

THRU ONLINE FILING

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BSE Ltd.
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai 400 023
Scrip Code - 524494

National Stock Exchange India Limited,
Exchange Plaza, C-1, Block-G,
Bandra Kurla Complex, Bandra - (East)
Mumbai 400 051
Scrip Code: IPCALAB

Sub: Business Responsibility and Sustainability Report (BRSR) for the financial year 2024-25

Ref: Regulation 34 (2) (f) of SEBI (LODR) Regulations, 2015.

Dear Sir/Madam,

Please find attached herewith the Business Responsibility and Sustainability Report (BRSR) forming part of the Annual Report of the Company for the financial year 2024-25.

Kindly acknowledge the receipt.

Thanking you

Yours faithfully

For Ipca Laboratories Limited

Harish P. Kamath
Corporate Counsel & Company Secretary

Encl: a/a

Ipca Laboratories Ltd.

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E: ipca@ipca.com CIN: L24239MH1949PLC007837

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT [BRSR]

SECTION A - GENERAL DISCLOSURE

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L24239MH1949PLC007837
2	Name of the Listed Entity	Ipca Laboratories Limited
3	Year of incorporation	1949
4	Registered office address	48, Kandivli Industrial Estate, Kandivli (West), Mumbai – 400 067, Maharashtra, India
5	Corporate address	125, Kandivli Industrial Estate, Kandivli (West), Mumbai – 400 067, Maharashtra, India
6	E-mail	investors@ipca.com
7	Telephone	91-22-62105000
8	Website	https://www.ipca.com/
9	Financial year for which reporting is being done	April 1, 2024 to March 31, 2025
10	Name of the Stock Exchange(s) where shares are listed	BSE, NSE
11	Paid-up Capital	₹25.37 Crores
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Ajit Kumar Jain Managing Director 022-6210 6020 ajit.jain@ipca.com
13	Reporting Boundary	Standalone
14	Name of assurance provider	SGS India Private Limited
15	Type of assurance obtained	BRSR Core – Reasonable assurance Remaining part of BRSR – Limited assurance

II Products and Services

14 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	Manufacture of Pharmaceuticals	Development, Manufacturing and Marketing of Pharmaceuticals Products	100%

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

Sr. No.	Product	NIC Code	% of Turnover of the entity
1	Manufacture of Pharmaceuticals	21002	100%

III Operations

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

Location	Number of plants	Number of offices	Total
National	17	5	22
International	2	5	7

17 Markets served by the entity

A Number of locations

Locations	Total
National (No. of States)	Pan-India
International (No. of Countries)	More than 100

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

Over 42.31 of the company's total revenue (standalone) can be attributed to its earning from exports.

C A brief on types of customers

Our customers include wholesalers, distributors, pharmacy chains, hospitals, government institutions and other pharmaceutical companies.

IV Employees

18 Details as at the end of Financial Year:

A Employees and workers (including differently abled)

Particulars	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
Employees					
Permanent	15,555	14,608	93.91	947	6.09
Other than permanent	530	419	79.06	111	20.94
Total Employees	16,085	15,027	93.42	1,058	6.58
Workers					
Permanent	1,223	1,220	99.75	3	0.25
Other than permanent	5,928	5,614	94.70	314	5.30
Total Workers	7,151	6,834	95.57	317	4.43

B Differently abled Employees and workers:

Particulars	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled Employees					
Permanent	-	-	-	-	-
Other than permanent	-	-	-	-	-
Total Employees	-	-	-	-	-
Differently abled Workers					
Permanent	1	1	100	-	-
Other than permanent	1	1	100	-	-
Total Workers	2	2	100	-	-

19 Participation/Inclusion/Representation of women

Particulars	Total (A)	Numbers of Female (B)	% of Female (B / A)
Board of Directors	8	1	12.50%
Key Management Personnel	5	0	0.00%

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

Particulars	FY 24-25			FY 23-24			FY 22-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	25.4%	23.1%	25.2%	23.3%	18.8%	23.0%	18.8%	21.0%	19.0%
Permanent Workers	4.7%	-	4.7%	3.9%	-	3.9%	2.1%	-	2.1%

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

21 Names of holding / subsidiary / associate companies / joint ventures

Sr. No.	Name of the holding /subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Ipca Pharmaceuticals Inc. USA	Subsidiary	100%	Yes
2	Ipca Laboratories (U.K.) Ltd.	Subsidiary	100%	Yes
3	Ipca Pharma Nigeria Ltd.	Subsidiary	100%	Yes
4	Ipca Pharma (Australia) Pty.Ltd	Subsidiary	100%	Yes
5	Unichem Laboratories Ltd., Ireland	Subsidiary	100%	Yes
6	Onyx Scientific Ltd. U.K (Subsidiary of Ipca Laboratories (U.K.) Ltd.)	Subsidiary	100%	Yes
7	Pisgah Laboratories Inc. USA (Subsidiary of Ipca Pharmaceuticals, Inc. USA)	Subsidiary	100%	Yes
8	Bayshore Pharmaceuticals LLC. (Subsidiary of Ipca Pharmaceuticals Inc, USA)	Subsidiary	100%	Yes

Sr. No.	Name of the holding /subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
9	Ipca Pharma (NZ) Pty. Ltd. (Subsidiary of Ipca Pharma (Australia) Pty.Ltd.)	Subsidiary	100%	Yes
10	Ipca Foundation*	Subsidiary	-	Yes
11	Trophic Wellness Pvt. Ltd.	Subsidiary	58.88%	Yes
12	Unichem Laboratories Ltd	Subsidiary	52.67%	Yes
13	Niche Generics Ltd., UK (Subsidiary of Unichem Laboratories Ltd.)	Subsidiary	100%	Yes
14	Unichem SA Pty Ltd., South Africa (Subsidiary of Unichem Laboratories Ltd.)	Subsidiary	100%	Yes
15	Unichem Farmaceutica Do Brasil Ltda, Brazil (Subsidiary of Unichem Laboratories Ltd.)	Subsidiary	100%	Yes
16	Unichem Pharmaceuticals USA Inc., USA (Subsidiary of Unichem Laboratories Ltd.)	Subsidiary	100%	Yes
17	Unichem (China) Pvt. Ltd., China (Subsidiary of Unichem Laboratories Ltd.)	Subsidiary	100%	Yes
18	Avik Pharmaceutical Ltd.	Joint Venture	50%	Yes
19	Lyka Labs Ltd.	Joint Venture	40.98%	Yes
20	CCPL Software Private Ltd.	Associate	28.95%	Yes
21	Krebs Biochemicals & Industries Ltd.	Associate	49.65%	Yes
22	Synchron Research Services Pvt. Ltd. (Associate of Unichem Laboratories Ltd.)	Associate	32.11%	Yes

*Company limited by guarantee. Incorporated for CSR purpose.

