IPA | Samhita
A BETTER NORMAL



DEEPENING THE RESPONSIBLE BUSINESS AGENDA

Showcasing CSR and ESG Strategies of the Indian Pharmaceutical Industry



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EXECUTIVE SUMMARY

The Indian pharmaceutical sector is strategic in reach and scale and supplies over 50% of the global demand for vaccines, 40% of the generic demand in the United States (US) and 25% of all medicines in the United Kingdom (UK). India's pharmaceutical industry comprises various types of companies based on their area of focus and specialisation. The Indian Pharmaceutical Alliance (IPA) is an umbrella organisation which represents 25 research-based Indian pharmaceutical companies. They collectively account for 85% of India's private sector R&D investments, 80% of India's pharmaceutical exports and 60% of domestic sales in India. IPA catalyses policy frameworks to unleash the potential of the Indian pharmaceutical industry in line with national priorities.

The 2023 knowledge report aims to be a 'knowledge continuum' of the 2019 IPA commissioned Samhita report titled Beyond Business: Contributions to Social Initiatives, where the focus was on showcasing Corporate Social Responsibility (CSR) activities of IPA member companies. IPA member companies have collectively spent INR 447.174 crores on CSR interventions in FY 2021-22. They have contributed selflessly to the COVID-19 national and state level pandemic response efforts and implemented programmes for a wide range of stakeholders including those belonging to under-resourced and vulnerable groups, including but not limited to, children, adolescents, women, senior citizens and the differently abled.

The current report showcases that CSR activities of IPA member companies are far reaching and their 'business imperatives' and 'regulatory compliance' are necessitating a shift 'beyond CSR' and thereby acknowledging the environment and governance aspects of business responsibility. It also summarises the science-based initiatives undertaken by the member companies as a starting step towards strengthening their Scientific Social Responsibility (SSR) in light of the new guidelines issued by the Department of Science and Technology (DST), Government of India (GoI) in May 2022.



The scope of this knowledge report strategically presents the following three themes:



CSR
Leading initiatives across education, health and rural development with a commitment to the Sustainable Development Goals (SDGs and national priorities

Healthcare
Acting as first responders during the COVID-19 pandemic and contributing to health systems strengthening (HSS)

Sustainability
Focusing on carbon neutrality, waste management and water and energy conservation

The objectives of the study were:

- To document pathways, strategies and best practices adopted by 23 IPA member companies in demonstrating external social obligations as well as responsible business conduct.
- To showcase the pharmaceutical industry's efforts and initiatives during the COVID-19 pandemic.
- To explore existing models of 'doing good' and willingness of IPA member companies to transition to policies and practices beyond CSR.
- To recognise the human champions in IPA member companies.

Responsible pharmaceutical business: 3 areas of intersection

The 3 areas of intersection of the pharmaceutical industry's responsible business agenda include **healthcare, CSR and sustainability.**

This report has attempted to build a case that 'business responsibility' has neither a correlation nor a causation with profits. In other words, while it is true that the ability to spend CSR funds is determined by the profit margin of a business in a given financial year, 'business responsibility' in the broadest terms is 'beyond profit'; businesses are expected to demonstrate commitment to environmental, social and governance concerns, irrespective of profitability status. IPA member companies have shown exemplary commitment to furthering healthcare, implementing need-based CSR interventions and reducing their carbon footprint and becoming sustainable businesses.

(The following table provides aggregate numbers of the scope of IPA member companies' CSR and ESG initiatives. Please note that these are approximations across FY 2020-2023)

Healthcare

Accessibility

To improve access to life-saving drugs and vaccines, IPA member companies are focusing on improving available healthcare infrastructure, innovating and reducing costs. They overcame supply chain disruptions during the COVID-19 pandemic and continued to supply medicines. Key interventions undertaken included:

- Partnering with stakeholders such as NGOs to upgrade the quality of infrastructure in health centres, provide essential medicines and also telemedicine services, organise health camps, deploy community health workers, update electronic medical records etc.
- Setting up state-of-the-art and fully equipped and functional hospitals.
- Responding to the COVID-19 crisis by setting up fully equipped COVID-19 care centres.
- Improving diagnostic access, treatment access and counselling support for rare diseases like thalassemia, haemophilia, sickle cell anaemia.
- Setting up cancer care units and palliative care services in underserved areas to treat the increasing cancer cases in the country.
- Supporting patients suffering from chronic conditions by setting up transit homes and providing free accommodation, transportation and food services.
- Providing strategic partnership to state and national government departments to strengthen government programmes.

Affordability

IPA member companies have channelled their R&D activities towards creating affordable alternatives to essential medicines for underserved communities. Key interventions undertaken include:

- Setting up blood transfusion centres where consultations, monthly and quarterly tests, blood donor arrangements and transfusions are provided free of cost.
- Providing free-of-cost health check-ups through Mobile Healthcare Units (MHUs).
- Shifting focus of R&D efforts in biosimilars development to oncology and immunology in order to provide cost-effective and high-quality therapy options to patients suffering from cancer and immune diseases.
- Working on flow chemistry technology to provide better quality drugs, with better yields at an affordable cost.
- Strategically combining innovation-focused ambition with market intelligence to consistently deliver quality-assured and cost effective products.
- Providing free-of-cost diagnostic, imaging and clinical facilities, and medication and surgical procedures to the underprivileged.
- Creating access to reasonably priced HIV medication.
- Providing free-of-cost voice messages on antenatal and neonatal care to pregnant women and new mothers.
- Free-of-cost lab investigations (including radiology investigations) provided annually.

Healthcare

- Providing essential medicines to various government hospitals free of cost.
- Supplying free-of-cost COVID kits.

Availability

The availability of healthcare professionals and life-saving drugs are important factors taken into consideration by IPA member companies.

- Ensuring availability of quality medicines throughout the country and building trust among patients.
- Supporting public service systems and infrastructure building and upgrading medical facilities at multiple geographical locations in the country to ensure better patient care.
- Streamlining applications and leveraging real-time access to a singular source of information.
- Implementing analytical tools and data based research at R&D labs for strengthening clinical research.
- Investing in comprehensive training and education programs to increase the number of healthcare professionals and fostering partnerships with medical schools and institutions.
- Implementing telemedicine solutions to extend the reach of healthcare professionals, especially in underserved areas to help bridge the gap between demand and supply in remote or rural regions.
- Implementing efficient supply chain management systems for consistent and reliable flow of medicines and reducing supply chain disruptions and addressing issues related to drug shortages.

CSR

Initiatives

Apart from healthcare, member companies' CSR initiatives focus on education, environment (tree plantations), infrastructure development, livelihood, rural development, meal programmes, blood donation drives, renovation of Anganwadi Centres (AWCs), disaster relief among others.. Key initiatives across CSR thematic areas include:

- **Health:** The health interventions implemented by IPA member companies ranged from supporting the healthcare needs of rural communities, setting up eye camps and carrying out essential surgeries, running free community clinics and Mobile Health Units (MHUs) and organising medical camps, providing TB treatment services and blood transfusion services for thalassemia to setting up maternal and child health centres, refurbishing government health centres, setting up fully functional hospitals especially in remote areas to serve tribal communities, providing cancer detection, care and palliative services and running support helplines.
- **Education:** The education interventions implemented by IPA member companies ranged from strengthening education services for girls by providing them with digital literacy and vocational training, providing remedial education, improving school infrastructure and setting up digital classrooms, creating smart AWCs and providing scholarships to children in need to focusing on STEM education through

CSR

innovative methods, providing technology-based educational tools and e-learning.

- **Livelihoods:** Providing livelihood opportunities to women, girls and youth in general by setting up vocational centres and providing training, empowering farmers with knowledge on crop diversification, water-efficient technologies and proper use of chemicals and pesticides etc., providing livelihood opportunities to prison inmates, bearing training cost of sportspersons.

- **Rural development:** Improving the overall quality of services in villages across healthcare, sanitation, safe drinking water access (including innovations like water ATMs), education, electrification, road quality, supporting villages belonging to tribal communities.

- **Environment:** IPA member companies have focused on environmental conservation by conducting massive tree plantation drives, promoting climate-friendly agriculture practices, implementing innovative watershed management approaches such as recharge wells, building earthen dams.

Impact

CSR initiatives of member companies have brought improved access to affordable healthcare, created better educational opportunities and are contributing to environmental sustainability (including aspects of operational and financial sustenance of CSR programmes and the role that technology can play in achieving these):

- **Healthcare:** IPA member companies have reached around 6.69 lakh patients and community members through their healthcare initiatives across 22 states. Vaccinations were also facilitated for around 22 lakh citizens. Health camps set up to reduce malnutrition and anaemia have benefited around 43 thousand girls, pregnant women and lactating mothers.

- **Education:** The educational programmes supported by IPA member companies have reached around 161 schools and benefited around 17,400 children.

- **Livelihoods:** Skill building initiatives have been undertaken by IPA member companies across 6 states to provide livelihood opportunities to approximately 200000 farmers, including women and youth.

- **Rural development:** IPA member companies have supported infrastructure development across numerous rural areas in 21 villages, reconstructing 5 AWCs and benefitting approximately 28,000 people.

- **Environment:** Environmental initiatives such as a dam reconstruction, building 2 recharge wells and planting around 5 lakh trees have been undertaken by IPA member companies across 3 states and 1,988 villages.

Sustainability

Carbon neutrality

IPA member companies implemented diverse actions towards carbon neutrality and net zero emissions:

- **Intensifying India's Climate Action Plan (CAP) by following the five (Panchamrit) elements:**
  - reaching a non-fossil fuel energy capacity of 500 GW by 2030.

- fulfilling at least half of energy requirements via renewable energy by 2030.
- reducing CO2 emissions by 1 billion tons by 2030.
- reducing carbon intensity below 45 percent by 2030.
- achieving a Net-Zero emission target by 2070[1].

- Reducing carbon impact across multiple stages including extraction, procurement, production of raw materials, manufacturing and formulation, transportation and distribution, and waste treatment after use by patients.

- Reducing carbon footprint by using efficient and low-carbon processes and technologies.

- Two companies have reduced their CO2 equivalent Scope 1 (direct) and Scope 2 (indirect) carbon emissions by 16% as compared to FY 2020-21 and other companies are aiming to be 100% carbon neutral in their operations by the end of 2030.

- Achieving net zero targets to help achieve the SDGs.

- Generating and producing more than 43,000 MWh of solar energy.

- Shifting from high carbon intensive to low carbon intensive fuels.

- Using biomass as a fuel for boilers at productions units.

- Increasing renewable energy share (power-to-power) by 2025.

Waste management

IPA member companies have taken steps to manage waste in their manufacturing units as follows:

- Treating wastewater through methods such as Reverse Osmosis (RO) and effluent treatment.

- Disposing hazardous waste safely by recycling and incineration and sending it to recyclers for co-processing.

- Disposing non-hazardous waste such as glass, MS scrap, wood waste, and boiler ash, etc. by sending to recyclers, cement industries or brick manufacturers.

- Co-processing plastic waste and disposing e-waste to authorised vendors.

- Using less polluting substitutes in manufacturing processes to avoid the use of chlorinated solvents.

- Eliminating the use of harmful chemicals and mitigating the environmental impact associated with traditional manufacturing processes.

Water management

IPA member companies have focused on water recycling and conservation:

- Setting water usage targets and reducing water consumption through recycling and reuse of water.

- Installing rainwater harvesting systems at manufacturing units to collect and store rainwater by harnessing rainwater runoff from surfaces like rooftops and directing it to storage systems for later use.

1 PIB Release- India is committed to achieve the Net Zero emissions target by 2070

Sustainability

- Integrating zero liquid discharge (ZLD) to conserve water and ensure efficient utilisation. Some companies have already achieved ZLD while others are aiming to achieve ZLD in all their facilities.

- Treating all effluents and using a reverse osmosis system to recover water for reuse.

Energy management

IPA member companies have undertaken impactful initiatives to optimise and conserve energy resources:

- Increasing use of renewable energy by installing solar plants in their manufacturing plants.

- Installing energy-saving devices such as LED lights for power efficiency and replacing conventional lighting fixtures with LEDs.

- Reducing energy wastage by using individual switches for each lamp, motion sensors and timers to switch off lights during dormant periods at the facilities.

- Using Heating, Ventilation, and Air Conditioning (HVAC) systems that include optimised blower speeds providing required number of air changes per hour, temperature controller and timer on ACs and exhaust fans.

- Training employees and workers on energy conservation and GHG management techniques.



Highlights

- **Proactive response to COVID-19 crisis**
  During the COVID-19 pandemic, the pharmaceutical industry in India has responded proactively by keeping 'India and Indians First'. IPA member companies kept their manufacturing processes running throughout the extremely challenging pandemic period to provide life-saving medicines to citizens of India besides taking care of its own employees working in the facilities. They also provided other vital support services by creating COVID action teams and task forces, providing COVID treatment infrastructure including oxygen concentrators and ventilators, setting up plasma donation services, setting up helplines for psychosocial counselling, distributing PPE kits and masks, distributing rations and hot cooked meals to underprivileged communities. Furthermore, they ensured an uninterrupted supply of medicines to more than 150 countries throughout the unprecedented times. This spirit of service is in line with the idea of **'Vasudhaiva Kutumbakam'**.

- **Doing good as core company value**
  The IPA member companies understand the crucial link between business and society and that business operates 'in' society, 'for' society and 'of' society. Compared to other industries, the pharma industry by essence 'does good' as a business, since it produces essential commodities in the form of life-saving medicines, drugs and vaccines which are crucial for human survival. Along with this, all IPA member companies have been carrying out social development programmes well before CSR compliance came into being and seven companies have even spent more than the mandated amount.

- **Focus on 3A's**
  IPA member companies have strategically and consistently focused on the 3 As – Accessibility, Affordability and Availability in their work. They ensure that life-saving drugs and vaccines are developed through innovative and low-cost processes and made available to people at affordable prices with the best quality. They have provided drug access even in remote geographies across the country and improved access and treatment of rare diseases as well.

Way forward

- **Building SSR:** The DST's recently launched SSR guidelines provide a strategic opportunity to create a dialogue around science and its relevance to social welfare. India's youth can be trained and motivated to contribute to STEM research and come up with innovative solutions to India's healthcare problems. IPA can take the lead in developing an SSR implementation plan with the larger goal of building an 'ecosystem with a two-way engagement between science and society'.

- **Improving ESG compliance:** IPA companies are actively working to improve their ESG initiatives, reduce carbon emissions and manage water and waste more effectively while also becoming more energy efficient. At the Alliance level, IPA can organise regular capacity building and training sessions on ESG and Sustainability Reporting for its member companies to generate even greater buy-in and commitment for the 'responsible business' agenda as ESG compliance is essential for nation-building and contributing to the SDGs.

- **Focusing on convergence:** An Alliance like the IPA is critical to create wide-ranging partnerships. While each of the IPA member companies are 'doing good' through their reported CSR activities and ESG initiatives, the IPA can scale up and amplify impact several times over. It can partner with the government and ensure 'doing good' through a mission mode. For example, adopting and executing programmes at the IPA level on neglected geographies, neglected diseases and neglected communities.

- **Focusing on cost-effectiveness and reach:** Building a technology layer or technology-assisted programme design can help enhance CSR programme sustainability and empower communities. This will also contribute to programme scalability and cost effectiveness. Some examples of technological solutions are:

  - Launching a digital classroom program to offer students unrestricted access to quality education, overcoming resource constraints.

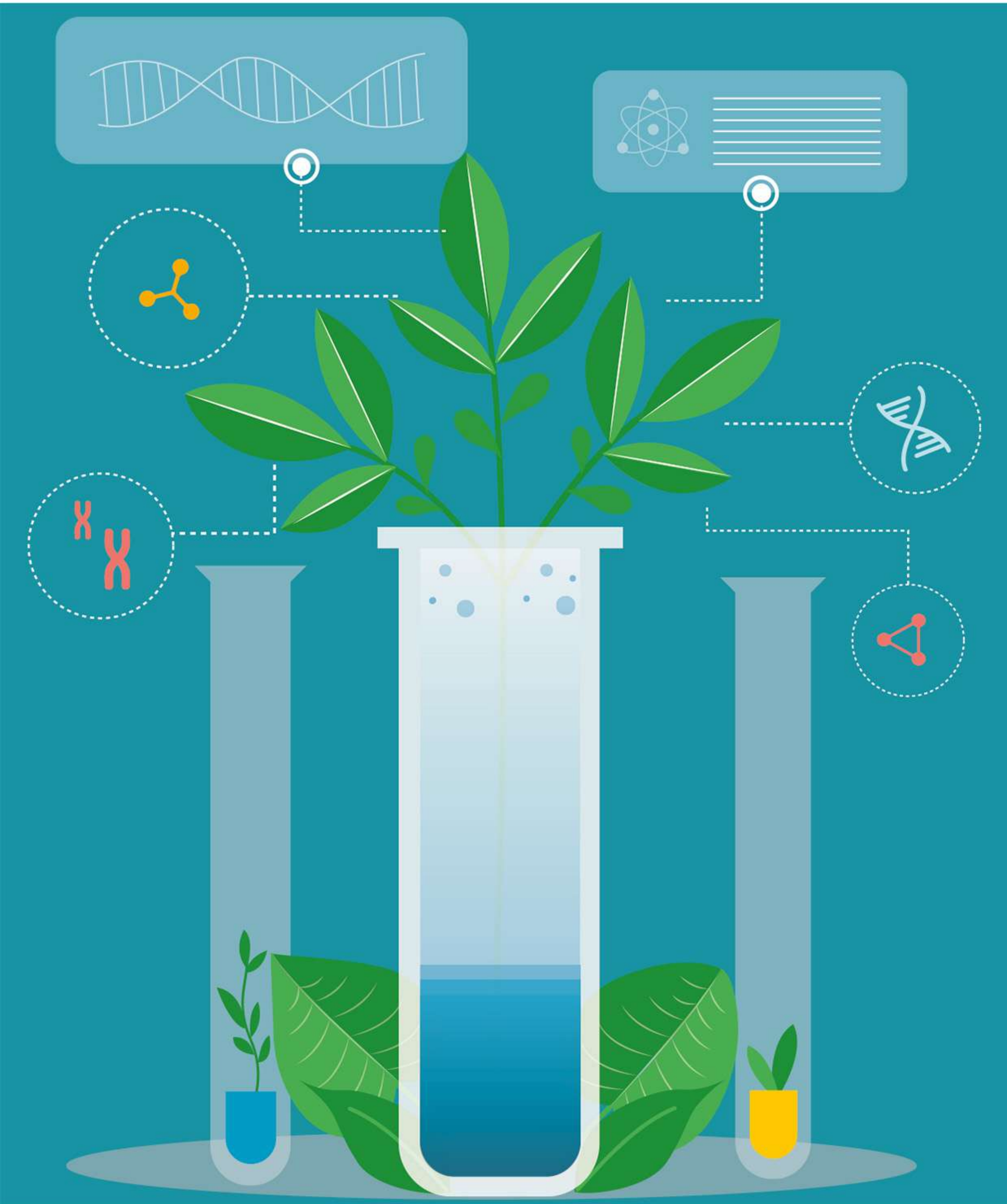
  - Creating technology based educational and assessment tools to furnish teachers with teaching resources aligned with the school curriculum, equip students with skill-based learning tools, and gauge learning outcomes effectively.

- Rolling out free tele-medicine services with a specific focus on maternal and child health, aiming to provide precise medical information and raise awareness within the community.

- Implementation of a healthcare technology upgradation program aimed at enhancing technological infrastructure, with a specific emphasis on improving healthcare equipment.

- Establish mobile medical units to enhance the availability, accessibility,and quality of healthcare services by leveraging technology.

IPA has commissioned this knowledge report with a commitment to understanding, engaging with and eventually transitioning to pathways 'Beyond CSR' that position the pharmaceutical business not just as 'ordinary' but 'sustainable' and one that demonstrates 'responsible business conduct' as a 'business imperative'. The IPA and its member companies have demonstrated that, as 'learning and demonstrative organisations', they are in sync with the changing times. Therefore, this report needs to be viewed as a 'learning document', which is a means to the larger goal of IPA positioning itself as a 'Community of Learning'.



1. INTRODUCTION

1.1 CONTEXT

India's booming pharmaceuticals industry manufactures high-quality medicines at affordable costs. The Honourable Prime Minister, Shri Narendra Modi, fittingly called India the 'Pharmacy of the World' with global supply chains being heavily reliant on India's pharmaceutical production. The Indian pharmaceutical sector is strategic in reach and scale and supplies over 50% of the global demand for vaccines, 40% of the generic demand in the United States (US), and 25% of all medicines in the United Kingdom (UK). Globally, India ranks third in terms of pharmaceutical production by volume and 14th by value, and the sector caters to almost 60% of domestic requirements.

The COVID-19 pandemic majorly challenged the Indian pharmaceutical industry and tested its capacities across the value chain. Despite unprecedented challenges, the Indian pharmaceutical industry, as a beacon of hope and progress, continued to live up to its moniker, supplying drugs to over 150 countries and continuing to meet a large portion of domestic demands. With continuous disruptions to the supply chain caused by the pandemic and the escalating crises of climate change, 'business responsibility' is not an option anymore; it is more of a clarion call for businesses to realise the past, review the present, and reimagine the future immediately.

India's pharmaceutical industry comprises various types of companies based on their area of focus and specialisation. A majority of the pharmaceutical companies in India specialise in the manufacture of generic drugs. However, some Indian companies, along with the 24 member companies of the Indian Pharmaceutical Alliance (IPA), also focus on research and development (R&D) and are responsible for 85% of India's private sector R&D investments. The exports of IPA companies account for 80% of India's pharmaceutical exports. The Indian Pharmaceutical Alliance (IPA) is an umbrella organisation that represents 24 research-based Indian pharmaceutical companies. IPA catalyses policy frameworks to unleash the potential of the Indian pharmaceutical industry in line with national priorities.

IPA companies use a combination of producer-driven and buyer-driven value chains[1] given their involvement in research and innovation and production and sales of their products.

The value chain for the pharmaceutical sector operates through four distinct phases, as outlined below:

[1] Companies focused on research and development and production have producer-driven commodity chains, while those focused on aspects such as marketing and design have buyer-driven commodity chains.



- Sourcing of raw material
- Research & innovation processes
- Clinical trials
- Registration & regulatory approvals

- Conversion of inputs into finished products
- Types of products include Active Pharmaceutical ingredients (APIs) & Finished form manufactured products

- Formulation of marketing & distribution networks
- Brand creation & advertising
- Product launches

- Collection, storage & distribution to retailers or pharmacies
- Partnership with wholesalers

1.2 What is responsible business?

The Ministry of Corporate Affairs (MCA), GoI, developed the National Guidelines on Responsible Business Conduct (NGRBC) in 2018. These are nine comprehensive guidelines[2] for Indian businesses to follow responsible business conduct in addition to their external Corporate Social Responsibility (CSR) obligations. Through this framework, the government also expects Indian businesses to chart roadmaps to transition 'beyond' conventional CSR.

In the last decade, particularly against the backdrop of the attainment of the United Nations (UN) SDGs by 2030, there has been a growing recognition that proactive business responsibility, both voluntary and mandatory, is key to social transformation. Businesses are expected to demonstrate commitment to environmental, social, and governance[3] (ESG) concerns, irrespective of their profitability status. Moreover, businesses are increasingly recognising their role as catalysts in achieving the SDGs. The disruptions caused by the global COVID-19 pandemic provided an opportunity for the pharmaceutical business to rise to the occasion and truly demonstrate responsible business conduct.

The Global Impact Investing Network (GIIN) conducted a 2020 survey, in which more than 60% of impact investors reported measuring their impact performance against the SDGs. **There appears to be a positive correlation between high economic rates of return and high ESG scores.** Since 2012, India has also become a critical part of the conversation on sustainability and environmental, social, and governance (ESG) concerns with the launch of the Business Responsibility and Sustainability Reporting (BRSR) template by India's market regulator, the Securities and Exchange Board of India (SEBI), for the top 1,000 listed companies.

National frameworks		
Mandatory	CSR Acts, 2013, 2019, and CSR Rules,2014, 2021	Ministry of Corporate Affairs (MCA), GoI
Mandatory (for top 1,000 listed companies)	Business Responsibility and Sustainability Reporting (BRSR), 2022	Securities and Exchange Board of India (SEBI)
Voluntary/Guidance	Scientific Social Responsibility (SSR) Guidelines, 2022	Ministry of Science and Technology, GoI
International frameworks		
Voluntary/Guidance	Sustainable Development Goals (SDGs), 2015-30	United Nations

[2] Business Responsibility & Sustainability Reporting Format. Retrieved from https://www.sebi.gov.in/sebi_data/commondocs/may-2021/Business%20responsibility%20and%20sustainability%20reporting%20by%20listed%20entitiesAnnexure1_p.PDF

[3] https://corporatefinanceinstitute.com/resources/esg/esg-environmental-social-governance/

1.3 Why this report?

In 2020, Samhita Social Ventures (Samhita) developed a knowledge report for IPA titled 'Beyond Business: Contributions to Social Initiatives'. Given the critical contributions of IPA member companies in addressing the needs of the nation during the COVID-19 pandemic and the introduction of mandatory reporting of ESG practices, the current report, that has been commissioned by IPA ensures a 'Knowledge Continuum' and positions IPA as a 'Community of Learning'.

The scope of this knowledge report, titled "Beyond CSR: Building a Case for the Indian Pharmaceutical Industry to Adopt a 'Responsible Business' Agenda" was to strategically present the following three themes:



CSR
Leading initiatives across education, health and rural development with a commitment to the Sustainable Development Goals (SDGs and national priorities

Healthcare
Acting as first responders during the COVID-19 pandemic and contributing to health systems strengthening (HSS)

Sustainability
Focusing on carbon neutrality, waste management and water and energy conservation

The objectives of the study were:

- To document pathways, strategies, and best practices adopted by 23 IPA member companies in demonstrating external social obligations as well as responsible business conduct.
- To showcase the pharmaceutical industry's efforts and initiatives during the COVID-19 pandemic.
- To explore existing models of 'doing good' and the willingness of IPA member companies to transition to policies and practices beyond CSR.
- To recognise the human champions in IPA member companies.



1.4 Methodology

A **mixed-methods** approach was adopted, and both qualitative and quantitative methods data collection were used. The study adopted a descriptive research[4] to identify and obtain information on the characteristics of responsible business conduct and answer questions related to 'what, who, where, how and when'.

Secondary data was analysed at two levels:

- **Level 1:** Desk review of publicly available and shared documents and reports through voluntary disclosures by IPA member companies.
- **Level 2:** Literature review on key themes, viz., ESG, CSR, Responsible Business, and Scientific Social Responsibility (including grey literature)

Primary data collection was completed using the following methods:

- **Key Informant Interviews (KIIs)** with key personnel in leadership positions nominated by each IPA member company (company leaders from social development and CSR departments, Corporate Communications, Company Secretaries, Supply Chain Leads, R&D Leads, Sustainability Leads etc.)

- **Case Studies** of Human Champions from IPA member companies (the champions were nominated at the discretion of the member companies)

- **Perception Survey** on the Indian pharmaceutical industry was shared on Samhita social media platforms and in person by Samhita researchers across 20 states, with a total of 284 responses. To ensure accuracy, 90% confidence level for the entire population of India[5] was chosen which approximates 273 respondents. More than half of the respondents were male (59.4%) and nearly 56% of the overall respondents were in the 19-30 years age group.



[4] Descriptive research design generally uses qualitative research as a primary method to gather information and insights.
[5] Every individual in India is, in one way or another, a stakeholder of the pharmaceutical industry.



2. FROM CSR TO RESPONSIBLE BUSINESS

2.1 CSR IN THE PHARMACEUTICAL INDUSTRY

Innovation is the prime ethos of the pharmaceutical industry, with its incessant efforts to discover life-saving cures for multiple ailments. Historically, pharmaceutical companies have played a vital role in improving the quality of life and, therefore, raising the standard of living. In the post-pandemic era, pharmaceutical products and services have become an indispensable part of our daily lives.

Given that the business nature of pharmaceutical companies is to produce goods and services that cure and human lives, 'doing good' is a core value of the pharmaceutical industry. Moreover, IPA member companies consistently invest in CSR activities (which have been showcased extensively in the previous knowledge report). It is to be noted that the guiding principles that inform the CSR policy for most of the pharmaceutical companies are availability, accessibility and affordability of medicines and healthcare services. Companies in the pharmaceutical industry[6] spend their CSR funds mainly on education and health initiatives.



[6] https://www.epw.in/node/130387/pdf

CSR trends in India

- Prior to the pandemic, CSR activities were largely distributed across various sectors. In the past three years, the MCA has declared that the amount spent on COVID-19 relief is eligible as a CSR activity. Hence, in 2020-21, healthcare emerged as a CSR focus with a mass allocation of funds.

- In the past few years, approximately 50% of CSR funds have been concentrated in the 10 most industrialised states, with Maharashtra, Karnataka, and Gujarat being in the lead, where most corporations are located.

- According to MCA data, in 2020-21, the CSR spend across different sectors was approximately INR 25,714.65 crore ranging from education and gender equality to rural development and environmental sustainability. In India, healthcare, education, and the environment are the most common sectors of CSR investment.

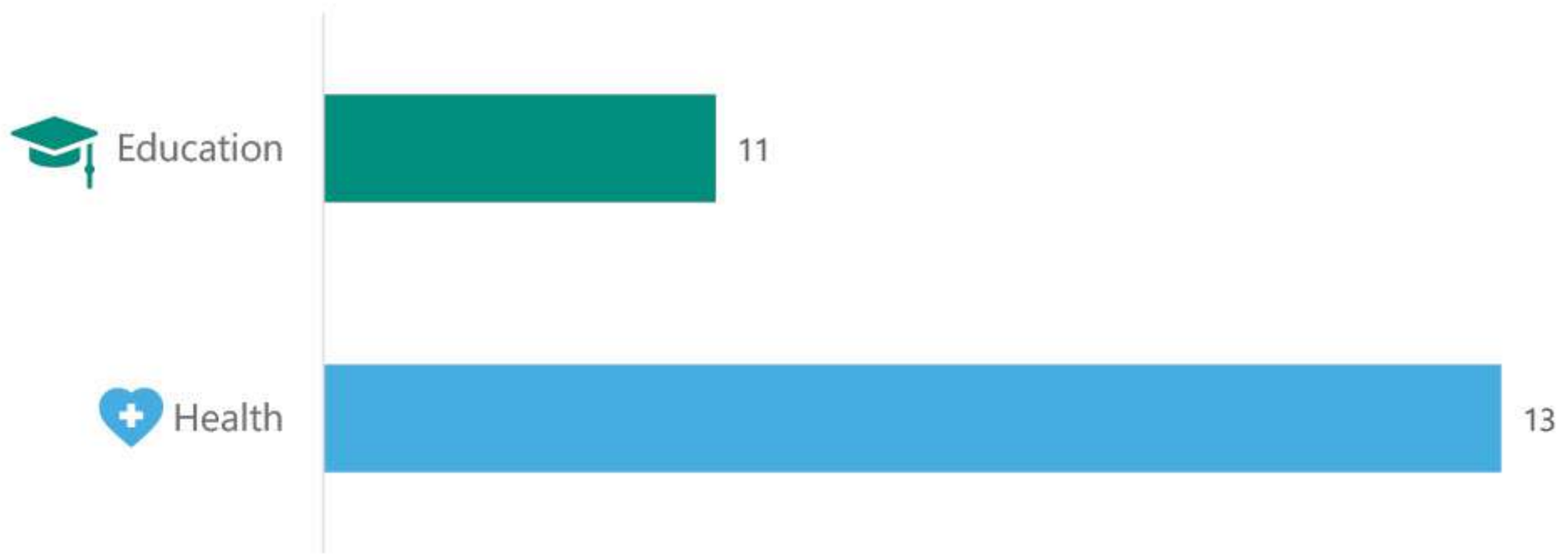
CSR reach of IPA member companies

IPA member companies have collectively spent INR 447.174 crore on CSR interventions in FY 2021-22. They have contributed selflessly to the COVID-19 national and state-level pandemic response efforts and implemented programmes for a wide range of stakeholders, including those belonging to under-resourced and vulnerable groups, including but not limited to children, adolescents, women, senior citizens, and the differently abled.

The CSR initiatives undertaken by the IPA member companies cover a wide range of cause areas identified under Schedule VII of the Companies Act, 2013. All of them implemented interventions in health, which was by far the most prevalent cause area. Every IPA member company came to the forefront during COVID-19 and also worked towards improving the state of public healthcare, especially for underprivileged and last-mile populations, through their CSR activities.

After health, education was the most supported cause area. The CSR health spend of companies was INR 164.22 crores (an increase from the previous year), followed by education at INR 50.3 crores. Other popular cause areas such as women's empowerment, sanitation, and rural development also saw significant support.

Major CSR spending themes of IPA member companies



2.2 Transitioning to Corporate Sustainability and Responsible Business (CSRB)

The focus on ESG reporting in India began in 2012 with the introduction of Business Responsibility Reporting (BRR), which was modified recently in 2021 as the BRSR. In November 2018, the MCA constituted a Committee on BRSR wherein corporate disclosures on business conduct were to be based on ESG parameters, thus compelling businesses to engage with stakeholders and go beyond CSR compliance. Since May 2021, in India, BRSR is now a standard framework for ESG reporting and is expected to be used as a single source for disclosing sustainability-related information.

A responsible business is required to focus on the environmental, social, and governance dimensions of its functioning.

2.2.1 Environmental dimension

India is a signatory to several international treaties and conventions that focus on environmental protection. Protecting the environment is essential, and by adopting a 'responsible business' agenda through reducing the carbon footprint and achieving net zero targets, businesses can help achieve the SDGs.

The pharmaceutical industry recognises the environmental impact of R&D activities, supply chain practices, logistics, and the transportation and disposal of pharmaceutical products. A 2021 Global Data Poll highlighted that environmental issues were the most important ESG area that the pharmaceutical sector needed to focus on. Some of the ways in which pharmaceutical companies can focus on environmental sustainability include reducing energy consumption, adopting green design practices, focusing more on reducing industrial and domestic waste, reducing single-use plastic waste, and reducing land pollution and water pollution that occur due to the generation of medical waste and radioactive waste. Pharmaceutical products need to be designed to be environmentally sustainable. GOI has issued a clear ban on the use of single-use plastics. It is now up to the pharmaceutical industry to undertake innovations to make sure that this goal is achieved. Similarly, the pharmaceutical industry has to create solutions to reduce carbon emissions and pollution through design changes.

As a part of the BRSR framework, companies adopting a 'responsible business' agenda now need to disclose the total electricity and fuel consumption from non-renewable and renewable sources, respectively, water withdrawal, and total waste generated during the production processes. Both from a regulatory compliance standpoint as well as the realisation of a 'business imperative', several pharmaceutical companies are already demonstrating responsible business conduct through their Environment, Health, and Safety (EHS) teams and adopting energy-efficient mechanisms. Further, in alignment with the SDGs, several pharmaceutical companies are aligned with Goals 7, 9, 11,12, 13, 14 and 15.

2.2.2 Social dimension

The principles of the UN Global Compact form the guiding framework for the social dimension of corporate sustainability, with human rights being central. According to the UN Global Compact, businesses can contribute towards 1) improving the lives of people by creating decent jobs and inclusive value chains, 2) making strategic investments and promoting public policies that support social sustainability; and 3) partnering with other businesses to make a greater positive impact on people. It is also the fundamental duty of any organisation to protect employees, customers, and suppliers from physical and mental harm.

As per the BRSR, which is now a mandatory requirement for the top 1,000 listed companies in India, companies need to disclose information on the quantum of CSR spend, workforce diversity and equity and inclusion initiatives, wage gaps, minimum wages and provisions for safeguarding human rights. Owing to the shift to ESG reporting, one of the welcome changes in corporate India is a momentum towards bridging the gender wage gap and a new focus on inclusion of people with disabilities, which were not sufficiently covered in the previous CSR-centric vision.

2.2.3 Governance dimension

While the environmental and social aspects of business responsibility are of primary importance, governance is the key aspect of a business, including its management and decision making, which eventually impact all stakeholders, both direct and indirect. Corporate governance is about transparency, accountability, and an ethical code of conduct. CSR norms require a Board Level CSR Committee to oversee and approve all CSR decisions.

BRSR norms mandate companies to disclose board composition in terms of diversity, age, and the presence of independent directors. Thus, ESG reporting has prompted several companies to push for diversity in their board composition by hiring more women and independent experts. Some large-sized IPA member pharmaceutical companies have now set up ethics committees as a commitment to strengthening corporate governance.

2.3 CSR within the Responsible Business framework

While CSR is a subset of responsible business, responsible business is an umbrella term under which CSR is positioned.

CSR	Responsible Business 'Beyond CSR'
CSR focuses only on the 'social' and on 'responsibility'	Integrates the environmental, social and governance aspects of a business and focuses on 'sustainability'
External obligation	Lays emphasis on value chain responsibility and corporate conduct
Implemented in project mode with the support of implementing agencies	Implemented through business processes and functions with the support of the company's internal teams and suppliers
Ability to do CSR is determined by profitability status. CSR eligibility is determined by 3 factors: a) Net worth – 500 Cr b) Annual turnover – 1,000 Cr c) Net profit – 5 Cr	Ability to demonstrate 'responsible business conduct' is not determined by profitability status
Largely focuses on 'outputs' and at best, on 'outcomes'	End goal is to minimise negative 'impacts' of business operations on the environment, employees, supply chain actors and local communities
In India, the CSR regulatory framework is the Companies Act, 2013, a legal mandate operationalised through the CSR Rules, 2014 and its subsequent amendments	Mandatory for only the top 1,000 listed companies to report using the BRSR template provided by market regulator SEBI. In addition, guidelines issued by MCA, GoI (National Guidelines on Responsible Business Conduct (NGRBC) to support companies in designing their ESG activities
Is unable to address issues of corporate accountability or corporate governance	Has robust provisions to address issues of corporate governance and corporate accountability
Cannot include employee welfare	Employee welfare and extended employee welfare of those in value chains is a critical dimension under the 'Social' pillar of ESG

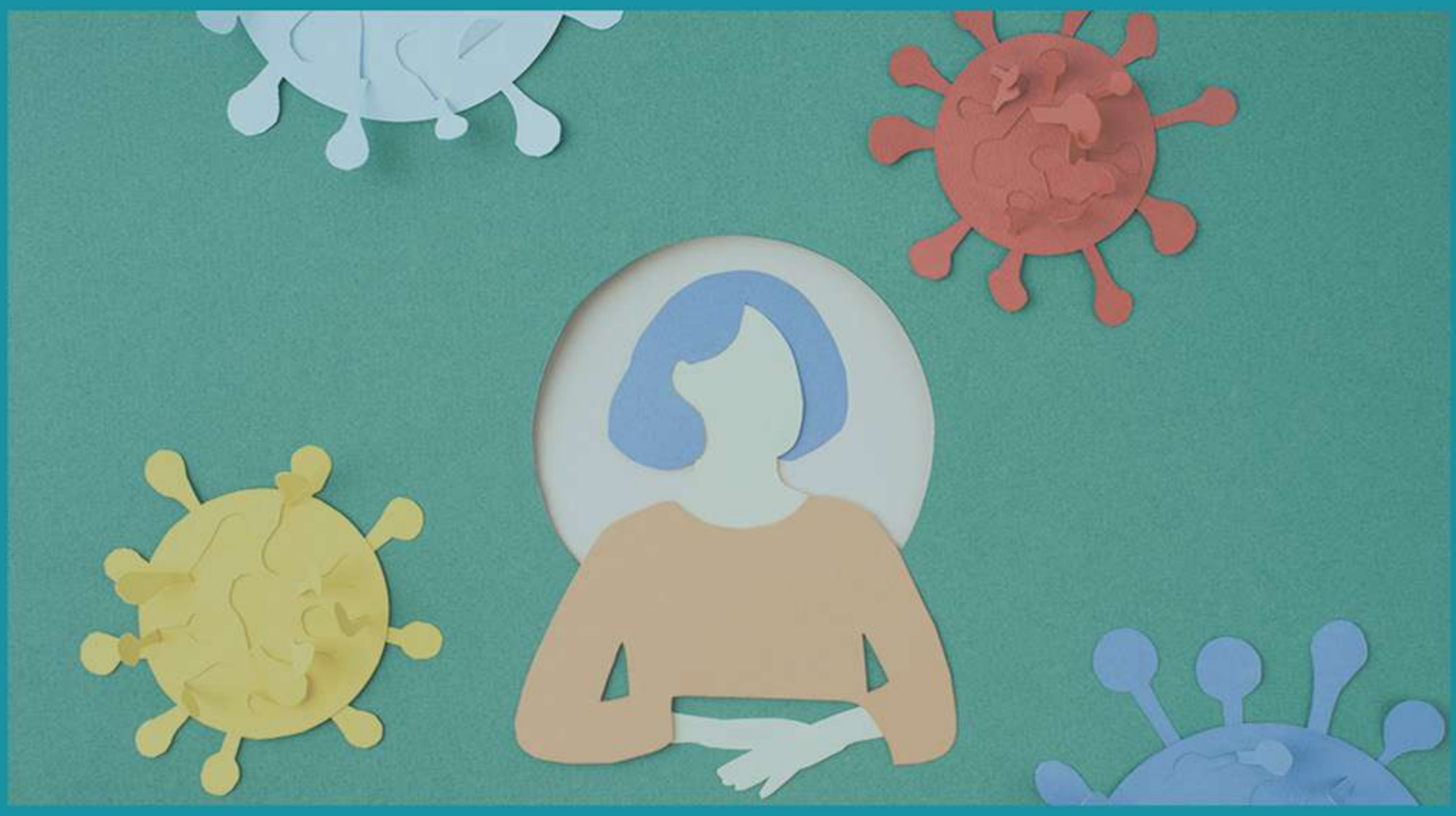


3. RESPONSIBLE BUSINESS PRACTICES OF INDIAN PHARMA

3.1 PHARMA'S INDISPENSABLE ROLE IN SOCIETY

The leadership in IPA member companies ascribes to the principle of business being a 'social contract' and that it functions best with the licence to operate from local communities. IPA member companies believe that there exists a crucial link between business and society, and business operates 'in' society, 'for' society, and 'of' society. Its very nature is also socially driven, as the pharma industry produces essential commodities in the form of life-saving medicines, drugs, and vaccines, which are crucial for survival.

