)	Frequency of engagements (Annually/ Half Yearly/Quarterly)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Sharehold ers	No	Annual General Meeting, Shareholder meets, email, Stock Exchange (SE) intimations, investor/analyst meet/conference calls, annual report, quarterly results, media releases and Company/SE website	Continuous/ Need Basis	Financial performance Operational performance New product launches Business Outlook Sustainability CSR programs Corporate Governance Material disclosures MoU, partnerships
Employees	No	Senior management interactions, HR Communications, Engagement	Continuous	Employee health, safety and wellbeing initiatives Providing E-learning and development platforms for



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New Deini - 11001	9 (INDIA)	1	T	CIN NO.: L/4899DL1993PLC05659
Customers	No	Website, distributor / retailer / visits,	Continuous/ Need Basis	behavioral and skill development  Employee engagement and satisfaction  Updates and communication on policies, processes, systems  Product quality and availability, responsiveness to needs, after sales service,
		customer plant visits, Dealer's meet, focus group discussion, trade body membership, complaints management, helpdesk, conferences, customer surveys		responsible guidelines / manufacturing, climate change disclosures and Safety awareness.
Suppliers/ Partners	No	Meetings, Visits, supplier Audit, Facility visits	Continuous/ Need Basis	Suppliers are contacted regularly to ensure material quality, safety and timely availability amongst other critical services to ensure continuity of business operations.
Governme	No	Meetings, Conferences, Facility visits, Official Communications, Statutory Publications	Continuous/ Need Basis	We believe in full compliance with all the regulations. In the fast-changing world of sustainability related regulations and laws, we interact with Government and Regulators to deep dive into requirements for our Company, and pharmaceutical sector in general.
Partners and Collaborat ors	No	Meetings/calls; visits; partner events	Continuous: Conference calls Quarterly: Business reviews Annual: Partner events	Stronger partnerships Demand Sustainability Credit worthiness Ethical Behaviour Fair Business Practices Governance

### PRINCIPLE 5 BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

### **Essential Indicators**

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



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Category	FY 2023-24 Current Fir	l nancial Year		FY 2022-23 Previous Financial Year			
	Total (A)	No. of employees /workers covered (B)	% (B / A)	Total (C)	No. of employees /workers covered (D)	% (D / C)	
Employees			I			1	
Permanent	378	310	82	Nil	Nil	Nil	
Other permanent	Nil	Nil	Nil	Nil	Nil	Nil	
Total Employees	Nil	Nil	Nil	Nil	Nil	Nil	
Workers	<u> </u>		•	•	•		
Permanent	273	268	98.16	Nil	Nil	Nil	
Other permanent	Nil	Nil	Nil	Nil	Nil	Nil	
Total Workers	273	268	98.16	Nil	Nil	Nil	

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

Category	FY 2023-24						FY 2022-23				
	Curre	nt Finan	icial Yeai	r		Previo	us Fina	ancial Ye	ar		
	Tot	Equal	to	Mor	e than	Tota	Equa	Equal to		More than	
	al	Minim	num	Mini	imum	I (D)	Mini	imum	Minimum		
	(A)	Wage		Wag	e		Wag	e	Wage		
		No.	% (B /	No.	% (C /		No.	% (E /	No.	% (F /	
		(B)	A)	(C)	A)		(E)	D)	(F)	D)	
Employees	•				•		•	•			
Permanent											
Male	343	Nil	Nil	343	100%	354	Nil	Nil	354	100%	
Female	35	Nil	Nil	35	100%	34	Nil	Nil	34	100%	
Other than											
Permanent											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	
Workers											
Permanent											
Male	80	Nil	Nil	80	100%	111	Nil	Nil	111	100%	
Female	193	Nil	Nil	193	100%	166	Nil	Nil	166	100%	
Other than											
Permanent											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	

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

Particulars	Male	Female
-------------	------	--------



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	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	Nil	2	Nil
Key Managerial Personnel	2	36,16,806	1	7,39,052
Employees other than BoD and KMP	341	3,46,500	34	3,66,276

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. BR Policy has been adopted by the Company and Board of directors have an oversight on the progress.

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

The Company is committed to maintain a safe and harmonious business environment and workplace for everyone and believes that every workplace shall be free from harassment and / or any other unsafe or disruptive conditions.

Accordingly, the Company has in place an ethics framework comprising a team of ethics counsellors for redressal of grievances related to ethics / human rights as well as a team of POSH committee members for redressal of such related issues.