VI CSR Details

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

A	Turnover (in ₹)	6749.21 Crores
B	Net worth (in ₹)	6891.62 Crores

VII Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 24-25			FY 23-24		
		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	Yes*	-	-		-	-	
Investors (other than shareholders)	Yes*	-	-		-	-	
Shareholders	Yes*	21	-		13	-	
Employees and workers	Yes*	-	-		-	-	
Customers	Yes*	796*	3		728*	6	
Value Chain Partners	Yes*	-	-		-	-	
Other	Yes*	-	-		-	-	

*The complaints include packaging defects such as missing components, damaged label and damaged outer packaging

*Web-link for Grievance Redressal Policy Internal Stakeholders : <https://www.ipca.com/wp-content/pdf/corporate-policy/2023/Grievance-Redressal-Internal-Policy.pdf>

*Web-link for Grievance Redressal Policy External Stakeholders: <https://www.ipca.com/wp-content/pdf/corporate-policy/2023/Grievance-Redressal-External-Policy.pdf>

24 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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Energy and Emissions	Risk	Increasing demand for products will lead to the need for increased manufacturing capacity and a subsequent increase in emissions.	1) Procurement of power through renewable energy sources such as solar, wind. 2) Shifting to piped natural gas in place of furnace oil.	Negative- Increase in operating costs by investments in more environmentally friendly technology and techniques for reducing emissions.
		Opportunity	Procurement of renewable energy and implementation of energy efficiency initiative can help in cost savings in operations and offsetting emissions.	3) Shifting to biomass or briquette fuel in place of coal. 4) Implementation of energy efficiency initiatives in all our operations in India	Positive - Investing in renewable energy and energy efficiency initiatives has the potential to yield favourable results and lower operating costs in the long run.
2	Water Management	Risk	Water being a scarce resource on the planet and essential component of all processes, poses a risk to the future operations	1) Implemented Zero Liquid Discharge (ZLD) mechanism at our manufacturing plants in India 2) Installation of water recycling plants and using recycled water for utilities and gardening purpose. 3) Water efficiency mechanisms, rain water harvesting and reutilisation of water recovered from condensate recovery 4) Raising awareness among our stakeholders about the importance of water conservation.	Neutral - No immediate financial impact is anticipated, and we are taking steps to ensure efficient water management in order to keep this issue from becoming unmanageable.
3	Waste Management	Risk	The waste generated from our facilities has to be disposed in the most appropriate manner	The waste generated from our facilities is segregated and disposed through pollution control board approved vendors and in compliance with regulations.	Negative - Non-compliance with the regulations could result in adverse financial consequences such as fines and penalties as well as reputation damage.
4	Sustainable Supply Chain	Opportunity	Sustainable supply chain management help us not only in reducing our total carbon footprint, but also helps in optimizing our end to-end operations		Positive - A sustainable supply chain enhances our commitment to the environment and optimization in end-to-end operations can give significant saving in the long run.

5	Community Engagement	Opportunity	Our interaction with local communities in the areas of our operation is essential to ensure supply of materials, labor and sharing of regional resources. Also, being a community benefactor enhances the Company's reputation.		Positive - Through our various CSR initiatives in the field of healthcare, education, rural infrastructure development, environment conservation among others, build trust with local communities. Ensuring regular engagement will enable us to function smoothly and mitigate any grievances that may arise.
6	Diversity, Equity and Inclusion	Opportunity	It provides the Company an avenue to contribute to the betterment of the society as a whole and access to a larger pool of talent for its workforce		Positive - Diversity, equity and inclusion workplaces earn deeper trust and more commitment from Company's workforce, which has many long-term benefits such as higher workforce retention rate, greater readiness to innovation and higher revenue growth.
7	Product quality and safety	Risk	Product quality and safety is most important for retaining customers. Any gap with respect to customer expectations impacts revenue	We have stringent quality control and quality assurance processes which ensures that product manufactured by the Company meets quality standards set by itself and regulators	Positive- Enhancing product quality and safety will lead to an increased customer base and earnings.
		Opportunity	Enhancing product quality and safety and meeting the customer expectations will get more customers and revenue.		
8	Human Rights	Risk	This aspect involves upholding the highest standards of human rights and respect for all stakeholders within our operations and in the business value chain.	Integrating a strong governance structure for human rights from the aspect of human rights Policy, grievance redressal mechanism and due diligence across the business operations extending to value chain partners.	Negative- Violation of any form of human rights can lead to reputation damage and/or financial repercussions
9	Human Resource Development	Opportunity	Highly skilled workers and employees accomplish their tasks better, more efficiently, and with fewer risks of injuries.		Positive- A robust workforce with a high percentage of retention demonstrates the Company's efforts to provide a healthy work environment and a proactive strategy for workforce development and improved productivity of the company.

10	Research and Development	Opportunity	Investment in research and development will lead to building a robust product portfolio		Positive– Investing in research and development helps in reducing production costs and adverse impacts on the environment
11	Business Conduct and Ethics	Risk	Any transgression of the organization's ethical standards may result in the loss of goodwill of the business and may have financial and legal repercussions.	Mechanisms for rigorous monitoring and compliance are put in place to ensure that all business operations adhere to the Company's principles and rules.	Negative - A violation in any of the business activities can lead to severe reputation, financial, and legal risk for the organization
12	Risk Management	Opportunity	Risk management is a structured and disciplined approach aligning strategy, processes, people, technology and knowledge for evaluating and managing uncertainties faced by business due to changes in local and global geopolitical, socioeconomic, regulatory or other events.		Positive - Risk management empowers business to proactively assess various risks, take timely actions / measures and balance them with business objectives for improved returns and to drive value.
13	Data Privacy and Digitization	Risk	As a part of the pharmaceutical industry, it is mandatory that data with respect to drugs and drugs products as well as customers remains confidential.	We have a dedicated IT team to assess security risks that may arise at any time.	Negative - In the case of any data breach, resulting in loss of critical business intelligence, reputation damages as well as fines, penalties, and payout of heavy compensation.
		Opportunity	Transitioning to digital tools has enabled us to enhance the efficiency and effectiveness of operational processes, increasing productivity across operations		Positive - Adopting digitization and automated solutions in our processes can result in increased productivity in operations, also saving time and effort deployed on repetitive tasks, which provides a competitive advantage to us in the market.