All IPA company leaders agreed that the way forward lies in striking a balance between social and business goals. For better integration of these goals, many companies have transitioned to a model of 'strategic CSR' where the activities undertaken or causes supported are directly linked with the company's business model and/or operational areas. These companies mentioned that 'integration in a true sense' would entail the adoption of ESG goals and transitioning to a 'Responsible Business' paradigm while achieving profitability.



Abbott

View on role of business in society

The role of business is finding solutions that remove barriers to living healthy lives.

View on role of pharmaceutical companies in society

At Abbott, they want to deliver long-term impact for the people they serve – shaping the future of healthcare and helping the greatest number of people live better and healthier.

View on role of business in society

- Ajanta's perspective on its role in society highlights a commitment to serving the community, emphasizing that businesses should exist not just for profit, but to meet societal needs. This ethos is reflected in its approach to fulfil unmet needs. It also prioritizes patient care, ensuring that its operations are in compliance with healthcare regulations and ethical standards.

- Ajanta believes that it can grow sustainably only through an ecosystem of interdependence with society. The Company considers that its economic, environmental and social responsibility is to foster sustainable local development as well as extend necessary support to the underprivileged and poor sections of society.

ajanta pharma

View on role of pharmaceutical companies in society

- Ajanta underscores the importance of empathy, suggesting that understanding patients' experiences and needs is central to its mission. Innovation is also a key theme, indicating that the company invests in research and development to advance healthcare solutions. Lastly, technology is recognized as a crucial element for improving healthcare delivery, hinting at Ajanta's adoption of new tools and methods to enhance treatment efficacy and patient experiences.

- The emphasis on empathy points to a patient-centric approach, where the subjective experience of patients is a guiding factor in how care is provided and how drugs are developed. Innovation and technology suggest that Ajanta Pharma is forward-thinking, using cutting-edge developments to improve healthcare outcomes and make treatments more accessible and effective.

- Ajanta believes that this is the role that the pharmaceutical industry at large should play in society.

Alembic Touching Lives over 100 years

View on role of business in society

Core strengths of businesses can be utilised to address social needs.

View on role of pharmaceutical companies in society

Alembic understands their responsibility towards communities by focusing on health, education, livelihood and environmental initiatives.

ALKEM

View on role of business in society

The role of business is not simply to create wealth/resources and jobs in society. Businesses must be legally, ethically and socially responsible while carrying out commercial responsibilities. This is necessary to ensure long-term growth and sustainability.

View on role of pharmaceutical companies in society

Alkem advocates accessibility, quality and affordability of drugs to address key health issues in society.

View on role of business in society

CSR implies responsible business practices through the involvement of all stakeholders in the decision-making process and operations.

Ever since CSR has been mandated in the Companies Act, 2013, Aurobindo has been implementing various CSR projects in alignment with the company's policy (refer policy document), and as per relevant rules under Companies Act, 2013.

View on role of pharmaceutical companies in society

Aurobindo being a pharmaceutical organisation aims to promote health and well-being. Their key efforts to achieve positive healthcare outcomes are by improving the availability, accessibility and affordability of medicines and healthcare services**.** At Aurobindo Pharma, sustainability means employing responsible business practices and consistent gagement with all stakeholders. For Aurobindo, sustainability is a journey that they embark on today for a better tomorrow. They are focused on achieving economic success, environmental stewardship and social progress and they strive to integrate sustainability into the core of their functioning. Through this, they aim to contribute towards achieving the UN SDGs as well as deliver on their commitments.

View on role of business in society

A company should take care of profits, people and the planet.

View on role of pharmaceutical companies in society

Cadila combines business with social responsibility and ensures that all components of the business ecosystem are given adequate attention.

View on role of business in society

At Cipla, people, planet and purpose are fundamental to their existence. A responsible corporate citizen, Cipla's humanitarian approach to healthcare in pursuit of its purpose of 'Caring for Life' and deep-rooted community links wherever it is present make it a partner of choice to global health bodies, peers and all stakeholders. The company is committed to using a science-based approach to innovate, create sustainable value and to solve the climate change challenge faced by the world today.

View on role of pharmaceutical companies in society

Cipla is a global pharmaceutical company focused on agile and sustainable growth, complex generics and deepening their portfolio in their home markets of India, South Africa, North America and key regulated and emerging markets. The company's strengths in respiratory, anti-retroviral, urology, cardiology, anti-infective and CNS segments are well-known. Cipla's 47 manufacturing sites around the world produce 50+ dosage forms and 1,500+ products using cutting-edge technology platforms to cater to their 86 markets. For over eight decades, making a difference to patients has inspired every aspect of Cipla's work. Cipla's paradigm-changing offer of a triple anti-retroviral therapy in HIV/AIDS at less than a dollar a day in Africa in 2001 is widely acknowledged as having contributed to bringing inclusiveness, accessibility, and affordability to the centre of the HIV movement.

View on role of business in society

A strong social focus can directly impact the long term performance of companies. As organisations align themselves with social causes and emphasise how their purpose is central to creating a positive impact in society, they are evaluating how their operations and value chain activities affect multiple groups of stakeholders. In today's multi-dimensional world, companies must commit resources to understand their impact on the environment and society, and evaluate the effort involved in reallocating their plants, manpower or equipment – or change business models and analyse the risk on society. A strong social strategy that respects communities and the natural environment will ensure long-term business sustainability of organisations, build strong goodwill and enhance their brand reputation, employee morale and positively impact company stock market valuations.

Dr.Reddy's

View on role of pharmaceutical companies in society

The pharmaceutical industry has a key role to play in the public health management system, developing and bringing to the market lifesaving drugs that can help prevent infection, cure diseases, and maintain and promote good health. The industry has a critical role in global health security, and with the ability to provide expertise and resources in emergency response operations during global health crises. There is opportunity to strengthen preventive, diagnostic, and curative healthcare, build resilience in healthcare systems and collaborate with governments, international bodies, health insurers and practitioners, to improve health and well-being and provide increased universal access to free or affordable healthcare for people in low and middle income countries. The pandemic presented a major opportunity for the Indian drug industry to display its credentials in manufacturing, testing, and supply of vaccines. By manufacturing high-quality medicines at an affordable price, the pharmaceutical industry can offer low-priced drugs and support the implementation of universal healthcare in the country. Apart from this, the industry also supports economic growth of the country.



View on role of business in society
Businesses are committed to society by providing quality medicines at reasonable prices.

View on role of pharmaceutical companies in society
Emcure focuses on providing effective medicines for cure.

View on role of business in society
Business is a part of society and wields an impact on it through its operations. Focusing on an integrated people-planet-profit approach leads to better profitability in the long run.

View on role of pharmaceutical companies in society
Glenmark believes in taking responsible action and the scope of their CSR is expanding beyond 'social responsibility', to include 'environmental responsibility'.

View on role of business in society
Businesses do not run in isolation; they have multiple responsibilities towards different stakeholders.

View on role of pharmaceutical companies in society
Intas' purpose is to reach billions by providing high-quality, affordable and accessible medicines.

View on role of business in society
Business should focus on the development of communities.

View on role of pharmaceutical companies in society
Ipca focuses on positive environmental impact through conservation initiatives and social impact through healthcare, educational and skilling interventions.

View on role of business in society
Business does not just depend on internal factors but also on external factors such as raw materials and the environment. Therefore, CSR activities are essential and need attention. CSR activities play a crucial role in business as they are influenced by not only internal factors but also external factors such as raw materials and the environment. Therefore, it is imperative to prioritise and give due attention to CSR initiatives.

View on role of pharmaceutical companies in society
Lupin has been dedicated to implementing CSR activities for several years through a balanced approach. However, there is currently a gap in the delivery of CSR initiatives with certain companies focusing solely on interventions around their factories, thus skewing fund distribution and overlooking some geographical areas.

View on role of business in society
Fulfilling CSR activities is a duty towards the nation.

View on role of pharmaceutical companies in society
Mankind believes that medicines are an essential commodity and by providing them, pharmaceutical companies already shoulder an important responsibility along with providing CSR interventions.

View on role of business in society
Businesses create wealth and with the creation of wealth, they generate employment in society. In addition, it is the moral duty of businesses to give back to society.

View on role of pharmaceutical companies in society
Micro believes that as a pharmaceutical company, they are the health guardians of the nation. They aim to build trust among patients by ensuring availability of quality medicines throughout the country.

View on role of business in society
Making profits while maintaining people's well-being and taking care of the planet is the optimal approach.

View on role of pharmaceutical companies in society
Natco focuses on employee well-being and aligns its CSR interventions to the SDGs. The company philosophy is to do 'what is right'.

View on role of business in society
Panacea Biotec is focused on the triple bottom line i.e. People, Planet and Profits (profits with social building and environment). Companies should aim for profits in a sustainable manner and ensure that value is returned to shareholders, but not at the cost of patients, doctors, customers or the environment.

View on role of pharmaceutical companies in society
Panacea Biotec is focused on giving people a chance to Live Well and Live Longer.

View on role of business in society
Businesses should focus on stakeholder needs since they form the core of the business.

View on role of pharmaceutical companies in society
Piramal manufactures drugs on a contract basis. They also communicate with patients to get feedback and focus heavily on quality control.

View on role of business in society
Business is not only profit-oriented but also has to ensure quality and efficacy. A purely profit-driven approach should be avoided. Protecting the interests of shareholders is important but sustainability is essential in the long term to ensure that future generations can have a better future.

View on role of pharmaceutical companies in society

Sun Pharma aims to ensure meaningful community development. Through its business as well, the company works on complex molecules and drugs to reduce dependency on foreign drugs.

View on role of business in society

Sustainable business focuses not only on profit but on incremental value creation for all stakeholders. UNDP reports show that businesses contribute to climate change and hence should be aware of how to deal with it.

View on role of pharmaceutical companies in society

Torrent Group has an altruistic philosophy. The company channelises its commitment towards society in light of its guiding principle as enumerated by its founder – Shri UN Mehta "Giving back to society, for all the years of care, support and nurturance that is being bestowed upon the organisation". The year 2020 was a test of their resilience with supply chain problems. The company ideated to face these challenges and has a sound risk management system in place.

View on role of business in society

The key business objectives of companies should include quality, safety and reliable supply of products through sustainable procurement methods.

View on role of pharmaceutical companies in society

Unichem highlighted that during the pandemic, the global pharmaceutical industry had massive and far-reaching effects. It redefined the ways in which industries do business. Their largest market, the US, that is controlled by major distributors, started ordering based on the panic created by pandemic. Initially, the demand spiked and considering the demand pattern, a majority of Indian generic players started producing more drugs. After a few quarters, the demand diminished, leading to a huge stockpile of finished products. This in turn, led to panic selling among generic manufacturers, resulting in drastic price erosion in the industry for the last few quarters. Currently, with the demand situation normalised, the industry is poised for good growth in the coming years.

View on role of business in society

It is important for businesses to add value to society through their products while aligning with an ethical framework.

View on role of pharmaceutical companies in society

Wockhardt's motto 'Life Wins' is central to the organisational value system. The business side focuses on profitability and shareholder value creation, while their hospitals and foundation strive to make a difference in people's lives and to inspire others to work for a higher purpose.



View on role of business in society

When a company grows, people grow and communities become healthier and happier.

View on role of pharmaceutical companies in society

- Zydus Lifesciences Ltd. is a discovery driven global life sciences company. On a journey of growth, the group has been expanding its operations globally and is present in 55 countries worldwide, with 36 manufacturing plants, seven R&D centres, 1,400 research scientists and employs nearly 24,000 people worldwide. The company declared a turnover of over USD 2 billion for FY 22.
- The genesis of Zydus Lifesciences was rooted in innovation and drug discovery to bridge unmet healthcare needs. The Company's founder Chairman, Mr. Ramanbhai B. Patel set out to launch Cadila Laboratories in 1952. The company's first product was a research product Livirubra, a treatment for pernicious anaemia and soon followed it up with novel formulations such Isopar, for the treatment of tuberculosis and Neuroxin-12 (Vitamins B1, B6 and B12) in a single vial. This is the legacy that continues even today at the group. As a discovery-driven global life sciences company, Zydus Lifesciences Ltd. is present in 55 countries worldwide, with 36 manufacturing plants, seven R&D centres, 1,400 research scientists and employs nearly 24,000 people worldwide. The company's mission is to unlock new possibilities in life sciences through quality healthcare solutions that impact lives and bridge unmet healthcare needs.

3.2 Responsible Business Agendas

3.2.1 Agenda 1: Focusing on 3A's: Accessibility, Availability and Affordability

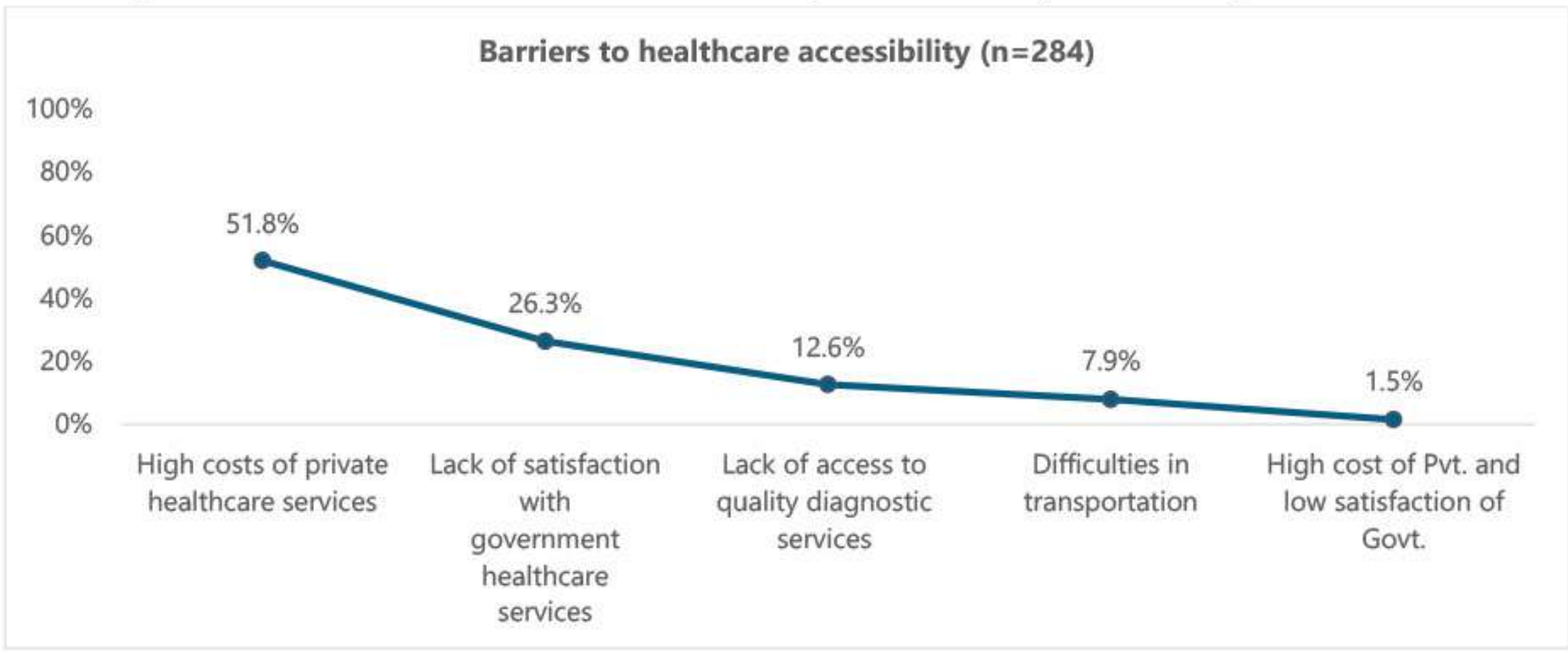
Accessibility to healthcare is the measure of how easily individuals can avail healthcare services when required. India has made significant progress in making healthcare services more accessible. As per a Lancet Study 2023[7], it demonstrated global leadership by being one of the first few countries during the COVID-19 pandemic to propose intellectual property waivers. Various factors such as inadequate infrastructure, limited availability of healthcare professionals, and geographical barriers (rural areas suffer more as compared to urban areas) pose a challenge in improving the availability of healthcare services in India. The affordability of quality healthcare in India is also a significant concern, especially for low-income and marginalised communities. India ranks 184 out of 191 countries in health spending, according to the World Health Organization Report, 2023. Recognising these needs, IPA member companies have provided a host of health services ranging from diagnostics for rare diseases to medicine distribution to palliative care services.

The perception survey undertaken as part of this study echoed the following challenges:

- **45.8%** respondents reported facing difficulties in accessing healthcare services (35.9% reported that services were difficult to access, while 9.9% reported them being very difficult to access).
- Around **63.7%** respondents (both male and female) were of the view that the cost of healthcare was a crucial factor in accessing healthcare services in India.
- Around **51.8%** respondents felt that the high fees at private hospitals was a major barrier to healthcare accessibility.
- **65.1%** respondents stated that both availability and accessibility of life-saving drugs were important factors to be addressed.

[7] The Lancet Journal

The following table outlines the initiatives undertaken by member companies to improve the 3 As:



The following table outlines the initiatives undertaken by member companies to improve the 3 As:

Abbott

Initiatives undertaken to improve 3As

- In collaboration with SEWA (Self Employed Women's Association), Abbott worked towards building a quality and affordable model of care for non-communicable diseases amongst underserved communities. Through a combination of physical clinics, telemedicine services, technology and engagement with community health workers, the programme serves patients across 23 districts.
- In partnership with AmeriCares, Abbott is building access to quality and affordable healthcare infrastructure and services for underserved communities. The company plans to upgrade over 300 Primary Healthcare Centres (PHCs) to Health and Wellness Centres in 15 states by 2026, supporting close to 9.2 million people. By the end of 2023, 75 PHCs will be upgraded. These efforts include access to preventive care, strengthening fundamental infrastructural facilities and enabling on-site training and capacity building for healthcare workers.
- As a global healthcare company, Abbott is working with Smile Foundation to promote STEM learning and healthy living amongst schools that serve children from under-resourced communities. The programme includes creating STEM labs, e-learning modules, health education on NCDs, nutrition, menstrual hygiene and WASH (Water, Sanitation and Hygiene) related topics.

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ajanta pharma

Initiatives undertaken to improve 3As

- Ajanta, with its commitment to CSR, has been actively working to make healthcare more accessible across India. Through initiatives in FY 2020-21, the company has provided funding for essential medical services ranging from eye care to skin treatments, and has supported family planning education and resources.
- The company has also addressed nutritional needs by providing food for patients undergoing treatment and has eased the financial strain on families by covering hospital charges. These efforts reflect Ajanta's holistic approach to healthcare, which goes beyond treating illnesses to include supporting overall health and well-being.
- Through these actions, they are not only contributing to the immediate health needs of individuals but also investing in the long-term resilience of communities. The company's activities underscore a commitment to ensuring that healthcare is equitable by removing barriers that prevent access to necessary treatments and services.

Initiatives undertaken to improve 3As

Swasthya Setu:

- The programme reaches 58,000 community members residing in 26 villages for addressing various health related issues. It is a 360-degree health programme that provides health check-ups, free consultations, free medicines and lab investigations. Their Mobile Health Unit has an in-house doctor (with MBBS degree), one attendant and one nurse. Patients are referred to various hospitals for critical ailments.
- The programme also facilitates provision of Ayushman cards and has been able to cover half of the programme population thus far.
- The Rural Clinic located near their plant location at Panelav is accessible for all community members who are treated there free of cost. Lab tests are provided at subsidised rates and every year around 10,000 community members avail these services.

Project Suposhan (Reducing Malnutrition): Malnutrition is a serious problem in neighborhood villages of Alembic's operations and to address this issue, Alembic Foundation initiated Project Suposhan in 53 Anganwadi Centres (AWCs). The project aims to reduce malnutrition and anemia among lactating mothers, pregnant women, adolescents and children (0-5 years) and increase their immunization, and provide antenatal care and institutional delivery services. The project has benefitted 4,000+ beneficiaries and has reduced malnutrition from 42% to 34% in a short time span.

#ForHerWithHer

The journey of the #ForHerWithHer Campaign aims to touch miles starting with menstrual conditions like Abnormal Uterine Bleeding (AUB), Heavy Menstrual Bleeding (HMB), anemia and iron deficiency amongst women. This initiative is devoted to uplifting women's lives by creating awareness about their health issues and breaking the stigmas that come with them. Joining them in this initiative is a widespread network of doctors (gynecologists), further strengthening the quest to journey with women as guiding experts and help them share their voice.

Alembic aims to provide greater access to healthcare through their pharmaceutical services as well as CSR activities. Through their CSR, Alembic set up a Blood Transfusion Centre on World Thalassemia Day (7 May, 2017). At the centre, consultations, monthly and quarterly tests, blood donor arrangements and transfusions are provided free of cost. According to their 2020-21 CSR report, this has directly helped 315 lives and indirectly, they have helped with over 2,300 blood transfusions, 1,600 blood donations through 24 blood donation drives and distribution of 30 infusion pumps.



Initiatives undertaken to improve 3As

Aurobindo's R&D efforts in biosimilars development have shifted focus to oncology and immunology in order to increase access for patients suffering from cancer and immune diseases to cost-effective and high-quality therapy options. During 2021-22, their CSR initiatives have improved access for over two lakh impoverished people to the public health system by building capacities of health staff, expansion of state healthcare facilities and equipment donation.

- Quality cancer treatment and healthcare is being provided free of cost with opening of the new oncology block at MNJ Institute of Oncology & Regional Cancer Centre, Hyderabad, Telangana (capacity of 1,000 outpatients per day with approx. ~2,20,000 sq. ft. area).
  Around one lakh patients will benefit annually from equipment donated to Pushpagiri Vitreo Retina Institute, Kadapa, Andhra Pradesh, who will now have free access to superior ophthalmic care.
- Primary healthcare offered to rural populations is being strengthened and enhanced. Capacities of health staff are being built to improve health and nutrition-related services of Primary Health Centres (PHCs) and Anganwadi Centres (AWCs) in three districts of Andhra Pradesh.
- Two health clinics of Aurobindo Pharma Foundation (APF) in Talapantipeta and K. Mulapeta villages of Kakinada, Andhra Pradesh, are supporting and providing medical services to many villagers in the surrounding areas.
- APF has been continuing to support rural drinking water systems for preventative healthcare in many villages.

AUROBINDO

Initiatives undertaken to improve 3As

- Alkem has taken steps to enable accessibility and affordability in cancer care treatment. The company's 2021-22 annual report highlights that cancer has emerged as a major public health concern in India with around one million new cases diagnosed every year. The Alkem Foundation partnered with Tata Memorial Centre (TMC). They have set up three small cancer units at Buxar, Jehanabad and Bhagalpur in Bihar, while the main centre – an advanced radiotherapy facility – is upcoming at Muzaffarpur, Bihar.
- Through their CSR, Alkem provides medicines to underserved communities across their operational sites through healthcare interventions and also contributes by donating Alkem medicines as and when required by civil society organisations (CSOs).

ALKEM

Initiatives undertaken to improve 3As

Cadila Pharmaceuticals believes in discovering and delivering affordable innovations that make life better and healthier and that can fight against both common symptoms as well as any chronic ailments. Through their Kaka-Ba Hospital as well as through associations with various NGOs and organisations, the company has helped extend numerous healthcare services to the community at large.

CADILA PHARMACEUTICALS LIMITED
The Care Continues...

Cipla

Initiatives undertaken to improve 3As

- Cipla Foundation works with a three-pronged approach to healthcare:
  - Strengthening access to quality health services
  - Promoting training to build a cadre of skilled healthcare professionals
  - Supporting evidence-based research for positive health outcomes.
- Some programmes on improving access to healthcare services in FY 20-21 included creating access to palliative care services and running the Cipla Palliative Care Centre in Pune which completed 25 years of providing care to patients with cancer and their families through in-patient, out-patient or home care services.
- Cipla, through its Foundation, also supported the running of Mobile Healthcare Units (MHUs) and conducted 74,000+ free-of-cost health check-ups in FY 2020-21. One of its other projects also focuses on thalassemia treatment and management by supporting the set-up of India's first-of-its-kind Comprehensive Thalassemia Care Paediatric Haematology-Oncology and BMT Centre in Borivali, Mumbai.

Dr.Reddy's

Initiatives undertaken to improve 3As

- In keeping with its purpose of Good Health Can't Wait, Dr. Reddy's is committed to accelerate access to affordable and innovative medicines to patients globally. It aligns with its ESG goals of serving over 1.5 billion patients globally by 2030 and from 2027, launch three innovative solutions yearly to improve standard of treatment.
- The company is committed to supporting organisations such as DNDi and similar public health organisations of repute for their drug discovery, clinical development, and manufacturing requirements. In August 2022, it, along with its fully owned stepdown subsidiary Aurigene Pharmaceutical Services Limited, partnered with DNDi to develop affordable and life-saving new drugs for Neglected Tropical Diseases (NTDs).
- Dr. Reddy's has a unique development and market access model where it works on developing drugs for unmet needs and its global presence helps commercialise the drug where it is needed the most. This is a critical strength in bringing access to affordable medicines for patients.
- Dr. Reddy's in-house manufactured palbociclib capsules were launched on Day 1 post patent expiry in India for metastatic breast cancer. Dr. Reddy's palbociclib is a bioequivalent and therapeutically equivalent to the global innovator product. This in-house product was launched in India at an 85% price reduction from the price of PRIMCYV®, making this critical care drug affordable and making a significant difference to financially disadvantaged patients.
- Dr. Reddy's launched the generic version of REVLIMID® (lenalidomide) capsules in the United States, with first-to-market status and 180 days of generic drug exclusivity for capsules in 2.5 mg and 20 mg strengths. The launch of a more affordable generic version expands patient access to this important cancer treatment drug. This represents the company's commitment to providing affordable medicines to Multiple Myeloma (MM) and Myelodysplastic Syndrome (MDS) patients.
- Aurigene Oncology Limited, the wholly-owned subsidiary of Dr. Reddy's, is one of the few companies in India working on Chimeric Antigen Receptor (CAR) T-cell therapy, which is an expensive but effective treatment for cancer. Cell and Gene Therapy (CGT) is a niche but fast-growing area that involves manipulating human cells and genes to provide potential long-lasting solutions for cancer treatment. Dr. Reddy's aims to bring down the cost of the CAR T-cell treatment by optimising operations and training personnel.
- Dr. Reddy's aims to bring down the cost of the CAR T-cell treatment by optimising operations and training personnel.

Emcure®
SUCCESS THROUGH INNOVATION

Initiatives undertaken to improve 3As

Emcure aims to provide access to quality healthcare through their wide range of manufacturing capabilities including solid and liquid orals, injectable and Active Pharmaceutical Ingredients (APIs) along with their research and development in vaccines and several therapeutic areas. Further, the company's R&D team was working on flow chemistry technology to provide better quality drugs, with better yields at an affordable cost. During the pandemic, they provided materials like masks, sanitisers, face shields, PPE kits etc. to communities in Pune.

Glenmark
A new way for a new world

Initiatives undertaken to improve 3As

- Glenmark is committed to achieving the goal of accelerating availability and accessibility to affordable healthcare in accordance with the requirements of all their patients and broader stakeholders across marginalised communities. In this regard, they strategically combine innovation focused ambition with strong market intelligence to consistently deliver high quality and low-cost products.

- They have established themselves as an innovation-driven company in both emerging and developed countries, demonstrating their commitment to encourage product affordability, quality and accessibility. Additionally, they conduct in-depth research on health and market demographics across the areas in which they operate. This enables them to develop solutions that lower access barriers like cost and availability.

  - Introducing high quality affordable medicines into the market
  - Enabling supply assurance along with broadening and deepening distribution networks
  - Enhancing access to affordable medication across underserved communities
  - Inculcating positive health seeking behaviour through awareness building

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INTAS

Initiatives undertaken to improve 3As

- Intas, through Intas Foundation, undertakes various CSR initiatives to promote accessibility, availability and affordability of different services to communities in need in India across thematic areas of healthcare, socio-economic and community development. Under its flagship programme 'Project Apna Ghar', 32 transit homes have been established in 22 states to support patients suffering from chronic conditions by providing free accommodation, transportation and food services. Since inception, the project has reached approximately 3.5 lakh+ beneficiaries and helped them to continue their medical treatment. In another flagship programme, Persons with Haemophilia (PwH) are supported throughout India for factor assistance, physiotherapy and self-infusion trainings, and diagnostic and counselling support.

- Intas' CSR activities also include strengthening the blood bank ecosystem to increase the availability and accessibility of quality blood for those in need in India. Other healthcare initiatives include the creation of a support system for rare blood disorders such as thalassemia, leukaemia, sickle cell anaemia etc. Medical treatment assistance is also given to those patients who typically discontinue treatment due to financial constraints.

- Intas Foundation's focused interventions address accessibility, affordability and equity in services for the well-being of people.

Initiatives undertaken to improve 3As

- Ipca focused on reducing healthcare gaps in remote villages by providing eye check-up and surgery camps, medical distribution drives and blood donation camps among others.
- In May 2021, they supported the Dewas district administration in Madhya Pradesh to set up a 50,000 sq. ft. 250-bed COVID-19 care centre within the premises of its upcoming bulk drugs manufacturing unit. The centre included oxygen beds with an in-house oxygen generation plant. The company also undertook other initiatives for COVID-19 care including distribution of oxygen concentrators, PPE kits and medicines.
- Ipca's initiative on education accessibility that provides free course material to students for various competitive examinations has improved the ability of economically weaker students to compete in such fields.

Initiatives undertaken to improve 3As

During the pandemic, Lupin's purpose and vision were geared towards providing global communities with access to quality healthcare at affordable prices, safeguarding the health and well-being of people and supporting communities. They developed model COVID-19 Care Centres at Mulshi, Maharashtra, in partnership with the district administration and the International Institute of Information Technology (IIIT).

Initiatives undertaken to improve 3As

Mankind aims to make quality and affordable healthcare accessible to all. Along with launching formulations in therapeutic areas and consumer healthcare products, their CSR activities promote healthcare and sanitation practices.

Initiatives undertaken to improve 3As

As a part of the company's vision, Micro Labs aims to manufacture high quality pharmaceutical products at affordable prices. They cater to nineteen divisions of specialty segments in healthcare. They aspire to deliver value through high-quality pharmaceutical products and build strong brands across the therapeutic segments using their scientifically supported segments, processes and strong implementation capabilities.

Initiatives undertaken to improve 3As

Natco aims to create greater accessibility to its products for people everywhere, including in India and help patients deal with chronic ailments and diseases with quality medicines at affordable prices.

Initiatives undertaken to improve 3As

In 2020-21, Panacea Biotec committed to working in collaboration with relevant stakeholders to increase access to healthcare and quality medicines designed to improve people's health within an economically sustainable framework that supports innovation. Awareness initiatives undertaken by the company under their CSR activities helped patients cope with chronic diseases and improve their quality of life. The company also supported the fight against the pandemic by maintaining manufacturing continuity to ensure regular supply of medicines to patients across the world and by donating COVID-19 specific medicines, hand sanitisers, masks, etc.

Initiatives undertaken to improve 3As

Piramal Foundation has been bridging gaps in public healthcare and supplementing efforts of the Government to achieve Universal Health Coverage (UHC). A significantly large number of people in India have benefitted directly or indirectly through multiple projects that the Foundation runs in 27 states and two Union Territories (UTs). Piramal Foundation is actively supporting NITI Aayog to improve health and nutrition indicators in 112 Aspirational Districts in India and has also collaborated with international NGOs, philanthropies and multilateral organisations like Bill & Melinda Gates Foundation (BMGF), United States Agency for International Development (USAID), Rockefeller Foundation, World Diabetes Foundation etc. and other like-minded corporates, NGOs and philanthropists to facilitate the design and implementation of various CSR health programmes across India.

Initiatives undertaken to improve 3As

Sun Pharmaceuticals is committed to improving access to healthcare and creating sustainable value for all stakeholders. The company's CSR initiatives are guided by the belief that healthcare is a basic human right and that every individual should have access to affordable and quality healthcare. During the pandemic, Sun Pharma fulfilled their promise of providing more and more affordable and accessible medicines and also supplied hand sanitisers, masks and PPE kits.

Initiatives undertaken to improve 3As

Torrent has a focused programme called Rangtarang to address healthcare issues. Rangtarang comprises Sumangal, a multi-disciplinary clinic for patients of all age groups and UNM Children hospital, a 150-bed[8], state-of-the-art paediatric hospital, which is fully operational and expanding its facilities at Sugen, Gujarat. The project includes services like developing the best diagnosis and management of diseases and critical care, for surrounding villages. The project also provides diagnostic, imaging and clinical facilities, and medication and surgical procedures are provided free of charge to the underprivileged. The hospital has modern facilities with high-end equipment. They also contributed to a registered charitable trust to establish a laboratory and science department and procure a mobile cancer detection unit complete with CR, mammography and X-rays, along with necessary furniture and other medical equipment.

Torrent is committed to enhancing the affordability and accessibility of medicines through R&D investments and development of manufacturing capabilities aiming to launch patent expiry products that cater to critical healthcare needs. There is a continuous effort in expanding presence in lower class towns and rural areas to ensure wider access of medicines. Torrent also enters into collaborations with government and public sector undertakings to expand the access of medicines through tender participations.

Initiatives undertaken to improve 3As

Unichem Laboratories aims to provide access to proper healthcare for disadvantaged groups through their CSR activities in collaboration with various trusts and government hospitals. Additionally, the company's EHS management protects the health and well-being of employees.

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[8] Annual Report 2021-2022

Initiatives undertaken to improve 3As

In FY 2020-21, Wockhardt Hospitals treated close to 10,000 COVID-19 patients with a low mortality rate close to 5.8%, compared to an approximately 17% global mortality rate. During this time, there was a high risk of non-COVID patients being deprived of access to proper healthcare. To prevent this, Wockhardt's infection control team segregated COVID and non-COVID patients and treatment facilities. In FY 2020-21, they also vaccinated close to 70,000 people. protects the health and well-being of employees.

Initiatives undertaken to improve 3As

- Zydus Lifesciences Ltd. is one of the leading innovation driven life sciences companies with presence across the pharmaceutical value chain including innovating, manufacturing, marketing of finished dosage human formulations including novel NCEs, biologics, generics, branded generics and specialty formulations, including biosimilars and vaccines, APIs, diagnostics and consumer wellness products.
- Powered by its purpose, to empower people with the freedom to live healthier and more fulfilled lives, Zydus group is one of the leading providers of affordable therapies worldwide. The group is an innovation-driven life sciences company, with vast expertise in developing innovative products, generics including branded generics and specialty formulations and biosimilars. Zydus is making a meaningful difference in the lives of patients. With innovations, it has helped bridged unmet healthcare needs with first-in-India and first-in-the-world products for chronic diseases like diabetic dyslipidemia, non-alcoholic fatty liver disease (NAFLD), non-alcoholic steatohepatitis (NASH), rare and orphan diseases like Molybdenum Cofactor Deficiency (MoCD) Type A and Menkes disease. The company ranks as the fifth largest generic company in the US in terms of prescriptions, being a reliable supply partner of generics and has constantly been amongst the top life sciences companies in India.
- The company has a global manufacturing footprint of 35 facilities. The facilities adhere to the highest levels of regulatory compliance. With a diverse range of formulations and large-scale manufacturing capabilities, the company offers accessibility to affordable therapies to patients worldwide. The group has a team of over 1,400 research professionals spearheading its research and development programme across seven sites. The group collaborates with global bodies like WHO, International Generics and Biosimilar Association, Association for Affordable Medicines and several others to help patients.

3.2.2 Agenda 2: Promoting inclusive growth & equitable development through CSR

IPA member companies support a variety of causes through their CSR interventions. These range from health, education, livelihoods, water and sanitation to environmental conservation and waste management. According to the perception survey, only 22% respondents were aware of CSR activities being carried out by pharmaceutical companies. This indicates that the level of awareness among respondents regarding the CSR focus of the pharmaceutical industry is significantly low. Those respondents who were aware listed promoting public health, developing innovative drugs in underdeveloped areas, supporting research on new drug development, improving disease awareness, providing up-to-date medical and drug information, and educational programmes as the CSR focus areas of pharmaceutical companies. Moreover, 47% respondents felt that launching CSR activities in poverty alleviation and livelihood generation would be helpful.

CSR model

Abbott's approach to citizenship and sustainability seeks to uplift people, society and the planet through better health for the long term. This starts with being a responsible, sustainable and inclusive business. At the same time, the company focuses on extending the impact of its business by building stronger and healthier communities across India.

Nature of initiatives

- Abbott's citizenship programmes and investments are guided by two of India's most pressing social challenges - lack of access to quality and affordable healthcare, and inadequate education infrastructure and resources to prepare the workforce of tomorrow. These challenges limit India's social and economic growth potential and form the core of Abbott's citizenship programmes that aim to address these through scalable and sustainable solutions.
- Abbott's initiatives focus on Non-Communicable Diseases (NCDs) in health, and Science, Technology, Engineering and Mathematics (STEM) in education, which reflect in the three active programmes being delivered with partners and communities – NCD Care for underserved communities in collaboration with SEWA, Building Healthcare Infrastructure and Services through the PHC upgradation programme with AmeriCares, and STEM Learning and Healthy Living amongst school children with Smile Foundation.