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

Particulars	FY 2023-24			FY 2022-23			
	Current Financial Year			Previous Financial Year			
	during the year	Pending resolution at the		during the year	the	at	Remarks
		end of year			end of year		
Sexual Harassment							
Discrimination at							
workplace							
Child Labour							
Forced	Nil						
Labour/Involuntary							
Labour							
Wages							
Other human Rights							
related issues							

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



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As part of Whistleblower Policy, the Company has a section mentioned on the protection of identity of the complainant. All such matters are dealt in strict confidence. Also, as part of its Code of Conduct, the Company does not tolerate any form of retaliation against anyone reporting legitimate concerns. Anyone involved in targeting such a person will be subject to disciplinary action.

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

At our organization, rigorous due diligence is carried out to ensure compliance with human rights standards. We prioritize active communication of our human rights framework both internally and externally, embedding these principles within agreements, contracts, and our comprehensive Code of Conduct. Through these measures, we reaffirm our commitment to upholding human rights at every level of our operations and relationships. By fostering transparency and accountability, we strive to create a culture where human rights are respected and upheld in all aspects of our business endeavours.

#### 9. Assessments for the year

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	
Forced/involuntary labour	100% The Company's manufacturing plants,
Sexual harassment	R&D centers and offices were assessed by the
Discrimination at workplace	Company and/or externally by third parties,
Wages	as applicable
Others - please specify	

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

Not applicable

# PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

At MBL, we are dedicated to build capabilities and leverage our innovation-oriented approach to protect and rejuvenate our natural ecosystem. Beyond eco-efficient operational innovation, we have also been cultivating an environmentally conscious mind set among our employees. We have embraced an all-encompassing Environment, Health & Safety (EHS) policy that imbues our commitment to environmental conservation in our operational endeavours.

#### **Essential Indicators**

 Details of total energy consumption (in Kilo Joules or multiples) and energy intensity, in the following format:



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Parameter	FY 2023-24	FY 2022-23
	(Current Financial Year)	(Previous Financial Year)
Total electricity consumption (A)	11,04,13,20,744.50	11,10,83,99,636.10
Total fuel consumption (B)	69,49,27,225.20	50,80,40,089.65
Energy consumption through other sources (C)	776,45,65,531.63	6,61,08,12,049.28
Total energy consumption (A+B+C)	19,50,08,13,501.30	18,22,72,51,775.00
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	11.31	13.21
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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.

No

 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.

No. The PAT Scheme is not applicable to the pharmaceutical industries.

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

Parameter	FY 2023-24	FY 2022-23
	(Current Financia	(Previous Financial
	Year)	Year)
Water withdrawal by source (in kiloliters)		
(i) Surface water	NA	NA
(ii) Ground water	23673.1 KL	41683 KL
(iii) Third Party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) others	NA	NA
Total volume of water withdrawal (in kiloliters i+ii+iii+iv+v)	23673.1 KL	41683 KL
Total volume of water consumption (in kiloliters)	23673.1 KL	41683 KL
Water intensity per rupee of turnover (water consumed / turnover) KL / Crore	_	_
Water intensity (optional) – the relevant metric may be selected by the entity-KL/ MT of		-



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()	
Production	

Note: indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? if yes, name the external agency

No

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

Yes. All MBL facilities are equipped with Effluent Treatment Plant (ETP), wherever required. We have a target to become Zero Liquid discharge across all our manufacturing facilities.

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

Parameter	Please	FY 2023-24	FY 2022-23
	specify	Current Financial	Current Financial
	Unit	Year	Year
NOx	Gm/kw-hr	0.25	0.34
Sox	-Nil-	NA	NA
Particulate matter (PM)	μg/m3	94.6	94.7
Persistent organic pollutants (POP)	-Nil-	NA	NA
Volatile organic compounds (VOC)	-Nil-	NA	NA
Hazardous air pollutants (HAP)	-Nil-	Nil	Expired Medicine 203Kg ETP Sludge =50 KG Air Filter = 04 Nos Waster Oil = 25 L
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.

No

5. 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	
		(Curren	nt	(Previous	Financial



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		Financial Year)	Year)
(Break-up of the GHG into	Metric tonnes of CO2 equivalent	NA	NA
(Break-up of the GHG into	Metric tonnes of CO2 equivalent	NA	NA
Total Scope 1 and Scope 2 emissions per rupee of turnover	NA	NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	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.