SECTION B - MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions			P- 1	P- 2	P- 3	P- 4	P-5	P-6	P-7	P-8	P-9
Policy and management processes											
1	A.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Note 1	Yes	Yes
	B.	Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	C.	Web Link of the Policies, if available	Note 2								
2	Whether the entity has translated the policy into procedures. (Yes / No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4	Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fair-trade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.		National Guidelines on Responsible Business Conduct (NGRBC)	ISO 14001, cGMP, NGRBC	ISO 45001, NGRBC	NGRBC	United Nations Guiding Principles on Business and Human Rights (UNGP), NGRBC	ISO 14001, ISO 45001, NGRBC	NGRBC	As per the CSR Rules prescribed under the Companies Act, 2013, NGRBC	ISO 9001, NGRBC
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.		Note 3								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.		Note 4								
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)		We are committed to reducing our environmental impact through the implementation of sustainable practices, including energy efficiency initiatives, waste reduction, responsible water use and sourcing renewable energy. We are also committed to minimizing our greenhouse gas emissions and have set goals to reduce our carbon footprint. We believe that sustainability is important part of our corporate responsibility and we continuously strive to improve. In addition, we are committed to social responsibility and believe in making a positive impact on the communities in which we operate. We work to ensure that our products are accessible to those in need, and we support local initiatives that promote health and education. We recognize the importance of our planet health and the well-being of our society. We are committed to operating in a way that reflects our values and contributes to a sustainable future for all.								
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).		Mr. Ajit Kumar Jain Managing Director								
9	Does the entity have a specified committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.		Yes. The ESG Steering Committee is responsible for decision-making on sustainability-related issues. Chaired by the Managing Director of the company, the committee meets once a quarter to discuss progress and actions on ESG initiatives, targets, and implementation								
Details of review of NGRBCs by the Company											
10	A.	Performance against above policies and follow up action	The ESG action committee reviews the Company's performance across all aspects of the nine principles of the NGRBC on a monthly basis and provides an update to the ESG steering committee for necessary action.								
	B.	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliance	The ESG action committee reviews the statutory requirements relevant to the principles on a monthly basis and provides an update to the ESG steering committee for necessary action.								
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.		No								
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								

Note 1:	The Company works closely with various trade and industry associations. This includes industry representations to the government and/ or regulators. The Company performs the function of policy advocacy in a transparent and responsible manner while engaging with all the authorities and considers the Company's interest as well as the larger national interest. The Company believes that policy advocacy must preserve and expand public good and thus, it does not advocate any policy change to benefit itself alone or a select few.		
Note 2:	P-1	Refer to our Code of Business Conduct and Ethics Policy web page	https://www.ipca.com/wp-content/pdf/corporate-policy/2024/code-of-business-conduct-and-ethics.pdf
		Refer to our Good Governance and Anti- Corruption Policy web page	https://www.ipca.com/wp-content/pdf/corporate-policy/2023/Good-Governance-and-Anti-Corruption-Policy.pdf
	P-2	Refer to our Sustainable Procurement Policy on web page	https://www.ipca.com/wp-content/pdf/corporate-policy/2024/sustainable-procurement-policy.pdf
	P-3	Refer to our Health & Safety Policy on web page	https://www.ipca.com/wp-content/pdf/corporate-policy/2024/health-and-safety-policy.pdf
	P-4	Refer to our Grievance Redressal Policy for Internal Stakeholder on web page	https://www.ipca.com/wp-content/pdf/corporate-policy/2023/Grievance-Redressal-Internal-Policy.pdf
		Refer to our Grievance Redressal Policy for External Stakeholder on web page	https://www.ipca.com/wp-content/pdf/corporate-policy/2023/Grievance-Redressal-External-Policy.pdf
		Refer to our Whistleblower Policy on web page	https://www.ipca.com/wp-content/pdf/corporate-policy/whistle-blower-policy.pdf
	P-5	Refer to the Human Rights Policy on web page	https://www.ipca.com/wp-content/pdf/corporate-policy/2024/human-rights-policy.pdf
	P-6	Refer to the Environment Policy on web page	https://www.ipca.com/wp-content/pdf/corporate-policy/2024/environmental-policy.pdf
	P-7	Details of our interaction with industry associations have been provided in Principle 7	Refer Principle 7 of this report
	P-8	Refer to the Corporate Social Responsibility Policy on web page	https://www.ipca.com/wp-content/pdf/corporate-policy/2023/corporate-social-responsibility-policy.pdf
	P-9	Refer to our Grievance Redressal Policy for External Stakeholder on web page	https://www.ipca.com/wp-content/pdf/corporate-policy/2023/Grievance-Redressal-External-Policy.pdf
		Refer to our Privacy Policy on web page	https://www.ipca.com/wp-content/pdf/corporate-policy/2023/data-privacy-policy.pdf

Note 3:	A	Environmental targets
	A.1	Carbon Emission: 20 % reduction in carbon emissions by 2030 (scope 1 & 2)
	A.2	Waste: 35% of hazardous waste to be disposed through co-processing by 2030
	B	Supply Chain
		100 % of our critical suppliers to be compliant with our sustainable procurement policy by 2030
	C	Social Target
		Diversity target: 20% of women employees in our offices by 2030

Note 4:	A	Environmental targets	Progress this year
	A.1	Carbon Emission: 20 % reduction in carbon emissions by 2030 (scope 1 & 2)	5.57% reduction in Scope 1 and 2 emission compared to the previous year
	A.2	Waste: 35% of hazardous waste to be disposed through co-processing by 2030	19% of hazardous waste was disposed of through co-processing
	B	Supply Chain	Progress this year
		100 % of our critical suppliers to be compliant with our sustainable procurement policy by 2030	We have floated the Self-Assessment Questionnaire (SAQ) to our critical Raw Material (RM) and Packaging Material (PM) suppliers to evaluate their compliance with our Sustainable Procurement Policy. Additionally, we have begun collecting signed acknowledgment copies of the Supplier Code of Conduct (SCOC) from these suppliers.
	C	Social Target	Progress this year
		Diversity target: 20% of women employees in our offices by 2030	20.21% of women employees in our offices

SECTION C - PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/ Principles Covered Under The training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors (BODs)/	1	Principle 1, 2, 3, 4, 5, 6, 7, 8, 9	100%
Key Managerial Personnel (KMPs)	1	Principle 1, 2, 3, 4, 5, 6, 7, 8, 9	100%
Employees other than BoD and KMPs	252	Principle 1, 2, 3, 4, 5, 6, 7, 8, 9	35.88%
Workers (Permanent)			

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

Monetary					
Segment	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL				
Settlement					
Compounding Fees					
Non-Monetary					
Segment	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL				
Punishment					