CSR model

Ajanta Pharma's CSR pursuits are deeply rooted in the founders' vision and are carried forward with the same fervour through the Samta Purushottam Agrawal Memorial Foundation. The Foundation serves as a beacon of Ajanta's enduring commitment to social welfare and embodies the company's core values by channelling efforts and resources into sustainable development projects.

Nature of initiatives

- **Health:** Ajanta is dedicated to supporting the healthcare needs of rural communities in Maharashtra. The company organizes health camps and workshops, focusing particularly on eye care through cataract operations, which is a significant yet often overlooked health issue. These camps provide vital screenings and treatments, enabling early detection and management of eye conditions that might otherwise lead to serious complications.
- **Education:** Another pillar in their CSR efforts, Ajanta gives special attention to girls' education. By setting up vocational training institutes and offering classes in embroidery, sewing and fashion designing, the company empowers young women with valuable skills that can lead to employment opportunities. Additionally, the company enhances learning through the provision of computer laboratories, facilitating digital literacy and broadening educational horizons.
- **Livelihoods:** Ajanta also seeks to enhance livelihoods by assisting former prison inmates who were imprisoned for lesser offenses. The company aids in their rehabilitation by providing them with job-finding support, helping them reintegrate into society as productive individuals.

  Infrastructure Development: They help with infrastructure development by providing capital funds.

[9] https://www.alembicgroupschools.org/csr-initiatives.aspx

- **Social infrastructure development:** Understanding the foundational role of infrastructure in community development, Ajanta contributes by offering capital funds. This support enables the construction and improvement of facilities that are crucial for the sustained growth and development of communities.

CSR model

Alembic has been proactively carrying out CSR activities for the past 50 years. The Alembic CSR Foundation provides education and health services for children, women and their families[9].

Nature of initiatives

- **Health**
  - Project Swasthya Setu addresses health issues among around 40,000+ community members in 25 villages. It is a 360-degree health programme with health check-ups and free consultations, medicines and lab investigations. Patients with serious issues who require surgeries are taken to one of the best multi-speciality hospitals in Vadodara city for free surgeries and also provided with free stay and meals.
  - Vikas Arogya Kendra is a free clinic for community well-being at Panelav since 1982. It has a physician for daily check-ups of outpatients and three visiting specialists (TB specialist, gynaecologist and dermatologist) on specific days. The clinic has a high footfall and a total of 10,000+ community members receive quality treatment.
  - The Alembic CSR Foundation (ACSRF) initiated the Blood Transfusion project on World Thalassemia Day, May 7 in 2017 to provide free blood transfusions to thalassaemic patients of Vadodara and nearby districts. To ensure quality treatment, a blood transfusion centre was set up at Bhailal Amin General Hospital with state-of-the-art facilities to ensure that patients receive hassle-free quality treatment. Around 3500+ blood transfusions were done till 2021-22.
- **Nutrition:** Malnutrition is a serious problem in villages near Alembic's operation. To address this issue, in July 2021, ACSRF initiated Project Suposhan (reducing malnutrition) in 15 villages of Panelav region to improve the nutritional status of stakeholders at all 14 AWCs. The project aims to reduce malnutrition and anaemia among lactating mothers, pregnant women, adolescents and children (0-5 years), improve their immunisation status and provide antenatal care and institutional delivery services. It has benefitted 4000+ stakeholders.
- **Child protection**
  - Specialised Adoption Agency (SAA) was handed over to ACSRF for its management in a public-private partnership model for a period of 5 years. The Foundation's aim is to focus on optimum overall development of children who are abandoned/surrendered and placed in the agency for adoption. It helps children (0-6 years) reach their full potential and provides facilities that support and encourage their growth and development. Around 8-10 babies are adopted every year.
  - ACSRF started working with Children's Home for Girls, Koyli from October 2021. An MoU is signed every year with mutual understanding between both parties. This institution provides care and protection to girls between 6-21 years of age with a focus on their holistic development. Presently, the institution is a home for 23 girls.
  - Fatehsinh Arya Anathalaya: In February 2016, ACSRF started an intervention at Shri Fatehsinh Arya Anath Ashram in Karelibaug, Vadodara to promote overall development of children through health camps and computer and sports coaching for orphan children and those from single-parent or troubled households.

Fatehsinh Arya Anathalaya: In February 2016, ACSRF started an intervention at Shri Fatehsinh Arya Anath Ashram in Karelibaug, Vadodara to promote overall development of children through health camps and computer and sports coaching for orphan children and those from single-parent or troubled households.

A foster care facility was set up for vulnerable children to provide them a home-like environment. A total of eight boys (10-14 years) are currently staying at the facility. They are provided utmost care and nurturing to build a strong foundation for their development.

- With education as its core value, ACSRF initiated working in Government Primary Schools in two villages of the host community on a pilot basis in Panchmahal district of Gujarat. It is often difficult to ensure age-appropriate learning in school-going children, resulting in weak academic foundation and eventually drop-outs or lower level of education. In order to fill the gap and provide quality academic education, the intervention in two primary schools was started in collaboration with Dr. KR Shroff Foundation (KRSF) as knowledge partners. The goal is to provide a minimum level of education to weaker students who do not have basic arithmetic, English and reading/writing proficiency, bring weaker students in the mainstream and ensure their participation in higher studies using a special methodology.

- **Livelihoods**
  - The farmer empowerment project was initiated in 2021 for farmers who were struggling with farming due to lack of knowledge on crop diversification, labour saving tools, water-efficient technologies and use of chemicals and pesticides. The project focuses on capacity building of farmers on these aspects to ensure lesser input and more output, thus directing them towards prosperity. More than 1,200 farmers have benefited by achieving mixed impacts in terms of decreased agriculture input cost by an average of 20% and 35% average increase in production.
  - A stitching training centre has been established in Panelav wherein 95 women were trained on industrial stitching. Training of the first batch was completed and a women's self-help group (SHG) was formed under the National Rural Livelihoods Mission (NRLM). The SHG manages the end-to-end process for running an industrial stitching unit. ACSRF helped these women with setting up a small industrial stitching unit and initial funds for raw materials. The SHG has got orders for garment stitching from various organisations and successfully delivered the first order of 2,200 uniforms within 65 days.

- **Water and sanitation:** A total of five ATMs were installed in Karakhadi and Jarod regions to address the quality of drinking water. These ATMs dispense one litre and 20 litres of water on payment of INR 1 and INR 5 respectively. The project is providing safe drinking water to 15,000 people.

- **Rural development:** A total of five AWCs that were in a dilapidated state were reconstructed in Panelav (2), Karakhadi (2) and Jarod (1) to provide a conducive learning environment to pre-school children.

- **Environmental conservation**
  - An earthen dam with concrete waste weir has been constructed in Parekhpura village to facilitate storage, recharge and irrigation in the vicinity. Around 63 million litres of water will be stored which is expected to contribute to recharge of groundwater and facilitate irrigation for local farmers.
  - Two recharge wells were constructed in Panchdevla and Paldi. The wells are subsurface groundwater recharge techniques used to directly discharge water into deep water-bearing zones which ultimately increases the groundwater level.

- **Waste management:** As part of the Plastic Waste Management initiative, plastic waste was collected from five surrounding villages of Panelav to establish environment-friendly plastic waste disposal solutions to ensure a ban on the use of plastic bags and plastic products, and reduce plastic littering across the region.

CSR model

The key driver of Alkem's CSR programmes is the realisation that besides growing the business, it is vital to build trustworthy and sustainable relationships with the community at large. Alkem's CSR policy outlines their CSR vision which is to be a deeply committed corporate citizen with its strategies, policies and actions aligned with wider social concerns, through initiatives in the areas of education, healthcare, rural development and environment in order to make a holistic impact on the communities in which they operate.

Nature of initiatives

- **Healthcare:** Alkem conducted need-based medical camps and awareness programmes for cancer detection and eye cataract. Their Medical Mobile Health Units brought primary healthcare services to communities in villages of Sikkim, Mandva (Gujarat), Baddi (Himachal Pradesh), and Raigad (Maharashtra). In FY 2021-22, they partnered with Indian Railways to set up baby feeding centres in identified railway centres in Maharashtra. In 2022-23, they partnered with Government Hospitals in Maharashtra to set up baby feeding centres. They also partnered with Pericia Healthcare to train and certify government health professionals on ventilator management (Sajag project).

- **Education:** They continued remedial classes in slums of Dharavi, Mumbai. Other initiatives included school renovation, construction of school amenities and providing educational kits and uniforms. They ran remedial centres in partnership with government education authorities to help weak students and constructed modern AWCs in Daman. In partnership with NSDL, through their Vidyasaarthi platform, they initiated Shri Samprada Singh Scholarship Programme for COVID-19 affected students of class nursery to graduation.

- **Rural development:** They conducted skill training programmes in Baddi and initiatives such as provision of solar street lights. Alkem Foundation in partnership with likeminded NGOs trained and identified socially and economically deprived women on various livelihood skills i.e., mushroom farming, artificial jewellery training, financial literacy, cloth bag making, agarbatti making, toran making and cake making.

- **Sports:** Alkem is partnering with India's Olympic Gold Quest by supporting the training cost of 156 national-level sports representatives with the talent to bring laurels to the nation.

- **Environment:** Their flagship 'Go Green' campaign is aimed at improving green cover through mass plantation. Under this campaign, they have planted more than one million trees in drought-prone areas of Maharashtra. Water conservation and waste management are also an integral part of their efforts towards being a more sustainable organisation. Tracking and internal reporting on safety performance have brought about a cultural change within the organisation, ensuring that the highest importance is given to promoting safety at the workplace.

CSR model

Aurobindo's CSR vision aims to conduct their business in a manner beneficial to society and the environment. CSR implies responsible business practices through the involvement of all stakeholders in the decision making process and in operations. It entails having business policies that are ethical, equitable, environmentally conscious, gender sensitive, and sensitive towards the differently abled. In the process, Aurobindo commits itself to creating a more equitable and inclusive society by supporting processes that lead to sustainable transformation and social integration.

Aurobindo Pharma implements its CSR activities through the company's philanthropic arm, APF. Aurobindo's CSR policy aims to:

- Demonstrate commitment to the common good through responsible business practices and good governance
- Actively support the state's development agenda to ensure sustainable change and attain development of nearby communities
- Set high quality standards in the delivery of services in the social sector by creating robust processes and replicable models
- Engender a sense of empathy and equity among employees of Aurobindo to motivate them to give back to society

Nature of initiatives

Among various CSR activities, Aurobindo has given special attention to preventive healthcare, for example, strengthening health and hospital infrastructure and equipment; conducting health camps; providing medical treatment and drinking water; and improving sanitation and hygiene programmes.

- **Health:** Their health programmes benefited around 2.1 lakh impoverished people through improved access to the public healthcare system.
- **Nutrition:** Aurobindo established kitchens in Mahbubnagar district (Telangana), Srikakulam (Andhra Pradesh) and Narsingi (Hyderabad) (Telangana) which provided approximately 9.5 crore meals to government school students, farmers, daily wage labourers and others.
- **Education:** Aurobindo established digital classrooms in 10 government schools of Srikakulam and Vizianagaram districts, Andhra Pradesh and set up creative libraries in 10 primary schools of Sangareddy district, Telangana.
- **Livelihoods:** In adopted model villages of Peyyala Palem (Nellore district, Andhra Pradesh), Borpatla (Sangareddy district) and Hyderabad district in Telangana, they provided livelihood opportunities to women through tailoring training programmes in order to assist them in boosting their income. Around 108 women farmers in Pileru mandal (Annamayya district) in Andhra Pradesh were empowered on different aspects of agriculture and allied activities.
- **Rural development:** They improved roads and streetlights and donated a tractor and trolley to the Gram Panchayat in K. Mulapeta village, Kakinada district, Andhra Pradesh.

Since Aurobindo has its manufacturing facilities in Andhra Pradesh and Telangana, they give preference to the areas in these states to spend the amount earmarked for CSR activities.

CSR model

Cadila's vision statement is inspired by their founder, the late Shri Indravadan Ambalal Modi (Medicine Man of India) who said "The true celebration of research lies as much in inventions as in making medicines affordable to the last man in society". With a sustainable development-centric approach, the company ensures active participation of all stakeholders in identification of community needs, programme planning and execution of CSR activities.

Nature of initiatives

- **Health:** The company's trust runs the Kaka Ba hospital in remote tribal areas of Gujarat. Programmes run by the hospital include initiatives on health promotion and prevention of diseases along with organising multi-specialty health checkups and treatment camps to address immediate clinical needs, patient screening and providing all required treatments with nominal or no cost.

- **Education:** In 2022, Cadila renovated two Smart AWCs in Utraj and Dhamrad villages in Hansot, Gujarat and equipped them with tools, to ensure a safe and positive learning environment for young children and adolescent girls under Project SAAHAS (Strengthening Access and Awareness of Health) in collaboration with Kaka Ba Hospital.

- **Women's empowerment:** In collaboration with Lok Sewa Swasthya Trust (LSST), the company carried out activities empowering women and young girls by creating awareness on health issues, enhancing vocational skills, improving access and services for governmental programmes and increasing their overall participation in local governance system.

- **Rural development:** In FY 2021-22, the company carried out model village initiatives in the areas of health and hygiene, livelihood, agriculture and animal husbandry, education, village infrastructure, environment, and social security. Cadila is working closely with 21 villages in alignment with the UN model villages framework.



CSR model

Cipla's model is based on accessibility, availability and affordability.

Nature of initiatives

- **Health**
  - The Cipla Palliative Care and Training Centre (CPC) in Pune was established in 1997 to respond to the needs of cancer patients and their families in and around Pune. During FY 2022-23, CPC services included 9,000+ inpatient admissions and outpatient consultations and 11,000+ home visits.
  - Through 28 partnerships, they also served 37,500+ patients across 20 cities, by providing palliative services including in-patient, outpatient and home-based care.
  - The Kevat programme was started in 2018 by Tata Memorial Centre (TMC) in collaboration with the Tata Institute of Social Sciences (TISS). The programme endeavours to create a task force, the 'Kevats', who are trained to handhold cancer patients and help them navigate the cancer continuum from diagnosis, treatment and cure to survival.
  - The 'Saath Saath' helpline (1800-202-7777) is a collaborative effort of 25+ leading palliative care organisations, including Cipla Palliative Care and Training Centre to provide enhanced and equitable access to palliative care.
  - Pulmonary Rehabilitation Centres (PRC) were first initiated by Cipla Foundation in 2021 to provide free-of-cost Pulmonary Rehabilitation services to both post-COVID as well as Chronic Respiratory Disorders (COPD) patients. 1,300+ patients have benefited from these services.
  - During FY 2022-23, 1,42,000+consultations were provided to patients through the 7 Mobile Health Units (MHUs) supported by Cipla through HelpAge India.
  - They provided 120+ patients with life-saving Bone Marrow Transplants through Sankalp India Foundation and Borivali BMT Centre. Through the Arpan Thalassemia Society, 280+ Thalassemia major patients (children and adults) received 3,800+ units of blood.
- **Education**
  - In FY 2022-23, over 14,000+ children were supported through various educational initiatives. 15,000+ children were provided hands-on science exposure through 8 Mobile Science Labs.
  - Cipla Foundation partnered with Educate Girls to support efforts that improve the enrolment and retention of out-of-school girls and enhance learning outcomes for primary grade students in 300+ villages in Dhar district of Madhya Pradesh. Educate Girls successfully identified and integrated 2,318 out-of-school girls into neighbourhood government schools.
  - Through the Gyan-Ka-Pitara initiative, remedial learning was provided to 5,000+ children across 120+ schools.
  - In FY 2022-23, 117 schools were covered through their digital learning initiatives supporting 6,000+ students across six states (Maharashtra, Sikkim, Himachal Pradesh, Karnataka, Madhya Pradesh and Goa).
  - They supported eight Mobile Science Labs (MSLs) across Maharashtra, Goa, Sikkim, Madhya Pradesh and Karnataka covering 120+ schools and impacting 15,000+ children.
  - They provided 14,000+ children with educational support and scholarship interventions.



- **Skilling:** Through their partners, the Skill and Entrepreneurship Development Institute in Nalagarh, Himachal Pradesh, Skill Development and Rehabilitation centre in Roopnagar, Punjab and Learning Links Foundation in Panvel, Maharashtra, they supported skilling programmes to empower 1,200+ youth from low-income communities and children with special needs.

Cipla

- **Disaster response:** In FY 2022-23, they reached out to 1,300+ families and 270+ individuals through response programmes to support communities affected by natural disasters in Assam (four districts) and Kerala (one district).

- **Environment:** They partnered with NGOs such as BAIF and Myrada in Maharashtra, Karnataka and Tamil Nadu to implement innovative watershed approaches to create new structures and revitalise existing water bodies, enabling effective rainwater harvesting . Currently, projects are operational in Nashik and Satara districts in Maharashtra, rural Bengaluru in Karnataka and Krishnagiri district in Tamil Nadu.

Dr.Reddy's

CSR model

Dr. Reddy's CSR model aligns with the CSR Rules prescribed by the Companies Act, 2013 and SDGs. The CSR projects are from core areas – Education, Skilling and Livelihoods, Health and Environment. The company partners with like-minded institutions to execute projects in these priority areas of intervention. The projects are designed and selected keeping short-term and long-term impact on the target group. Each project has well defined target group and KPIs to help measure the progress and impact.



- **Environment:** Addressing the emergent and important need to focus on climate change, Dr. Reddy's set up the Action for Climate and Environment (ACE) programme in 2021 to promote and implement climate-friendly agriculture practices and increase resilience to climate change. In FY 23, ACE was implemented in 1,988 villages of Andhra Pradesh and Telangana; 34,528 tCO_2 eq was reduced through climate-smart/regenerative agricultural practices and approximately 1.99 crore kilolitres of water were saved.

Emcure
SUCCESS THROUGH INNOVATION

CSR model

Emcure's CSR activities do not involve 'one-time cheques'. Instead, they purchase assets directly and distribute to communities.

Nature of initiatives

- **Digital:** In an initiative called eLMNOP, Emcure procured laptops and printers and distributed them to schools in Maharashtra.

Glenmark
A new way for a new world

CSR model

Glenmark's CSR activities are implemented across child and maternal health, education, sustainable livelihood and skill development and have impacted over two million lives. Glenmark Foundation and Glenmark Aquatic Foundation (GAF) directly implement CSR activities or indirectly collaborate with NGOs, government bodies, academia and other multilateral organisations.

Nature of initiatives

- **Health**
  - The flagship child health programme called 'Project Kavach' is implemented in Himachal Pradesh, Sikkim, Madhya Pradesh, Gujarat and Maharashtra. Glenmark has adopted a 360-degree approach towards improving maternal and infant mortality.
  - A Reproductive Child Health (RCH) centre is set up to support immunisation needs of pregnant and lactating women and help cultivate positive health seeking behaviours along with delivering primary healthcare services.
  - By combining the utility of modern technology with the power of accurate medical information, they provided free-of-cost voice messages on antenatal and neonatal care to pregnant women and new mothers.
  - They provide mobile healthcare to remote forest-based and rural villages which do not have easy access to healthcare

- **Nutrition:** Severe/Moderate Acute Malnutrition (SAM/MAM) children are provided with nutrition interventions through their frontline staff. Glenmark Nutrition Awards have been institutionalised to recognise stakeholders that contribute towards the fight against the hunger pandemic in India. The pan-India 'Meri Poushtik Rasoi' cooking contest was initiated with the aim of identifying, collating and appreciating nutrition-rich native recipes in our Indian cuisine. These can offer a very potent answer to curb malnutrition at the community level, both in urban and rural areas using local and traditional ingredients, methods and knowledge.

- **Climate Change and Health:** Cost and energy-efficient cook stoves are designed to combat the problem of indoor pollution as it adversely affects maternal and child health.

- **Education:** They serve tribal communities in Maharashtra by strengthening the education infrastructure.
- **Differently-abled:** They support differently-abled individuals by providing them with artificial limbs.
- **Sports:** GAF supports competitive swimming in India to elevate India's performance at the global level, including the Olympics.

CSR model

Intas views CSR as essential and aligns with the SDGs in their CSR efforts. CSR is a long-term commitment to the welfare of local communities and society as a whole.

Being a promoter-driven company, the promoters have been involved in various philanthropic driven activities since the beginning. Intas has been implementing CSR initiatives since 1996, even before the CSR compliance norms became mandatory. This dedication is unrelated to financial interests and stems from ethical and altruistic duties.

Nature of initiatives

- **Health**
  - Intas Foundation's Blood Bank Upliftment Programme aims to strengthen the existing blood bank ecosystem of the country by providing infrastructure support and development, technology and equipment upgradation, human resource competency enhancement and education and awareness about Good Laboratory Practices (GLP). They have reached 16 states and UTs and 40 districts through this initiative till FY 2022-23.
  - The Apna Ghar programme provides holistic care to patients suffering from cancer and other chronic conditions while they are being treated at major cancer hospitals. This includes provision of comfortable stay during the tenure of their treatment, providing nutritious and hygienic food and transportation facilities to and from the Apna Ghar to hospitals, psychosocial guidance and counselling, awareness of various government and charitable programmes and conducting activities for physical and mental well-being. During FY 23, they have reached 22 states and 29 districts, covered 859 doctors in 229 hospitals in India and conducted 1,059 engagement activities for the physical and mental well-being of patients under this initiative.
  - Haemophilia Patient Assistance Program (HPAP) helps in improving treatment outcomes of PwH by providing factor assistance, self-infusion training, physiotherapy assistance, diagnostic support and genetic counselling. About 6,000+ PwH have been reached under the project across the country.
  - The Patient Assistance Programme helps ease the burden of care and enhance the quality and reach of healthcare services to patients suffering from chronic medical conditions such as haemophilia, thalassemia, cancer and blindness, etc. at a reasonable cost by broadening the scope of services and strengthening infrastructure. They undertake specific projects across the country by strengthening existing institutional systems, infrastructure and processes through innovative and collaborative projects.



The initiative aims to provide the following:

- Quality infrastructure for treatment and care
- Diagnostic support
- Screening and genetic counselling
- Treatment assistance
- Physiotherapy for rehabilitation
- Support for medical consultation

- Under Emerging Initiatives, various community development activities are undertaken as follows:
  - Contributing towards the development of education and research infrastructure of existing institutions
  - Need-based contribution to enhance and develop community infrastructure
  - Promoting health and fitness via various camps and activities
- Regular relief and rehabilitation activities such as school kit distribution in government schools and food kit distribution to communities in need in Gujarat and Uttarakhand.

CSR model

Ipca integrates their business values and operations keeping the best interests of their shareholders, customers, employees, regulators, investors, suppliers and the community in mind while also taking care of the environment. Their CSR initiatives are focused on patient health, employee and public safety, nurturing the environment and building sustainable communities.

Nature of initiatives

- **Health:** In 2020-21, they undertook COVID-related assistance and relief. They also provided dialysis care for kidney patients in Telangana.
- **Education:** They supported women's education in Mumbai. They also promoted healthcare education and sports.
- **Livelihoods:** They undertook skill development, vocational training
- **Environment:** In 2021-22, they planted five lakh trees in the Cauvery River belt and replaced traditional stoves with clean stoves in tribal and rural areas of Assam.
- **Infrastructure Development:** They redeveloped and modernised Worli crematorium.

CSR model

Lupin views CSR as a moral and social obligation that emanates from within. Around 25 years ago, they founded the Lupin Human Welfare and Research Foundation (LHWRF), an entity dedicated to rural development with a sense of social obligation.

Nature of initiatives

- **Health:** They implemented national-level projects including patient awareness camps, COVID-19 related activities and donations for CSR.
- **Education:** They undertook a Learn and Earn programme in Gujarat, Maharashtra, Goa and Sikkim
- **Rural Development:** In FY 2020-21, they undertook rural support programmes in Rajasthan, Maharashtra, Madhya Pradesh, Andhra Pradesh, Goa, Jammu and Sikkim.

CSR model

Mankind Pharma Limited is committed to achieving the goals of sustainable development by integrating economic, environmental and social imperatives, which recognise the interests of all its stakeholders. It implements projects/programmes for the upliftment of society, both socially and environmentally, and enhancing the quality of life and economic well-being of the deprived and underprivileged.

Nature of initiatives

The CSR initiatives taken during FY 2021-22 were primarily focused on COVID-19 relief activities, healthcare and livelihood enhancement projects.

CSR model

Micro has been proactively carrying out CSR activities that focus on providing healthcare and infrastructural support.

Nature of initiatives

- **Health:** Micro Labs donated to the PM Cares Fund to combat COVID-19. Their healthcare support includes providing eye care and cardiology services and blood donation camps among others.
- **Infrastructure:** In FY 2020-21, they contributed towards infrastructure support to Sushila Danchand Ghodawat Charitable Trust for construction of an Academic Block in Kolhapur, Maharashtra.
- **Other Donations:** The company also made contributions to several trusts, foundations and institutions such as Shraddha Eyecare Trust, Institute for Diabetes and Eyecare, Diacon Educational Projects and Research Trust, St. Joseph College, Deeksha High School and Dhyan Foundation among others.

CSR model

Natco focuses on making CSR a key business process for sustainable development of society. They directly/indirectly implement programmes to enhance the socio-economic well-being of communities surrounding the company's manufacturing sites and society at large and aim to generate goodwill and recognition among all stakeholders of the company.

Nature of initiatives

- **Health:** Micro Labs donated to the PM Cares Fund to combat COVID-19. Their healthcare support includes providing eye care and cardiology services and blood donation camps among others.

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CSR model

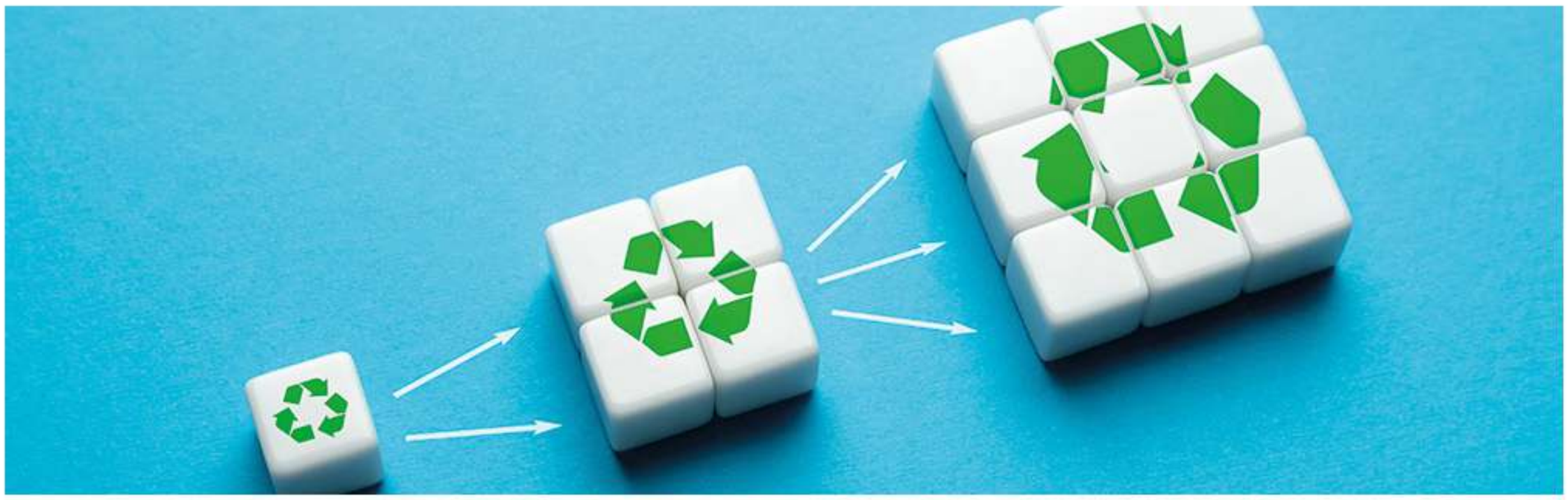
Panacea Biotec recognises CSR as one of their core values and makes continuous efforts to spread awareness on critical health issues that impact the quality of life.t

Nature of initiatives

- **Health:** They conduct patient camps on diabetes detection, HbA1C and diabetic neuropathy to help patients better manage diabetes and comorbid conditions. They have also conducted cancer survivor meets to help patients manage life post chemotherapy. They hold organ donation awareness campaigns to spread awareness on the positive impact of organ donation. Their osteoporosis camps have helped patients identify risk of osteoporosis ahead of time and they also hold piles camps for detection, management and awareness of piles. The objectives of these camps were to provide free diagnostic services to patients and spread awareness on lifestyle management with such chronic diseases to help improve their quality of life. During the pandemic, Panacea Biotec also organised multiple sanitisation camps and awareness camps across doctors' clinics.

CSR model

Piramal Pharma's CSR initiatives are carried out through Piramal Foundation which is focused on improving health, education, water and social sector ecosystems. Piramal Foundation focuses on developing innovative solutions to complex social sector issues by leveraging its experience. It collaborates with a range of partners – central and state governments, international and national organisations and academia to help improve the delivery of government services. The Foundation is focused on impacting the lives of the most marginalised groups within India by strengthening systems through leadership development and digitisation and engaging youth in nation-building efforts.



Nature of initiatives

Piramal Foundation organises its initiatives under five Big Bets described in brief as follows:

- **Aspirational Districts Collaborative (ADC):** In association with NITI Aayog, ADC aims to improve the lives of 180 million citizens of 112 Aspirational Districts. Aspirational Districts have the lowest Human Development indicators and face complex demographic, geographic and socio-economic issues in the areas of health, nutrition and education. ADC adopts a 3-pronged approach of 1) Harnessing the power of hyper-local collaboration between local players and the government, 2) Facilitating inter-departmental convergence to build intersectional alignment and linkages between various government programmes and schemes and 3) Influencing investments in under-funded regions. ADC has facilitated campaigns like Anaemia Mukt Panchayat Abhiyaan facilitating 438 health camps and testing ~38,670 girls for anaemia. Through Surakshit Dada Dadi Nana Nani Abhiyaan, it supported ~2.9 million senior citizens by resolving 90,000+ grievances related to food, medicine, banking and mental well-being. Under Surakshit Hum Surakshit Tum Abhiyaan, it ensured home care support benefiting 376,000 patients and facilitated vaccination of 2.2 million hesitant citizens.

- **Tribal Health Collaborative (THC):** THC focusses on overcoming key health challenges faced by 100+ million tribal populations across tribal districts of India. It aims to improve the health indicators of tribal communities in reproductive, maternal, newborn and child health (RMNCH), nutrition, communicable diseases, (e.g., malaria, TB) and NCDs (e.g., diabetes, hypertension etc.). THC focuses on communitisation of healthcare, health systems strengthening and knowledge strengthening and brings together Central and State governments, philanthropists, national and international foundations and NGOs. In collaboration with the Ministry of Health and Family Welfare (MoHFW), Ministry of Tribal Affairs, State and District Health Departments, THC implemented Aashwasan campaign across 174 tribal districts, reached 1.65 crore people, identified 3.82 million people with presumptive TB and diagnosed over 10,000 new TB patients.

- **Digital Bharat Collaborative (DBC):** DBC's vision is to support public service systems to improve availability, accessibility and quality of services by leveraging technology. It is focused on developing and deploying integrated health solutions in various states and has developed a digital public good called AMRIT (Accessible Medical Records via Integrated Technologies). DBC operates health information helplines in four states, 121 Mobile Medical Units (MMUs) and tele-medicine centres and six static clinics. It has established a command-and-control centre in Bihar and is currently working with the Government of Uttar Pradesh to set up a similar centre.

- **Piramal School of Leadership (PSL):** PSL is focused on building leadership of government officials and strengthening institutional processes, practices and governance within governments and institutions. PSL is building leadership of educators and health leaders and optimising institutional processes, practices and governance in states and has empowered ~29,000 districts to cluster level education officials and trained ~740 health leaders.

- **Gandhi Fellowship and Karuna Fellowship:** Through these two fellowship programmes, the Foundation is leveraging the power of youth and building future leaders engaged in nation building. Gandhi Fellowship was established over a decade ago to develop nation builders and has since produced over 1,700 Fellows. Karuna Fellowship is focused on training and deploying rural women in digital jobs and has thus far developed 178 Karuna Fellows and successfully placed 169 Fellows.

CSR model

Sun Pharma's CSR model is guided by the belief that the company's success is closely linked to the well-being of the communities it serves, and that by creating sustainable value for all stakeholders, the company can contribute to the development of a more equitable and just society. Their CSR model is based on four pillars: providing affordable and quality healthcare to underserved communities, improving the quality of education, reducing its carbon footprint and promoting sustainable practices and supporting the development of local communities where it operates.

Nature of initiatives

- **Health:** Sun Pharma has initiated several programmes to improve access to healthcare in underprivileged communities. This includes organising health camps, providing free medicines, and supporting healthcare infrastructure in rural areas.

- **Education:** Sun Pharma has taken several initiatives to support education, especially for underprivileged children. This includes building schools, providing scholarships, and supporting vocational training programmes.

- **Environment:** Sun Pharma has taken steps to minimise the environmental impact of its operations. These include implementing energy-efficient practices, reducing waste and using sustainable materials, environmental conservation, better greenery in the area and supporting socio-economic development.

- **Disaster relief:** Sun Pharma has provided support during times of natural disasters, such as floods and earthquakes. They have provided emergency relief supplies and supported the rebuilding of affected communities.

- **Employee volunteering:** Sun Pharma encourages its employees to volunteer their time and skills for social causes. The company has implemented an employee volunteering programme that provides opportunities for employees to engage in various social and environmental activities.

CSR model

Torrent focuses on community healthcare, sanitation and hygiene, education and knowledge enhancement and social care and concern.

Nature of initiatives

- **Health**

  Their REACH initiative focuses on child healthcare by spreading awareness on healthcare and hygiene and creating medical care centres (primary and secondary hospitals). a) Shaishav (Childhood) grassroot interventions aim to establish baseline health status of children between 6 months to 6 years, through medical camps in villages surrounding factory sites; b) Jatan (Care) greenfield actions encompass provision of healthcare services to children up to 18 years. There are three primary paediatric health centres (PPHCs) with basic laboratory and day care facilities at Dahej, Balasinor and Indrad, while a fourth centre near SUGEN power plant was converted into a 150-bed paediatric hospital called UNM Children's Hospital in 2019-20; c) Muskan (Smile) provides counselling and support to rural adolescent girls around SUGEN, Dahej and Indrad centres covering menstrual hygiene and sanitation, by providing free health and hygiene kits.

- **Education:**
  - Shiksha Setu is a unique initiative to enhance quality education among students from economically disadvantaged sections by bridging gaps identified in teaching and learning processes at schools with a fusion of traditional and modern technological methods. Technology-based educational tools were developed under the sLEd Studio, which included the following:
    - sLate: Technology-based teaching tool for teachers on the school curriculum
    - sLearn: Skill-based learning tool for students provided on tablets
    - sLquiz: Technology-based assessment tool to measure learning improvement year-on-year
  - The programme was implemented in 21 government and trust-sponsored schools across Gujarat. Other initiatives include Baddi school and community development work, Indrad School and medical OPD, school, Panchayat and other infrastructure facilities at Sikkim, Dahej, Vizag And Pithampur.
  - Public park development: Under the 'Pratiti' programme, the company has taken the responsibility of redevelopment of public parks for citizens' use. The company has redeveloped eight parks in Ahmedabad.
  - Other initiatives includes
    - Baddi school and community development work: Torrent Pharma has been supporting the school through infrastructure capacity and personality development of students by conducting various programmes. Torrent Pharma also undertakes various health, hygiene and community development works at Baddi and its nearby areas directly or along with other organisations.
    - Indrad School and medical OPD: Torrent Pharma set up Sharda Mandir Primary School at Indrad in 2012. Torrent Pharma contributes towards repairing and maintenance as well as infrastructure development at Indrad School and other nearby schools located around Indrad, in addition to running the medical OPD at Indrad village. Torrent Pharma also encourages bright students by acknowledging and rewarding their special achievements every year.
  - School, Panchayat and other infrastructure facilities at Sikkim, Dahej, Vizag and Pithampur: Torrent Pharma contributes towards upgradation and maintenance of infrastructure facilities and other activities in its key locations.

UNICHEM LABORATORIES LTD.

CSR model

Unichem's CSR policy focuses on: promoting healthcare including preventive healthcare and sanitation; promoting education with a primary focus on underprivileged children in backward areas and girls who cannot afford to enrol in schools and colleges; making safe drinking water available; promoting projects under Swachh Bharat Abhiyan; women's empowerment; infrastructure projects focused on construction and repairs of schools and hospitals; and environmental sustainability.

Nature of initiatives

- **Health:** They redeveloped and refurbished a government hospital in Pithampur. They also supported a PHC in Saligao, Goa identified by the Department of Health to address the public health system.

UNICHEM LABORATORIES LTD.

Nature of initiatives

- **Health:**They redeveloped and refurbished a government hospital in Pithampur. They also supported a PHC in Saligao, Goa identified by the Department of Health to address the public health system.

- **Education:**
  They associate with Sardar Vallabhbhai Samaj Sewa Trust that works towards benefiting needy students in Gujarat and supporting them in commencing the College on Wheels project to provide education at the doorstep to girls from rural areas who cannot enrol in colleges due to remoteness.

- **Infrastructure development:** Unichem has also created necessary infrastructures such as furniture, sanitation, plumbing, electrical fittings and water supply to cater to over 28,000 people and provide general medical treatments.

- **Water and sanitation:** Sanitation units were set up to continue the upkeep of hygiene standards for locals in Baddi and Ghaziabad.

- **Rural development:** The Adiwasi Unnati Mandal supports local adivasis in addressing their educational and medical needs. They also constructed a pond in Ghaziabad to solve drinking water needs of locals residing in the nearby areas.

CSR model

Wockhardt's CSR policy aims to promote CSR excellence through service to local communities where they operate and involve their employees. Their mission is to work towards the upliftment of the poor, weak and needy through their CSR activities. Wockhardt Foundation carries out CSR projects under the leadership of its Trustee and CEO, Dr. Huzaifa Khorakiwala.

Nature of initiatives

- **Health:** Their Mobile 1,000 project runs mobile vans and provides free primary healthcare in rural areas across India. Their Little Hearts project saves lives of children born with heart defects. Through their Poshak programme, they aim to reduce child malnutrition.

- **Education:** They promote e-learning and academic excellence in rural areas through quality and innovative teaching methods. Their Khel Khel Mein project promotes values and good habits through fun and play in urban slum localities.

- **Water and sanitation:** Their Shudhu project provides safe drinking water. Their Bio Toilet project ensures pure waste discharge from toilets to play a critical role in preventable healthcare. Through their Swachhalaya initiative, they improve community hygiene and aim to reduce related ailments.

- **Rural development:** In Adarsh Gram Yojana, they adopt villages and gradually provide seven rural development initiatives including: 100% literacy, primary healthcare, sanitation, employment, water security and purity, electrification and cleanliness.



CSR model

Zydus' CSR philosophy is to be responsible as a corporate citizen and provide the broad guidelines and framework for undertaking programmes that have a meaningful impact on communities of which the company forms a part and society at large.

CSR at Zydus was started much before the mandate of the law. Commitment to healthcare is embedded in the company's vision and mission, this has translated into Zydus's CSR activities. Zydus Srishti, the group's CSR programme, addresses four focus areas: 'swasthya' (health), 'shiksha' (education), 'shodh' (research) and 'saath' (partnering initiatives) for the betterment of the community. The main focus of the programme is to promote inclusive education, create knowledge platforms in research and innovation and reach out to communities with healthcare, all targeted at the eventual achievement of the SDGs.