No

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

No

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

Parameter	FY 2023-24 (Current	FY 2022-23 (Previous
	Financial Year)	Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste <i>(A)</i>	NA	NA
E-waste <i>(B)</i>	NA	NA
Bio-medical waste <i>(C)</i>	NA	NA
Construction and demolition	NA	NA
waste (D)		
Battery waste <b>(E)</b>	NA	NA
Radioactive waste <b>(F)</b>	NA	NA
Other Hazardous waste. Please specify, if	NA	NA
any. <i>(G)</i>		



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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.

No

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.

Packing Area generated scrap like used poly bag, rejected Cartons, rejected Shipper, Used Stereo, Rejected Caps and Rejected Labels are transferred to scrap area. Printed packaging material are cut into pieces and shredded before disposal. Waste materials are segregated as biodegradable and non-biodegradable items and collected in separate polythene lined drums, biodegradable in green container and Non-biodegradable in blue container. Firm has contract with Bharat Oil & Waste management Ltd. for safe, legal& scientific disposal of hazardous/non-hazardous waste. Firm also has contract with Medical pollution control committee for disposal of microbiological waste.

After completion of batch / product all rejected tablets / capsules are disposed of in water and finally send to ETP plant. Pre purchased samples for raw material are tested as a part of vendor qualification for all related impurities and residual solvent content to ensure the safety of product.

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



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S.	Location	of	Туре	of	Whether	the	conditions	of
No.	operations/office	S	operations		are being co	omplied easons t	proval / cleara I with? (Y/N) hereof and aken, if any.	ance
	Not applicable							

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

ļ ,	EIA Notification No.				Relevant Web link		
Not applicable							

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, and Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S. No.	• • •			Corrective action taken,		
	regulation/ guidelines		•	if any		
	which was not	non-	regulatory agencies			
	complied with	compliance	such as pollution			
			control boards or by			
			courts			
Yes						

PRINCIPLE 7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

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

S.	. No	Name of the trade and industry chambers / associations	Reach chambe Nationa	ers /	trade associa	and ations	industry (State /
1		Bhiwadi Manufacturing Association	State				

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



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#### PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

#### **Essential Indicators**

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

Name and brief details of the projects	SIA notification no	Date of notification	Whether conducted by independent external agency (yes / No)	Results communicated in public domain (yes / No)	Relevant web Link		
Not applicable							

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

S No	Name of	State	District	No.	of	% of PAF	Amount
	project for			project		covered	paid to
	which R&R			affected		by R&R	PAFs in
	is ongoing			families			FY(INR)
				(PAFs)			
Not applicable							

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

The Company has a focussed group comprising the Senior Leadership and the CSR Head interacts with the community leaders to understand and address their concerns. Further, a register is also maintained at the plant sites where grievances can be lodged by the community members. Further, the Company also has a Whistleblower Policy in place for all its stakeholders to file their grievances. Same can be accessed at <a href="https://www.medicamen.com/public/uploads/file-89.pdf">https://www.medicamen.com/public/uploads/file-89.pdf</a>

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

Particulars	FY 2023-24	FY 2022-23
Directly sourced from MSMEs / small producers	18%	19%
Sourced directly from within the district and neighboring districts	45%	49%

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

**Essential Indicators** 



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# 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

SOP for handling market complaint is in place to handle all kinds of market complaint. All market complaints are received either directly from the customer or through Marketing by Head- Quality Assurance. It will be forwarded to concerned department Heads through an internal communication (Verbally or through e mail). Communication to the complainant shall be immediately established for acknowledgement of the received complaint and undertaking of the action. The investigation shall be carried out by team of representatives from Quality Control, QA and Production. Further actions shall be initiated as per recommendations in investigation report.

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

Particulars	As a percentage to total turnover			
Environment and Social parameters relevant	The Company complies with all the			
to product	regulatory requirements in relation to			
Safe and responsible usage	display of information on product			
Recycling and / or safe disposal	label.			

Pharmaceutical industry is an extremely regulated sector when it comes to marketing and labelling of the products, and thus we ensure responsible communication to all our customers. We comply with all the regulatory requirements for all labelling parameters.

#### 3. Number of consumer complaints

During the year under review, Company has not received any consumer's complaints regarding data privacy, advertisement, cyber-security, restricted trade practices and unfair trade practices. The details of other complaints are stated below:

Particulars	FY 2023-24	(Current I	Financial	FY 2023-2	22 (Previous	Financial
	Year)		Year)			
	Received	Pending	Remar	Received	Pending	Remark
	during the	resolution	ks	during	resolution	s
	year	at the end		the year	at the end	
		of year			of year	
Others (Product						
related complaints )	Nil					

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

Particulars	Numbers	Reasons for recall
Voluntary recalls	Nil	
Forced recalls		

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.



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No, Such Policy

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.

Nil