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

Not applicable

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

Yes. Ipca has good governance and anti- corruption policy. The policy reiterates that Ipca does not tolerate any bribery or corruption and conduct all of its business activities with honesty, integrity, and the ethical standards in all of its areas of operation. The policy applies to all members of the Board of Directors, full and part-time employees of the Company, its subsidiaries and affiliates. All business partners are also expected to follow the same standard of ethics when conducting business with the Company or on its behalf. Refer to our good governance and anti- corruption policy web page <https://www.ipca.com/wp-content/pdf/corporate-policy/2023/Good-Governance-and-Anti-Corruption-Policy.pdf>

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

	FY 24-25	FY 23-24
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6 Details of complaints with regard to conflict of interest:

	FY 24-25		FY 23-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Not applicable	0	Not applicable
Number of complaints received in relation to issues of conflict of interest of the KMPs	0	Not applicable	0	Not applicable

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

Not applicable

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

	FY 24-25	FY 23-24
Number of days of accounts payables	56	49

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 24-25	FY 23-24
Concentration of Purchases	a.	Purchases from trading houses as % of total purchases	14.20%	11.13%
	b.	Number of trading houses where purchases are made from	95	58
	c.	Purchases from top 10 trading houses as % of total purchases from trading houses	71.00%	71.00%
Concentration of Sales	a.	Sales to dealers / distributors as % of total sales	81.40%	76.76%
	b.	Number of dealers / distributors to whom sales are made	4671	4416
	c.	Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	18.25%	17.65%
Share of RPTs in	a.	Purchases (Purchases with related parties / Total Purchases)	8.24%	6.88%
	b.	Sales (Sales to related parties / Total Sales)	3.15%	2.25%
	c.	Loans & advances (Loans & advances given to related parties / Total loans & advances)	92.21%	99.62%
	d.	Investments (Investments in related parties / Total Investments made)	92.07%	100%

Leadership Indicators

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

No

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

Yes, the Company's Code of Conduct expects all its Directors to avoid any activity that may create a conflict with the best interests of the Company. Annually Directors are required to disclose to the Company that they abide by the Code of Conduct.

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.

Segment	FY 24-25	FY 23-24	Details of improvements in environmental and social impacts
R&D	100%	100%	R&D expenditure in various technologies is focussed on improving the environmental and social impacts of our products/processes
Capex	5.37%	4.85%	These projects pertain to improving environment footprint, i.e., energy conservation, water conservation, increasing renewable energy adoption

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

As per our sustainable procurement policy, we are in the process of assessing our critical suppliers on multiple criteria including business ethics, human rights, social impact, safety and environment.

- 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.**

We have waste management systems in place across all manufacturing sites

- (a) In-house plastic waste management system has following six steps: collecting waste plastics, sorting, or arranging plastics into categories, washing to remove impurities, shredding and resizing, sale to plastic waste recycler as per plastic waste management rules.
- (b) E-Wastes are being disposed through pollution control board approved vendors as per e-waste management rules.
- (c) Hazardous wastes are being disposed through pollution control board approved vendors as per the hazardous waste management rules.
- (d) The other wastes are disposed as per the local regulatory bodies and the regulations."

- 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, we work in compliance with the Extended Producer Responsibility (EPR) guidelines. Our plastic waste collection plan is in line with the EPR plan submitted to Pollution Control Board (PCB).

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?**

Yes, we have conducted life cycle assessment for our products under Zerodol product category.

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	If yes, provide the web-link.
24232	Zerodol P Tablets	3.70%	Cradle to Grave	Yes	No	Detailed reports are provided to customers / suppliers on request
24232	Zerodol SP 100/15/325 mg Tablets	7.95%	Cradle to Grave	Yes	No	
24232	Zerodol MR Tablets	0.82%	Cradle to Grave	Yes	No	
24232	Zerodol - TH 4 Tablets	1.24%	Cradle to Grave	Yes	No	
24232	Zerodol 100mg Tabs	0.28%	Cradle to Grave	Yes	No	
24232	Zerodol-Spas Tablets	0.57%	Cradle to Grave	Yes	No	
24232	Zerodol CR Tabs	0.30%	Cradle to Grave	Yes	No	
24232	Zerodol TH Max 4	0.32%	Cradle to Grave	Yes	No	
24232	Zerodol - TH 8 Tablets	0.33%	Cradle to Grave	Yes	No	
24232	Zerodol S	0.07%	Cradle to Grave	Yes	No	

- 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.**

No such significant impact identified towards environment during the Cradle to Grave – Life Cycle Assessment study of the products mentioned in the response to the previous question.

- 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)**

Some basic components used are recovered from our processes such as solvents and mother liquors which are further reused in our processes. But it should be noted that the quantity or volume of the solvents and mother liquor is not documented and hence we will not be able to provide the details for this reporting cycle.

- 4 Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed**
Not available

- 5 Reclaimed products and their packaging materials (as percentage of products sold) for each product category**
Not available

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:

Category	% of Employees Covered By										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	14,608	-	-	14,608	100	-	-	14,608	100	-	-
Female	947	-	-	947	100	947	100	-	-	-	-
Total	15,555	-	-	15,555	100	947	100	14,608	100	-	-
Other than Permanent Employees											
Male	419	-	-	419	100	-	-	-	-	-	-
Female	111	-	-	111	100	-	-	-	-	-	-
Total	530	-	-	530	100	-	-	-	-	-	-

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

Category	% of Employees Covered By										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	1,220	-	-	1,220	100	-	-	1220	100	-	-
Female	3	-	-	3	100	3	100	-	-	-	-
Total	1,223	-	-	1,223	100	3	100	1220	100	-	-
Other than Permanent Workers											
Male	5,614	-	-	5,614	100	-	-	-	-	-	-
Female	314	-	-	314	100	-	-	-	-	-	-
Total	5,928	-	-	5,928	100	-	-	-	-	-	-

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

	FY 24-25	FY 23-24
Cost incurred on well being measures as a % of total revenue of the company	0.25%	0.25%

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

Benefits	FY 24-25			FY 23-24		
	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.)	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	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	44	63	Y	28	62	Y
Other - Superannuation	0.23	0.13	Y	0.28	0.01	Y

- 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**

The corporate office premises have elevators and relevant infrastructure for differently abled individuals.