Nature of initiatives

- **Health:**
  - In order to promote healthcare in remote parts of Gujarat, the company has set up the Zydus Medical College and Hospital at Dahod, Gujarat. The Dahod Hospital was first established in 1947 as a sanatorium. Zydus Group was allotted this District Hospital under the Brownfield Health Policy of the Government of Gujarat in 2017. The Hospital was converted into a full-fledged hospital as per MCI norms. From 150 beds, the hospital now has 1,034 beds and 55 ventilators with over 702 professionals including doctors, nurses and paramedics offering medical care. The Hospital provides free treatment including OPD, indoor, all investigations, surgeries, anaesthesia, oral medicines, injectables and food for patients. The Hospital is spread over 58,033 sq. metres and has been set up at an investment of INR 300 crores. The Hospital equipped with all modern amenities serves over 4.14 lakh patients and residents annually from Dahod, Jabua and Alirajpur districts in Madhya Pradesh and Banswara and Chhota Udepur districts in Rajasthan. The Hospital conducts over 26 lakh lab investigations and over 1.5 lakh radiology investigations annually which are all free of cost. As per the Impact Assessment Survey carried out, over 95% beneficiaries are highly satisfied with the services of the Hospital.
  - **Zydus Medical College, Dahod:** It is a self-financed brownfield medical institution in Gujarat's Dahod district. The mission of Zydus Medical College is to provide state-of-the-art medical education. It was created as a part of the public-private partnership (PPP) project under Gujarat's National Health Policy, 2016. The College is the first Medical College set up in Dahod and the first batch of the MBBS programme commenced in 2018. The medical college offers an MBBS programme that focuses on giving students with quality education. They serve the people with a sense of social responsibility through educational facilities with the goal of offering the best medical support to the community. 800 students have been enrolled for the MBBS programme. The college has been approved 63 seats for postgraduate subjects: microbiology, pharmacology, community medicine, pathology, forensic medicine, general medicine, orthopaedics, oto-rhinolaryngology, obstetrics and gynaecology and radiology.
  - **Medical College:** GCS Medical College at Ahmedabad was inaugurated in 2011 by the then Hon'ble Chief Minister of Gujarat, Shri Narendra Modi as a part of Gujarat Cancer Society Medical College and Hospital. Today, the students from the college are amongst the top rankers in the University. GCS Medical College offers both graduate and post graduate programmes in medicine and has more than 600 students studying medicine.

- **Zydus School for Excellence:** As part of the activities in the field of education, the group has supported the Zydus School for Excellence which was established as a community initiative of The Ramanbhai Foundation. The school was the brainchild of the Founder Chairman, Late Mr. Ramanbhai Patel, who believed that a school is not just a place where young minds come to learn, but an institution where character is built and a fountainhead, where children can constantly seek creative expressions for their endeavours. The school has two campuses at Ahmedabad, which are now amongst the highly ranked corporate schools of Ahmedabad and offer best-in-class education in a very economical manner. The two campuses have 2,400 students and more than 150 educators. The school's alumni today are making their mark in diverse fields in India and abroad.
- **Nurturing Specially-abled Children and Adults, Supporting Skill India Initiative:** The group supports the School for Deaf-Mute. Established in 1908, it is one of the oldest organisations working in the field of education and rehabilitation of persons with hearing, speech and visual impairments. The institute with over 700 students focuses on providing education, vocational training as well as employment opportunities. The group has started programmes such as mobile repairing, bakery and beauty salons for students to enable them to become self-sufficient and financially independent and make a positive impact on their livelihoods.
- **Promoting Pharmacy Education:** The group has set up the IPA – Shri Ramanbhai B. Patel Scholarships for undergraduate pharmacy students who need financial support in collaboration with the Indian Pharmaceutical Association (IPA).
- **Committed to Developing Communities with Healthcare:** Zydus contributes to the communities that it forms a part of. The group conducts rural healthcare camps in villages, towns and cities in close vicinity of its facilities. Employee volunteering groups support these programmes and initiatives in the areas of health, education, sanitation, agriculture, animal husbandry, women's empowerment, environment and community development, sports and cultural activities in the neighbouring villages of Dabhasa, Umraya Luna, Jaspur, Ekalbara and Mahuvad in Gujarat, at Sikkim and Baddi in Himachal Pradesh. The company also partners with NGOs like Seva Yagna Samiti which is dedicated to socio-medical services for the poor, downtrodden and needy people. At Sikkim, the company has donated generously to setting up of a water reservoir for the local people of Baghekhola and also towards improving the health infrastructure in Geysing Hospital (West Sikkim).
- **Environmental Sustainability:** Being a responsible corporate citizen, Zydus is dedicated to the conservation of the environment and ensuring compliance with all applicable regulations pertaining to the environment. Throughout its journey, Zydus has been working beyond statutory compliance, focusing on the 4 R's, Reduce, Reuse, Recycle and Recover resources. While paying more attention to waste management, it also complies with all applicable regulations concerning waste generation and disposal. It has made substantial progress in waste management by shifting from traditional landfill practices to an eco-friendly solution known as coprocessing. This responsible method ensures the proper disposal of waste materials while minimising its environmental impact.

3.2.3 Agenda 3: Responding effectively to the pandemic

IPA member companies rallied round and provided complete support to the national COVID-19 response through a variety of efforts, including provision of drugs and vaccines. According to the perception survey findings, more than 90% of the respondents believe that vaccination is effective. This suggests a high level of trust in vaccination as a healthcare solution and a positive perception of the ability of the pharmaceutical industry to innovate and provide effective products and services.

Abbott

COVID-19 pandemic response

- The 'Abbott Pandemic Defense Coalition' was established in 2021 as a global scientific and public health partnership dedicated to the early detection and rapid response to future pandemic threats. Through its network, the coalition conducts on-the-ground viral surveillance, discovery, genomic sequencing and research to detect and track emerging threats and understand how they are evolving.
- In India, this work included supporting the efforts of their local citizenship partner, SEWA and global NGOs, CARE and AmeriCares. They worked with SEWA to empower its 2.1 million members by focusing relief efforts in building economic resilience, restoring livelihoods for low-income, daily wage earners and creating awareness on COVID-19 prevention, symptoms, detection, treatment and vaccine adoption.
- Through Americares and CARE, Abbott worked in various states to provide support to hospitals through essential equipment and other supplies, including PPEs for frontline workers, first responders and community members. They helped upgrade a 100-bed facility to 450 beds equipped to handle critically ill patients. They also set up a temporary 100-bed facility to provide care to moderately ill patients, and five other temporary COVID care centres equipped to handle critical cases.
- For employees, they introduced a comprehensive COVID Care Support Programme, which included access to testing, telehealth services, counselling and other workplace wellness resources. They recently rolled out a vaccination programme for employees and contingent workers in India.

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ajanta pharma

COVID-19 pandemic response

- Proactive measures were taken to ensure the uninterrupted production of essential medicines, maintaining robust inventory levels of key raw materials to avoid any potential supply chain disruptions. The company recognized the critical importance of keeping their operations running smoothly during such an unprecedented global health emergency.
- Prioritizing the safety and well-being of their employees, they distributed protective equipment and medication at no cost, ensuring that the workforce was safeguarded against the virus. Understanding the need for flexibility in those challenging times, they rapidly transitioned to digital operations, allowing for a seamless shift to work-from-home arrangements. This not only ensured the health of their employees but also the continuity of their business operations.



COVID-19 pandemic response

- ACSRF joined hands with Bhailal Amin General Hospital (BAGH) for facilitating plasma donations from COVID-recovered patients to help treatment of severely affected COVID patients. Plasma from COVID-recovered patients has antibodies that can be used for treating patients who are severely affected or on ventilator due to COVID-19. Around 5,000+ calls were made to COVID-recovered patients by the Alembic CSR team. Around 44 donors donated convalescent plasma and 42 COVID-19 patients benefitted through these donations.
- Psycho-social counselling support was provided to COVID-affected patients in partnership with Vadodara Municipal Corporation. A team of trained professionals worked in coordination to provide counselling support to directly affected COVID-19 patients in the city. The project covered all patients during the lockdown period i.e., Lockdown-I to Lockdown-IV through a three-step approach: a) establishing first level of communication to help patients vent and share their concerns; b) providing counselling support to patients who express their needs and c) with consent of patients, documenting inspirational stories. A total of 1,057 directly affected COVID-19 patients were reached through this project.
- Around 43,215 hot cooked meals were provided to 250 migrant labourers staying in night shelters. Three hot cooked meals were provided per day (breakfast, lunch and dinner) through the entire period from Lockdown-I to Lockdown-IV in partnership with the Municipal Corporation.
- A total of 35000+ PPE kits were prepared by a sewing centre run by the organisation. The women also earned well by preparing these kits.
- Customised ration packets were prepared and distributed to 700+ needy families during the lockdown. These packets contained cereals, grains, spices etc. for cooking meals.
- Through an awareness initiative, around 50 billboards were placed at prominent locations to sensitise people on COVID-19.
- Around 200 community women were involved in preparing 35,300 masks.
- Around 67,280 N-95 and 146,000 Livinguard masks were distributed to health personnel.



COVID-19 pandemic response

- Alkem formed a Crisis Management Group to address issues faced during the pandemic in order to enable speedy decision-making and maintain company operations. Digitisation was an essential tool for the company to observe pandemic-related safety protocols and continue production.
- Alkem Laboratories COVID Action Teams were formed with doctors, CSR personnel and local volunteers at various sites. As a strategy, they developed a scientific understanding of the virus, adopted use of masks and proper handwashing as priority action areas and came forward during the crisis.
- Task Forces were created at each company site, consisting of site leadership and workforce members to deal with key issues.
- To ensure early detection and efficiently curtail transmission, COVID-19 Testing Labs were established in Sikkim and Daman which were then handed over to State Health Departments.
- They provided infrastructure support and supplied oxygen concentrator cylinders and vaccines to government hospitals in Daman, Sikkim, Madhya Pradesh and Gujarat. They also provided PPE kits, masks and sanitisers with 100% coverage to all their operational sites.
- They initiated a campaign to provide ration kits targeting migrant workers in Maharashtra, Sikkim, Himachal Pradesh and Daman.
- They also took an additional insurance coverage of INR five lakhs for COVID-related treatment of employees and enrolled family members.



COVID-19 pandemic response

- APF distributed various safety items sanitisers, masks and pulse oximeters, medicines, essential groceries, ventilators, oxygen concentrators and medical oxygen cylinders and tankers to support poor and needy COVID-19 patients in Andhra Pradesh and Telangana.
- They set up an oxygen generating plant in Gandhi Hospital, Hyderabad to produce 0.5 tonnes of medical oxygen per day. They also supported Osmania Dental Hospital, Hyderabad with equipment for treating post-COVID infections such as black fungus and osteomyelitis.
- During the second wave, many government hospitals lacked the resources to treat the large influx of patients. Hence, they set up a makeshift hospital in Hyderabad to treat COVID-19 patients. Further, they provided 10 ambulances to the Andhra Pradesh government for the transport of COVID patients. They supported the state and Central governments' COVID-19 response by providing a total fund of INR 32 crores to the Andhra Pradesh, Telangana State Disaster Relief Funds and the PM CARES Fund.

AUROBINDO

- APF also conducted a free mass vaccination drive in four villages of Sangareddy district, Telangana which vaccinated 1,680 community members.
- Altogether, APF's efforts have impacted 6.63 lakh people during the first wave (2020-21) and 1.20 lakh people during the second wave (2021-22) of COVID-19.
- Aurobindo imports some raw materials from China, which has affected the pricing of their products. Though the prices of raw materials and logistics have increased drastically due to the pandemic, they tried to maintain a balance between the increase in production costs as well as their pricing. Their aim was to balance the supply and demand ratio. GoI has introduced a PLI scheme to reduce the dependency of key raw materials to import and they are working closely with GoI in this process and trying to contribute to achieve the aim of this scheme on their part.
- Aurobindo also utilised opportunities in certain therapy segments during the pandemic. However, this was compensated by the challenges in other therapy medicines.

COVID-19 pandemic response

- They provided essential commodity kits to those in need and sent effective communication to company's employees and stakeholders to safeguard from COVID-19.

CADILA PHARMACEUTICALS LIMITED
The Care Continues...

- The company received a licence to manufacture a generic version of Pfizer's oral antiviral COVID-19 medication – Nirmatrelvir, through a licence from Medicines Patent Pool (MPP), an UN-based public health organisation working to increase access to life-saving medicines for low and middle-income countries.
- The company took proactive steps to boost the immunity of its community and staff against COVID-19 by administering the company's immunomodulator Sepsivac to 10,000+ people. They also created a COVID-19 ward with ICU facility at Kaka-Ba Hospital, Hansot and set up a COVID Care Hospital at Dholka district in Ahmedabad, Gujarat on a war footing.

Cipla

COVID-19 pandemic response

- Citibank and Cipla Foundation, in association with National Health Mission (NHM), the Maharashtra state government and municipal corporations undertook India's first-of-its-kind large scale initiative, Project Ummeed, a public-private COVID-19 RTPCR testing initiative covering remote locations in Maharashtra.
- Cipla partnered with the Council of Scientific & Industrial Research – Indian Institute of Chemical Technology (CSIR–IICT) for Project SAANS to develop the SAANS face mask which is a high-quality, affordable, scientifically tested and re-usable mask for large-scale community use during COVID-19. During the pandemic with SHG involvement, more than one lakh face masks were manufactured and distributed.
- They also provided face masks and hand sanitisers to frontline workers and collaborated with 26 healthcare institutions across India to strengthen public healthcare facilities, from setting up dedicated facilities to providing specialised equipment.

Dr.Reddy's

COVID-19 pandemic response

As a company, Dr. Reddy's continued to play its part along with the rest of the pharmaceutical industry in the fight against COVID-19. Dr. Reddy's combined its in-house efforts with an open-innovation model of partnerships to make available a portfolio that included a vaccine, and therapeutics for mild, moderate and severe COVID-19. The company's focus on agility, access and affordability helped it reach over 5 million patients during the pandemic, and it remains ready and vigilant to serve any present or future needs.

Emcure®
SUCCESS THROUGH INNOVATION

COVID-19 pandemic response

- They adopted the following strategies as their pandemic response: taking proactive measures to curb the spread of COVID-19, ensuring flexibility based on supply chain disruption, and provision and timely distribution of medicines.
- They provided meals and transportation to migrant workers and contributed essentials such as PPE kits, face masks and sanitisers to doctors, healthcare workers, COVID-care centres and law enforcement officers. They also distributed over 2.8 million hydroxychloroquine tablets.

Glenmark
A new way for a new world

COVID-19 pandemic response

- They created the FabiFlu medication to treat mild to moderate COVID-19.
- They undertook initiatives such as providing five million meals, supporting frontline workers with essential supplies and establishing a distress cell focused on food and nutrition concerns.

INTAS

COVID-19 pandemic response

- Intas launched a patented research formulation of thymoquinone under the name Thymotas that was reported to boost immunity and provide greater success in fighting infections.

- Intas also launched a project to collect and process convalescent plasma from voluntary donors who recovered from COVID-19 and have adequate antibody titres in collaboration with blood centres across the country for distribution of vials to patients free of cost as effective therapeutic options against COVID-19 infection, and COVID-19 Hyperimmune Globulin (HIG) project as therapeutic option for COVID-19 treatment.

COVID-19 pandemic response

- They initiated various safety measures at their facilities and continued to vigorously follow guidelines issued by local authorities including social distancing, masking, sanitisation, etc.
- They continued with uninterrupted manufacturing and supply of API and dosage forms to customers across the globe spanning over 100 countries and this helped in building consumer confidence for the company.

COVID-19 pandemic response

- They set up a centralised COVID-19 Taskforce and adopted a three-pronged approach that focused on ensuring continuous supply of their life-saving drugs, assuring the health and safety of their employees and supporting frontline workers and people in need with immediate assistance.
- During the first wave of the pandemic, Lupin launched the 'Jan Kovid' helpline across Mumbai, Pune and Indore to address citizen queries with respect to COVID-19 symptoms and details of nearby hospitals, testing facilities and to support those suffering from stress, anxiety or respiratory issues. The helpline was handled by skilled doctors.

COVID-19 pandemic response

- They identified priority processes and established a command centre.
- They helped the government in mass initiatives for social causes such as formation of an Antivirus Task Force, formation of Quick Response, Plant Zoning and an Entry Exit Policy for employees and visitors.

COVID-19 pandemic response

- Micro ensured uninterrupted production, marketing, administration and distribution of COVID-19 related medicines, irrespective of the raw material costs and company profits, to ensure availability to the nation. They focused on social welfare and not profitability. They ensured that they provided Dolo-650 at an affordable price as it was under National List of Essential Medicines (NLEM) even though its cost had shot up during the pandemic.
- They also donated INR 5 crores to the PM Cares Fund.

COVID-19 pandemic response

- They focused on a 3-pronged approach including implementing employee-friendly initiatives, extending help to communities and providing institutional support to the government and allied institutions.

- They pivoted the existing product pipeline by increasing the supply of chloroquine. They focused largely on product launches in the non-oncology category and launched a total of 10 products across three domestic segments.
- They set up a rapid response COVID-19 taskforce which defined the communication strategy for all stakeholders and set up business and continuity plans.
- They also provided medical support to infected employees and doubled insurance cover to INR six lakhs at the company's expense.
- They converted the multipurpose hall at NATCO high school, Rangapur, Telangana into a 30-bed isolation ward.

Panacea Biotec
Innovation in support of life

COVID-19 pandemic response

They implemented work-from-home mode for their employees. Measures such as sanitisation of premises on a regular basis, video training sessions for employees to create awareness about the virus and following social distancing norms were undertaken.

Piramal

COVID-19 pandemic response

- They prioritised workers' health and safety by implementing several measures for employee well-being such as working from home, introduction of hygiene protocols for visitors and routine health and travel advisories.
- They conducted vaccination drives and provided online support to physicians with online counselling and consultation sessions.
- Piramal Foundation launched multiple COVID-19 response campaigns and impacted a significant number of beneficiaries across states. Under Surakshit Hum Surakshit Tum Abhiyaan, it facilitated vaccination of 2.2 million hesitant citizens and ensured home care support benefiting 376,000 patients. The Foundation facilitated operations in 44 COVID care centres and supported 2.9 million senior citizens under Surakshit Dada Dadi Nana Nani Abhiyaan, resolving their grievances related to food, medicine, banking and mental well-being. Under the Vardaan campaign which was aimed at reducing vaccine hesitancy in tribal districts, 51 blocks in six districts were covered and 400,000+ tribals were reached.

SUN PHARMA

COVID-19 pandemic response

- Their mobile healthcare units remained operational and engaged in COVID-19 screening.
- They maintained manufacturing continuity to ensure regular supply of medicines to customers/patients across the world.
- They donated COVID-19 specific medicines, hand sanitisers, masks and PPE kits and focused on safety and well-being of their employees across all offices, R&D centres and manufacturing units.

COVID-19 pandemic response

- Torrent Group committed INR 100 crores to support the government's efforts to fight the COVID-19 pandemic and its fallout on poorer sections of society. This included donation to the PM CARES fund and various initiatives, such as providing essential medicines to various government hospitals free of cost, contributions to state government relief funds and grassroots NGOs and provision of PPEs to healthcare workers.
- Considering the dire need for liquid medical oxygen (LMO) at hospitals to support patients suffering from COVID-19, Torrent Group set up 50 pressure swing adsorption medical oxygen production plants at 50 different government hospitals spanning Gujarat, Uttar Pradesh, Maharashtra, Rajasthan, Punjab, Tamil Nadu and Telangana. It also deployed two cryogenic tankers of 18 MTs each for LMO transportation and 1,000 oxygen cylinders.
- Torrent Group distributed 200 oxygen concentrators and instituted an oxygen generation plant with a bottling facility in Ahmedabad to supply free oxygen to surrounding areas.
- The company adopted digital selling tools and technologies for its sales representative to continuously engage with healthcare professionals, extended COVID-19 insurance to all employees and their family members and set up a vaccination drive for employees.
- They promoted 'work-from-home' and digital work place environment to restrict face-to-face contact.
- They set up a crisis management team, to monitor employees' health status and conduct COVID-19 testing at regular intervals.

COVID-19 pandemic response

- They contributed to the PM CARES Fund, donated PPE kits, donated 250 pumps for the purpose of sanitisation, and provided food packets, water and other refreshments to communities.
- Their medical head led from the front as a medical expert with the Brihanmumbai Municipal Corporation (BMC) for screening, treatment, quarantine and overall planning at various hospitals in Mumbai.
- Unichem's employees made plasma donations.

COVID-19 pandemic response

- They implemented ANAAJ+, a programme to support families living in slums of Mumbai with monthly essentials.
- Several corporate organisations, students and individuals joined the Foundation's 'Fight Corona' initiative as 'Corona Warriors' and are continuing to support over 5,000 disadvantaged families.

COVID-19 pandemic response

Right since the onset of the pandemic, Zydus was at the forefront in the fight against COVID-19 by providing affordable therapeutics, diagnostics, preventables and immunity boosters containing vitamin C and Zinc. ZyCOV-D vaccine, the world's first plasmid DNA vaccine developed for human use was developed by Zydus researchers through in-house capabilities in the midst of the pandemic. In the initial phase, the group ramped up its production of hydroxychloroquine from 3 metric tons to 30,000 metric tons in record time. Zydus also supplied the first

economical brand of Remdesivir in India priced at INR 899. Being the world's largest suppliers of Dexamethasone, a critical medicine in the fight against COVID-19, the Company supplied large quantities of Dexona. Zydus also manufactured a range of therapeutics including Depotex, a respiratory medicine and Fabidac, Favipiravir to fight COVID-19. When mucormycosis cases soared during the COVID-19 pandemic in COVID patients, Zydus entered into an agreement with TLC of Taiwan to supply Amphotericin B, a critical medicine to address mucormycosis.

3.2.4 Agenda 4: Fostering accountability, ethical practices and sustainability

3.2.4.1 Committing to ethics, transparency and accountability in

IPA member companies show concrete commitment to ethical business practices and recognise that long-term change requires collaboration with and leadership from the government. They view CSR and ESG compliances favourably as key benchmarking tools.

- Company code of conduct
- Whistle-blower policy
- Risk management policy
- Conflict of interest policy
- Antitrust and fair competition policy
- Anti-bribery and anti-corruption policy

Member companies conduct regular internal and external audits against the standards set by these policies. The performance and roles of board members and key managerial personnel (KMPs) are also routinely assessed.

Refer Annexure 1 for detailed information about ethical protocols of member companies.

3.2.4.2 Promoting human rights across stakeholders and value chains

IPA member companies adhere to the national and international covenants on human rights. Their human rights policies state that they are equal-opportunity companies and their work environments should be free from discrimination on any basis (race, gender, age, disability, national origin, religion, sexual orientation and marital status among others). They also ban any form of forced/involuntary labour and child labour. They have a zero-tolerance approach to human rights abuses and have instituted robust mechanisms for their escalation and remediation.

The company internal audit committees accept and address any reported human rights violatons. Member companies transparently disclose the number of violations, if any, and the actions taken to address them in their annual reports.

Refer Annexure 2 for detailed information about human rights policies of member companies.

3.2.4.3 Inculcating values of diversity and inclusion at the workplace

Recognising the importance of diversity and inclusion (D&I) at the workplace, both in terms of employee welfare and to achieve business targets in a holistic manner, companies around the world are now giving D&I values prominence at work. Employee well-being is also given prime focus with employee benefits being expanded and an approachable and dialogue-based mechanism to employee engagement and incentivisation.

A study titled *'Linking Emotional Dissonance and Organisational Identification to Turnover Intention and Emotional Well-Being: A Study of Medical Representatives in India'* (Kumar Mishra, S., & Bhatnagar, D.) examined the relationship between organisational identification and emotional dissonance and turnover intention and well-being among a sample of 468 medical representatives (MRs) in the Indian pharmaceutical industry.

The study concluded that emotional dissonance is positively related to turnover intentions i.e., as with increased emotional exhaustion, MRs were more likely to leave. Findings such as these strengthen the case for providing greater emphasis to D&I and employee well-being.

IPA member companies have set in place robust D&I policies and offer employees a range of benefits including various types of insurance such as Mediclaim, flexi-working hours and retirement plans. They provide capacity building to employees on core technical competencies and also soft skills and conduct other employee engagement sessions. Women employees who were on a work break are provided special training to reintegrate them into the workplace. All member companies operate on an equal opportunity premise and foster an inclusive work culture through their policies. They also conduct regular internal audits of their D&I and employee well-being mechanisms.

Refer Annexure 3 for detailed information about D&I and employee well-being measures instituted by member companies.

3.2.4.4 Creating sustainable supply chains

Shifting to sustainable procurement of products and services is essential for lowering the environmental impact of business and contributes significantly to collective climate gains. According to the ASI database, in 2007-2008, it was estimated that there was a primary total energy consumption of 930 ktoe[10] in the pharmaceutical industry. IPA member companies are taking ownership of their climate responsibility and focusing keenly on sustainable procurement strategies to minimise the adverse impact on the environment and health while meeting their supply needs that generate benefits for society, institutions and the economy as a whole.

Member companies have set up standard operating procedures (SOPs) for vendor review and approval and have quality assurance mechanisms in place for period sustainability audits. Their actions are aligned with Principle 2 of BRSR (Business Responsibility and Sustainability Reporting) which states that businesses should provide goods and services in a manner that is sustainable and safe.

Refer Annexure 4 for detailed information about actions taken towards bringing sustainability in supply chains by member companies.

3.2.4.5 Working on environmental management practices

The Indian pharmaceutical industry has galvanised ESG efforts across the board. The industry has an environmental impact through its R&D activities, processes, supply chains, transport and logistics, and waste disposal. They also contribute significantly to greenhouse gas (GHG) emissions as highlighted by the 'Why Pharma Should Be Focusing On ESG' report. The industry's social mandate is strong as its core goal is to manufacture drugs and vaccines to improve the life expectancy and quality of life of society as a whole. Their committed CSR activities further strengthen their social commitment.

However, the perception survey found that only 25% of respondents believe that pharmaceutical companies are champions in terms of environmental responsibility. This shows both a lack of awareness and a lesser focus on environmental sustainability by pharmaceutical companies. Going forward with the global focus on climate action, pharmaceutical companies need to prioritise environmental sustainability and develop initiatives to reduce their environmental impact. The company reports of the 23 IPA member companies reveal that many of them have been taking numerous steps to reduce their carbon footprint, minimise, recycle and dispose of waste effectively, and conserve water and energy through efficient methods. These initiatives need to become institutionalised in company processes for long-term and far-reaching change.

Refer Annexure 5 for detailed information about actions taken towards carbon neutrality, waste management, and water and energy conservation by member companies.

[10] Ktoe is thousand tonne of oil equivalent

3.2.5 Agenda 5: Innovating and influencing public policy

Almost 88% of the respondents believe that pharma companies have the potential to provide innovative solutions to future healthcare problems. 37% of the respondents feel that the pharmaceutical companies are equipped to develop innovative solutions to local health challenges.

The pandemic highlighted the importance of innovation within the pharmaceutical industry, it showed that contributing to the discovery of effective medicines, vaccines or diagnostics is crucial for socially responsible companies within the sector. This can be achieved through effective investment in research and development within the industry along with global R&D partnerships to expand diagnosis and testing capacity and ensure affordable access to potential healthcare solutions. Such innovation is important especially in areas of high-unmet need, such as new antimicrobials, non-vascular dementia, and other rare diseases. Thus, effective strategies are required where the public sector along with public-private partnerships and product development partnerships can help prioritise investment in innovation towards R&D for drugs to combat rare diseases.

Abbott

Innovations

- Abbott India's CSR Policy emphasises that the company is committed to improve and innovate to address local and global needs while ensuring high quality and manufacturing standards of its products.
- They have adopted a local R&D approach for localised solutions. In order to address specific problems and needs that are Indian in nature, Abbott scientists work towards advancing health by addressing the country's unique challenges.
- Using one million Rapid Diagnostic Tests (RDTs), technical expertise and a cash grant, Abbott helped strengthen Odisha's malaria detection and surveillance system through effective data collection and monitoring methods. Through a multi-sectoral Malaria Action Coalition, they are now working to propagate this model to other malaria-affected states in the country.

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ajanta pharma

Innovations

- Ajanta's approach to innovation is driven by an intrinsic commitment to understanding and meeting customer needs through cutting-edge technology and cost-effective strategies. Their mission statement serves as a guiding principle, emphasizing the importance of innovation for sustained growth and the delivery of value to both customers and stakeholders. By aligning their research and development (R&D) objectives with the evolving demands of the healthcare sector, Ajanta ensures that their products not only meet the current needs but also anticipate and address future healthcare challenges.
- Their R&D efforts have led to significant achievements, particularly in the anti-malarial segment with Artefan, their leading brand consisting of artemether and lumefantrine tablets. This breakthrough product has gained international recognition and Ajanta has become the first generic pharmaceutical company to be pre-qualified by the World Health Organization (WHO) for an artemether-lumefantrine combination drug. This pre-qualification is a mark of quality and efficacy, enabling broader access to life-saving medication in the fight against malaria worldwide.
- Their flagship anti-hypertensive brand MET XL has distinguished itself in the Indian market. As a first-to-market extended-release product of metoprolol, MET XL simplifies the treatment regimen for patients, enhancing compliance with a once-a-day dosing schedule. This advancement demonstrates Ajanta's

ajanta pharma

focus on creating products that offer both convenience and medical efficacy, leading to better management of hypertension and improved patient outcomes.

- Alcarex (Alcaftadine) is another apt example of this. Before Ajanta launched this product, it would take patients about 15 minutes to get relief by using the available products. With the launch of the US FDA-approved Alcaftadine in India, patients could get relief in just 3 minutes. Moreover, the effect of a dose lasts for 24 hours. This naturally improved patient compliance and convenience.



Innovations

- Alembic's mission is access, information and innovations in healthcare[11]. They use innovation to develop medicines that are high-quality and affordable.
- They develop niche and specialty products along with complex products at their R&D facilities in Vadodara (Gujarat), Hyderabad (Telangana) and New Jersey (USA).
- The company's Vadodara unit is the mainstay innovation centre, which develops non-oncology molecules while the Hyderabad unit develops both oncology and non-oncology molecules. The US unit is focused on developing and filing oral solids and liquid products.

Innovations

- Alkem's R&D agenda is determined by compassion, gratitude and responsibility.
- During FY 2020-21, Alkem invested INR 5,322 million or 6.0% of its revenues in R&D as compared to INR 4,726 million or 5.7% of its revenues in FY 2019-20.
- Through their subsidiary, Enzene Biosciences, a biotech-focused R&D company based in Pune, the company made substantial investments in the biosimilars segment.

Innovations

- Aurobindo has one of the largest R&D facilities in India with five research centres spread over 16,000 square metres along with two R&D centres in the USA.
- They employ over 1,560 scientists and analysts with in-house expertise in product development.
- Aurobindo's R&D centres are equipped with cutting-edge technologies backed by a pool of world-class scientific talent, to develop generics and difficult-to-develop products and strive to improve productivity. They strive for continuous innovation in product development and operational excellence.
- As part of their R&D efforts in biosimilars development, there has been a shift towards focusing on oncology and immunology in order to increase access to cost-effective and high-quality therapy options for patients suffering from cancer and immune diseases.
- Innovator medicines or Branded Medicines are always costly and may not be affordable to all communities, particularly low-income ones. Aurobindo constantly works to produce generic medicines at a low cost and in an affordable manner. This is achieved by producing medicines in large volume with backward integration, thereby resulting in low cost. These generic medicines are Bioequivalent to the Branded Medicines. Further, Aurobindo continuously works to increase capacities as well as its portfolio to cover the wide therapy spectrum. Aurobindo takes necessary steps to increase the capacities to meet the demand and allocates a significant budget for capex in every financial year.
- Aurobindo is constantly enhancing their research and development capabilities to create high-quality products for patient needs across the globe. They are continuously working towards developing a diversified product portfolio spread across major therapeutic segments including cardio-vascular (CVS), central nervous system (CNS), gastroenterology, anti-allergies, anti-diabetics, anti-retrovirals and antibiotics.

[11] https://alembicpharmaceuticals.com/

- As the use of biosimilars is expected to grow rapidly in the next decade, development, and commercialisation of biosimilars will be one of the strategic priorities for Aurobindo. They are in the process of developing a pipeline of large molecules in areas such as biosimilars and vaccines.
- In FY 22, their R&D investment towards future pipeline growth totalled INR 15,814 million, with a significant share allotted towards the biosimilars pipeline.
- Aurobindo's Intellectual Property team conducts extensive patent research and analysis for preparation of Patent Landscape Reports, and Patent Clearance Reports for API and Formulation at various stages of the development process. This team is involved in a range of IP related activities from advising and supporting the team on legal strategies, developing, and implementing risk mitigation strategies to periodic monitoring of the IP portfolio.

CADILA PHARMACEUTICALS LIMITED
The Care Continues...

Innovations

Cadila's R&D department has 300 scientists who work in the research areas of formulation development, herbal product development, API solutions, pre-clinical and clinical research and biotechnology.

Cipla

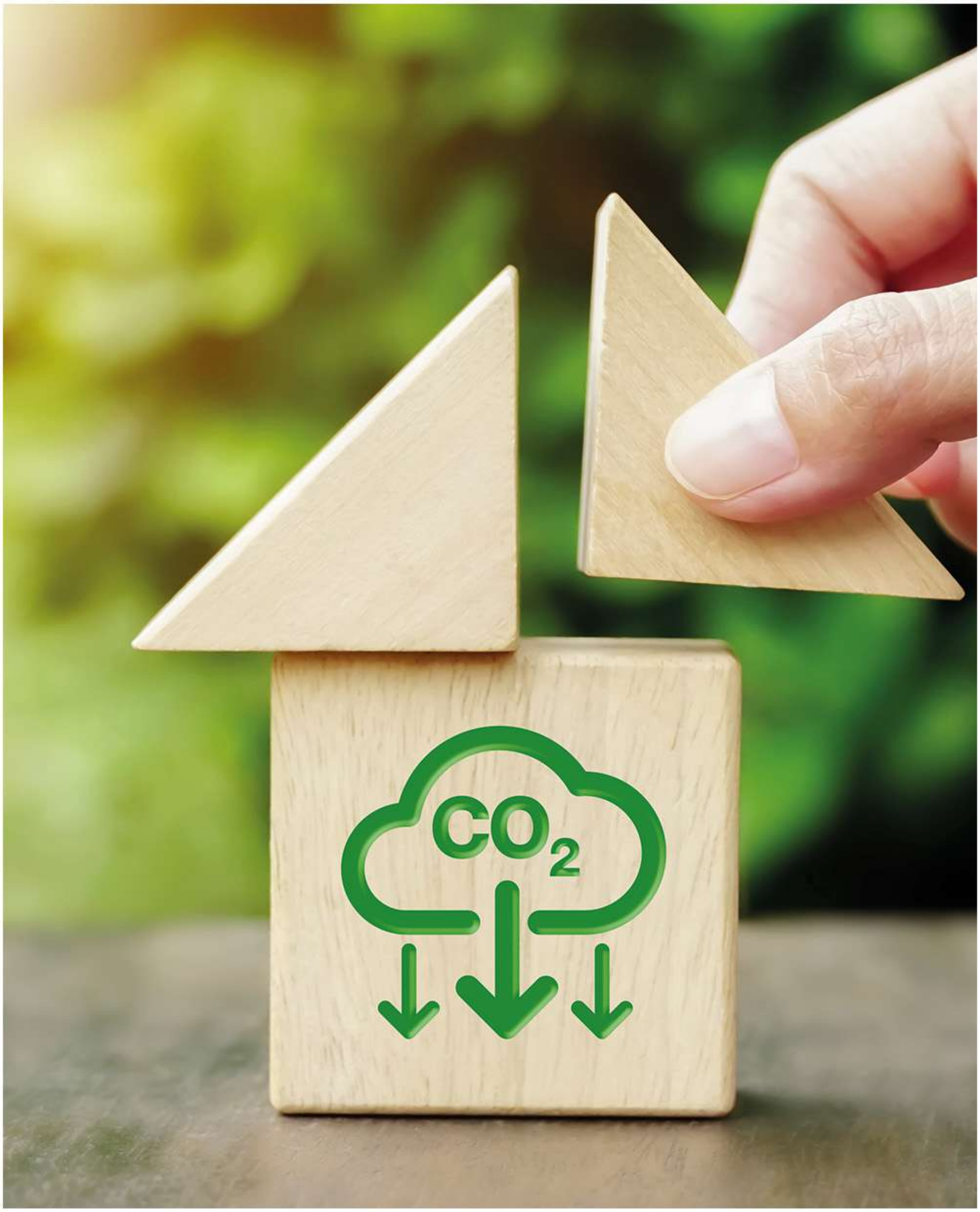
Innovations

- In FY 22-23, Cipla invested in Ethris GmbH ("Ethris"), a company developing expertise in delivering mRNAs directly to the respiratory system by inhalation. This enables Cipla to bring innovative respiratory therapeutics to developing nations, in line with Cipla's aspiration of creating innovative solutions.
- They bolstered their Synchrobreathe portfolio in India by offering the breath-actuated inhaler with Levolin, Tiova, Seroflo, Maxiflo and Foracort.
- They are conducting ongoing global phase-2B and India phase-2 clinical trials for their inhaled itraconazole brand, Pulmazole.
- They launched Spirofy, a pneumotach, portable and cost-effective diagnostic device in December 2022 and screened over 20,000 patients in the first four months of the launch, helping in improving diagnosis of respiratory ailments.
- In January 2023, they launched their first point-of-care diagnostic device, Cippoint, with 12 test panels, generating results in less than 15 minutes.
- They invested in a point-of-care diagnostics firm, Achira Labs Private Limited to enable access of cutting-edge and accurate diagnostic solutions at near-patient site.
- They acquired an additional stake in GoApptiv Private Limited, enabling wider patient reach with affordable and quality drugs and end-to-end brand marketing and channel engagement across tier 2-6 towns in India.
- They launched Stempeutics Research Private Limited's stem cell products, VC EYE®, an under-eye dark circle reduction serum and VC GroF®, a novel anti-aging serum, that are prepared from the bio-active medium of stem cells.



Innovations

Dr. Reddy's drives patient and customer-focused innovation in all areas using cutting-edge science, technology and tools. The company has associated with trade and industry chambers/associations to foster dialogue on industry growth drivers, innovation and shaping public policy. Dr. Reddy's' productivity improvement and digitalisation efforts are key to staying competitive, meeting business imperatives, and meeting its ambitious ESG goals. As a result, in October 2022, its largest formulation manufacturing facility in Bachupally, Hyderabad joined the World Economic Forum's Global Lighthouse Network.



Innovations

- Emcure's R&D efforts are focused on five key areas, namely: i) complex molecules, including highly complex APIs that require multi-step transformation; ii) differentiated pharmaceutical formulations, in multiple dosage forms and novel drug delivery systems, which are capable of greater efficacy and better patient compliance; iii) continuous product and process improvements to achieve better quality and productivity; iv) niche biosimilar formulations; v) their mRNA platform.
- New focus areas in 2020-21 include flow chemistry, antibody drug conjugate and photon chemistry.

Innovations

- Glenmark aims to leverage their industry expertise and success to fuel extensive research to expand development in specialty branded products and innovative products that are intended to have a major impact on how people live.
- Their R&D is dedicated to address unmet medical needs in inflammation disorders, especially in respiratory and dermatology therapies and oncology.

Innovations

Intas has made breakthrough innovations in a wide spectrum of areas such as oncology, hormones and Novel Drug Delivery Systems (NDDS), apart from other generic products and are also focused on the discovery and development of New Chemical Entities (NCEs) targeting cancer and neurodegenerative diseases such as bipolar disorder.