- 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**

Yes, please refer to section "Diversity, Equal Opportunity and Non-Discrimination" under the human rights policy of the Company. The policy is available at the Company's website at: <https://www.ipca.com/wp-content/pdf/corporate-policy/2023/human-rights-policy.pdf>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	100%	-	-
Female	100%	100%	-	-
Total	100%	100%	-	-

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, Ipca has three mechanisms available to receive and redress grievances: 1) Grievance Redressal Policy for Internal Stakeholder: It is applicable to all employees and workers to report grievance related to their employment, against a course of conduct, a lapse in judgement, or a planned course of action with regard to them by a manager, a coworker, or a supervisor. 2) Whistle Blower Policy: It provides a formal mechanism to all employees and workers to report any actual or suspected concerns related to violation of the code of conduct or any other unethical behaviour. 3) Sexual Harassment Policy: We also have in place internal committees for handling the grievances arising out of sexual harassment at the workplace thereby, adhering to the Prevention of Sexual Harassment Act.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

- 7 Membership of employees and worker in association(s) or Unions recognized by the listed entity:**

Category	FY 24-25			FY 23-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (C / D)
Total Permanent Employees	15,555	-	-	15,090	-	-
Male	14,608	-	-	14,181	-	-
Female	947	-	-	909	-	-
Total Permanent Workers	1,223	1,223	100	1,278	1,278	100
Male	1,220	1,220	100	1,275	1,275	100
Female	3	3	100	3	3	-

8 Details of training given to employees and workers:

Category	FY 24-25					FY 23-24				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	14,608	6,717	45.98%	3,507	24.01%	14,181	10,771	75.95%	10,771	75.95%
Female	947	830	87.65%	388	40.97%	909	571	62.82%	571	62.82%
Total	15,555	7,547	48.52%	3,895	25.04%	15,090	11,342	75.16%	11,342	75.16%
Workers										
Male	1,220	411	33.69%	70	6%	1,275	458	35.92%	458	35.92%
Female	3	-	0.00%	-	0.00%	3	1	33.33%	1	33.33%
Total	1,223	411	33.61%	70	5.72%	1,278	459	35.92%	459	35.92%

9 Details of performance and career development reviews of employees and worker:

Category	FY 24-25			FY 23-24		
	Total (A)	Number (B)	% (B / A)	Total (C)	Number (D)	% (D / C)
Employees						
Male	14,608	14,608	100%	14,181	14,181	100%
Female	947	947	100%	909	909	100%
Total	15,555	15,555	100%	15,090	15,090	100%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10 Health and safety management system:

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

Yes, we have implemented an occupational health and safety management system. It is applicable across all manufacturing sites and covers all employees, workers and contractors. At each plant Company has created operation wise safety committees that reports to plant safety committee. All plants reports on safety parameters are reviewed at corporate safety committee every month.

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

We have corporate safety guidelines and site level SOPs available on process hazard analysis , hazop , job safety analysis and HIRA to identify, assess and protect everyone within the premises of the organization from EHS risk associated with any chemical, biological, work-related hazards, physically demanding tasks and risks associated with any infrastructures. Four of our API sites and two formulations sites are certified under ISO 45001 and there are regular surveillance and re-certification audits by the third party.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N). If yes, the coverage such system?

Yes, we have an Incident Management System for reporting, investigating and implementation of appropriate remedial actions. The system allows for reporting of all incidents, including near-miss and potential hazards. We also have 5 minutes safety talk concept wherein every department head interacts with the team on work related hazards and risk on daily basis.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No). If yes, the coverage such system?

Yes , partly covered under ESIC scheme as per applicability

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

Safety Incident/Number	Category	FY 24-25	FY 23-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.03	0.05
	Workers	0.62	0.79
Total recordable work-related injuries	Employees	1	2
	Workers	11	14
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

We have established health and safety systems which are inclusive of policies and procedures , safety guidelines and work permit system, regular mock drills and awareness trainings, periodic meetings of safety committee, incident investigation and analysis, near miss reporting system, safety behaviour observation , risk assessment and JSA (job safety analysis), contractor safety management, safety inspections and audits, hazardous substance control, emergency preparedness , occupational health programme , safety PPEs, fire fighting tools and equipments etc. We conduct periodic assessments to evaluate the effectiveness of the systems implemented and appropriate measures are taken to further improve our health and safety performance continually.

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

	FY 23-24			FY 22-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil		Nil	Nil	
Health & Safety	Nil	Nil		Nil	Nil	

14 Assessments for the year:

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

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

Not applicable

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)**

We have covered all employees under LIC policy for payment of gratuity up to age of retirement.

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

We obtain monthly statutory payment challans for verification from our value chain partners before processing their invoices. This activity is also reviewed as part of the internal and statutory audit.

- 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:**

	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 23-24	FY 22-23	FY 23-24	FY 22-23
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

- 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)**

Yes

- 5 Details on assessment of value chain partners:**

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

*No independent assessment is carried out, However we are in the process to initiate assessment of our value chain partners in the coming years.

- 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**

Not applicable

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.**

We consider individuals, groups, institutions or entities that contribute to shaping our business, that add value or constitute a core part of the business value chain as key stakeholders. Our stakeholders are both internal and external, and direct as well as indirect. Our key stakeholders include employees, investors, suppliers and partners, customers, government authorities, healthcare professionals, patients and the community.

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

Sr. No.	Stakeholder Group	Whether Identified as vulnerable & marginalized groups (Yes /No)	Channels of communication	Frequency of Engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement Instruction/Guidance
1	Employees	No	Digital and physical channels of communication including but not limited to e-mails, intranet, internal human resource portal, notice board, employee committees, engagement initiatives, employees redressal and appraisal and training programmes.	Continuous	Health and Safety Awareness, skill upgradation for personal and professional growth, awareness of company policy and grievance redressal, providing the latest and updated information on Company and industry developments
2	Shareholders/ Investors	No	Press releases, social media, website, analyst meets, analyst briefings, quarterly results, annual general meetings, financial reports, email advisories, Intimation to stock exchanges, annual/ quarterly financials, and investor meetings/ conferences	Frequent and need based	Update shareholders/investors on the business and financial performance, Company's strategy, potential opportunities and risks
3	Patients	Yes, depending on various factors such as health, income, access and others	Customer meets, mailers, news bulletins, brochures, social media, website	Frequent and need based	Increase awareness and educate to improve the health of our patients, identify and address the unmet patient needs and develop better products/ services for the patients
4	Health Care Professionals	No	In-person visits, e-mail, web conferences, brochures, social media, website	Frequent and need based	Update healthcare professionals on products, innovations, access, availability of our medicines and healthcare solutions, and to understand patient needs.
5	Customers	No	Physical and virtual meetings, customer events, calls, e-mail, website	Daily	Ensure regular supply of the products, keep them informed about new products, participate in the bids/ tenders and maximize the outreach of our products.
6	Suppliers and Partners	No	Physical and virtual meetings, calls, e-mail, website	Frequent and need based	We emphasize on sourcing and procurement of quality product and services and follow fair, transparent, ethical and sustainable practices and seek suppliers and partners who share the same commitment.

Sr. No.	Stakeholder Group	Whether Identified as vulnerable & marginalized groups (Yes /No)	Channels of communication	Frequency of Engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement Instruction/Guidance
7	Government Authorities	No	E-mails, meetings, submissions	need based	Our engagement with official authorities, regulatory authorities, and policy-makers is to comply with all relevant statutory and regulatory requirements that are required by law
8	Community	Yes	Physical visits, digital channels	Frequent and need based	For the purpose of giving back to society, our corporate social responsibility and employee volunteering programmes target the areas of healthcare and education through partners and NGOs.

Leadership Indicators

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

Consultation with the respective stakeholder groups is done by the relevant business and functional heads. Feedback from such consultations is shared with the Board during the quarterly Board meetings

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

We have conducted materiality assessment with our stakeholders to understand their concerns and feedback in terms of material topics pertaining to ESG parameters for the company. We have also incorporated these aspects in our policies

- Details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups**

As part of the Corporate Social Responsibility (CSR) initiatives, we have implemented several CSR programs in the areas of healthcare, education, environmental aspects through partners and NGOs for marginalized sections of communities. For further details refer our annual report and CSR report.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 24-25			FY 23-24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	15,555	7,547	49	15,090	11,342	75
Other than permanent	530	380	72	543	520	96
Total Employees	16,085	7,927	49	15,633	11,862	76
Workers						
Permanent	1,223	411	34	1,278	459	36
Other than permanent	5,928	1,663	182	5,930	1,550	26
Total Workers	7,151	2074	29	7,208	2,009	28

Note: As part of our digitalization initiative, we have developed a digital training portal for our employees and workers. The onboarding process is currently underway, and we aim to onboard all permanent employees and workers by next year.

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

Category	FY 24-25					FY 23-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B / A)	Number (C)	% (C/ A)		Number (E)	% (E / D)	Number (F)	% (F / D)
Employees										
Permanent										
Male	14,608	-	-	14,608	100	14,181	-	-	14,181	100
Female	947	-	-	947	100	909	-	-	909	100
Other than Permanent										
Male	419	-	-	419	100	454	-	-	454	100
Female	111	-	-	111	100	89	-	-	89	100
Workers										
Permanent										
Male	1,220	-	-	1,220	100	1,275	-	-	1,275	100
Female	3	-	-	3	100	3	-	-	3	-
Other than Permanent										
Male	5,614	5,614	100	-	-	5,656	5,656	100	-	-
Female	314	314	100	-	-	274	274	100	-	-

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

a Median remuneration / wages:

Category	Male		Female	
	Numbers	Median remuneration/ salary/ wages of respective category	Numbers	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	46,301,859	1	675,000
Key Managerial Personnel	5	82,633,346		
Employees other than BoD and KMP	14,608	571,691	947	926,282
Workers	1,220	421,139	3	351,633

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

	FY 24-25	FY 23-24
Gross wages paid to females as % of total wages	8.51	6.32

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

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

Yes, we have grievance redressal policy for internal stakeholders, it is applicable to all employees and workers to report grievance related to human rights issues.

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

Category	FY 24-25			FY 23-24		
	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	3			5	0	
Discrimination at workplace	-	-		-	-	
Forced Labour/Involuntary Labour	-	-		-	-	
Wages	-	-		-	-	
Other human rights related issues	-	-		-	-	

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

	FY 24-25	FY 23-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	5
Complaints on POSH as a % of female employees / workers	0.22	0.39
Complaints on POSH upheld	-	-

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

The company has established "Grisha Committee" at all locations to address complaints with respect to sexual harassment. The sexual harassment policy of the company ensures strict confidentiality of the investigation procedure and protection of the identity of the complainant. In addition, the complainant is also protected against any retaliation.

9 Do human rights requirements form part of your business agreements and contracts

Yes

10 Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100
Forced/Involuntary Labour	100
Sexual Harassment	100
Discrimination at workplace	100
Wages	100

All the locations under the entity are assessed on the above parameters, complying with the requirements of the Shop Establishments Act for offices and the Factory Inspector audits at plants and R&D centres

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

During the assessment, no significant risks/ concerns identified.

Leadership Indicators

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

We haven't received any human rights grievances / complaints in the reporting year.

2 Details of the scope and coverage of any Human rights due diligence conducted.

The Company in the reporting period did not undertake any Human Rights due diligence

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

Yes, the corporate office premises have elevators and relevant infrastructure for differently abled individuals.

4 Details on assessment of value chain partners

We have floated the Self-Assessment Questionnaire (SAQ) to our critical Raw Material (RM) and Packaging Material (PM) suppliers to evaluate their compliance with our Sustainable Procurement Policy. Additionally, we have begun collecting signed acknowledgment copies of the Supplier Code of Conduct (SCOC) from these suppliers.

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

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**

Parameter	FY 24-25 (GJ)	FY 23-24 (GJ)
From renewable sources		
Total electricity consumption (A)	188,981	121,147
Total fuel consumption (B)	133,711	85,814
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	322,692	206,960
From non-renewable sources		
Total electricity consumption (D)	616,566	690,560
Total fuel consumption (E)	1,601,914	1,673,571
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	2,218,480	2,364,130
Total energy consumed (A+B+C+D+E+F)	2,541,172	2,571,091
Energy intensity per rupee of turnover (Total energy consumed in Giga Joule / Revenue from operations in INR Million)	38	41
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed in Giga Joule / Revenue from operations adjusted for PPP)	778	937
Energy intensity in terms of physical output (Total energy consumption in Giga Joule / Metric Tonnes production)	139	124

* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by International Monetary Fund (IMF) for India which is 20.66.

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

Yes, independent assurance was carried out by SGS India Private Limited

2 Does the entity have any sites/ facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India

None of our sites comes under PAT scheme as Designated Consumers

3 Provide details of the following disclosures related to water

Parameter	FY 24-25	FY 23-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	589,956	664,859
(iii) Third party water (Municipal water supplies, etc.)	431,265	447,575
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,021,221	1,112,434
Total volume of water consumption (in kilolitres)	1,015,428	1,107,387
Water intensity per rupee of turnover (Total water consumption in kilolitres / Revenue from operations in INR Million)	15	18
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption in kilolitres / Revenue from operations adjusted for PPP)	311	404
Water intensity in terms of physical output (Total water consumption in kilolitres / Metric Tonnes production)	55	53

* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by International Monetary Fund (IMF) for India which is 20.66

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

Yes, independent assurance was carried out by SGS India Private Limited

4 Provide the following details related to water discharged

Parameter		FY 24-25	FY 23-24
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 (Common Effluent Treatment Plant)		
-	No treatment		
-	“With treatment – please specify level of treatment (post primary , secondary and tertiary treatment, sent to the CETP)”	5,793	5,047
(v)	Others		
-	No treatment	-	-
-	With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)		5,793	5,047

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 was carried out by SGS India Private Limited

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

Yes, we have implemented Zero Liquid Discharge (ZLD) mechanism at 15 of our 17 manufacturing plants in India. To achieve ZLD we have installed RO (Reverse osmosis)/MEE (Multiple effect evaporator) /ATFD (Agitated thin film dryer)/DAF (Diffused air flotation system) / MVRE (Mechanical vapor recompression evaporation) technologies.