Innovations

- Ipca's R&D teams at Mumbai and Baroda are well-supported by state-of-the-art equipment and high-end analytical instruments, making them self-reliant on in-house product development from simple to complex small molecule drugs as well as biologics.
- Their R&D centres are also recognised by the Department of Science and Industrial Research, GoI, and are supported by facilities required to scale up processes from grams to kilos as well as to pilot plant level.
- They have the capabilities to deliver quality solutions within strict timelines and at low costs.[12]

Innovations

- Lupin's state-of-the-art R&D Lupin Research Park (LRP) in Pune, India, functions as the hub of its global research activity. It houses its generic research unit, encompassing API and finished product research, and a Novel Drug Discovery and Development (NDDD) unit.
- Over the years, Lupin has transitioned from an oral solids' portfolio to a wide array of complex generics such as injectables, biosimilars and inhalation products.

[12] https://www.ipca.com/active-pharmaceutical-ingredients-research-development/

Innovations

- Mankind Pharma has in-house capabilities to develop complex generics in a wide range of dosage forms including complex parentals, complex ophthalmic solutions, suspensions and gels.
- The company's R&D capabilities have led to the development of several pharmaceutical products across various therapeutic areas.
- They manufacture APIs using a combination of processes (including reaction mechanisms such as nitration, Grignard, halogenation, Friedel-Crafts acylation, oxidation and reduction with the use of various catalysts) in order to diversify their product range and product mix ranging from laboratory scale research to commercial production.

Innovations

- The core value that drives R&D at Micro Labs is providing the highest quality with maximum affordability.
- Micro Labs' R&D centres in Bangalore and Mumbai work on a variety of dosage forms, with a focus on conventional as well as NDDS for solid orals, topicals, liquids and sterile products for regulated, emerging, and Indian markets.
  In these centres, the company's product development mainly focuses on specialty pharmaceuticals with complex formulations across a variety of therapeutic areas.
- The R&D team of 400 scientists undertake everything from strategic sourcing to global regulatory submissions including formulation development, analytical development, validation, packaging development, technology transfer, bio-equivalence and IP management, etc.[13]

Innovations

- Natco Research Centre (NRC), the company's R&D facility is located in Sanath Nagar (Hyderabad).
- They have about 40+ R&D laboratories across two research facilities and 500+ scientists experimenting with generics and niche therapies.
- They plan to develop a pipeline of technical and formulation agrochemical products (including pesticides and pheromone-based environmentally friendly products) for launch in India.
- Leveraging on its existing R&D resources, Natco has established development centres in Nellore and Hyderabad.

Innovations

- Panacea Biotec is guided by their vision of 'Innovation in support of life' and specialises in complex generics, vaccines and novel drug delivery platforms to offer higher value and better health outcomes for patients, governments and society as a whole.
- Their vaccine R&D is focused on developing vaccines that target some of the most important problems of our day i.e., pneumonia and dengue. Their new

[13] http://www.microlabsltd.com/infrastructure/r-d

- In 2011, they launched their nanotechnology-based product PacliALL® (Paclitaxel bound in human albumin particles) which was at the time, the world's first generic for Abraxane, manufactured by Celgene, USA.
- In 2008, Panacea Biotec was amongst the first companies to have introduced its own NCE in India under the trademark of Sitcom® cream and Sitcom® tab, and is today amongst the leading brands in India for the treatment of haemorrhoids.
- They also developed different innovative technologies such as hydro-gel based topical drug delivery system of peptides and herbal drugs, solid-solid dispersion for highly variable drugs, Self-emulsifying Drug Delivery System (SEDDS) and controlled release drug delivery systems in different therapeutic areas.
- In 2017, they launched EasySix – a vaccine that protects children against six deadly preventable diseases viz. diphtheria, tetanus, pertussis, haemophilus influenza type B, hepatitis B, and polio. EasySix took over 17 years in development. EasySix ensures that parents have to make fewer visits to the hospital which would ensure less wage loss and result in a greater number of school days for their children. Thus, the impact of Easy Six goes beyond vaccination and revolutionises lives. In October 2021, WHO SAGE adopted the vaccine for global adoption and will be eligible for funding by GAVI to promote such global adoption for over 100 million babies annually. To meet the demand, Panacea Biotec has licensed the technology to Serum Institute of India as part of their larger collaboration.

Innovations

- Piramal has been providing pharmaceutical intermediate and API process development services for nearly three decades, from their network of R&D and manufacturing facilities across the globe.
- Piramal Foundation is actively engaged and partnering with Central and multiple State governments and their departments to influence and effectively implement public policy.
  - The Foundation's THC was launched by then Union Minister of Health and Family Welfare and Hon. Union Minister of Tribal Affairs in 2021 to develop an empathetic and efficient public health system informed by the voice of the tribal communities. THC facilitated setting up of the National Technical Support Unit (NTSU) for tribal TB within the Central TB Division, Ministry of Health. THC launched Aashwasan campaign in partnership with Ministry of Tribal Affairs and MoHFW for active TB case finding in 174 tribal districts.
  - Similarly, ADC was set up in partnership with NITI Aayog to improve health and education related development indicators in 112 Aspirational Districts in India.
  - DBC has focused its efforts on working with State governments on digitisation of health facilities, integration and governance to achieve transformation through an end-to-end approach and digital empowerment of frontline workers. DBC has established a centralised data warehouse and a Command and Control Centre (CCC) in Bihar which enables leadership to take real-time data-backed decisions. In partnership with PSL, it has worked with the Government of Bihar for transformation of health systems through leadership and organisation development. It is currently working with Employees' State Insurance Corporation (ESIC) to undertake diagnostic assessment at selected clusters to map the as-is journey of various stakeholders in the ESIC ecosystem to provide an understanding of the present situation of processes and systems, which will form the basis for transforming ESIC by improving the accessibility, availability and quality of healthcare for beneficiaries of the Employees' State Insurance (ESI) scheme.

Innovations

- Sun Pharmaceuticals is focused on identifying future R&D projects for the US generics market and developing complex products.
- Investments for developing the long-term specialty pipeline are expected to continue and R&D investments are expected to increase as clinical trials for specialty products gain traction.

Innovations

- Torrent's R&D is committed to investing in innovative and high-quality drugs for patients around the world. Their NDDS emerged from application of new technology platforms to design products with an aim to reposition existing drugs, if required, through an alternate route of administration.
- The company, through these trade and industry associations, provides inputs to key decision makers in framing and implementing policies. The notion of partnerships in any form and inputs in any manner is to promote a healthy life for all. Their expertise and knowledge must benefit society and through associations, it intends to implement the same. Apart from policy advocacy, this participation also helps them to remain abreast of industry developments and further the company's position as a thought leader in the industry.

Innovations

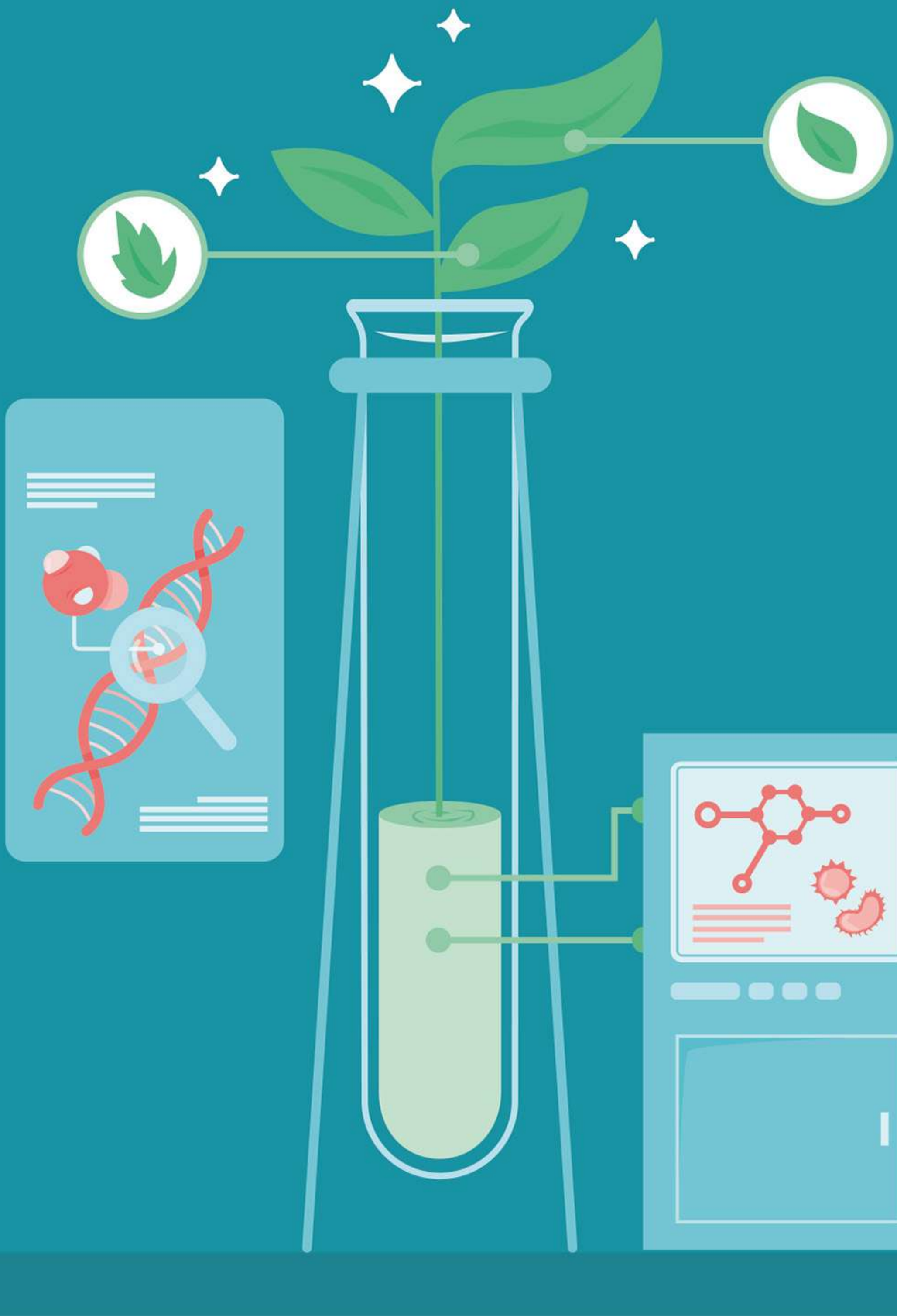
- Unichem aims to power its future through R&D with a dual strategy of development of patent non-infringing processes for APIs and development of NDDS.
- Their R&D priority areas include process R&D, formulation R&D and biotechnology R&D, all of which are done in Goa.
- The focus areas in biotechnology capabilities include natural bacterial fermentation, recombinant therapeutic proteins, biocatalysis/biotransformation and innovation.
- The R&D Centre also undertakes formulation services on contract research and development projects for several leading global pharmaceutical companies. It is responsible for formulation development and Abbreviated New Drug Application (ANDA) filings following the Quality by Design (QbD) protocol as laid down by the United States Food and Drug Administration (USFDA) and has a biotechnology facility that engages in developing novel or biosimilar products using recombinant DNA platform technology.

Innovations

- Wockhardt's core business focuses on innovation. They use science and technology to develop medicines and other products that improve the quality of millions of people's lives through better health.
- They developed patented modified release formulations and recombinant biotechnology products.
- Their multi-disciplinary R&D programme has more than 607 scientists, including over 80 doctorates.
- Their main areas of research include pharmaceutical research, biotechnology and genomics research, NDDS, NDDD and API research.

Innovations

- As an innovation-driven global life sciences company, with a legacy of over 70 years, Zydus is bridging unmet healthcare needs through innovative therapies.
- Zydus is the first Indian company to have brought two innovative therapies from lab-to-market. Their basket of innovative products includes NCEs, novel biologics, first-in-the world biosimilars and novel vaccines. They are also working towards bringing therapies for rare and orphan indications bringing much needed hope to patients suffering from such diseases. Over the years, Zydus' innovative therapies have brought newer pathways for treating unmet diseases along with bringing access and affordability to patients. With 1,400 research scientists working across seven R&D facilities around the world, the group is steadfast towards its purpose which is to 'Empower people to live healthier and more fulfilled lives.
- In fact, Zydus' first discovery molecule Saroglitazar Mg is today the only therapy of its kind to treat diabetic dyslipidemia, NAFLD and NASH. These are silent killer diseases of the liver which if not attended can lead to cirrhosis of the liver. The drug is also undergoing clinical trials for primary biliary cholangitis. These are unmet healthcare needs and there is no drug anywhere in the world to treat them.
- Their second NCE approved in India for anaemia in chronic kidney disease (CKD) patients offers them new lease of life. Patients suffering from this disease usually depend on injectable Erythropoietin Stimulating Agents (ESAs) for treatment, which they usually take twice to thrice a week making compliance difficult. Oxemia is an oral alternative to injectable ESAs.
- Zydus also looked at an advanced plug-and-play technology platform to develop the world's first novel plasmid DNA vaccine to combat COVID-19. This highly stable vaccine has been designed to cope with the mutating strains of the virus.
- In collaboration with WHO, the company also developed TwinRab, the company's first novel biological therapy. It is used to treat Rabies Post Exposure Prophylaxis.
- The world's first Antibody Drug Conjugate (ADC) biosimilar of Trastuzumab Emtansine Ujvira for treating HER2 positive Breast Cancer was introduced by Zydus in 2021. The drug brought down the cost of therapy by 80% bringing access to more and more deserving patients.
- Similarly, when Zydus introduced Exemptia, the world's first biosimilar of Adalimumab, it gave access to millions of patients suffering from inflammatory diseases like rheumatoid arthritis, ankylosing spondylitis, psoriasis and Crohn's disease, freedom from pain.
- Today, Zydus is working on several interesting research molecules like ZYIL1, a novel oral selective NLRP3 inflammasome inhibitor which prevents NLRP3-induced inflammation. ZYIL1 is under trials for several inflammatory diseases including Cryopyrin-Associated Periodic Syndrome (CAPS). This harmful inflammation within the body leads to the onset and development of various kinds of diseases, including Acute Respiratory Distress Syndrome (ARDS), auto-immune, inflammatory, cardiovascular, metabolic, gastro-intestinal, renal and CNS diseases.
- Zydus also focuses on orphan and ultra-rare diseases. CUTX101, is a copper histidinate product to treat Menkes disease. NULIBRYTM (Fosdenopterin for Injection), which is indicated to reduce the risk of mortality in patients with MoCD Type A has been launched in the US.



4. SCIENTIFIC SOCIAL RESPONSIBILITY (SSR) – OPPORTUNITIES AND SCOPE FOR THE IPA

4.1 IMPORTANCE OF PROMOTING SCIENTIFIC TEMPER IN SOCIETY

Science plays an important role in the progress of human society. According to UNESCO, science helps in creating new knowledge, improving education and enhancing the quality of life. Further, public understanding and engagement with science, and citizen participation through the popularisation of science are essential to equip citizens to make informed personal and professional choices. Governments need to make decisions based on quality scientific information on issues such as health and agriculture, and parliament's need to legislate on societal issues which require being updated with the latest scientific knowledge. Moreover, governments need to governments need to understand the science behind major current global challenges such as climate change, deteriorating ocean health, biodiversity loss and freshwater insecurity.

Since science, technology and innovation must drive the pursuit of more equitable and sustainable development, it is imperative that steps are taken to ensure greater integration of science and technology with all levels of society and that scientific knowledge is able to move out of laboratories and be applied and broadly understood by society.



The following are some initiatives through which scientific knowledge and social conscience can be converged and provide opportunities for future CSR investment by IPA member companies. As 'scientific institutions', IPA member companies may adopt these areas as part of their CSR commitments or even pursue them as part of their ESG commitments.

- **Improving STEM (Science, Technology, Engineering, and Mathematics) education in schools, colleges and universities:** Since scientific knowledge is evolving daily at a rapid pace, it is important to provide updated STEM curricula to students so that they can keep up with global standards. The pandemic led to a surge in the use of digital technology for education. However, millions of students did not have access to digital devices that would enable them to continue pursuing their education virtually. Thus, more initiatives that improve access to technology and bridge the digital divide are essential.
- **Using social media and mass media:** In the age of digital media, it is easy to spread knowledge and awareness about issues. Government bodies as well as private institutions like IPA member companies can use these media to provide greater access to scientific knowledge to a wider spectrum of society.
- **Scaling up investment in scientific knowledge:** In order to ensure greater dissemination and implementation of scientific knowledge, there needs to be cooperation and synergy between academia and industry. Thus, academic researchers too need to be provided with better infrastructure as well as greater financial support so that they can effectively come up with new and innovative solutions to global problems. It is proposed that IPA member companies support this scaling up of investment in academic research through their CSR obligations.
- **Greater access to scientific knowledge:** Creating both online as well as offline forums and platforms for accessing research publications, journals, articles etc. in an easy and accessible manner can contribute to progress though scientific innovation.

4.2 NEED FOR SSR IN THE PHARMACEUTICAL INDUSTRY

The 104th session of the Indian Science Congress, 2017 emphasised the need to adopt SSR in engaging science for societal welfare. Taking this agenda forward, the Department of Science and Technology (DST), GoI published the **Scientific Social Responsibility (SSR) Guidelines** in May 2022. The guidelines attempt to bridge the following gaps:

- Science-Society gaps – Pass on knowledge and benefits of science to society and ensure that science reaches the masses by moving out of laboratories
- Science-Science gaps – Create an enabling ecosystem for sharing ideas
- Society-Science gaps – Work with the public to identify their needs and develop appropriate solutions.

The SSR guidelines largely involve four categories of stakeholders:

- Beneficiaries (any community group or individuals)
- Implementers (educational and scientific institutions)
- Assessors (internal or external)
- Supporters (funds provided by government, individuals or any other institution)

Given its strategic positioning as a collaborative, IPA can play multiple roles vis-à-vis implementing the SSR guidelines:

- Implementer (through its member companies)
- Assessor (through commissioning a third party)
- Supporter (by funding activities that ensure scientific knowledge and social conscience integrate through ecosystem building).

The SSR guidelines also lay out a comprehensive list of activities that can be undertaken by scientific institutions. These include lectures, greater societal engagement and training programmes by scientists, conducting skill development workshops, sharing infrastructure and knowledge resources, and providing technological solutions to local problems, etc. There is a strong imperative for pharmaceutical companies to integrate these newly launched guidelines to demonstrate 'responsible business conduct' (both in letter and spirit) as 'scientific institutions' in Indian society.

4.3 SSR FOR IPA: OPPORTUNITIES FOR ALLIANCES AND CONVERGENCE

The IPA member pharmaceutical companies, either directly as 'scientific institutions' or through their not-for-profit corporate foundations as 'Anchor Scientific Institutions' (as provisioned in the SSR guidelines) can converge, leverage and align with GoI initiatives mentioned in the SSR Guidelines:

GoI programme	Opportunity for convergence
Make in India	▸ The initiative aims to attract investments from across the globe and strengthen India's manufacturing sector across almost 25 key sectors, which include biotechnology and pharmaceuticals. ▸ Funds can be leveraged to improve infrastructure and R&D to enhance scientific knowledge and awareness in the pharmaceutical industry.
Digital India	▸ The importance of digital empowerment was brought to the fore during the pandemic, where those without access to digital technology or the knowledge to operate digital devices were adversely negatively impacted. Pharmaceutical companies can promote tele-medicine and e-pharmacies. ▸ They can also create e-library services that access to scientific journals, newsletters, presentations etc. for medical professionals and patients alike. ▸ As a responsible business, IPA member companies can also create awareness by leveraging digital technology to inform and educate people about the importance of healthcare, sanitation and the importance of vaccination.
Transformation of Aspirational Districts	▸ With health, nutrition, education and skill development being key programme themes, IPA member companies can collaborate and contribute by conducting training and skill development programmes for healthcare professionals and also for youth who are interested in working in the pharmaceutical space.
Swachh Bharat Mission	▸ The Mission aims to accelerate efforts to achieve universal sanitation coverage. It also aims to ensure that solid and liquid waste management facilities are accessible. ▸ The waste generated by pharmaceutical companies is largely biomedical which poses a threat to human and environmental health. In order to prevent adverse health and environmental impact, pharmaceutical companies can incorporate the latest scientific



IPA member companies have already been implementing several science-based initiatives which dovetail into the activities mentioned in the SSR Guidelines. Their commitment to encouraging scientific discourse in society is commendable and can be amplified in the future.

Abbott

Initiatives that contribute to SSR

In partnership with Smile Foundation, Abbott promotes STEM learning, healthy living and sports amongst schools that serve children from under-resourced communities. The framework used in these schools includes creation of a STEM curriculum and labs, e-learning modules and Smart Classes, health education covering NCDs, nutrition, menstrual hygiene and WASH along with sports equipment and gear. As of now, the program has been rolled out in 14 schools with over 4,600 students.

ajanta pharma

Initiatives that contribute to SSR

- Ajanta Pharma set a benchmark by making it to the Asia Book of Records for conducting the largest-ever life-saving cardiopulmonary resuscitation (CPR) awareness and training campaign, reflecting a significant stride in community health empowerment. This extensive campaign was rolled out with over 100 workshops conducted across India, meticulously designed to educate and train over 27,000 individuals in the essential technique of CPR. The initiative was not just about numbers; it was an embodiment of Ajanta Pharma's dedication to enhancing the capacity of communities to respond to medical emergencies effectively.
- Ajanta Pharma actively runs awareness campaigns for a multitude of diseases within the geographies it serves. During the Gastroesophageal Reflux Disease (GERD) Awareness Week, they reached over 1.28 lakh individuals through extensive social media campaigns. Similar outreach initiatives are conducted for diseases such as malaria, hypertension and dry eye syndrome. These campaigns are meticulously designed to educate the public through physical workshops, camps and digital platforms, thereby bridging the gap between scientific knowledge and community health literacy.

Alembic
Touching Lives over 100 years

Initiatives that contribute to SSR

- Alembic CSR Foundation launched the 'Science on Wheels' project in partnership with Agastya International Foundation to facilitate quality science learning. The project aims to spark curiosity, nurture creativity and build confidence amongst government school children in rural areas by using hands-on experiments and the play-way method. Currently, 2,000 children from 16 schools are benefitting from the project.
- To support the Prime Minister's Swachh Bharat Mission, Alembic CSR Foundation constructed 2,000+ household toilets in the community to ensure that they become Open Defecation Free (ODF). These toilets were handed over to the community through Lokarpan events and are being maintained by them.



Initiatives that contribute to SSR

- In 2020-21, Alkem conducted five digital marketing workshops, covering 140 marketers to upskill Alkem's marketing team on various digital marketing strategies.
- Through the SANKALP (Skill Acquisition and Knowledge Awareness to Lead Productivity) programme, there has been an upgradation in the shop floor for employees in their functional and behavioural areas.

Initiatives that contribute to SSR

- According to Aurobindo, SSR is the convergence of scientific knowledge with visionary leadership and social conscience. It is about building synergies among all stakeholders in the scientific knowledge community and also about developing linkages between science and society.
- APF started a Skill Development Centre in Varisam, Srikakulam in 2018 that continues to provide training to B.Sc., M.Sc., and Pharma graduates. The programme provides certificate training on high-end skills for four months on Quality Assurance and Quality Control. It also offers scholarships, free food, and transport facilities to the trainees. Similarly, a skill development centre at Indrakaran village, Sangareddy, Telangana is being supported to conduct a similar course to create employment opportunities for rural youth.



CADILA PHARMACEUTICALS LIMITED

The Care Continues...

Initiatives that contribute to SSR

- In 2022, Cadila renovated two Smart AWCs at Utraj and Dhamrad villages in Hansot and equipped them with tools to ensure a safe and positive learning environment for young children and adolescent girls under Project SAAHAS (Strengthening Access and Awareness of Health) in collaboration with Kaka-Ba Hospital, a CSR arm of Cadila Pharmaceuticals.
- In collaboration with KR Shroff Foundation, the company initiated remedial teaching classes in seven schools of Dholka and Daskroi blocks of Ahmedabad district to prepare students for class-appropriate learning.

Cipla

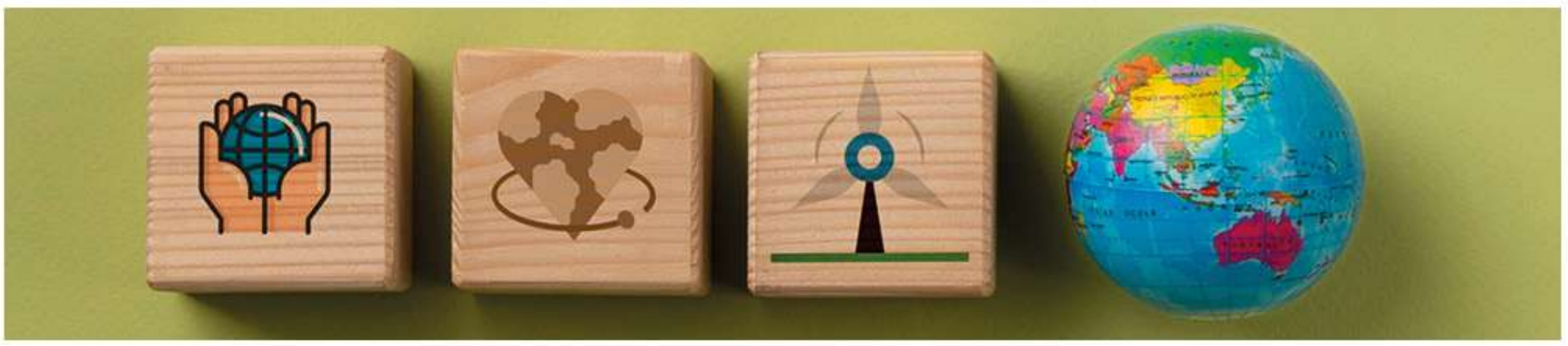
Initiatives that contribute to SSR

- They trained over 2 lakh patients through the programme by providing live video counselling on the proper usage technique of inhalers, nebulisers and revolisers etc.
- BronkiBoosters is their flagship marketing campaign for asthma awareness in the South Africa market that includes an online game, interactive comic book and animated lessons on asthma; 15 videos were launched in Phase 1 with BronkiBooster branded masks and sanitisers supplied to schools. Inspired by BronkiBoosters in South Africa, they have launched a campaign in India called Tuffies, a captivating comic book and video series which aims to build awareness and address myths associated with asthma in kids.

Dr.Reddy's

Initiatives that contribute to SSR

- ACE programme focuses on climate-proofing the livelihoods of small and marginal farmers and educating and encouraging them to use climate-friendly technologies and farming practices. The programme seeks to leverage the agriculture sector's immense inherent potential for mitigating emissions by encouraging the adoption of technologies and practices that sequester carbon and lower GHG emissions. It focuses on a co-benefit approach that aims at identifying strategies that prioritise win-win solutions aimed at capturing not only climate benefits but also secondary economic, social or environmental improvements in a single measure or policy.
- Sashakt is a scholarship programme for meritorious women who aspire for a career in science, especially research. It was rolled out in 2018-19 by offering scholarships to encourage girls from disadvantaged backgrounds to pursue careers in STEM studies by enabling them to access some of the country's elite colleges and also supporting them with a team of leading women scientists to mentor them individually. The unique feature of this scholarship is the mentorship support by women scientists and science professionals who motivate and guide them through the crucial stages of their career in addition to being role models for them. Junior Sashakt Scholarship supports academically bright girls who have completed class 10 to pursue further education in science. In FY 23, a total of 81 women students (11 Junior Sashakt and 70 Sashakt) from low-income households were supported under Sashakt and Junior Sashakt Scholarships.



Initiatives that contribute to SSR

- Emcure launched the 'Leader's Mantra' webinar series with presentations by eminent faculties/speakers from different industry verticals. Around 870 employees participated in the series.
- The company's online self-paced Post Development Centre (DC) Talent Engagement & Development initiative named as iDEV, covered around 200 employees from manufacturing and sales in 2020-21.

Initiatives that contribute to SSR

- Glenmark conducted a series of technical training programmes to equip healthcare professionals with the knowledge and tools to help sensitise communities about COVID-19.
- They enabled access to telemedicine by providing a toll-free helpline number in Himachal Pradesh, Gujarat, Delhi NCR, Madhya Pradesh and Rajasthan.
- Their employee volunteering initiative, 'One Glenmark One Voice' campaign was launched to develop a range of supplementary educational materials in accessible formats for children with visual disabilities.

Initiatives that contribute to SSR

- As part of their ASCENT programme, Lupin aims to enable and support the aspirations of their scientists in R&D. ASCENT is facilitated in partnership with the Manipal Academy of Higher Education and Symbiosis – both of which are premier universities in the fields of scientific and management studies.
- During the Ph.D. programme, Lupin provides complete monetary and professional support to selected personnel. The company facilitates timely coordination and review with appropriate guides (internal and external) and submission of the thesis, and offers guidance from experts throughout the duration of the Ph.D. The minimum programme duration is four years.

Initiatives that contribute to SSR

During the pandemic, Mankind launched a doctors' teleconsultation service to facilitate medical consulting for employees and their families in need of emergency medical care/attention for any COVID-19/non-COVID related issues through audio calls, thus enabling patients to receive timely medical care.

Initiatives that contribute to SSR

- Micro Labs' Micro Knowledge Academy aims to assess the entire healthcare spectrum, identify key unmet scientific information needs and provide a forum for fulfilling these needs in a regular and organised manner. These organised channels are used to disseminate information regarding scientific information needs of end users who are part of the healthcare system such as doctors, other healthcare providers and patients.[14]

[14] https://www.microlabsltd.com/doctors

- The Micro Knowledge Academy has an e-library initiative which provides digital access to hundreds of scientific presentations, specialty specific newsletters, guidelines from various therapy areas and infographics for patient education among other scientific information on the medical industry. The platform has a COVID-19 section that provides current, science-based information regarding the pandemic. It also has a webinar section which provides access to archives of past and current webinars conducted by speakers from India and globally.[15]
- As a part of their CSR programme, the company provides educational support to underprivileged and meritorious students in schools and colleges through scholarships.[16]

Panacea Biotec
Innovation in support of life

Initiatives that contribute to SSR

Panacea Biotec undertook various awareness initiatives in FY 2020-21 under their CSR programme in partnership with several NGOs. Key awareness initiatives were on diabetes, cancer, cardiovascular disease, osteoporosis, organ donation and lifestyle management of chronic diseases, along with training on critical healthcare. These programmes provided patients with educational material and other resources to teach them how to cope with chronic diseases and adapt to a better lifestyle to manage their condition.

Piramal

Initiatives that contribute to SSR

- Awareness programmes on health and education are conducted for communities.
- One-on-one or in-person interactions are regularly conducted through employee volunteering (in different districts) at school management committee level where awareness sessions are undertaken.
- They also seek and gather feedback from the community, leading to enrichment in the project functioning and outcomes.
- Piramal Swasthya's AMRIT is a technology platform that creates and stores the electronic medical records of patients across India. Each patient is assigned a unique beneficiary ID to allow for easy retrieval of the patients' medical history. AMRIT-backed solutions are currently being implemented across 15 states in India.
- Piramal launched a series of campaigns to increase their presence on social media. The company shared business-specific updates that also highlighted the nuances of Piramal Pharma Limited's (PPL) culture and the resilience demonstrated by their employees.

Piramal Foundation aims to bridge the gap in the education through:

- Establishing demo schools: It has established ~5,000 demo schools and supported 620,000 new student enrolments, re-enrolled 127,000 school dropouts and achieved 12-17% improvement in student learning outcomes
- Engagement with education leaders and empowering ~29,000 district to cluster level education officials
- Partnering and strengthening three State Institutes of Educational Management and Training (SIEMAT)/State Councils of Educational Research and Training (SCERT)
- Its School of 21st Century Education under PSL aims to provide cutting edge curriculum to students and support teachers through state and district institutions.

[15] http://www.microlabsltd.com/eLibrary/
[16] https://www.microlabsltd.com/about-us/csr

Initiatives that contribute to SSR

In FY 2021-22, Sun Pharmaceuticals set up digital classrooms at schools located at Ankleshwar, Halol and Karkhadi to enhance the quality of education in government schools through the digital mode.

Initiatives that contribute to SSR

- Torrent highlighted the importance of Continuous Medical Education (CME) which includes educational activities that serve to maintain, develop or increase knowledge, skills, professional performance and relationships that a physician uses to provide services for patients or the public.
- These scientific programmes help healthcare professionals to obtain the latest accurate information and insights on therapeutic areas and related interventions that are critical to the improvement of patient care and overall enhancement of the healthcare system.
- Under Shiksha Setu, their Teaching and Learning Programme, conducted through UNM Foundation, various virtual workshops on important concepts of maths, science and computer science, as per revised curricula, were organised for grade 6-8 teachers. Around 78+ teachers from 36 schools of Shiksha Setu/Chappi/Memadpur/other schools (around project schools) participated and benefitted.
- Continuous interaction was carried out with teachers, students and parents to provide support, counsel and address specific concerns regarding education.
- During COVID-19, they switched to serving beneficiaries through teleconsultation. This involved registration on video call, video consultation with doctors, providing digital case history and digital prescription and finally dispensing medicines.

Initiatives that contribute to SSR

- Through its medical department, Unichem conducted a webinar to create awareness about precautions to be taken by employees and their family members during the COVID-19 pandemic.
- Through their association with Sardar Vallabhbhai Samaj Sewa Trust, they supported commencement of the 'College on Wheels' project which aimed to provide education at the doorstep to girls who could not enrol in colleges due to geographical challenges.

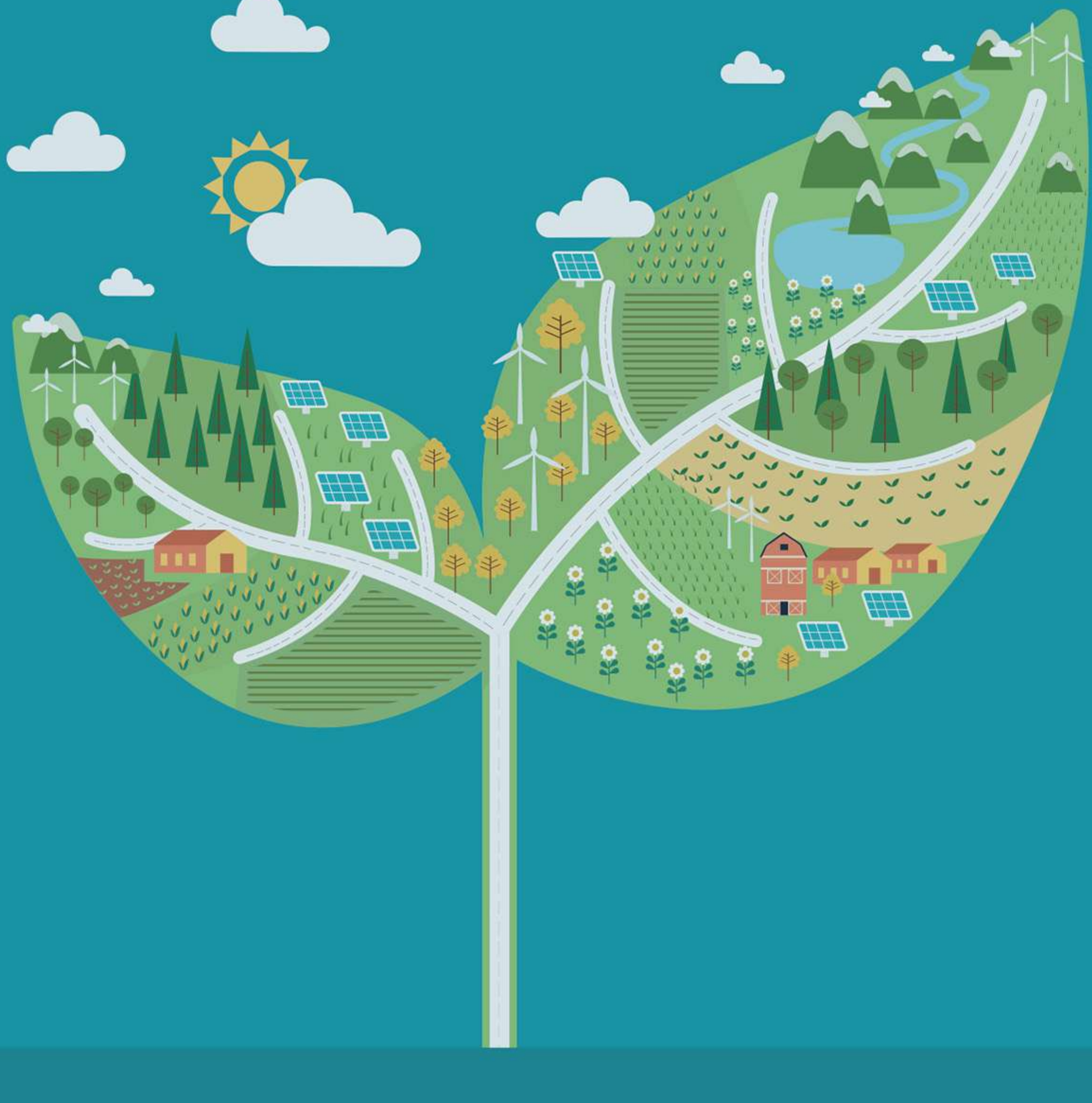
Initiatives that contribute to SSR

Wockhardt Foundation constructed a Junior College of Arts and Science for tribal students of Parli village, Wada taluka, Palghar district in Maharashtra. These students previously had no access to higher educational facilities. The college currently has 250 students enrolled.

Initiatives that contribute to SSR

- **Research:** The Ramanbhai Foundation International Research Symposium, a biennial, global knowledge sharing forum is hosted by the Ramanbhai Foundation, bringing together experts from both academia and industry across the world to share their insights on the latest developments in pharmaceutical research and advances in new drug discovery. A panel of eminent scientists and researchers from abroad converge at this forum to deliberate upon and discuss the new trends and discoveries in research. Launched in 2003, the RBF
- Symposium was inaugurated by the then Hon'ble Chief Minister of Gujarat, Shri Narendra Modi. Since then, nearly 5,000 scientists and researchers from all across the world have attended the biennial conference and three Nobel Laureates have presented the keynote address at the Symposium.
- The Ramanbhai Patel College of Pharmacy (RPCP): It was established in 2004 at Changa in memory of the Late Founder Chairman to promote excellence in pharmacy education and to prepare young men and women to meet the challenges of industrial pharmacy and pharmacy practice. The College offers Bachelors of Pharmacy and Masters of Pharmacy in Pharmaceutical Technology.
- Ramanbhai Patel Postgraduate Centre at the L.M. College of Pharmacy: The Centre in Ahmedabad offers the Pharm D programme, bridging a critical need for talent in the pharmaceutical industry and the overall healthcare sector. Instituted by the Ramanbhai Foundation, the new centre offers a six-year Pharm D programme approved by the Pharmacy Council of India and AICTE and post graduate studies in pharmacy. It also houses the Atal Incubation Centre which was the first pharma and healthcare centre to be approved by NITI Aayog. The Centre supports new start-ups in the healthcare and pharma sector.





5. HIGHLIGHTS & WAY FORWARD

Business responsibility needs to be visualised beyond just CSR policies and expenses, instead it must be viewed as business conduct and corporate behaviour that is constant, all-encompassing and affecting all stakeholders. This report has attempted to build a case that 'business responsibility' has neither a correlation nor a causation with profits. In other words, while it is true that the ability to spend CSR funds is determined by the profit margin of a business in a given financial year, 'business responsibility' in the broadest terms is 'beyond profit'; businesses are expected to demonstrate commitment to environmental, social and governance concerns, irrespective of profitability status. Therefore, this report has attempted to study the definition of a 'Responsible Business' from multiple lenses and has included research participants, multiple stakeholders of the pharmaceutical industry.