In our 17 manufacturing plants in india, water treatment is implemented in following manner:

- 1) 10 manufacturing plants: Primary, secondary, tertiary treatment is done in Effluent Treatment Plant (ETP), contaminants are reduced to solids through ZLD, ETP recycled water is used in utilities, Sewage Treatment Plant (STP) treated water is used inside the plant for gardening purpose
- 2) 5 manufacturing plants: Primary, secondary, tertiary treatment is done in ETP as per PCB (Pollution Control Board) requirements, ETP and STP treated water is used inside the plant for gardening purpose
- 3) 2 manufacturing plants: Primary, secondary, tertiary treatment is done in ETP as per PCB requirements and treated water is send to CETP (Common effluent treatment pants) in the industrial clusters.

6 Please provide details of air emissions (other than GHG emissions) by the entity

Parameter	Units	FY 24-25	FY 23-24
NOx	Metric Tonnes	37.14	34.34
SOx	Metric Tonnes	44.16	40.32
Particulate matter (PM)	Metric Tonnes	59.28	54.32

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 was carried out by SGS India Private Limited

7 Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:

Parameter	Units	FY 24-25	FY 23-24
Total Scope 1 emissions	Metric tonnes of CO2 equivalent	169,992	174,538
Total Scope 2 emissions	Metric tonnes of CO2 equivalent	124,512	137,345
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric Tonnes of CO2 / INR Million	4.36	4.97
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	Metric Tonnes of CO2 / Revenue adjusted to PPP	90.15	113.67
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Metric Tonnes of CO2 / Metric Tonnes production	16.09	15.04

* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by International Monetary Fund (IMF) for India which is 20.66.

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

Yes, independent assurance was carried out by SGS India Private Limited

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

Yes, we have implemented multiple projects for reducing greenhouse gas emissions from our operations, details are as follows :

- Fuel Switch to Biomass at Athal:** Replaced furnace oil with biomass pellets, resulting in an annual reduction of 4,037 tCO₂.
- Fuel Switch to Natural Gas at Piparia :** Transitioned from Light Diesel Oil (LDO) to natural gas, achieving an annual reduction of 275 tCO₂.
- LED Lighting Upgrade :** Replaced conventional lighting with energy-efficient LED lights across various manufacturing sites, leading to significant energy savings and emission reductions.
- Energy-Efficient Equipment Installation:** Replaced traditional AC motors with energy-efficient ones, installed Variable Frequency Drives (VFDs), and upgraded other equipment to improve energy efficiency and reduce emissions.
- Optimized Cooling Tower Operations:** Installed temperature controllers in cooling towers at multiple plants to lower power consumption and associated emissions.
- Use of Eco-Friendly Refrigerants:** Adopted low-GWP refrigerant gases in split AC units, reducing the environmental impact of cooling systems.

9 Provide details of the following disclosures related to waste

Parameter	FY 24-25	FY 23-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	1,339	1,315
E-waste (B)	3	11
Bio-medical waste (C)	10	8
Construction and demolition waste (D)	-	-
Battery waste (E)	37	8
Radioactive waste (F)	-	-
Other hazardous waste* (G)	22,105	25,898
Other Non-hazardous waste generated** (H)	14,319	15,618
Total (A+B + C + D + E + F + G + H)	37,813	42,888
Waste intensity per rupee of turnover (Total waste generated in Metric Tonnes / Revenue from operations in INR Million)	0.56	0.68
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated in Metric Tonnes / Revenue from operations adjusted for PPP)	11.57	15.63
Waste intensity in terms of physical output (Total waste generated in Metric Tonnes / production volume in metric tons)	2.07	2.07

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Parameter	FY 24-25	FY 23-24
Plastic waste		
(i) Recycled	1,339	1,315
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	1,339	1,315
E-waste		
(i) Recycled	3	11
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	3	11
Battery waste		
(i) Recycled	37	8
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	37	8
Hazardous waste		
(i) Recycled	8,430	9,136
(ii) Re-used	-	-
(iii) Other recovery operations (Co-processing or recycling)	6,940	2,752
Total	15,370	11,888
Non-hazardous waste		
(i) Recycled	14,319	3,303
(ii) Re-used	-	11,964
(iii) Other recovery operations	-	-
Total	14,319	15,267

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Parameter	FY 24-25	FY 23-24
Bio-medical waste		
(i) Incineration	10	8
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	10	8
Hazardous waste		
(i) Incineration	1,080	1,870
(ii) Landfilling	5,655	12,141
(iii) Other disposal operations	-	-
Total	6,735	14,011
Non-hazardous waste		
(i) Incineration	-	-
(ii) Landfilling	-	351
(iii) Other disposal operations	-	-
Total	-	351

* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by International Monetary Fund (IMF) for India which is 20.66.

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

Yes, independent assurance was carried out by SGS 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.**

We have waste management practices in place across all manufacturing sites, plastic waste is sold to recycler. E-Waste is sold to authorised vendors. Larger quantity of hazardous waste is sent to cement plants for co-processing and remaining quantity of hazardous waste is sent to landfill. Other non-hazardous wastes such as wooden waste, metals scrap, glass waste, boiler ash etc. are sent to recyclers and brick manufacturers. In order to reduce usage of hazardous and toxic chemicals in our products and processes, we have implemented various initiative including process optimization, improvement in solvent recovery, technological advancement, encouraging procurement of non-hazardous and less toxic materials etc.

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

None of our sites are located in ecologically sensitive sites.