5.1 HIGHLIGHTS

- **Proactive response to COVID-19 crisis:** During the COVID-19 pandemic, the pharmaceutical industry in India responded proactively by keeping 'India and Indians First' through the adoption of agile systems for crisis management, digitisation, research and development of new drugs, employee well-being, operational and supply chain reforms and a renewed focus on risk management.

- **Doing good as core company value:** The IPA core team and member companies ascribe to the 'social contract theory' i.e., a belief that a business exists only because of the license to operate from local communities. They understand the crucial link between business and society and that business operates 'in' society, 'for' society and 'of' society. Compared to other industries, the pharma industry by essence 'does good' as a business, since it produces essential commodities in the form of life-saving medicines, drugs and vaccines which are crucial for human survival.

- **Focus on 3A's:** IPA member companies have strategically focused on 3 As – Availability, Affordability, Accessibility. An integration of business and social goals is deeply ingrained in this 3A model. Despite several lockdowns and disruptions in supply chains during the pandemic, IPA member companies ramped up production to ensure that the availability of life-saving drugs was uninterrupted.

5.2 WAY FORWARD

- **Building SSR:** The recently launched SSR guidelines offer an opportunity to stimulate public conversation surrounding the need for healthcare research in neglected diseases, geographies and communities and in reimagining the overall role of science in solving human problems. IPA can take the lead in developing an SSR implementation plan with the larger goal of building an 'ecosystem with a two-way engagement between science and society'.

- **Improving ESG compliance:** According to CRISIL's ESG risk assessment of 586 Indian companies, only 14 were placed in the leadership category, with 73 companies placed in the below average and weak categories. IPA can organise regular capacity building and training sessions on ESG and Sustainability Reporting for its member companies to generate greater buy in for the 'responsible business' agenda, even if they are not listed (as part of the top 1,000) and therefore not liable for reporting their ESG performances. ESG compliance is essential for nation-building and contributing to the SDGs.

- **Focusing on convergence:** An Alliance like the IPA is critical to create wide-ranging partnerships. While each of the IPA member companies are 'doing good' through their reported CSR activities and ESG initiatives, the IPA as an alliance can scale up and amplify impact several times over. It can partner with the government and ensure 'doing good' through a mission mode. For example, adopting and executing programmes at the IPA level on neglected geographies, neglected diseases and neglected communities.

- **Focusing on cost-effectiveness and reach:** Building a technology layer or technology-assisted programme design can help enhance CSR programme sustainability and empower communities. This will also contribute to programme scalability and cost effectiveness. Some examples of technological solutions are:

  - Launching a digital classroom program to offer students unrestricted access to quality education, overcoming resource constraints.

  - Creating technology based educational and assessment tools to furnish teachers with teaching resources aligned with the school curriculum, equip students with skill-based learning tools, and gauge learning outcomes effectively.



- Rolling out free tele-medicine services with a specific focus on maternal and child health, aiming to provide precise medical information and raise awareness within the community.

- Implementation of a healthcare technology upgradation program aimed at enhancing technological infrastructure, with a specific emphasis on improving healthcare equipment.

- Establish mobile medical units to enhance the availability, accessibility,and quality of healthcare services by leveraging technology.

IPA has commissioned this knowledge report with a commitment to understanding, engaging with and eventually transitioning to pathways 'Beyond CSR' that position the pharmaceutical business not just as 'ordinary' but 'sustainable' and one that demonstrates 'responsible business conduct' as a 'business imperative'. In commissioning this report, the IPA has demonstrated that, as a 'learning organisation', it is in sync with the changing times. Therefore, this report needs to be viewed as a 'learning document', which is a means to the larger goal of IPA positioning itself as a 'Community of Learning'.





6. RECOGNISING HUMAN CHAMPIONS

IPA member companies nominated individuals who have gone beyond the call of duty in strengthening responsible business practices and contributing to achieving social and environmental goals. Some companies have also nominated teams as they wanted to showcase collective efforts.





Abbott

Mr. Vikas Chandra
Head – Supplier Relationship Director

Mr. Chandra, the Supplier Relationship Director, has been working with Abbott for 12 years and is responsible for Direct Procurement [(raw materials and packaging materials (RMPM)] for the pharmaceuticals division (India Region). He takes care of external manufacturing (procurement of finished formulations), handling >85 contract manufacturing sites, operations business development supporting the introduction of new products, formulating strategies for procurement of RMPM and finished goods (FG) and aligning with Abbott's overall business strategy. Additionally, he works on designing talent strategy for the supplier relationship organisation in India while consistently working on cost improvements for products to provide affordable medicines to patients. He handled the Planning and Freight and Distribution profile until July 2022 and also the Supplier Relationship Organisation (SRO) profile in 2022. Overall, the reasons for his nomination include his strategic focus on issues and actions that created an impact during COVID-19. He showcased excellent leadership in the field of social development and successfully increased Abbott's outreach programmes and engagement through collaborative partnerships.

In his roles, Vikas had to deal with multiple challenges including:

- Sudden disruptions, challenges in the downstream supply chain and erratic demand as a result of the pandemic
- Lockdowns in various states, disruption of supplies and dependencies for APIs beyond India

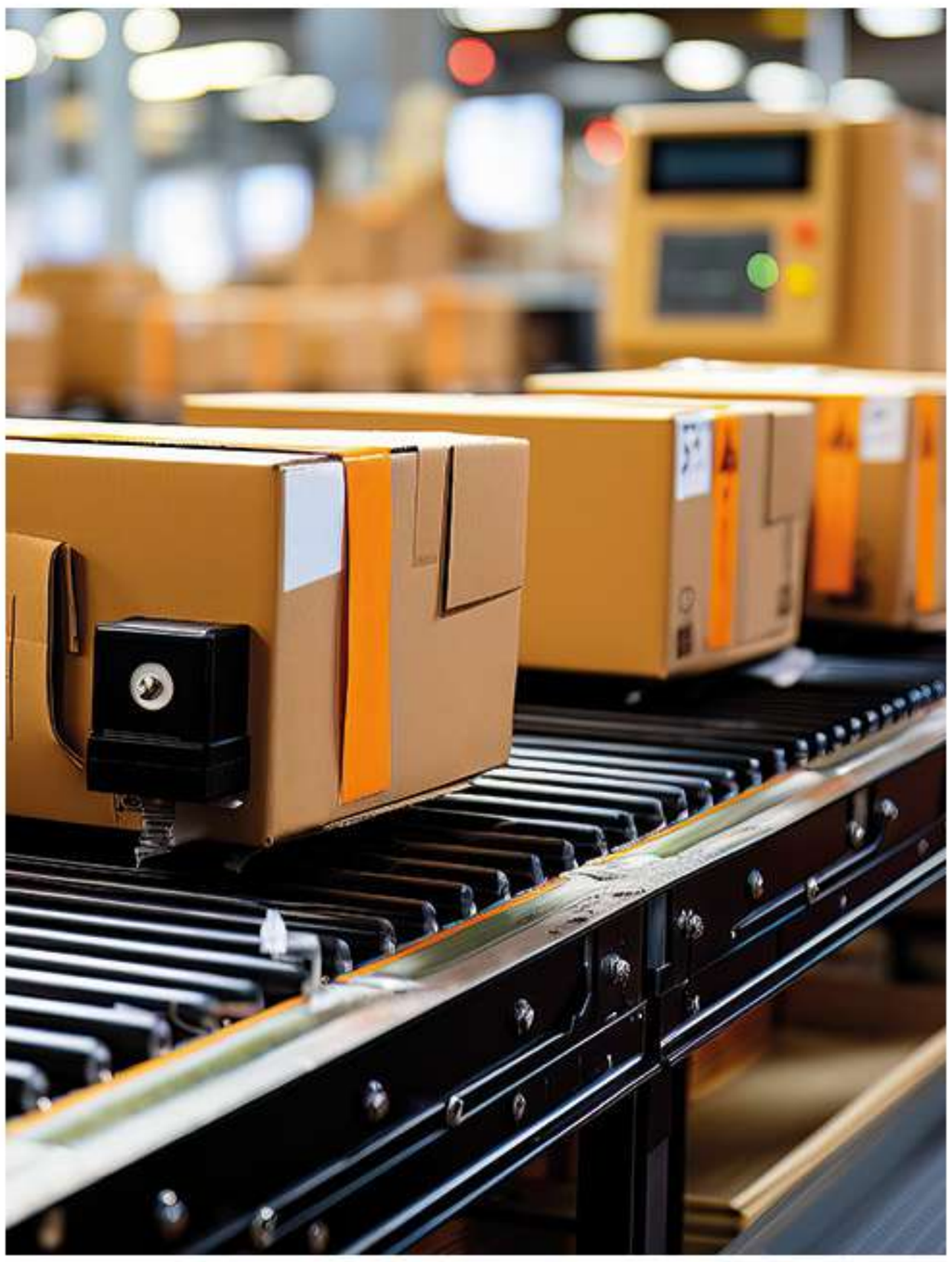
The challenges were resolved as follows:

- Creation of bio-bubbles in multiple Clearing and Forwarding Agents (CFAs) to help maintain smooth and continuous supply to stockists and in turn to patients
- Certain medicines, such as Vitamin C, saw an exponential increase in demand for a few months, given its relevance for immunity building. The team, led by Vikas worked towards increasing production capacities through innovative sourcing and delivery systems to cater to this important demand. exponential increase in demand for a few months, given its relevance for immunity building. The team, led by Vikas worked towards increasing production capacities through innovative sourcing and delivery systems to cater to this important demand.
- During the second wave of the pandemic, with the help of the central Abbott team, oxygen concentrators were deployed at CFAs across India to fulfil any requirements by Abbott employees or their families in case of an emergency.
- Abbott created a dedicated COVID-19 helpline, Vikas was an important point of contact to trigger action across the country if medicine requirements were raised by employees or their families through this helpline.

The above solutions brought the following transformational changes within the company:

- While the pandemic affected every industry including healthcare, Abbott's entrepreneurial spirit, resilience and agility ensured that the company could ensure an uninterrupted supply of its products and solutions to patients and customers. Solutions and systems are continuously evolving and ways to combat such situations have been included in the risk management process of the company.
- Abbott is focused on building an even more resilient supply chain, including engaging with suppliers through digital interventions for a robust pipeline of products.

Mr. Chandra leads a team of 35 people who in turn handle multiple stakeholders across the country. He showcased a team-centric approach in situations such as the Kerala floods where the company activated the Chennai CFA to help people in Kerala with food packets and other essentials.





Ajanta Pharma

Mr. Biplab Mishra
Associate Vice President - Operations

Ajanta Pharma Limited has nominated Mr. Biplab Mishra as a 'Human Champion' who has gone beyond his responsibilities and duties. Mr. Mishra, Ajanta's Associate Vice President - Operations has been working in the healthcare space for 24 years and in Ajanta for 7 years. In the company he is responsible for the overall running of the plant operation at Guwahati and heads a team size of 750 on-roll and 550 casual employees. During the pandemic, when several commercial activities had halted, Mr. Mishra's positive approach enabled Ajanta Guwahati to run in full swing. Additionally, he ensured that production had started for two new units each for sterile eye drops and oral solid during the pandemic with the help of vendors/government offices and suppliers committed to serve the site with a positive mindset.

Some of the challenges that his team overcame comprised strict lockdown guidelines, transportation issues, hampering of HSD Supplies, non-availability of service support from any original equipment manufacturer (OEM) for attending any breakdown or validation/calibration of instruments/equipment/ systems and shortage of manpower as many employees on pre-planned leaves were stuck in their hometowns. Some of their achievements included taking care of all manpower who were dependent on hotels/restaurants for food, ensuring uninterrupted plant operations since pharmaceuticals is in the essential commodities sector and installing eye drops production machinery with remote help from overseas vendors. During these challenging times, Mr. Mishra worked in close collaboration with all government officers like Police, District Collector, Disaster Management Controller of Assam, Drug Controller of Assam, Factory Chief Officer, local doctors and others. He also worked with business partners, local vendors, manpower suppliers, transporters, canteen suppliers and helped them wherever possible to ensure that their operations also ran without interruption.

Further, other solutions developed by the nominee included training business partners in sanitation activities and precautionary activities to avoid COVID-19 infection, providing accommodation to all manpower who were dependent on hotels/restaurants for food, tying up with 2 private hospitals and local government hospitals, pre-booking hotels for outside engineers travelling to the Guwahati plant, quarantines with all necessary arrangements were done for those who unfortunately got infected, closely coordinated with nearby hospitals to deal with any emergency situation, ensuring proper sanitation/fumigation not only in plant premises but also for all transport vehicles used for man and materials movement and in nearby areas.

To bring about transformational change within the company and its value chain, Mr. Mishra focused on multi-skilling the plant manpower by creating a multi-talented team that acted as an asset for the organisation. Moreover, since during the pandemic/mob handling situation, it is the leader who can make or break the people's spirit, Mr. Mishra implemented various disciplinary measures efficiently at the site by motivating/spreading awareness among employees to avoid forceful implementation. While implementing various COVID-19 policies/disciplines, Mr. Mishra took a team-centric approach and made people understand the need of the hour so that the policy can be adopted democratically.

Overall, Ajanta's reasons for nominating Mr. Mishra were him ensuring business continuity during the pandemic, multi-skilling the team, installing, commissioning as well as making the Eye Drop block and Oral Solid Dosage (OSD) functional during the pandemic, ensuring zero casualty from the team, taking care of business as well as business partners to ensure mutual survival and for building a very good rapport of company among government authorities, business partners and society.



Alembic

Alembic has nominated the company's CSR team for the case study. The team has been associated with the company for 8+ years since the inception of the Alembic CSR Foundation as a Trust settled by Alembic Group. The CSR team plays a crucial role in creating value for the community, fulfilling national requirements, facilitating public posture of the company and ensuring compliances and satisfaction for the company.

Alembic highlights that during the pandemic, the traditional model of engaging with communities for development and other priorities had changed. Here, Alembic's CSR team reinvented their role from the first day of the lockdown and joined hands with frontline COVID warriors to strengthen health systems and provide awareness and relief support to affected people within the region.

The team also provided cooked hot meals to migrant labourers as well as dry ration to villagers when service delivery from the Public Distribution System (PDS) was impacted. Further, in collaboration with the government, the team created awareness in Vadodara city and rural areas and used the company's infrastructural prowess to distribute masks and PPE kits across the country. The team also established a satellite hospital facility for COVID-19 patients along with facilitating vaccination drives in coordination with the Municipal Corporation. They also provided consultations to thousands of COVID-affected patients directly in hospitals and indirectly through teleconsultations and facilitated plasma donations in large quantities to enable faster recovery of patients. As the prevalence of the pandemic reduced, Alembic's CSR team worked out a comprehensive CSR intervention plan to turn the company's neighbouring villages into model villages.

This model of engaging with every section/person in the community and working towards bringing a positive change in their lives was a transformational shift from the earlier model of interventions used for community development. Considering the Vision and Mission, national and international expectations on SDGs, national and state level development programme targets, Compliance of Companies Act 2013 and a comprehensive needs assessment exercise, Alembic has identified a crisp and balanced portfolio of projects to impact every aspect of development in the community and ensured its necessary innovation and sustainability. Further, considering the SDGs and targets set by NITI Aayog, the CSR team chalked out a clear roadmap for each of its projects and identified SMART indicators to ensure



effective and efficient implementation. These indicators are now monitored periodically by the Board's CSR Committee and guided towards achieving the desired goals for society.

Through their zeal and commitment, Alembic's CSR team demonstrated to others within the company that big feats can be achieved if one works with a the CSR team chalked out a clear roadmap for each of its projects and identified SMART indicators to ensure effective and efficient implementation. These indicators are now monitored periodically by the Board's CSR Committee and guided towards achieving the desired goals for society.

Through their zeal and commitment, Alembic's CSR team demonstrated to others within the company that big feats can be achieved if one works with a passion to serve others. The CSR team's efforts have led employees in the company to directly engage in various CSR projects instead of having a separate Employee Engagement Programme. Further, more and more CSR projects are being designed by identifying the company's core strengths and utilising them to address social issues.

The team demonstrated a team-centric approach by leading from the front during the pandemic. This was done by joining hands with various stakeholders internally as well as externally to effectively deliver results. The same effort is also being continued post-pandemic with the CSR team now working towards water positivity in collaboration with the Environment Department and working to create sustainable livelihood options for marginalised people by joining hands with the company's glass business for supplying jars for making candles.

Overall, Alembic nominated its CSR team due to their commitment, passion, determination, innovation, orientation for impact, alignment with the larger vision and their work towards sustainability.



Alkem

Rajesh Kumar
Deputy General Manager, CSR

Mr. Kumar leads the CSR team at Alkem laboratories and is responsible for the overall CSR and sustainability initiatives across its operational sites and corporate offices. He is involved in end-to-end preparation of CSR Annual Business Plan and due diligence of CSR projects/proposals/need assessments/impact assessments.

Alkem has launched a Structured Employee Volunteerism Programme called SMILE (Support to Make Individual Lives Easier) which is an integrated platform that facilitates easy employee participation in CSR activities. This is not limited to all Alkemites from the corporate offices but also includes persons on field.

The SMILE programme includes a bucket of activities across sites for employees to pick and choose activities they are willing to engage in. Since recognition is an important component of volunteer retention, a Thank You email is shared with each volunteer along with a copy to their Reporting Officer. Their involvement is also highlighted by showcasing the volunteers as SMILE Ambassadors on the organisation's official social media platforms and Digital Boards. Through such recognition practices carried out among the workforce, others are also motivated to join the SMILE campaign.

A few activities initiated through the SMILE Campaign were as follows:

- Voluntary blood donation drive
- Observed World Aids Day (signature campaign)
- Organised a book fair with donated books
- Visit to government school library to inculcate reading habits among students
- Visit to remedial centre in slums areas to sensitise targeted students
- Awarathon for senior citizens
- Mangrove cleanup drive
- Organised meditation in government schools for students and teachers
- Organised periodic visits to old age and orphanage homes
- Distributed nutritional kits among the underprivileged
- Go Green campaign i.e., mass plantation drive

The SMILE yearly calendar has been developed and projects are planned and organised across all sites in order to create a uniformity. Within a year, over 1,850 Alkemites have participated in various employee volunteerism events, thus making SMILE a successful initiative of Alkem Laboratories.





Aurobindo Pharma

Arutla-Narsimha Reddy
Manager, CSR

Aurobindo Pharma has nominated Arutla-Narsimha Reddy as a Champion for consistently performing with a focused approach, out-of-box thinking, building a team spirit to create collective approach and thus uplifting human values. He is a key member in the CSR project planning, evaluation/due diligence of NGO partners, implementing CSR projects as per set standards, monitoring of CSR activities and field level assessments.

Being a key team member in CSR function of Aurobindo Pharma Ltd., CSR vision, mission, and social values of the company, as defined in CSR Policy, are well ensured while executing various CSR activities under defined themes such as Education and Skill development, Eradicating of Hunger and Poverty, Community Healthcare, Sustainable Agriculture, Disaster Management, Animal Welfare and Rural Development activities.

The COVID-19 pandemic (2020-21 and beyond) was a challenging period to carry out meaningful actions through CSR for communities, health functionaries within existing complexities. Despite this, Mr. Narasimha Reddy swiftly responded to source quality safety supplies and health aids (nose masks, sanitisers, oxygen meters, medical oxygen and medicines) to distribute among rural communities, doctors, health staff and other COVID-19 warriors. As many communities were stranded during their migration and needed food to sustain and fulfil their hunger, necessary immediate measures were taken through Hare Krishna Movement Charitable Foundation's two centralised kitchens (Narsingi, Hyderabad and Srikakulam, Andhra Pradesh) funded by Aurobindo, to provide free healthy meals to the masses, and similarly to distribute dry groceries and nutritious vegetables for the needy directly through APF. Food camps were organized in government hospitals to provide free hygienic meals for patient attendants during the peak period of COVID-19. To supplement the government vaccination programme, health camps were organised in rural villages as a preventive measure towards COVID-19 which has impacted around 2,000 rural people, who do not have easy access to healthcare. In addition to these activities, he ensured that all CSR field level interventions and projects (such as construction of Aurobindo Oncology Block of MNJ Cancer Institute, Government of Telangana) were sustained without any disruption for their timely completion.

Mr. Reddy also did proactive and constructive liaisoning with relevant government functionaries such as offices of District Collectors, Health and Police departments and other relevant stakeholders to identify specific community needs around health protection, and accordingly sourced the required emergency health aids. Constant persuasion with the government and other relevant stakeholders was able to ensure quick deliverables, which is very important during the pandemic to save and sustain many lives.

Being a pharmaceutical company striving towards affordable healthcare, thereby, health and nutrition are the key focus areas under CSR. Mr. Reddy ran an extra mile during the COVID-19 period to reach out to masses through strategic plans and flawless implementation of necessary measures by engaging with other team members. Due to strong commitment and passion demonstrated during this pandemic, he has further fostered the company's commitment towards health and nutritional needs of communities, and thus they remain to be the focus areas consecutively as the main CSR agenda. The exemplary deliverables to provide free healthy meals through two Hare Krishna Kitchens as funded by Aurobindo (Narsingi in Hyderabad and Srikakulam in Andhra Pradesh) for the stranded communities during COVID-19 has further upheld the CSR focus of the company leading to launch of similar CSR projects eventually and construction of two more centralised kitchens in Mahbubnagar in Telangana and Perumallapuram (Kakinada) in Andhra Pradesh.

As aforesaid, he remains to be influencing and inspiring other team members through concrete actions and meticulous planning despite many field level challenges. This has inspired many internally and beyond the fence of Aurobindo. The excellent service provided by the first Hare Krishna centralised kitchen at Narsingi, Hyderabad as funded by Aurobindo, particularly during the COVID-19 period, had inspired many other donor companies to take up similar initiatives through CSR eventually.

Mr. Reddy has consistently demonstrated certain skills such as leading by example, inspiring and influencing others, being result-oriented and employing strategic thinking to attain success that led to a team-centric approach and team's collective wisdom for the overall success.





Cadila Pharmaceuticals Ltd.

Dr. Bharat Champaneria
Chief Coordinator, Kaka-Ba Hospital, Hansot; Trustee,
Indrashil Kaka- Ba and Kala-Budh Public Charitable Trust, CSR Mentor,
Cadila Pharmaceuticals Ltd.

Cadila Pharmaceuticals has nominated Dr. Bharat Champaneria as a Human Champion for going beyond the call of responsibility and duty. Dr. Champaneria has worked in the healthcare space for 45+ years and has been associated with Cadila for 40+ years. Currently, he is the Trustee of Indrashil Kaka-Ba and Kala-Budh Public Charitable Trust, which is the CSR arm of Cadila Pharmaceuticals Ltd. The trust runs two institutions namely Kaka-Ba Hospital, Hansot, in Bharuch district of Gujarat and Indrashil University, Rajpur, near Kadi, Mehsana district in Gujarat. In addition, Dr. Champaneria also holds the position of Chief Coordinator and Superintendent of Kaka-Ba Hospital. Since Kaka-Ba Hospital is located in a remote tribal majority area of Hansot near Bharuch in South Gujarat, one of the prominent challenges faced by the community was the paucity of doctors. The geographical location prevented recruitment of medical officers, let alone specialists. However, over the years Kaka-Ba hospital has recruited 50+ specialists/super specialists and also created the capacity to perform complicated surgical interventions totally free or at highly subsidised rates.

The company acknowledges that this was made possible by the efforts of the synergistic approach of Dr. Bharat, who roped in specialists and super specialists from nearby cities of Surat, Bharuch and Ankleshwar. Dr. Champaneria's work has enabled the company to generate a positive image across all social strata in the state of Gujarat. Additionally, Dr. Bharat has utilised a team-centric approach to inspire and motivate individuals within the company by always being open to inputs and suggestions from all members of the organisation, including the ones who hold the junior-most position. He has allowed innovation to thrive within the organisation by giving a free hand to team members.

Overall, Cadila Pharmaceuticals has nominated Dr. Bharat Champaneria as he has been a champion for inclusivity, preferring to contribute towards the betterment of the general public over his own personal gains and for serving humanity through the healthcare sector for over four and a half decades.



Dr. Reddy's

Dr. Reddy's has nominated Ujwala Atumuri and B Ranga Rao as human champions for going beyond their responsibilities and duties.

Ujwala has worked in the healthcare space for 11 years and has been associated with Dr. Reddy's for the same time. She works with the Pharmaceutical Services & Active Ingredients (PSAI) business and is part of the API Plus Team. At Dr. Reddy's, she is a Regulatory Affairs Associate and also looks at the new growth drivers for API plus Business.

B Ranga Rao has worked in the healthcare industry for 10 years and has been associated with Dr. Reddy's for 7.6 years. He holds the position of a program manager and is responsible for product launches in the API+ markets.

The COVID-19 pandemic was a difficult time for everyone with challenges related to food, shelter, healthcare, fear of getting infected, loss of wages and anxiety. Migrant workers were one of the most adversely affected groups during this time. Realising the need to step up and help the community in such difficult times, both Ujwala and Ranga visited the local communities to understand the ground reality. They observed that having no food stocked up and loss of daily wages had made life tough for these migrant workers. Left with no choice, most of the workers were set to move back to their native places. However, the lack of a proper means of transportation added to their misery. Considering the complexity of the situation, both the nominees felt that the basic and necessary support that one can extend in such a situation is to offer food or meals to the migrant workers.

Thus, an organisation-level plan was charted to distribute food to the migrant workers and a place which had the maximum movement of migrant workers was identified for the distribution. Both Ujwala and Ranga volunteered for this cause without worrying about their health and safety. Ujwala, Ranga and other volunteers (employees of Dr. Reddy's) would carry these food packets and work along with the local police for its safe distribution. The volunteers would require a special pass to track the distribution of packets and worked closely with the Akshaya Patra Foundation (who collaborated with Dr. Reddy's for this) to ensure smooth execution. Ujwala and Ranga were self-driven and engaged more and more volunteers towards this cause and regularly shared pictures as well as updates on the progress to create awareness among fellow colleagues so that more volunteers are inspired to join hands. Ujwala and many other volunteers also encouraged their families to join in supporting the drive.

Through this initiative, both of them demonstrated leadership qualities by being sensitive to the needs of others and responding quickly to the situation with complete ownership and dedication. Ujwala and Ranga both stayed strong and committed in the face of uncertainty. Their willingness to go beyond their own self to help those in need exemplifies their commitment towards building better communities and they dealt with challenges that each day presented with the same enthusiasm and zeal.

Presenting the 'Human Champions' for Dr. Reddy's:



Champion 1
Ujwala Atumuri
Regulatory Affairs Associate



Champion 2
B Ranga Rao
Program Manager





Emcure

Mr. Girish Ghanawat
CSR Manager

Girish Ghanawat is a 'Human Champion' who has gone beyond the call of responsibility and duty. He has been working in the healthcare sector for 12 years and working in Emcure for 10 years. As the CSR Manager, he is responsible for coordinating and implementing the company's CSR initiatives as well as stakeholder management. During the COVID-19 pandemic, he has worked beyond duty to support company engagement. During the pandemic, patients suffering from non-COVID conditions had to face challenges like delaying their treatment along with lack of testing kits, PPE kits, isolation beds for treatment, medical personnel and equipment at government COVID-19 hospitals, as well as home healthcare. In this scenario, the CSR Board and Committee worked on solutions to support government hospitals and COVID centres to reduce their burden so that everyone gets treatment. Overall, the company donated 27,000 masks to government hospitals, distributed 20,000 PPE kits to hospital and COVID-19 centres, 800 dry ration kits to migrant and marginalised communities, supplied oxygen cylinders to COVID centres and oxygenic setup in hospitals, donated 29,95,500 hydroxychloroquine (HCQ) tablets to Indian hospitals, and distributed sanitisers, thermal temperature guns, N95 masks and three ventilators in hospitals.

Mr. Ghanawat sparked interest and engagement in CSR-related activities by highlighting the beneficial impact on the community. He also encouraged and motivated people inside the organisation and along the value chain to join in implementing solutions. The majority of these operations were devoted to environmental, health and educational initiatives, especially in regions close to the production plants. Additionally, Mr. Ghanawat's collaborative leadership helped managers, executives and workers break down barriers and work together to overcome obstacles in order to improve community well-being. He did this by fostering an atmosphere of clarity with a goal to improve community well-being and encouraging open communication to address obstacles by highlighting problems and solutions. This showcased his leadership and team-centric approach. Overall, the nominee strategically focused on COVID-19 issues and actions and exhibited inspiring leadership.



Glenmark

Team Glenmark Sikkim – Spartans
Designation: ***Details in the table below***

Glenmark has nominated a 14-member team called Glenmark Sikkim – Spartans as human champions for going beyond the call of responsibility and duty. During the pandemic, after lockdown restrictions were imposed, Glenmark's Sikkim manufacturing facility was the only plant entrusted with the responsibility of manufacturing the COVID-19 drug, Favipiravir (brand name FabiFlu®). To produce the drug within short timelines, necessary arrangements were made for employees, including contract staff, to stay and work at the plant. Given the circumstances, the 14 nominees took the lead and volunteered to stay for the longest period within the plant, in three different phases showing immense courage and dedication despite facing personal hardships like being away from their families. They made sure that the necessary food, medicines and other essential supplies were made available to all members inside the plant and also kept track of the mental and physical well-being of their colleagues by being available on the plant shop floor 24x7 for any support or assistance that was required. With the implementation of a partial quantity release process, a collaborative initiative, they were able to deliver the product as per the requirement in a compressed period of time.

Currently, the Sikkim plant has the confidence and courage to deal with any emergency requirements of medicines with much more efficiency and accuracy; perfectly balancing the supply chain demand. The Glenmark Spartans also showcased leadership qualities and a team-centric approach by leading their respective departments and taking on multiple responsibilities beyond the scope of their functions. They seamlessly stepped into various senior roles of HODs, HRBPs, Admin, Medical Support etc., when the occasion demanded during difficult times.

They led 120 people to operate the manufacturing facility 24x7 in three different phases between July 2020 and June 2021 to manufacture a critical product, which generally requires a bandwidth of 375 people while keeping aside all differences of roles, departments and hierarchies to manufacture and supply FabiFlu® (Favipiravir). Overall, Glenmark nominated the Sikkim Spartans since they demonstrated immense pride in the work they did, and because of their commitment to Glenmark's mission of saving patients' lives.

Presenting below the 'Human Champions' of Team Glenmark:



Mr. Vijay Hiraman Jungade
Executive



Mr. Sampurnanand Singh
Asst. Manager



Mr. Pardeep Thakur
Asst. Manager



Mr. Sougata Maiti
Executive



Mr. Ranjan Kumar Singh
Asst. Manager



Mr. Prolay Mukherjee
Executive



Mr. Devendra Singh Yadav
Executive



Mr. Prakash Bhan Singh
Asst. Manager



Mr. Shailesh Kushwaha
Asst. Manager



Mr. Manjeet Singh
Senior Officer



Mr. Chhaila Prasad Yadav
Asst. Manager



Mr. Ranjeet Kumar
Asst. Manager



Mr. Om Prasad Gouda
Executive



Mr. Vashkar Pradhan
Officer



Mankind

Arun Kumar
Deputy Manager – Operational Excellence - Special Projects (COO Office)

Mankind Pharma has nominated Mr. Arun Kumar as a Human Champion. Mr. Kumar, the Deputy Manager – Operational Excellence – Special Projects (COO Office) has been working in the healthcare sector for 12 years and is associated with Mankind for four years under the Production & Logistics Value Chain, working on Manufacturing Operations & Lean Transformation.

The company faced challenges during the pandemic with respect to the 6 M Factors (Man, Machine, Material, Method, Measurement & Mother Environment).

- Man: The solutions adopted to resolve the issues of restrictions for manufacturing operations and manpower absenteeism included movement approvals from government authorities, arrangement of isolation centres, horizontal deployment of government guidelines as best practices, providing medical support to affected family members of employees, sanitisation, arrangement of pick and drop facilities since private vehicles were not allowed, alternate work from home options and offering rewards and recognition to employees for their efforts towards business continuity.
- Machine: Ensured debottlenecking of capacities to speed up delivery of products.
- Material: Adopted a forecasting method (30/60/90 days) to review challenges along with a mitigation plan to resolve delayed or limited access to raw materials. In addition, Mankind supported local solution providers to develop spare parts to ensure continuation of manufacturing operations. The company also value streamed mapping to identify and select products for changing packing material configuration for debottlenecking of capacity.
- Method: Adopted low-cost automation ideas generation and implementation to increase productivity and changed over time optimisation by selection of bottleneck areas.
- Mother environment: Arranged private logistics along with their goods carrier and sanitised every vehicle that entered their manufacturing facilities. To ensure isolation, the company also ensured separation of the facility with different zones with restricted movement of manpower.
- Measurement: Along with the Aarogya Setu app, the solution was adopting a customisation app which raises alarms when anyone enters their premises. They also faced challenges in differentiating symptoms for which they started screening each employee at entry points by checking their temperature and providing handwashing and sanitation facilities.

Overall, the nominee played a crucial role in reviewing supply chain disruptions/challenges on a weekly basis and closely monitoring product behaviour based on forecasting, to combat such disruptions. To deal with the sudden spike in market demand, the nominee facilitated 13 debottlenecking projects implemented in various areas across all the sites, executed 241 Kaizen in the domain of productivity, quality, delivery, safety and people morale improvement, used low-cost automation projects to increase productivity for on-time delivery of products and regularly consulted with Mankind's manufacturers.



Natco

Natco has nominated 3 members as human champions for going beyond responsibility and duty. During the COVID-19 pandemic, all essential aspects of people's lives were impacted and providing accessible 24x7 hygiene and care facilities were treated as essential in combating its impact. The nominees have immensely helped in establishing protocols and supporting those affected by COVID.

The goodwill generated by the trio in both the company and the neighbouring communities during the pandemic are invaluable. They handled a wide gamut of tasks from setting up an isolation centre, managing people who were tested positive, providing moral support and counselling to helping with hospital admissions. They also ensured that those affected have access to nutritious food, medical care and comfort.

Under their leadership, Natco started an isolation facility for its employees in the premises of the Natco High School, Rangapur, Telangana.

It has been the first-of-its-kind initiative in the state of Telangana under the industry segment. Spread over an area of nine acres, the school is an oasis of greenery and open spaces, which is conducive to administering treatment with social distancing norms in place and aids recovery of patients owing to the conducive environment. The practices employed at the centre were in-line with the recommendations of COVID-19 care. The patients were visited twice, each day, by medical officers and the vitals of the patients were routinely checked by nurses at regular intervals. Most importantly, the premises were disinfected daily and the bio-waste disposal was done in accordance with the prevailing standards.

Thus, the nominees have demonstrated that teamwork is the core of the success of any initiative and enabled everyone to pitch in and put their best efforts in helping those affected by the pandemic. Despite facing multiple uncertainties, they still helped people out in times of need, that shows spirit and courage.

Presenting below the 'Human Champions' of Team Natco:



Satyanarayana Nekkanti
Sr. general Manager HR and Admin



S Rambabu
General Manager - Natco Trust



Prasad Kommineni
Senior Manager-HR





Ipca

Mr. Ashok Nayak
Vice President - IT & CIO

Ashok Nayak leads the Information Technology division as Vice President - IT & CIO. He is responsible for driving the company's technology strategy for developing and implementing the company's technology infrastructure, data management strategy, digital transformation initiatives, cybersecurity policies and vendor management programmes. He profoundly understands the company's business goals and can align technology investments with those goals to drive growth.

He has contributed to the growth of Ipca through initiatives focused on collaboration, information visibility and insights and meeting market demand. He remains in global competition by digitising business processes, ensuring productivity and compliance, IT assets and data security. The digitalisation of business processes has led to transformational change in the company to increase efficiency and productivity, improve data accuracy and quality, enhance collaboration, eliminate paper, and increase workflow review and approval efficiency.

During the COVID-19 pandemic, pharmaceutical companies had to adapt quickly to support the remote workforce to meet medicine demands of society. 'Work from anywhere' technology made this possible from the word 'go'. Implementing 'work from anywhere' technology has led to transformational change for the company and its broader value chain. It has helped improve collaboration and reduce costs while providing employees with greater flexibility and work-life balance.

The solutions developed by the nominee in response to this challenge:

- Centralised infrastructure implemented to centralised application and data, Virtual Desktop Infrastructure (VDI) solution implemented to provide secured access to data from anywhere.
- Due to the centralisation of applications, the real-time availability of single source information is made possible. Data warehouse and analytical tools were implemented to make business decisions and take corrective actions.
- Laboratory automation – Complete digitalisation of material and products, testing activities integrating with instruments and eliminating manual activities led to a paperless operation. Lead to first-time-right, review by exception, improvement in user experience and a drastic reduction in product release time from up to 15 days to less than six days.
- Quality management – Digital workflows around quality management such as change control, deviations, CAPA, effectiveness check, market complaints etc.
- eDMS (Document Management Solution) – Managing unstructured information and the availability of information is critical in pharmaceutical companies.
- Process optimisation in core ERP – Work in progress, single label, material movement on the shop floor, material requirement planning and integration with expert systems, avoiding eliminating repeat processes and shortening process times.
- Intelligent workflows – Digitalising decision-making workflows such as an e-Log book, Schedule Manager and Indent Management.
- Disaster recovery site, encrypted automated backups with multiple offshore copies. SOC-24x7 SOC services ensure continuous monitoring of data traffic to identify breaches. Dark web monitoring and continuous attack surface monitoring to maintain cyber hygiene.

Ashok has led by:

- Communicating the vision: Inspired and motivated team members by clearly communicating the project's vision and goals.
- Building a sense of ownership: Involving key stakeholders in planning and decision-making has led to more significant commitment and engagement.
- Providing training and support: Built the team's confidence by providing the necessary training and support to ensure successful implementation of the solution.
- Celebrating successes: Inspiring and motivating team members by celebrating successes and recognising contributions.

- Leading by example: Demonstrating a solid commitment to the project and modelling desired behaviours and attitudes, thus inspiring others to do the same.
- Setting goals and objectives: The approach to resolving the challenge of implementing a digital solution reflects a leadership style that focuses on collaboration, collective growth and learning within the organisation. By involving stakeholders in the decision-making process, communicating transparently, focusing on learning and development and emphasising continuous improvement, he was able to create a culture of collaboration and teamwork that was essential to successful implementation of the digital solution.
- Team-centric approach: An approach to change and transformation that focuses on collaboration and collective growth and learning within the vertical/organisation.

Ashok is an employee from across the value chain. He has demonstrated proactive, selfless and persistent responsiveness to unprecedented challenges. He has also demonstrated leadership, integrity, commitment and innovation throughout his journey in Ipca.





Lupin

Sumita Mohapatro Pani
Vice President - Business Development & Licensing, Business Ethics & Compliance

Lupin has nominated Ms. Sumita Mohapatro Pani as a 'Human Champion' for going beyond their responsibilities and duties within the organisation. She has worked in the healthcare space for 27+ years and has been associated with Lupin for the same number of years. As the Head of Business Development, Ms. Sumita has played a crucial role in forging alliances with over 15 global pharmaceutical companies and Indian biotech companies, which has resulted in a significant business contribution of around 1,200 crores. She has also created a robust pipeline of new products for Lupin which has given the company a competitive edge. One of her notable achievements has been the successful development of Indacaterol + Glycopyrronium + Mometasone DPI, the first-of-its-kind product in the respiratory space in India. As the Head of Business Ethics & Compliance (BE&C), Sumita also ensures that Lupin adheres to its BE&C policies and maintains a compliant environment.

According to Lupin, Ms Sumita Pani exemplifies the core value of 'Respect and Care', which is of paramount importance at Lupin. During the COVID-19 pandemic, Ms. Mohapatro exhibited exceptional leadership skills by developing various employee and customer-focused initiatives during these challenging times. One such notable programme where she played a crucial role was the medical outreach program 'LIBERATE', Lupin's Initiative to Bring COVID-19 Education and provide Recommendations for Advocacy, testing and Treatment assistance to Employees. Under this programme, Lupin accessed several verified sources on the company's intranet to provide reliable information to address employees' concerns about the disease. Additionally, the company had a hotline manned by an in-house medical team to answer any COVID-19 related questions and made top respiratory physicians and psychiatrists available for consultation to deal with employees' respiratory symptoms and anxiety. The programme also offered lab testing assistance to ensure employees' good health during challenging times. Sumita worked tirelessly to ensure that proper and timely assistance was provided to Lupin employees under the hospital task force established by Lupin to support colleagues and their families who required hospitalisation or medication after testing positive for COVID-19. Her timely and effective response to the pandemic aligned perfectly with employee needs, positioning her as a true champion of Lupin.

Another solution developed by Ms. Sumita was the provision of deep sanitisation services to healthcare personnel (HCP) clinics by professional service providers with deep sanitisations facilitated across 5,000 clinics in India. This was initiated to ensure the safety of the patients as well as doctors working during the pandemic. Additionally, she led the initiative to donate over 10,000 PPE kits, masks, sanitisers and thermal guns to over 25 government hospitals across India in coordination with the Hospital Deans and Heads of Departments (HODs) and the Lupin team, led the execution of awareness programmes through radio and sent digital awareness posters to the public from doctors, facilitated by Lupin, along with putting up Do's and Don'ts posters in 15,000 clinics across India.

Lupin believes that Ms. Sumita has brought about transformational change for the company as well as its broader value chain by working closely on the beyond-the-pill strategy of Lupin and its vision to transform it into a holistic healthcare provider. Towards this, she contributed to Lupin's foray into digital therapeutics, 'Lyfe' by bringing in integrated devices for remote health monitoring of cardiac patients, which is at the heart of the company's offering. Her efforts also led to the development of Atharv Ability, a world-class, state-of-the-art, multidisciplinary neurological rehabilitation outpatient centre for adults and children which offers well-structured programmes, entailing best clinical practice with a comprehensive suite of equipment, ensuring quality care delivered by a team of qualified neuro-rehabilitation experts. This has improved the quality of care for patients with neurological disabilities and also positioned Lupin as a leader in the healthcare industry for its focus on holistic care beyond medication. She has also contributed to a long-term change in the way Lupin conducts its operations and delivers value for stakeholders by identifying and addressing the need gap in the neurological space, particularly in terms of the burden of Disability Adjusted Life Years (DALY). This has provided patients with a multidisciplinary rehabilitation programme to help them resume their functional and cognitive abilities.

Through her exceptional leadership skills and passion for excellence, Ms. Sumita also played a crucial role in inspiring and motivating others within the company/value chain to participate in executing solutions.

She also led by example, working tirelessly to ensure the success of initiatives and encouraging others to do the same. She was approachable and collaborative, actively seeking input and feedback from team members and stakeholders to improve the solution's implementation. Moreover, Sumita demonstrated empathy towards employees and patients alike, recognising the challenges they faced and taking steps to alleviate their anxieties and concerns. Furthermore, during the pandemic, she demonstrated strong leadership and a team-centric approach in resolving difficult times and worked closely with cross-functional teams, ensuring open communication and collaboration to develop effective solutions. Sumita motivated her team by creating a positive work environment, encouraging them to think creatively and take ownership of their work. Her approach to problem-solving was inclusive and focused on collective growth and learning. Sumita's efforts in resolving the challenge reflected her commitment to teamwork and collaboration, which helped to build a strong sense of unity within the company.

Overall, Lupin has nominated Sumita since she is a champion of the company's 'Respect and Care' value, consistently identifying and proactively addressing the needs of employees and patients alike. Her exceptional leadership, dedication, and contributions have played a crucial role in the company's transformation into a holistic healthcare provider with a focus on patients and their well-being. Sumita has been instrumental in several key initiatives, including Lupin's beyond-the-pill strategy, foray into digital therapeutics, and establishment of Atharv Ability, a neurological rehabilitation centre. Sumita's ability to inspire and motivate others to execute solutions, her team-centric approach, and her commitment to Lupin's values have earned her praise from various division heads and colleagues alike and she is considered a valuable asset to the company, always striving to ensure that the Lupin flag flies high.



Micro

During the challenging period of COVID-19, the healthcare sector was at the forefront, working hand in hand with the government in the mission of protecting lives. Apart from healthcare givers, para-medicals and support staff, the Indian pharmaceutical industry too shouldered the onerous responsibility of making medicines available where they were required.

Rising raw material prices due to skyrocketing demand, supply chain disruptions and manpower shortages were myriad challenges faced by the industry. At an individual level, people who risked their lives and were available at the call of duty especially at this crucial juncture are hailed as Champions.

Therefore, in Micro's view, employees who left the safety of their homes, risking not only their lives but the lives of elderly family members at home to fulfil their responsibility during the crisis are the real Heroes. Many of them in Micro's factory ensured that their iconic brand Dolo-650 was manufactured round the clock and dispatched to various parts of the country. Also, medical representatives in the field, ensured that Dolo-650 and other COVID-related products were made available in almost all nooks and corners of the country. Micro ensured that all their doctors and para-medicals had a continuous supply of COVID essentials such as masks, hand sanitisers and protective covers to the maximum extent possible. Personal safety measures and the permission to work given by relevant authorities helped, but their spirit and sense of responsibility is truly commendable and hence they are the real champions during COVID-19.





Piramal

G. Venkatesham
Chief Manager – Environment

Venkatesham leads the environment-related functions at Piramal Pharma based out of the site at Digwal, Hyderabad. He is responsible for ensuring total Environment Management at the site, environment management system, environmental audit, environment monitoring at the unit, knowledge and application of environment laws, ensuring legal compliances as per Telangana State Pollution Control Board (TSPCB), Central Pollution Control Board (CPCB) and Ministry of Environment, Forest and Climate Change (MoEF) norms and effective operations. In addition, he is responsible for creating awareness among employees on environment protection and pollution control, developing water harvesting structure at site to meet the regular water and TSPCB requirement, sustainability initiatives for water conservation, waste minimisation, zero emissions and sustainability reporting.

As a participant in the global healthcare industry, Piramal Pharma is conscious of its role in mitigating health risks through the best-in-class medicines, developed and produced sustainably, by optimising their operational efficiencies, minimising resource consumption and responsibly managing their environmental footprint.

G. Venkatesham identified the need to reduce the overall consumption of freshwater and treat more rainwater. Venkatesham stopped using the sludge drying beds permanently, resulting in no leakages, spillages and overflows of the effluent on the land and stormwater drains at Piramal's Digwal site. Using the treated rainwater, he has reduced the overall freshwater consumption quantity during the rainy season and saved the disposal cost of INR 50 lakhs (FY 2022-23).

The task was to handle, store, treat and dispose of sludge with no leakages and spillages on the ground and handle the entire rainwater quantity during the rainy season without going to the outside of the boundary wall.

The site has implemented the latest sludge handling technologies for handling and separation of process effluent sludge, stopped using all sludge drying beds and installed a dedicated rainwater treatment and reuse system. Piramal's site is fully compliant concerning the no spillages, leakages or overflow of any kind of effluents.

Piramal Pharma has drastically reduced sludge disposal by around 460 tons and reduced Co2e+ emissions by 44 tons. It has also treated and reused 11,084 kilolitres of rainwater in the boiler and arrested the effluent leaks and spillages.

Sustainability performance has always been at the core of Piramal's operations. It is enshrined in their vision to become a globally leading integrated pharmaceutical company, powered by sustainability, inclusivity, and ethics. Guided by its four values of Knowledge, Action, Care, and Impact, they encourage to accelerate the pace of integrating sustainability practices, accountability and transparency across their functions and value chain.

G. Venkatesham's suggestions and actions have resulted in state PCB declaring their PPS Digwal Zero Liquid Discharge (ZLD) plant as a role model system in the entire API industry of Sangareddy district and we have saved around INR 75 lakhs (FY 23 Up to Sept-22).

G. Venkatesham has displayed Piramal's values of Knowledge by using his capabilities and expertise to find innovative solutions and enhance operational efficiency in the process. He displayed entrepreneurship in taking ownership of the activity and ensuring it was carried out in a timely and effective manner. His performance created a positive impact in the Company as well as the environment.





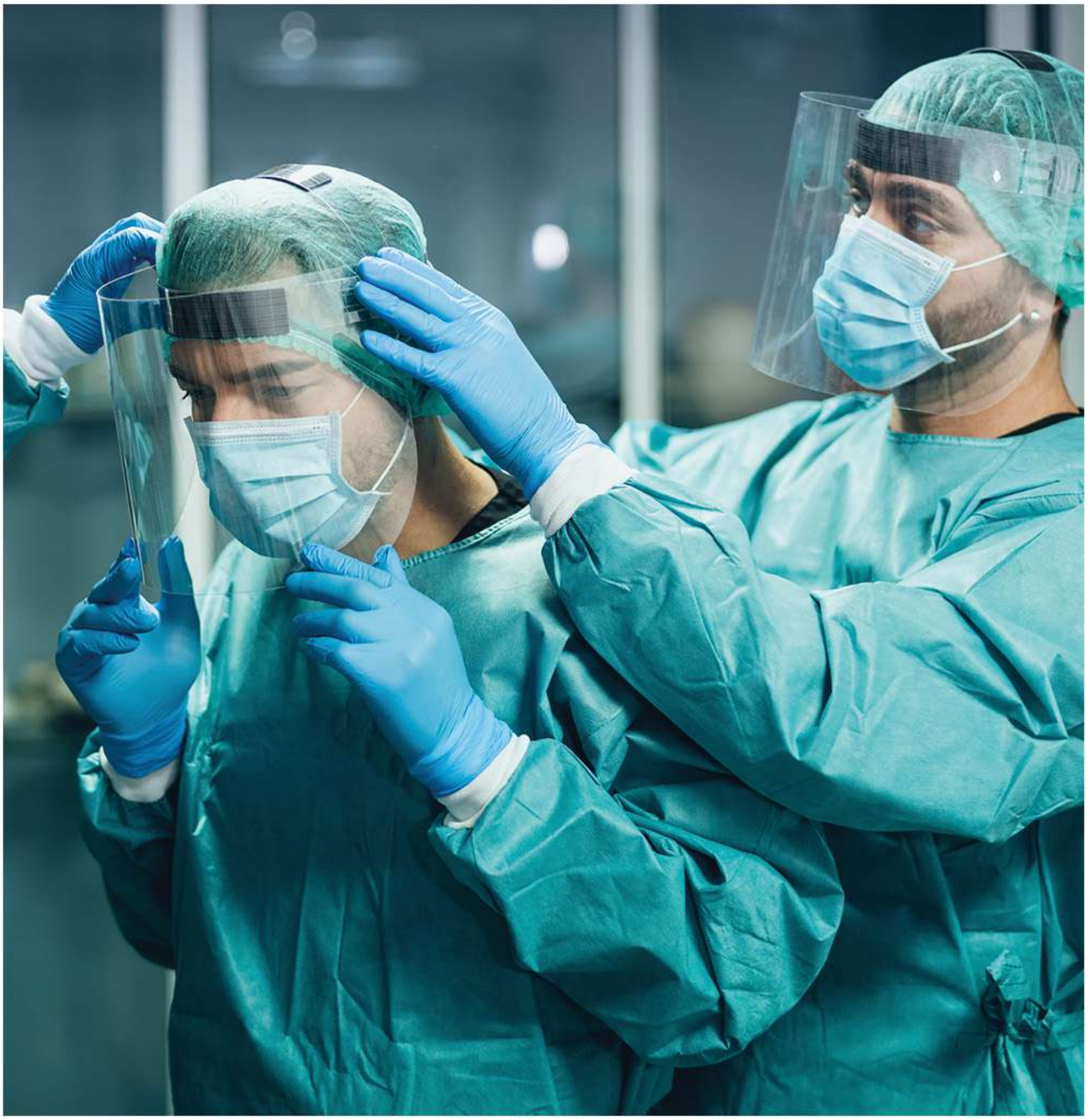
Sun Pharmaceuticals

Dr. Azadar H. Khan
Senior Vice President
(Corp. Relations and CSR)

Sun Pharmaceuticals has nominated Dr. Azadar H. Khan as a 'Human Champion' for going beyond his responsibilities and duties within the company. He has worked within the healthcare space and has been associated with Sun Pharmaceuticals for 43 years. As part of Sun Pharma, Dr. Khan has represented the Indian pharmaceutical industry at various fora of policymakers/stakeholders and provided valuable advisory inputs for de-bottlenecking some industry issues to facilitate smooth functioning and overall growth of the industry business.

His focus remained on rural and underprivileged communities that reflected in his CSR initiatives like construction of toilets, providing drinking water, sanitation, solar street lights, improving learning outcomes in rural schools through digital classrooms to uplift their standard of living. These are the few initiatives achieved by engaging all stakeholders.

During the unprecedented outbreak of COVID-19, his vision to support mankind has helped in reducing vulnerabilities through multiple pathways, be it providing sanitisers and medicines, setting up of oxygen plants in government hospitals and providing PPE kits to frontline health workers.



Torrent Pharmaceuticals

Outreach activities: Impact Assessment on Malnourished and Anaemic Children

Problem: "Healthy people make a healthy nation"

Nutrition is central to human growth and development. Micronutrient deficiencies are an important cause of morbidity and mortality especially in infants and preschool children. Even mild to moderate micronutrient deficiencies can lead to impaired cognitive development, poor physical growth, increased morbidity and decreased work productivity in adulthood.

As per records, number of malnourished and anaemic children's at national level were very high in numbers and Gujarat was among the states with high percentage of such cases.

Thus, being a responsible pharma company, child health and well-being was identified as one of the vulnerable area to work towards building a healthy society.

Solutions: The below interventions were taken to improve children healthcare:

Through our programme, more than 1.16 Lakh children have been screened in 1214 villages across Gujarat, Maharashtra (Bhiwandi), UP (Agra) and Union Territory of Dadar Nagar Haveli to identify children with malnutrition and anaemia condition. The programme started by providing Ready to use Therapeutic Food (RUTF) – Balamul to malnourished children and the progress was closely monitored. From continuous feedback being sought, it was observed that in case of Balamul taste was monotonous and to counter the same, the Group experimented with various alternatives in-house. Nutritious and tasty food such as Chikki, Besan ladoo etc. were tested as an alternative. Ultimately, keeping various parameters in mind such as shelf life, logistics, taste, etc., finally in- house developed biscuit – branded as Mauji is distributed to Malnourished children. For anaemic children, adequate iron supplements are provided in order to bring them up to medically desired level.

Periodic follow-up review programmes (up to 3 rounds) were developed to monitor the improvements.In addition, if any children require additional supplements, medication, or advice, they are directed to one of our existing paediatric centres/UNM Children Hospital or appropriate hospital in their area; to avail of the best course of action to ensure long-term health.

Public awareness campaigns were conducted to raise awareness about malnutrition, anaemia, good health and hygiene, causes, symptoms, cure and care across all villages. These are shown in the form of Audio-Visual films in vernacular language in various villages. Demonstrations on ways to cook nutritious food using ingredients commonly found in the homes of caregivers and parents are also undertaken as part of these engagements. Educational videos are also used to drive public awareness. These interventions aim to make the parents self-sufficient in managing their children's health and preventing malnutrition.

Impact:

- Children are future of the nation; thus, their health and education is vital for national prosperity.
- More than 74% of malnourished children and 90% of anaemic children of completed programme, have been brought out of their respective state due to supplemental programmes.
- Attendance in school have also improved with the improvement in their health.

Uniqueness:

- Torrent focused on healthcare especially of children in rural area.
- Torrent started its programmes with a detailed need assessment through surveys and one on one discussions to understand our community requirements. Our programmes are designed to meet these stated needs. Programme interventions have been intensively implemented in these villages and has helped numerous children to overcome malnourishment and anaemia.
- Thereafter we continually review the progress and impact it is creating on the beneficiaries.
- The follow up programme was designed as per WHO guidelines and health progress is reviewed at each stage including providing free hospital treatment facility for Children as required.
- Parents were not aware of consequences and gravity of health issues; thus, public awareness campaigns were initiated to raise health awareness in community.
- The entire child healthcare programme was run inhouse including volunteers, doctors and medical centre etc. without any external support.



Wockhardt

Name: Dinesh Shinde
Designation: Associate Director, Formulation Development, R&D Centre, Wockhardt Ltd., Aurangabad

Dinesh Shinde has a leadership role in the formulation team at Wockhardt, with a focus on new drug discovery. He has expertise in the development of various dosage forms including sterile products, oral liquids, solids and challenging formulations. He is involved in the entire development process from lab-scale development and clinical supplies to commercialisation of the products. Additionally, he has a thorough understanding of various health authorities such as the USFDA and European Medicines Agency (EMA).

Dinesh Shinde holds a key leadership role in the formulation team at Wockhardt, specifically in the area of new drug discovery. This places him at a strategic position in the organisation's value chain, as the successful development of new drugs is a critical component of the company's growth and success. His expertise and involvement in the entire development process from lab-scale development and clinical supplies to commercialisation, further underscores his importance to the organisation's value chain.

Dinesh Shinde played a crucial role in the development of a difficult-to-make formulation as part of Wockhardt's NCE drug discovery programme. His innovative thinking and expertise have enabled the stabilisation and development of the product, which is now undergoing Phase I clinical trials with the NIH, USA.

Dinesh Shinde has developed a unique formulation technique to stabilise an unstable molecule for an injectable product that is based on a highly labile drug substance requiring delicate handling at near-zero temperature and strict control of humidity in the pharmaceutical formulation. This achievement is noteworthy in the industry. He utilised his expertise in developing formulations for difficult-to-make products to devise innovative solutions for stabilising the molecule. His methodology has played a crucial role in enabling the organisation to develop multiple products that would have been otherwise difficult to manufacture. His creative problem-solving skills and unconventional approach have been instrumental in finding solutions to complex formulation development challenges.

Dinesh Shinde's solution to stabilise a highly unstable molecule using innovative formulation development techniques has led to a transformational change for the company and its broader value chain. This achievement has not only led to the successful development of a new NCE drug, but it has also opened up new avenues for research and development of other highly unstable molecules.

The passion, expertise, and commitment to the project inspired and motivated others in the organisation to participate in executing the solution. His success in this area likely helped build trust and credibility with his colleagues, leading to increased collaboration and teamwork. Additionally, the success of the project may have helped create a culture of innovation and risk-taking within the company, inspiring others to think creatively and tackle difficult challenges.

The efforts in resolving this challenge reflected both leadership and a team-centric approach in several ways:

- Collaborative problem-solving: Dinesh worked closely with his team and other departments to develop a solution. This required a collaborative effort, with each member contributing their expertise to the problem-solving process.
- Knowledge sharing: This approach helped build the team's capabilities and fostered a sense of shared ownership of the solution.
- Leading by example: Out-of-the-box thinking and persistence in developing the difficult-to-make formulation inspired and motivated others in the company to tackle other challenging projects with a similar mindset.
- Team-centric approach: An approach to change and transformation that focuses on collaboration and collective growth and learning within the vertical/organisation.

Overall, Dinesh's leadership and team-centric approach were instrumental in resolving the challenge of developing a valuable new product. His efforts inspired and motivated others in the company and helped build a culture of collaboration and innovation.

Zydus

Zydus Lifesciences, at the forefront combating the Pandemic of COVID-19.

As the world faced one of the worst healthcare crises of our times, Zydus had put all its infrastructure and resources to work, addressing multiple challenges posed by the pandemic of COVID-19 to meet the nation's critical need of the hour with diagnostics, therapeutics and vaccines. Helping save countless lives, the group's manufacturing plants with more than 15,000 employees and researchers across seven sites worked round-the-clock to meet all the critical requirements of medicines throughout the pandemic. Zydus had left no stone unturned with diagnostics, critical medicines, COVID-19 safeguards, to wage a war against COVID-19.

While essential drugs and essential medicines, particularly the medicines to treat COVID-19 infection were required in large quantities at this critical juncture, it was a challenge as people could not travel to the plants for work. Some could not travel from their hometowns and others were trapped by fear lurking in their communities and neighbourhoods.

At every step of the way, people were reassured, and their difficulties were addressed with immediate solutions. The first step was to create a safe working environment for all. Sanitisation of the plants was carried out on a war footing, regular checks were conducted for all the people working at the plant and anyone who tested positive got all the help they needed, including their families. The entire team rallied around them and ensured that there was no stigma. Each day came with new learnings. Ideas and suggestions buzzed around on how to make the premises safe for Zydans. SOPs and practices were constantly reviewed and updated as measures were ramped up. To ensure that social distancing was maintained, partitions were put up overnight in the packaging line which helped workers at the plant. With all teams pitching in to cope with the 'new normal', the plants worked to full capacity to cater to the market demand.

Realising that people resources were going to be critical in operations, almost 2,000 people were recruited within a month during the pandemic. This was one of the most rigorous recruitment drives under the most challenging circumstances. Each recruitment wave was backed by seamless onboarding and training programmes. All recruitments first started out with the vital health parameter check. Exhaustive data was compiled on personal health statistics, micro-containment zones, and society quarantine status. Over 17,000 people responded to the recruitment drive. Teams or task forces across the organisation were created to look into different aspects. Hiring apprentices and operators, teams to oversee logistics, medical testing, creating awareness on social distancing, conducting health assessments, providing support to families suffering from COVID-19, setting up emergency consultation centres during the successive waves of the pandemic, tele consultations with doctors for employees at remote locations were all managed by the task force.

In these challenging times, the group's employees responded to the nation's first spirit and put in remarkable efforts to help contribute to this fight. Employees who had taken PG accommodations in and around the plant faced challenges in their respective societies as they stepped out to work. The HR team stepped in to speak to people in the neighbourhoods and outlined all the safeguards that were being taken at the plant to mitigate risks.

Responding to the call of duty, many employees travelled long distances from their hometown during the lockdown to reach their workplace. A case in point is Mr. Rahul Dhakod, an FTE in the production department at the manufacturing plant at Ahmedabad. He was on leave till 23rd March and got stuck at his hometown in Saroda, Neemuch district, in Madhya Pradesh. Despite the hindrances caused by the lockdown, Mr. Rahul drove all the way on a two-wheeler from Madhya Pradesh and reached Ahmedabad in ten hours covering a distance of 400 kilometres. At the check posts, when police personnel inquired about his travelling, he convinced them that his services were needed at the manufacturing plant of Zydus where essential drugs were being manufactured. When we asked him about his willingness to traverse all this distance, he said, "It is a call of duty, my role is to produce medicines at this critical juncture." At Baddi, the workers at the plant were provided accommodation adjoining the plant and all provisions were made for them as it was difficult to cross interstate boundaries. While they were at work, the organisation reached out to their families and provided all possible help.

Just when the lockdown was announced and the roads and inter-state borders were sealed and no vehicles were available, Mr. Rajendra Naik, an Associate Manager in QC department and Mr. Sandeep Mahalkar from EHS team in the Goa plant walked a long distance to reach office.

With his strong determination to reach the plant, on 26th March, Mr. Rajendra, who hails from a small village Madkaim, walked a distance of about seven kilometres every day. He started his journey in

complete darkness at 2:30 AM and walked through hilly and bushy terrains, to reach the plant by 6:30 AM. Mr. Sandeep Mahalkar, the EHS resource person at site, was on leave and stuck at his hometown. But this dedicated Zydan returned to work, walking all the way to the site, a distance of 9 kilometres.

Furthermore, Mr. Dattaraj Samant, spent 18 hours at the district collector's office to obtain vehicle passes and permissions to operate the Goa plant. Zydus was one the first companies to get these permissions, thanks to his perseverance. He had been working tirelessly for 16 hours at the site to arrange for all logistics and making sure that Zydans working at the plant.

Mr. Jayesh Chauhan from QA department, travelled 200 kilometres every day on his motorbike. Mr. Jignesh Patel from the Engineering department commuted a distance of 140 kilometres each day to report to work. Employees from Zydus warehouse, Bhagirath Chauhan, Lalji Solanki and Alpesh Gohail, from Rangpur village commuted a distance of 180 kilometres every day to ensure that the activities of their department are not hampered.

So, whether it was at the manufacturing plant or at the research centre or in the field supporting doctors, Zydus' employees contributed their very best through the pandemic to support patients in this critical phase.



ANNEXURE 1: ETHICAL PROTOCOLS OF MEMBER COMPANIES



Abbott

Ethical protocols

- Abbott's Code of Business Conduct emphasises the importance of adhering to policies and procedures, treating confidential information appropriately, avoiding conflicts of interest, and maintaining accurate books and records. It further states that Abbott does not tolerate illegal or unethical behaviour in any aspect of their business and that employees are required to ask questions and/or report any concerns.
- Abbott also has a compliance programme that is managed by the Compliance Committee. The committee includes senior management and is responsible for day-to-day execution of the compliance programme. The committee monitors compliance, provides training and ensures employee awareness and engagement. They have also developed a decision-making AID (Assess Impact Decide) framework, which is designed to help employees apply the code's principles.

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ajanta pharma

Ethical protocols

- Ajanta's comprehensive Code of Conduct governs the ethical standards for its directors and senior management team. This Code of Conduct is meticulously designed to serve as a cornerstone of ethical decision-making within the company, ensuring that all leadership actions align with the highest standards of integrity and corporate governance.
- Ajanta has implemented a robust Whistle-blower Policy, which empowers and encourages employees to report any instances or suspicions of unethical behavior, corruption, fraud or any other form of misconduct. This policy underlines the company's commitment to transparency and accountability, creating a safe and supportive environment for employees to voice concerns without fear of retribution.
- Ajanta's risk management framework is an integral part of their ethical protocols, encompassing the identification of potential risks, assessing these risks and developing strategic responses to mitigate their impact. The company actively engages in continuous analysis and refinement of its risk mitigation strategies to ensure that the potential adverse effects on their operations are minimized.
- The Company's Audit Committee plays a pivotal role in overseeing these risk management processes. Regular reports of internal audits and risk assessments are reviewed, and the committee provides recommendations for the enhancement of internal controls and ethical compliance. This ongoing process not only fortifies the company's adherence to ethical standards but also reinforces its dedication to corporate responsibility and ethical business practices.



Alembic
Touching Lives over 100 years

Ethical protocols

- Alembic has a Code of Conduct for all board members and senior management to ensure compliance with legal requirements and the business ethos and values of the company.
- Their risk management team responds to challenges in the healthcare industry.
- They also have an internal control system and vigil mechanism.
- In FY 2020-21, the company's teams followed Good Manufacturing Practices (GMP) across product cycles, with constant technology upgrades, such as the Laboratory Information Management System (LIMS).

ALKEM

Ethical protocols

- Alkem has a Quality Management System that ensures strict quality control systems and procedures, leading to sustained quality and compliance. For products to achieve the highest quality specifications, production lines and Quality Control labs are manned by these quality professionals.
- All stakeholders, including employees, vendors and partners have to comply with a stringent code of conduct, adhering to required national and international regulatory and business standards. Additionally, USFDA, WHO, Medicines and Healthcare products Regulatory Agency (MHRA) (UK), TGA (Australia), ANVISA (Brazil) and MCC (South Africa) compliance norms are duly enforced at all manufacturing facilities and are regularly inspected and audited as per Current Good Manufacturing Practice (CGMP) guidelines.
- Their risk management team oversees various strategic, operational and financial risks that the organisation faces, along with the adequacy of mitigation plans to address such risks. Alkem's internal control framework is designed to effectively monitor the adequacy, efficacy and usefulness of financial and operational controls on a regular basis. This is meant to encourage a culture of integrity and ethics, provide reasonable assurance on efficient conduct of business and ensure safeguarding of assets, prevention of frauds/errors and compliance with the applicable regulatory requirements.
- The company's Code of Conduct lays out a set of principles that direct the action and behaviour of their employees. Additionally, a Whistleblower Policy is in place to ensure fair, transparent and ethical practices across the organisation, benefiting all their employees.
- Their internal audit function is an independent body that evaluates and monitors internal controls and processes. Risk-based audits and timely review of financial, operational and compliance controls are carried out by this department. The annual audit plan and key audit findings are then reviewed by the audit committee of the board of directors.



Ethical protocols

- The company holds monthly quality review sessions that are also overseen by the senior management.
- Internal audits are performed on a regular basis, and surprise inspections are performed as needed, to ensure that systems and procedures are always operating properly.
- They implemented a 3-tier sustainability governance model within the organisation with a focus on enabling robust governance, transparency, and a seamless environment for the flow of information.

- Aurobindo's Clinical Studies Conduct Policy highlights that the company's clinical pharmacology department supports the conduct of all in vitro/in vivo bioequivalence studies mentioned in the policy for all drug dosage forms as per the applicable Good Clinical Practice (GCP) guidelines/protocols/SOPs and regulatory requirements, and follows responsibilities included in the conduct of BA/BE (Bioavailability/Bioequivalence) studies outsourced to different CROs (Contract Research Organizations). The department also monitors the safety of the study participants and has a reporting system whereby the CRO shall inform the team in case of any pause to a clinical study for safety reasons, Suspected Unexpected Serious Adverse Reactions (SUSARs) and deaths in a timely manner.
- Aurobindo has a Quality Manual which provides guidance for departmental procedures as per regulating requirements for operating their research centre with the quality management system. The manual governs the research and development of pharmaceutical oral and parenteral dosage forms as per the pharmacopoeia and other regulatory requirements and is reviewed at least once in two years or in case of any major changes.



CADILA PHARMACEUTICALS LIMITED
The Care Continues...

Ethical protocols

- Cadila has a Code of Conduct handbook which highlights some of the written and ethical standards expected from those working with or on behalf of them, including officers, directors, managers, employees, contractors and agents to comply with.
- They also have an Independent Directors' Code of Conduct, a Whistle-blower Policy and a Nomination and Remuneration Policy.

Cipla

Ethical protocols

- Cipla has instituted a robust governance mechanism to enhance safety and mitigate risks. Safety committees are formed at different levels for guidance, discussions, resolutions and escalation of safety-related issues.
- They also have a Whistle-blower Policy[17], Risk Management Policy[18], Conflict of Interest Policy[19], Antitrust and Fair Competition Policy[20] and Anti-bribery and Anti-corruption (ABAC) Policy[21].

Dr.Reddy's

Ethical protocols

Dr. Reddy's Code of Business Conduct and Ethics applies to all the Directors and employees, its subsidiaries and affiliates. It lays down the principles that guide the Company's conduct and decision-making, promoting stakeholder trust. The Code is in compliance with the requirements of the Companies Act, 2013, the U.S. Securities and Exchange Commission, SEBI and the Sarbanes-Oxley Act of 2002 and its implementing regulations. Dr. Reddy's conducts its business in compliance with applicable laws and Anti-Bribery and Anti-Corruption policies. While contracts with contractors and business partners require adherence to its principles, there is a separate Code of Conduct that applies to suppliers and service providers. The Supplier Code of Conduct is modelled on the Pharmaceutical Supply Chain Initiative (PSCI), and 100% compliance with the code is required. The Global Marketing Code provides a minimum set of standards for interacting with healthcare professionals and institutions while engaging in sales, research, marketing and promotion. Dr. Reddy's fosters an environment of transparency and responsibility and encourages its employees and partners to speak up about any irregularities.

Emcure®
SUCCESS THROUGH INNOVATION

Ethical protocols

- The aim of Emcure's Vigil Mechanism[22] Policy is to raise good faith concerns regarding suspected violations of law or the policy and to strengthen the ethical culture of the company.
- They also have an independent and robust internal audit system whose role is to identify various risks such as economic and political environment risks, risk of competition, price pressure and government controls on prices, regulatory and compliance risks, risks related to foreign exchange fluctuations, research and development risk among many others.

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[17] https://www.cipla.com/sites/default/files/2020-02/Whistle%20Blower%20Policy%20V3-%20Final.pdf
[18] https://www.cipla.com/sites/default/files/Risk-Management-Policy.pdf
[19] https://www.cipla.com/sites/default/files/2019-06/1554391523_1530187477_Conflict%20of%20Interest%20Policy%20-%20V1%20fc.pdf
[20] https://www.cipla.com/sites/default/files/2019-06/1553587611_Anti-Trust-and-Fair-Competition-Policy.pdf
[21] https://www.cipla.com/sites/default/files/2019-06/1553587868_Anti-Bribery-and-Anti-Corruption-Policy.pdf
[22] https://www.emcure.com/wp-content/uploads/2021/08/Vigil-Mechanism.pdf

Glenmark
A new way for a new world

Ethical protocols

- Glenmark's governance system is built on the pillars of integrity, knowledge, respect and trust and ensures sustainable growth of their business aligned with ethical principles.
- The governance system comprises a Global Code of Conduct, global policies and a comprehensive risk management plan.

INTAS

Ethical protocols

- Intas' Whistle-blower (Vigil) Mechanism provides a channel to employees to report concerns about unethical behaviour, actual or suspected fraud or violation of the codes of conduct or policy.
- Their systematic drug safety monitoring or pharmacovigilance involves continual monitoring of unwanted effects and other safety-related aspects of drugs which are already available in the market.

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ipca
A dose of life

Ethical protocols

- Ipca's Code of Business Ethics and Conduct[23] focuses on honesty and integrity, conflict of interest, confidentiality, investment in shares of the company/code for prevention of insider trading, non–compete, other directorships, gifts and donations, and protection of assets among others.
- They also have a Policy on Evaluation of Performance of Directors and the Board[24], Policy on Preservation of Documents[25], Code of Practices and Procedures for Fair Disclosure of Unpublished Price-sensitive Information[26], Model Code of Conduct to Regulate, Monitor and Report Trading by Insiders[27], Policy on Board Diversity of the Company[28], Risk Management Policy[29] and a Whistle-blower Policy[30].

LUPIN

Ethical protocols

Lupin conducts an annual performance evaluation to assess the performance of the board, independent directors as well as board committee members along with the evaluation of independent directors aimed to evaluate their leadership qualities and qualifications, analytical skills, technical knowledge, interpersonal relationships and attendance at meetings and other aspects of the role of independent directors.

Mankind
Serving Life

Ethical protocols

- Mankind has a Code of Conduct, Whistle-blower Policy, Risk Management Policy and a Dividend Distribution Policy.
- As of March 31, 2022, Mankind has an independent quality assurance function, comprising 805 personnel. They recruit qualified staff to perform various operations at different levels and have regular on-the-job training programmes focused on manufacturing practice and safety procedures.

[23] https://www.ipca.com/code-of-conduct/
[24] https://www.ipca.com/wp-content/pdf/corporate-policy/Evaluation_of_Directors.pdf
[25] https://www.ipca.com/wp-content/pdf/corporate-policy/policy-for-preservation-of-documents.pdf
[26] https://www.ipca.com/wp-content/pdf/corporate-policy/Code_of_Practices_and_Procedures_for_Fair_Disclosure_of_Unpublished_Price_Sensitive_Information.pdf
[27] https://www.ipca.com/wp-content/pdf/corporate-policy/Model_Code_of_Conduct_to_Regulate_Monitor_and_Report_Trading_by_Insiders.pdf
[28] https://www.ipca.com/wp-content/pdf/corporate-policy/Policy_on_Board_Diversity_of_the_Company.pdf
[29] https://www.ipca.com/wp-content/pdf/corporate-policy/Risk_Management_Policy.pdf
[30] https://www.ipca.com/whistleblowing-policy/

Ethical protocols

- Micro Labs has a Corporate Ethical Policy which lays out the code of ethical conduct that all employees within the organisation must follow. This includes prevention of conflict of interest, maintaining transparency, making rightful use of company's assets, making optimum utilisation of resources, protecting company's confidential information, declining any illegal payments, gifts or remunerations and following safety and environmental norms.
- Their Whistle-blower Policy aims to provide employees, associates, investors, customers, vendors and other stakeholders an avenue to raise concerns regarding standards of ethical, moral and legal business conduct within the company. The policy states that anyone found guilty of breach will be subject to suitable disciplinary action including termination. Additionally, it is emphasised that the identity of the whistle-blower will be kept confidential unless the person agreed to be identified and the company shall not allow them to be victimised.

Ethical protocols

- Natco's risk management process involves identifying material risks, gauging the likelihood of occurrence and impact, developing and implementing control and action strategy and finally going through the process of monitoring and reviewing.
- The company's Code of Conduct aims to regulate, monitor and report trading by designated persons.
- Further, the company has the Code of Practices and Procedures for Fair Disclosure of Unpublished Price-sensitive Information which is in adherence to the SEBI (Prohibition of Insider Trading) Regulations, 2015.
- According to their 2020-21 annual report, there were no instances of material non-compliance and strictures imposed on the company either by SEBI, Stock Exchange or any statutory authority, on any matter related to capital markets.
- The company's Whistle-blower Policy deals with instances of fraud and mismanagement. Their 2020-21 annual report stated that anyone can directly approach the chairman of the audit committee or the company secretary to report any suspected or confirmed incident of fraud/misconduct.

Ethical protocols

- Panacea Biotec's internal control system spans the entire organisation including all their manufacturing and R&D facilities, warehouses and sales offices besides the corporate office. User-level responsibilities are constantly shared with key users for their implementation and compliance.
- Additionally, checks and balances and control systems have been established to ensure that assets are safeguarded, utilised with proper authorisation and recorded in the books of account. Further, internal audits are conducted periodically by PriceWaterhouseCoopers LLP (PWC). The Audit Committee actively reviews the adequacy and effectiveness of internal controls, internal audit systems and advises improvements.
- The aim of their Vigil Mechanism/Whistle-blower Policy is to provide the company's employees with an avenue to raise any sensitive concerns regarding any unethical behaviour or wrongful conduct and to enable them to report instances of leak of unpublished price-sensitive information and to provide adequate safeguards for protection from any victimisation.

- The aim of their Anti-Corruption Compliance Policy is to prevent bribery, avoid the appearance of wrongdoing and enable the company to respond promptly and effectively to any inquiries about its conduct. Violating this policy may lead to disciplinary action, up to and including termination.
- The company also has a Code of Conduct to prevent insider trading, practices and procedures for fair disclosure of unpublished price-sensitive information and for quality checks.
- The company does not encourage any form of child labour, forced labour or bonded labour and it does not discriminate amongst its employees. Panacea Biotec strives to provide a long and rewarding career to their talented and diverse workforce and focus on their all-round development and growth.
  Panacea Biotec has a Policy on the Prevention of Sexual Harassment in line with requirements of the Sexual Harassment of Women in the Workplace (Prevention, Prohibition and Redressal) Act, 2013.

Piramal

Ethical protocols

- Piramal values transparency, integrity, professionalism, accountability, and customer delight.
- It has an independent and dedicated Enterprise Risk Management (ERM) system to identify, manage, and mitigate business risks. Risk management, internal controls and assurance processes are embedded across all strategic decisions and actions of the company. The Risk Management Group (RMG) establishes risk policies and processes for risk evaluation and measurement.
- The Code of Conduct includes clauses on human rights applicable to all group companies/suppliers/vendors/NGOs associated with Piramal. The Code of Conduct enables the company to uphold this commitment and sets standards as per which employees engage with internal and external stakeholders like vendors, suppliers and contractors. The company's Code of Ethics emphasises Piramal's dedication to equality in hiring and advancement of its people across the organisation at all levels by ensuring gender diversity.
- The company has a zero-tolerance policy towards any kind of discrimination, including sexual and racial. Any form of unlawful harassment, threats, acts of violence or physical coercion, abuse of authority or other discriminatory conduct is strictly forbidden and strongly believes in workplace inclusivity, undertaking learning initiatives and employee engagement.