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

Not applicable

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

Yes, we follow all the applicable environmental laws/ regulations/ guidelines in India

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 : Ratlam, Indore, Dewas, Pithampur, Ranu, Kandla, Athal and Piparia
(ii) Nature of operations : Manufacturing
(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 24-25	FY 23-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	499,990	571,128
(iii) Third party water (Municipal water supplies, etc.)	191,134	213,434
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	691,124	784,562
Total volume of water consumption (in kilolitres)	691,124	784,562
Water intensity per rupee of turnover (in kilolitres / INR Million) (Water consumed / turnover)	10.2	12.5
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		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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 was carried out by SGS India Private Limited

2 Please provide details of total Scope 3 emissions & its intensity

Parameter	Units	FY 24-25	FY 23-24
Total Scope 3 emissions	Metric tonnes of CO2 equivalent	287,887	306,660
Total Scope 3 emissions per rupee of turnover	Metric Tonnes of CO2 / INR Million	4.27	4.88
Total Scope 3 emissions intensity in terms of physical output	Metric Tonnes of CO2 / Metric Tonnes production	15.73	14.79

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

3 With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable

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

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Installation of RECO system in Boiler	Installed RECO system with supporting flue gas recovery modification to increase feedwater temperature from 40–50°C to 100–110°C and improve boiler efficiency.	Improved steam quality, enabled operation with one boiler instead of 1.5, achieved 9–10% fuel savings (~125 kg propane/day), ensured a quick ROI; contributed to reduction in emissions due to lower fuel consumption.

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

Yes, the Company has a business continuity and on-site emergency plan to ensure smooth business operations, uninterrupted supply of goods to the customers and provide guidance to the personnel for effectively combating such emergency situations to minimize loss of life and property. All critical business functions have been prioritized based on the risk assessment and its criticality to the business for the next action to be taken to reduce the impact. It outlines the back up arrangement and course of action to be followed by the company in case of any emergency or disaster event like major fire or explosion, data loss or IT failure, any natural calamity like flooding or earthquake, raw material supply interruption, utilities and communication failure, release of toxic, flammable or hazardous chemicals or any other similar condition which may occur during performing any business operation

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

Not available

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

In the reporting period, the Company did not evaluate any of its value chain partners on the basis of environmental impact

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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Drugs Manufacturing Association (IDMA)	National
2	Indian Pharmaceutical Alliance (IPA)	National
3	Pharmaceuticals Export Promotion Council of India (PHARMEXCIL)	National
4	IMC Chamber of Commerce and Industry	National
5	Federation of Indian Export Organizations (FIEO)	National
6	National Safety Council (NSC)	National
7	Silvassa Industries and Manufacturers Association	State
8	Federation of Gujarat Industries (FGI)	State
9	Association of Industries Madhya Pradesh	State
10	Chamber of Marathwada Industries and Agriculture	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.

Name of authority	Brief of the case	Corrective action taken
Nil	Nil	Nil
Nil	Nil	Nil

Leadership Indicators

- 1 Details of public policy positions advocated by the entity

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board(Annually/ Half yearly/ Quarterly / Others –please specify)	Web Link, if available
Nil					

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 project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA	NA	NA	NA	NA	NA

Note: During the year, the Company has not undertaken any SIA under the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.

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

Not applicable

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

The Company engages with its community members through the channel of NGO partners and in-person meetings. These channels of communication facilitate the receipt and redressal of grievances of the community.

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

Sr. No.	Description	FY 24-25	FY 23-24
1	Directly sourced from MSMEs/ small producers	29.1%	27.44%
2	Directly from within India	78.56%	76.04%

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

Location	FY 24-25	FY 23-24
Rural	13.43%	9.84%
Semi-urban	2.86%	4.28%
Urban	21.20%	21.14%
Metropolitan	62.50%	64.74%

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):

No negative social impact identified

2 Details of beneficiaries of CSR Projects:

Sr. No.	State	Aspirational District	Amount spent (In INR)
1	Madhya Pradesh	Khandwa	700,000

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

No, the Company does not have any preferential procurement policy focusing on suppliers from marginalised/ vulnerable groups

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

Not applicable.

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

Not applicable.

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:

Not applicable.

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

Not applicable.

6 Details of beneficiaries of CSR Projects:

Sr. No.	CSR Projects	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Promotion of education,vocational training and skill enhancement projects	640,904	100%
2	Environmental sustainability, animal welfare and agroforestry	503,496	100%
3	Rural development projects	400,000	100%
4	Eradication of poverty, promotion of healthcare,sanitation,drinking water	314,622	55%
5	Protection of national heritage	123,115	0%
6	Promoting of gender equality and empowering women	325,000	50%
7	Measures for the benefits of armed forces veterans	35	0%
8	Promoting sports	575,100	55%

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

The company has standard operating procedure and a dedicated team for handling and investigating product complaints received from customers. Once the product complaint is received it is logged with the company's system. Post which, the complaint is shared with respective manufacturing location for investigation and the complainant is notified about the same. The investigation is completed within 40 calendar days and response is shared with complainant along with corrective and preventive action plan wherever necessary to avoid reoccurrence.

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

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

3 Number of consumer complaints in respect of the following:

	FY 24-25			FY 23-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data Privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Other	Nil	Nil	-	Nil	Nil	-

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

	Numbers	Reason for Recall
Voluntary recalls	14	1) Recalled due to out of specification observed in related substance test during stability studies. 2) Recalled due to market complaints received
Forced recalls	Nil	

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

Yes

Refer to our Privacy Policy on web page : <https://www.ipca.com/wp-content/pdf/corporate-policy/2023/data-privacy-policy.pdf>

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.

No penalties / regulatory actions have been levied or taken on the above-mentioned parameters.

7 Provide the following information relating to data breaches:

a.	Number of instances of data breaches	Nil
b.	Percentage of data breaches involving personally identifiable information of customers	Nil
c.	Impact, if any, of the data breaches	No

Leadership Indicators

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

The Company's website provides detailed information on the products sold region-wise:

<https://www.ipca.com/active-pharmaceutical-ingredient-products/>

<https://www.ipca.com/pharmaceutical-formulations-manufacturers-india/>

<https://www.ipca.com/branded-formulations-international/>

<https://www.ipca.com/generic-drug-formulations/>

<https://www.ipca.com/our-businesses-global-businesses-united-kingdom/>

<https://www.ipca.com/our-businesses-global-businesses-usa/>

<https://www.ipca.com/our-businesses-global-businesses-russia/>

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

The information label attached to each product informs the consumers about instructions for safe use, sourcing of ingredients, composition, side effects, guidance on appropriate storage conditions etc.

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

As per the guidelines of National Pharmaceutical Pricing Authority, the Company discloses discontinuation of any scheduled formulation by issuing a public notice for relevant stakeholders in addition to informing the Government at least six months prior to the intended date of discontinuation

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)

The Company displays all relevant information mandated as per local laws regarding its products. As a pharmaceutical company, we cannot directly conduct product related surveys with the general public.