SUN PHARMA

Ethical protocols

- Sun Pharmaceuticals' core values of quality, reliability, consistency, trust, humility, integrity, passion and innovation form the base of their corporate governance practices. They follow these principles in all interactions with stakeholders, including shareholders, employees, customers, consumers, suppliers and statutory authorities.
- They have constituted a Corporate Governance and Ethics Committee to monitor their compliance with corporate governance guidelines and applicable laws and regulations, make recommendations to the Audit Committee and thereby to the board on all such matters and on corrective actions, if any, to be undertaken, and to review and ensure implementation of ethical standards and practices related to corporate governance in spirit, substance and intent.
- They also extended the whistle-blower mechanism to external stakeholders which enables anonymous complaints.

Ethical protocols

- Torrent has built corporate governance practices on the three inviolable principles of transparency, integrity and accountability. Through this policy, the company encourages employees, stakeholders, stockists and directors to bring to the company's attention any instance of unethical behaviour and actual or suspected misconducts of fraud or violation of company's code of conduct that could adversely impact the company's operation, business performance and/or reputation.
- Their human resource development team strives to create a conducive work environment that aims to influence employees' abilities and motivation and design opportunities for them to perform.
- The Employee Code of Conduct outlines the company policy in recognising and dealing with important ethical and legal codes which fosters a culture of honesty and accountability. The code lays down important corporate and organisational values that shape the value system and business practices.

Ethical protocols

- Unichem follows the corporate governance philosophy to ensure that adequate control systems exist to enable the board to effectively discharge its responsibilities, ensuring fiscal accountability, ethical corporate behaviour and fairness to all stakeholders.
- The company has a Policy on Code of Business Conduct and Ethics which focuses on laying out the system and SOPs, duties of independent directors, duties and responsibilities towards business partners, customers and suppliers.
- The code also emphasises the importance of protection of employees' confidential information.
- Their Whistle-blower Policy focuses on the conduct of its affairs in a fair and transparent manner by adopting the highest standards of professionalism, honesty, integrity and ethical behaviour.
- Unichem in its Code of Business Conduct and Ethics states that they are committed to safe, healthy and non-exploitative working conditions for all employees and specifies that they do not use any form of child labour.
- The company emphasises that they strive to provide a work environment that is free from any kind of bias, physical and mental harassment. Further, they have a zero-tolerance approach towards discrimination on any grounds.

Ethical protocols

- Wockhardt's philosophy on corporate governance strives to adopt the highest standards to enhance its value and the value of their stakeholders.
- Wockhardt's core values of the governance process revolve around independence, integrity, accountability, transparency, responsibility and fairness.
- The company also has a Vigil Mechanism or Whistle-blower Policy to report concerns about unethical behaviour, actual or suspected fraud or violation of the company's code of conduct.

Ethical protocols

- Zydus has a board-approved Code of Business Conduct and Ethics, which is applicable to all Board members and employees of the company. It is reviewed and reported annually.
- In compliance with provisions of Section 177(9) of the Act and Rules made thereunder and Regulation 22 of the Listing Regulations, the company established a Vigil Mechanism and framed a Whistle blower Policy for directors and employees to report concerns about unethical behaviour, actual or suspected fraud or violation of the company's Code of Conduct or Ethics Policy and SEBI (Prohibition of Insider Trading) Regulations, 2015.
- With a zero-tolerance policy for any breaches of ethics, Zydus makes sure that all its personnel, including directors, adhere to its comprehensive Code of Business Ethics and Conduct. This Code serves as a guiding framework, fostering the values of honesty, trust, accountability, and transparency across the organization. Every new member joining Zydus Lifesciences is thoroughly briefed about the Code and encouraged to embrace it both in letter and in spirit, nurturing a culture of ethical behaviour that permeates every aspect of its operations.
- The Company has laid down a Code of Conduct for all the Board members and Senior Management. The Code of Conduct is available on the website of the Company. All the Board members and the Senior Management have affirmed compliance with the Code of Conduct for the year under review.
- Zydus Business Conduct Policy: The Company has framed 'Zydus Business Conduct Policy' and is monitored by the President-Group Human Resources. Every employee is required to review and sign the policy at the time of joining and an undertaking shall be given for adherence to the Business Conduct Policy. The objective of the Business Conduct Policy is to conduct the business in an honest, transparent and ethical manner. The Business Conduct Policy provides for anti-bribery and avoidance of other conflict of interest situations at the workplace.
- The Company has zero tolerance towards sexual harassment at the workplace and has adopted a policy on prevention, prohibition and redressal of sexual harassment at the workplace in line with the provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules made thereunder. The Company has constituted an Internal Complaints Committee as required under the said Act. The Company always endeavours to create and provide an environment that is free from discrimination and harassment including sexual harassment. The Company has in place a robust policy on prevention of sexual harassment at the workplace. The policy aims at prevention of harassment of employees and lays down the guidelines for identification, reporting and prevention of sexual harassment.



ANNEXURE 2: HUMAN RIGHTS POLICIES OF IPA MEMBER COMPANIES



Human rights policies

Abbott India contributes to the fulfilment of human rights through compliance with laws and regulations wherever they operate, as well as through their policies and programmes. Their global guidelines include:

- Providing a healthy and safe working environment.
- Complying with child labour laws.
- Promoting workforce diversity: not discriminating against any employee on grounds of race, religion, colour, age, gender, ethnicity, disability, marital status and sexual orientation, in addition to any other status protected by local law.
- Not tolerating harassment or harsh or inhumane treatment in the workplace.
- Protecting individual privacy.

Human rights policies

- Ajanta's Business Responsibility Report 2021-22 outlines a robust and comprehensive human rights policy that applies across the board to all entities within the Ajanta Pharma group. This policy upholds the dignity and rights of all its employees, fostering an environment that adheres to the highest ethical standards. While the policy extends to the entire group, it notably excludes suppliers, contractors, NGOs, and other external stakeholders, with whom Ajanta Pharma endeavours to promote these values through separate channels and agreements.
- Throughout FY 2021-22, Ajanta Pharma reported no violations of human rights, which is indicative of the company's diligent implementation of its human rights policies. The absence of complaints concerning child labour, forced labour, involuntary labour and sexual harassment show the effectiveness of the company's vigilance and preventive measures.

Human rights policies

- Alembic's policy on human rights covers the entire Alembic Group.
- The number of complaints on child labour, forced labour, involuntary labour and sexual harassment were nil in FY 2020-21. There were also no complaints on discriminatory employment in FY 2020-21 and FY 2021-22.



Human rights policies

- Alkem's Human Rights Policy covers all their employees across all grades, locations and stakeholders.
- Their Code of Ethics for Suppliers, Vendors and other Stakeholders contains covenants on human rights aspects that are applicable to their suppliers, vendors and contractors.
- No complaints were received regarding human rights violations during FY 2020-21 and FY 2021-22.

Human rights policies

- According to the company's 2021-22 Business Responsibility Report, Aurobindo's Human Rights Policy covers employees, suppliers, contractors, and other stakeholders. In FY 2021-22, they received 39 complaints, all of which were resolved.
- Aurobindo's Human Rights Policy states that the company is committed to fostering an ecosystem of inclusive development and protecting human rights.
- The company's employment practices are governed by ILO Covenants such as no child labour, no forced labour, no discrimination, fair wages, freedom of association and participation of employees in various decision-making forums.
- Working conditions and disciplinary practices are governed by Certified Standing Orders issued by the local government.

Human rights policies

Cadila's code of conduct states that they encourage a work environment that is free from discrimination based on race, gender, age, disability, national origin, religion, sexual orientation and marital status among others.

Human rights policies

- Cipla maintains a strong commitment to protecting human rights. They strictly prohibit discrimination and harassment of their workers and employees.
- They have a zero-tolerance approach to human rights abuses and have instituted robust mechanisms for their escalation and remediation.
- In FY 2020-21, they developed and released their Human Rights Policy that applies to all stakeholders including employees (permanent/contractual), consultants, trainees, subsidiaries and business partners (suppliers, contractors, healthcare partners, joint venture partners and channel partners).



[31] https://www.bseindia.com/bseplus/AnnualReport/532296/74780532296.pdf
[32] https://glenmark.b-cdn.net/gpl_pdfs/responsibility/Glenmark%20Sustainability%20Report%20FY22.pdf

Human rights policies

Dr. Reddy's is committed to upholding human rights across the value chain and is guided by the Universal Declaration of Human Rights, ILO conventions, and UN Guiding Principles on Business and Human Rights. This policy is implemented through a due diligence process that identifies and mitigates potential risks related to child labour, forced labour, discrimination, harassment, collective bargaining and freedom of association. All business decisions are required to comply with the company's human rights standards, and it assesses and adopts local legislation and cultural nuances of the regions it expands into. Regular reviews of potential human rights risks are conducted as part of the due diligence process and mitigation plans are accordingly mapped and implemented.

Human rights policies

- Glenmark is an equal opportunity employer and condemns any kind of discrimination based on caste, religion, disability, gender, sexual orientation, race, colour, ancestry, marital status or affiliation with a political, religious or union organisation or majority/minority groups among others.
- Glenmark had no complaints raised for child or forced labour, human rights and discrimination across employment parameters in FY 2021-22[31].
- Globally, 3.5% of their employees are covered by collective bargaining agreements through unions at Nashik, Baddi and Argentina[32].



[31] https://www.bseindia.com/bseplus/AnnualReport/532296/74780532296.pdf
[32] https://glenmark.b-cdn.net/gpl_pdfs/responsibility/Glenmark%20Sustainability%20Report%20FY22.pdf

Human rights policies

- Intas' compliance report (Nov 2020-Apr 2021) highlights the importance of occupational health surveillance of workers on a regular basis.
- The report also highlights that as per the Factories Act, regular medical checkups are conducted on a six-monthly basis for every employee and necessary records are mentioned.

Human rights policies

- Ipca's 2020-21 annual report states that no complaints were filed on child labour during the financial year.
- Two complaints were filed on sexual harassment (for calendar year 2020) which were resolved in the same year.
- There were no complaints on discriminatory employment practices.

Human rights policies

- Lupin is deeply committed to upholding human rights, ensuring the well-being and dignity of all individuals impacted by its operations. To this end, the company has implemented a comprehensive Human Rights policy that extends to every Lupin employee, including full-time and part-time staff, as well as subcontractors working at its sites. This policy also encompasses Lupin's affiliates, subsidiaries and joint ventures worldwide. Recognising the interconnectedness of its supply chain, Lupin further extends its Human Rights policy to suppliers and business partners, emphasising adherence to the Third Party Code of Conduct.
- At Lupin, they uphold a strong Human Rights Policy, affirming their commitment to respecting and promoting human rights across their global operations. As part of their rigorous approach, the company is conducting Human Rights Audits to assess its compliance and identify areas for improvement. One of their sites recently underwent a comprehensive Human Rights Audit, resulting in a favourable rating. This signifies that the site meets or exceeds the company's high standards for safeguarding human rights. Lupin's dedication to upholding human rights underscores its mission to act responsibly and ethically, ensuring the well-being and dignity of individuals impacted by its activities.
- As mandated by the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the company has constituted an Internal Complaints Committee.

Human rights policies

- Mankind's Code of Conduct states that the company strives to provide a work environment free of discrimination and harassment. They highlight that they are an equal opportunity employer and employment decisions are based on merit and business needs.
- They are also committed to following fair employment practices that provide equal opportunities to all employees and do not discriminate or allow harassment on the basis of race, colour, religion, disability, gender, national origin, sexual orientation, gender identity, gender expression, age, genetic information, military status, or any other legally protected status.
- Mankind values diversity and believes that a diverse workplace builds a competitive advantage.

Human rights policies

- Micro Labs understands that safety and quality go hand in hand. Achieving production quantity is the by-product of ensuring safety of employees in the manufacturing process and high quality of pharmaceutical products.
- Prevention of accidents at manufacturing site assists the production cycle to an extent. Hence, preventive measures help in improving overall productivity.

Human rights policies

- Natco's Human Rights Policy strives to uphold human rights as envisaged in the Constitution of India, National/State laws and policies and the International Bill of Human Rights.
- Natco aims to integrate respect for human rights in their management systems, particularly through assessing and managing human rights impacts of operations and ensuring that all individuals impacted by the business have access to grievance mechanisms.
- Further, they aim not to comply with the actions of any third party that violates any of the human rights principles outlined in the company's policy. The 2020-21 annual report states that no complaints were received during the year.

Human rights policies

- Panacea Biotec does not hire or encourage any form of child labour, forced labour, bonded labour or involuntary labour and it does not discriminate between its employees.
- The company has a Prevention of Sexual Harassment Policy in place.
- Their 2020-21 annual report highlighted that there were no complaints received during the year on child labour/forced labour/involuntary labour, sexual harassment and discriminatory employment.

Human rights policies

- Piramal's Code of Conduct includes clauses on human rights applicable to all group companies/suppliers/vendors/NGOs associated with PPL. The Code of Conduct enables the company to uphold this commitment and sets standards as per which employees engage with internal stakeholders, as well as external stakeholders like vendors, suppliers and contractors.
- Its annual report states that Piramal is an equal opportunity employer and respects dignity of labour, as well as freedom of association.
- The company has well defined policies pertaining to ethical conduct, prevention of sexual harassment and equal opportunity among others.
- They also adopted a 'zero tolerance' approach towards all forms of child labour, forced labour, involuntary labour and sexual harassment.
- The Company ensures compliance to each such policy through a robust grievance handling mechanism.

Human rights policies

- Sun Pharmaceutical's Global Code of Conduct outlines the details of their commitment towards human rights. It is applicable to all employees and business partners across the value chain.

- The HR Head is responsible for addressing human rights issues. As part of the Human Rights Policy, they expect all relevant stakeholders to respect and comply with policy principles and applicable laws and regulations in all territories of their operation.

Human rights policies

- Torrent Pharma is committed to doing business in a fair and transparent manner, adhering to the highest ethical standards and incorporating policies that respect the environment, human rights and labour laws.
- The company's framework also seeks to provide appropriate protection for women's safety from sexual harassment at work, as well as a Whistleblower Policy.
- Their annual report further highlights that no complaints on breach of human rights were received during that year and that they do not employ any child labour or forced/involuntary labour.

Human rights policies

- Unichem's Code of Business Conduct and Ethics states that they are committed to safe, healthy and non-exploitative working conditions for all employees and specified that they do not use any form of child labour.
- The company strives to provide a work environment that is free from any kind of bias, physical and mental harassment. They adopt a zero-tolerance approach towards discrimination on any ground.
- The company encourages its Wholly Owned Subsidiaries (WOS)/suppliers to adhere to this principle, consistent with those of the company.
- According to its annual report 2020-21, they have not received any complaint about violation of the policy for Prevention of Sexual Harassment at Workplace and the Code of Business Conduct and Ethics. Overall, the company report states that they did not receive any complaint pertaining to human rights violations in 2020-21.

Human rights policies

- Wockhardt's Human Rights Policy aims at social and economic dignity and freedom, regardless of nationality, ethnicity, gender, race, economic status or religion. It further focuses on upholding international human rights standards.
- This policy covers internal as well as external stakeholders such as suppliers, vendors, contractors, partners, group companies and subsidiaries.

Human rights policies

- Zydus is committed to promote human rights, extending to all areas of business operations and various stakeholder groups.
- Their 2020-21 annual report highlighted that they are committed to provide equal opportunities at all levels and safe and healthy workplaces and protect human health and the environment and to provide a non-discriminatory and harassment-free workplace for all employees and contract staff.
- The company did not receive any complaints relating to child labour, forced labour, involuntary labour and sexual harassment in the last financial year.

ANNEXURE 3: D&I AND EMPLOYEE WELL-BEING MEASURES INSTITUTED BY IPA MEMBER COMPANIES



D&I and employee well-being measures

- In order to build a diverse and inclusive workplace, Abbott has started initiatives such as the Women Leaders of Abbott (WLA) which is an employee network that takes a proactive role in connecting women within the organisation and offers dynamic programmes and initiatives to enhance the leadership experiences and career development of women.
- Other programmes include Ascent – Abbott Second Careers Engagement Programme which is designed to strengthen the commitment to diversity by providing a second career opportunity to veterans and women returning from career breaks.
- Happy Feet: Joy Of Motherhood programme is designed to support and provide a conducive work environment for women employees as they step into motherhood.
- The Empower initiative provides women employees with curated content that include theme-specific webinars, videos, articles and podcasts to sharpen and enhance their skills. They also strive to maintain the highest standards of EHS practices.
- The company has an Internal Complaints Committee (ICC) in place as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. They also motivate and engage employees through employee recognition programmes.

D&I and employee well-being measures

- Ajanta's Code of Conduct for its Board of Directors and senior management encapsulates a core principle of the company's ethos: the diversity of its workforce is not just recognized but celebrated as a vital asset. This principle is a cornerstone of the company's identity, underscoring a profound respect for the varied backgrounds, experiences, and perspectives that each employee brings to the table. It asserts the company's dedication to cultivating an inclusive workplace where equal opportunity is not just a policy, but a practice embedded in all facets of employment.
- Ajanta strives to create a work environment where all employees have the same access to opportunities for growth, development and advancement. This includes, but is not limited to, recruitment, promotions, training and benefits. The company believes that by leveraging the diverse talents and insights of its employees, it can foster innovation, drive creativity, and enhance decision-making processes.
- In practice, Ajanta's commitment to these principles is reflected in ongoing training and awareness programmes designed to reinforce a culture of respect and equality. The company actively works to ensure that its values are not only understood but also lived by every member of the organization.

D&I and employee well-being measures

- During the pandemic, Alembic's HR team continued to maintain a connect with every Alembic employee who tested positive and rendered all help to them and their families.
- The management also extended financial support to families of employees who passed away due to COVID-19.

D&I and employee well-being measures

- Alkem's nine core values include safety, gratitude, adaptability, respect, quality, honesty, responsibility, compassion and fairness. Along with the above-mentioned values in action, their people policy is guided by five governing principles, namely, foster diversity, fair and free work environment, safe, healthy and violence-free workplace, no harassment and creating an environment of psychological safety.
- They conduct employee engagement through their Reward and Recognition (R&R) efforts and have a Health and Safety Policy that is in line with requirements specified by Indian regulations and international standards i.e., ISO 14001 and ISO 45001.
- They focus on developing and leveraging human potential by providing a conducive learning environment for their employees. They also have a strong learning and development architecture which uses the latest technology.
- They offer career stage programmes for all employees using multiple delivery methodologies. They also have a comprehensive employee-friendly health insurance scheme to ensure that employees and their families are well protected.
- 'Talk to me' an employee assistance programme runs throughout the year. It not only caters to employees' issues but also extends services to immediate family members.
- They conduct EHS training for their employees and associates on diversified topics such as hazard and risk assessment, health and hygiene, emergency preparedness, electrical safety and working on meeting standards for ISO certification among other topics.

D&I and employee well-being measures

- Aurobindo has a Diversity Management Programme which has improved their gender diversity over the years.
- They also have a 'Train the Trainer' programme for shop floor teams, wherein post-training, they have to impart 20 hours of learning to their team members regarding various quality scenarios to be certified as Quality Marshals.

  Their Value Champions programme handpicks people from various teams based on their performance, values and ability to lead, focusing on their capability building.
- Leadership at its Best (LAB) is a focused long-term strategic leadership development programme with the objective of accelerating the performance culture in the organisation.
- Aurobindo's Environment Health, Safety & Sustainability Policy aims to nurture diversity, inclusivity and continuous learning and enable a conducive work environment for employees within the organisation and strengthen Environmental, Occupational Health and Safety management systems by utilising effective technologies, continuous R&D efforts and process safety measures.



CADILA PHARMACEUTICALS LIMITED

The Care Continues...

D&I and employee well-being measures

- Cadila considers it important to view disability inclusion not merely as a corporate compliance, but an overall effort for social change.
- It believes business should aim to showcase equality and diversity in the workplace, in the sense that any applicant or employee is given fair treatment to carry out their job without issue.
- They understand that welcoming disability within the workplace is not only the right thing to do, but also benefits the organisation.
- Employees learn from one another. With different strengths and experiences, fresh ideas are brought to the table creating an environment of development. Customers value companies that show a real commitment towards inclusion as well.



D&I and employee well-being measures

- Cipla is committed to providing an inclusive and safe work environment, thus enabling their associates to bring their whole and best selves to work. At #EqualCipla, they believe in equality across genders, generations, cultures, choices and abilities. They have reimagined their diversity lens to encompass generational diversity and ethnicity as well.
- Their Occupational Health and Safety (OHS) framework covers all manufacturing sites and employees.
- They also have a structured process for Hazard Identification and Risk Assessment (HIRA) consisting of a dedicated team of process safety engineers that routinely conducts HIRA of all new and existing processes.
- At Cipla, they are dedicated to creating an environment that fosters inclusivity and supports the diverse needs of their workforce. To promote work-life balance, they have implemented the Flexi-Field Days policy, offering women associates in field roles the flexibility to work from home.
- Recognising the importance of childcare, they provide creche facilities and partner with organisations to offer reliable support to working parents.
- They actively create employment opportunities for vulnerable communities, making a positive impact on society.
- They take pride in their Group Mediclaim policy, which is inclusive of LGBTQ individuals and their live-in partners, challenging societal norms and fostering a truly diverse workforce.
- Accessibility is a priority for Cipla and their infrastructure facilities across offices and site locations comply with accessibility standards. They prioritise the rights of their differently-abled colleagues, and their Equal Opportunity policy, drafted in accordance with The Rights of Persons with Disabilities Act, 2016, safeguards their rights and ensures equal opportunities for growth and success.

D&I and employee well-being measures

- Dr. Reddy's believes in equal employment opportunity and strives to maintain a work environment free from discrimination. The company is committed to employ and nurture all qualified diverse workforce. It treasures every talent and recognises merit and diversity in its organization, which fuels organizational growth and innovation. Dr. Reddy's has always put a premium on company culture and living its values, retaining its emphasis on doing things the right way, creating leaders of the future, and ensuring that its workforce is a reflection of the wider society.
- Sustainability is central to Dr. Reddy's business strategy. The company's ESG goals include environmental stewardship; access, affordability and innovation for patients; working towards a fairer and more socially inclusive society; and robust corporate governance. In the space of diversity, equity, and inclusion, the organization aims to achieve a) at least 35% women in senior leadership by 2030; b) gender parity by 2035; c) 3% of its workforce to be PwDs by 2030; d) ensure 100% living wages for its extended workforce by 2025. As it works towards achieving its goals, its progress has been recognised by organisations of global repute. Dr. Reddy's has been included in the Bloomberg Gender-Equality Index (GEI) 2023 for a sixth consecutive year, featuring as the only Indian pharmaceutical company.

[33] *ibid*

D&I and employee well-being measures

- Emcure has a Policy on the Prevention of Sexual Harassment of Women at the Workplace.
- Their employee welfare initiatives organised included rangoli competitions, celebration of Engineering Day, Pharmacist Day and traditional day and solids premier league (sports activities and competitions) which are well-received by employees.
- Their Learning & Development team helps enhance capabilities, skills and knowledge of employees through training initiatives on business projects, technical, managerial, leadership and behavioural competencies.

D&I and employee well-being measures

- Glenmark has a dedicated EHS team which ensures effective management of occupational health and safety. In FY 2021-22, nearly 14.5% of their total employees were women[33].
- The company's Sustainability Report 2021-22 states that the company's philosophy of 'Equal opportunity for all' ensures a fair and inclusive work environment.



[33] *ibid*

- Glenmark extends a comprehensive employee benefit plan for all their employees. The benefits provided to full-time employees include group Mediclaim policy, group personal accident insurance, group term life insurance, travel insurance, annual health checkup, parental leaves and holiday policy, flexi-working hours, National Pension Scheme, meal voucher, retirement plans and car lease among others[34].

D&I and employee well-being measures

- According to the Compliance report of November 2020 to April 2021, training shall be imparted to all employees on safety and health aspects of chemical handling along with ensuring the correct usage of personal protection equipment.
- Additionally, pre-employment and routine medical checkups for all employees shall be undertaken on a regular basis.

D&I and employee well-being measures

- At Ipca, various training and development workshops are conducted to improve the competency level of employees with an objective to improve the operational performance of individuals.
- Their EHS policy[35] states that the company is committed to manufacture and supply bulk drugs, drugs intermediates and pharmaceutical formulations with due respect to the environment, health and safety aspects and legal requirements associated with their operations and personnel.

D&I and employee well-being measures

- At Lupin, promoting a Culture of Acceptance, Diversity, and Inclusion is at the core of its organisational values. The company is deeply committed to establishing an inclusive workplace that upholds equality, regardless of gender, age, race or sexual orientation. To encourage employees, Lupin has several employee engagement programmes that encourage existing employees to embrace cross-cultural sensitivity and foster an inclusive mindset.
- Their learning and development initiatives include Onboarding and Value Orientation, Management Development Programmes and Competency Development.
- They also have classroom sessions on gender sensitisation to reinforce their commitment to the cause of gender diversity. Their workforce in FY 2021-22 included 8.9% women employees and 40% women on the Board (as of 31st March 2022).
- They also have maternity, paternity and sabbatical leave policies among others.

D&I and employee well-being measures

- Mankind Pharma aims to continually improve their health and safety management system and their performance by setting documented objectives and targets of occupational health and safety aspects.

[34] https://glenmark.b-cdn.net/gpl_pdfs/responsibility/Glenmark-Sustainability-Report-FY-2020-21.pdf
[35] https://www.ipca.com/environment-health-safety-management-system/

- They seek to identify hazards and occupational health risks that operations are exposed to, and subsequently implement preventive measures through a combination of technical, organisational and personal safety measures.

D&I and employee well-being measures

- Micro Labs invest in training, development, support and learning opportunities for their employees while creating a safe, healthy, and productive environment.
- Additionally, they reward high performance and recognise outstanding achievements with a range of financial and other benefits. For example, the Micro's Performance Award is given to employees for their dedication and commitment towards work.
- Employees are also provided with round-the-clock transport facilities at each manufacturing plant.

D&I and employee well-being measures

- Natco's Employee Well-being Policy includes:
  - Providing equal opportunities at the time of recruitment and during the course of employment without any discrimination on the basis of race, colour, religion, sex, age and disability.
  - Considering providing a proper work-life balance for all employees.
  - Ensuring continuous skill advancement of employees by providing access to necessary learning opportunities on an equal and non-discriminatory basis.
  - Refraining from employing any form of involuntary labour, including child labour and forced labour.
  - Working towards ensuring safe work environment for all employees.
- Additionally, Natco has an Internal Complaints Committee constituted under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, to resolve any issues related to Sexual Harassment of Women at Workplace.
- They also have a Stakeholder Management Policy which focuses on identifying the company's stakeholders, understanding their concerns, and committing to engage with them.

D&I and employee well-being measures

- Panacea Biotec strives to provide a long and rewarding career to their talented and diverse workforce and focus on their all-round development and growth. They proactively drive and implement various initiatives such as vertical and horizontal promotional opportunities, internal talent development and management, investing in key talent and helping them pursue additional learning in an attempt to make them well-rounded individuals, providing corporate ethics training across all functions among many other initiatives.
- They have a dedicated Environment, Occupational Health and Safety (EOHS) department and engage consultants for independent evaluation of EOHS activities. Their EOHS policy is focused on utilising serious and sustained measures to achieve their 'Zero Harm' target with respect to injuries, incidents and damage to the environment.
- Panacea Biotec has a Prevention of Sexual Harassment Policy in line with requirements of The Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013.

- In FY 2020-21, Panacea Biotec received two complaints from shareholders (including one anonymous complaint from a shareholder through SEBI SCORES which was forwarded to SEBI through PMO Grievance Cell with respect to the Scheme of Arrangement for demerger of real estate business of the Company). Their 2020-2021 annual report states that these complaints were suitably responded to during the financial year.
- They did not receive any significant external stakeholder complaint during FY 2020-21. There were also no complaints or consumer cases pending at the end of the financial year.

Piramal

D&I and employee well-being measures

- Piramal's women employees comprise 15% of the workforce, 39% of corporate roles and 26% of identified 'High-Potential' according to the annual report in 2020-21. Their Second Innings initiative helps experienced and competent women who have chosen to take a sabbatical have the opportunity to foray back to their work life.
- The Piramal Leadership Series is a set of leadership programmes to build capability at each level to meet long-term business needs. Employee skills are improved and enhanced through structured training modules, regular check-ins with managers and knowledge tests among others.
- Piramal Learning University Virtual Campus (PLUVC) is a mobile-first learning management system that promotes a culture of self-driven learning. Over 4,600 learners have leveraged this platform and accessed more than 2.5 lakh courses.
- Through their Ignite programme, about 25 high-potential young leaders from junior management undergo a 15-month long development journey each year that focuses on functional and leadership learning, skill-based live projects and a certification course by Harvard Business Publishing.
- Their Ascend platform selects and grooms high-potential employees from middle management. They undergo a 24-month long structured development programme that includes learning labs, individualised coaching, application of learning through strategic business improvement projects and access to Harvard mentorship resources.
- Leadership Development Leaders play an increasingly critical role in building a sustainable organisation and at Piramal, they focus on enhancing capabilities of their senior leadership team. Several leadership development initiatives were introduced on building a culture of coaching, dealing with ambiguity and avoiding unconscious bias in daily decision-making processes. Over 50 senior leaders from the global pharma business participated in this initiative.

SUN PHARMA

D&I and employee well-being measures

- As part of their stakeholder engagement and materiality assessment exercise conducted in FY 2020-21, Sun Pharmaceuticals identified key stakeholder groups based on groups who are impacted as well as those who have a major influence on business decisions. The groups include: Investors/shareholder, regulators, suppliers/vendors/third-party manufacturers, NGOs, community, customer B2B, employees and senior leadership.
- According to their 2021-22 BRSR Report, as part of the company's systemic efforts in creating a conducive working environment for employees across functions, they have implemented relevant e-training modules, thus enabling the advancement of skill sets.

- Through the implementation of inclusive policies, Sun Pharma aims to foster a culture of employee well-being and resource development within a well-diversified workforce and they have a grievance redressal mechanism for shareholders.
- The company's multi-cultural team is their most valuable asset. Diverse cultural perspectives inspire creativity and drive innovation. Their comprehensive HR policy covers the whole gamut of employee management, from recruitment to retention.

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torrent PHARMA

D&I and employee well-being measures

- Their Human Resource Development Team strives to create a conducive work environment that aims to influence employees' ability and motivation and design opportunities for them to perform.
- Safety awareness programmes/counselling sessions were conducted to spread necessary knowledge and help employees cope with the challenge of working during the COVID-19 pandemic. Moreover, efforts were made to improve employee connect.
- Gender diversity initiatives aimed towards aiding female workers to balance work and other duties were undertaken. Special events promoting women's personal and career development are often planned, with an emphasis on fitness, well-being and a stress-free life. The annual report further highlights that two of seven directors are women and women population in the workforce has been increasing every year.
- Initiatives for recruitment and retention of female employees include a conducive maternity policy, Sangini – learning platform for female employees, and safe and comfortable work.
- Torrent aims for an environment that nurtures life-long learning, encourages risk taking and accepts as well as learns from failures as a part of the innovation process and is integral to Torrent Pharma's business values. The rewards and recognition system is aligned to augment this.

UNICHEM LABORATORIES LTD.

D&I and employee well-being measures

- Unichem's Stakeholders Engagement Policy aims to provide and create value for all its stakeholders. It systematically identifies stakeholders, understands their concerns and works towards proactive engagement with those stakeholders who are disadvantaged, vulnerable and marginalised. Additionally, it strives towards resolving differences with stakeholders in a just, fair and equitable manner and aims to ensure that freedom of choice and free competition is not restricted by the company.
- The objective of their Policy for Well Being of Employees is to have fair policies for recruitment and retention of talent that contribute to the development of Unichem's business and also to ensure that there is no discrimination or harassment against anyone.
- They are committed to providing equal employment opportunity to all qualified persons without discrimination on the basis of age, region, caste, creed, race, colour, gender, religion, national origin, social groupings, disability and marital status in accordance with applicable local, state and national laws. They also aim to provide opportunities to persons with disabilities who can perform essential functions of the position for which they are qualified and selected.

- All employment and promotion decisions will be based solely upon individuals' qualifications, experience, prior contribution and demonstrated capacity to perform at higher/improved levels of performance and will be in accordance with the principle of equal employment opportunity.
- Unichem is committed to provide safe, healthy and non-exploitative working conditions for all employees. The Policy also highlights Unichem's commitment not to use any form of child/forced labour or any form of involuntary labour whether paid or unpaid.
- It takes cognisance of the work-life balance of employees and aims to ensure continuous skill and competence upgrading of all employees by providing access to necessary training and education on an equal and non-discriminatory basis.

UNICHEM LABORATORIES LTD.

- Through an induction programme, the company sensitises its employees on aspects of human rights.
- Their Customer Relations Policy aims to provide best-in-class quality, safe and competitively priced products to customers and to manufacture products which meet local and internationally accepted standards and procedures. Practices within this policy include:
  - Making factual disclosure about products by following applicable standards for packaging and labelling
  - Following guidelines laid down on any promotional material
  - Promoting and advertising products in a manner that shall not mislead/confuse consumers
  - Allowing freedom of choice in a competitive environment while designing, promoting and selling its products and services
  - Facilitating appropriate mechanisms for customer feedback and addressing grievances for improving product quality
  - Providing education wherever required about safe and responsible usage of their products
  - Engaging in fair trading practices.

WOCKHARDT | LIFE WINS

D&I and employee well-being measures

- Wockhardt's policy on Safety, Health and Environment has provision for a safe and healthy workplace for every employee. Wockhardt Holistic Excellence Enhancement Lever (WHEEL)[36] aimed at developing people and leadership capabilities at different levels within the organisation, based on the proprietary competency model.
- The company's remuneration policy formulates criteria for determining qualification, competencies, positive attributes and independence for the appointment of directors and the criteria for determining remuneration of directors, KMPs and other employees.

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zydus Dedicated To Life

D&I and employee well-being measures

- Zydus is committed to fostering diversity, equity, and inclusion throughout the organization. To support its female employees, Zydus has implemented a programme called Zydus Cares, which provides special assistance and assigns a female buddy to each pregnant employee across all its sites in India. This dedicated support system ensures that pregnant employees receive the necessary help both before and during their maternity leave.

[36] http://www.wockhardt.com/people/focus-on-development.aspx

- Furthermore, Zydus has implemented WINGS, a well-structured development intervention specifically designed to nurture leadership in women. This programme has been successfully rolled out in two phases, benefiting around 85 mid to senior-level women through a six-month intervention. It has implemented specialised programmes tailored for its women employees.

- Moreover, at its manufacturing locations, Zydus regularly conducts development interventions specifically designed to enhance the skills of its shop floor employees.

- Emphasising inclusion, the vision at Zydus is to provide equal development opportunities for all employees, in a consistent and uniform manner across all geographies.

- Zydus has adopted a Policy on Prevention, Prohibition and Redressal of Sexual Harassment at the Workplace in line with provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules made thereunder.

- Permanent and contractual employees at the company's manufacturing site, R&D Centre and other corporate offices were provided training on relevant EHS aspects.



ANNEXURE 4: ACTIONS TAKEN BY IPA MEMBER COMPANIES TOWARDS SUPPLY CHAIN SUSTAINABILITY



Abbott

Sustainability report
2021-22 Annual Report

Actions towards supply chain sustainability
For Abbott, a sustainable future starts with health. It is the foundation for everything. Their 2030 Sustainability Plan has a clear focus on designing access and affordability into their life-changing technologies and products to reach more people, in more places than ever before. By 2030, Abbott intends to improve the lives of more than 3 billion people on the planet. The company is creating a resilient, diverse and responsible supply chain, increasing sourcing of local packaging materials, thereby reducing the need for transportation and lowering vehicular emissions.

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ajanta pharma

Sustainability report
2021-22 BRSR Report

Actions towards supply chain sustainability
Ajanta actively pursues supply chain sustainability by thoroughly vetting suppliers to ensure compliance with international standards, including those from ISO and WHO. This process involves detailed inspections and strict adherence to Standard Operating Procedures (SOPs), which cover sanitation practices and facility maintenance, ensuring that every link in the supply chain aligns with the company's commitment to quality and environmental consciousness.

In their drive towards sustainability, Ajanta prioritizes the local procurement of materials, with 90% of sourcing done within close geographic proximity to their manufacturing sites. This strategic choice bolsters local businesses, reduces logistical complexities and cuts down on carbon emissions associated with transportation. This practice demonstrates Ajanta's holistic approach to sustainability, incorporating ecological considerations into the core of their operational strategies.

Alembic
Touching Lives over 100 years

Sustainability report
Business Responsibility Report integrated in 2021-22 Annual Report

Actions towards supply chain sustainability
- Alembic has formulated an operating procedure to approve vendors and their materials are procured from approved local as well as international vendors.
- The Quality Assurance team conducts periodic audits of vendors, especially those who supply key materials.
- Alembic has also developed longstanding business relations with regular vendors. They enter into annual freight contracts with leading transporters for movement of materials and continue to receive sustained support from their vendors.



Sustainability report

Business Responsibility Report integrated in 2021-22 Annual Report

Actions towards supply chain sustainability

- Alkem has a 'Suppliers Code of Conduct' which focuses on preparing a quarterly risk mitigation document for high contributing products; ensuring risk mitigation plan is in place for all identified risks along with quarterly monitoring; having alternate supplier's introduction to mitigate risk; and preventing time overrun in implementing alternate supplier's programme by having a structured programme coupled with weekly cross-functional governance discussions.
- They have SOPs in place related to green procurement to strengthen procurement processes of energy, water, raw materials, packaging material and finished goods, keeping in view the applicable regulatory compliances.
- They raised awareness on social and environmental sustainability issues among their first-level suppliers and expect that these suppliers do the same for their stakeholders.

Sustainability report

2021-22 Sustainability Report

Actions towards supply chain sustainability

- Aurobindo's screening of new suppliers rose to 45% in FY 2021-22 as compared to 35% in the previous year.
- By 2025, Aurobindo aims to have 100% of key starting material suppliers in India of finished dosage forms (drug product) assessed on Suppliers' Code Of Conduct.
- They have also started working towards creating efficient and sustainable packaging designs by reducing overall material usage and electricity consumption.
- Aurobindo's Supplier Code of Conduct comprises five principles, namely Ethics, Human Rights and Labour, Health and Safety, Environment and Management Systems which all their registered suppliers shall comply with. The code of conduct also outlines the legal compliance that all suppliers shall abide by depending on the laws and regulations within the countries, states and jurisdictions in which they operate.
- Aurobindo has also laid down Guidelines for the selection and approval of Key Raw Material Suppliers based on ESG performance and periodic performance evaluation, to ensure alignment with their own sustainability goals and actions and screened 45% of suppliers on environmental criteria during FY 22. In 2022-23, they have also established a Sustainable Sourcing Policy and Supplier Code of Conduct to strengthen sustainable sourcing.

Sustainability report

Business Responsibility Report integrated in 2019-20 Annual Report

Actions towards supply chain sustainability

Cadila is working on making its supply chain ESG compliant, both in terms of pricing as well as sourcing. Further, newer technologies should be used for operations as well as supply chain to achieve net zero emissions.

Sustainability report

FY 2022-2023 Sustainability Report

Actions towards supply chain sustainability

- Sustainability parameters are integrated into their overall supply chain through various measures, including a comprehensive Sustainability Policy and Code of Conduct applicable to all their suppliers.
- During 2022-23, 1,461 vendors (including 250 critical vendors) confirmed alignment to Cipla's Supplier Code of Conduct in comparison to 221 vendors (including 175 critical vendors) for FY 2021-22.
- They also conducted desk-based assessments for 168 critical vendors (81 for FY 2021-22, out of which 75 where critical vendors) and 10 suppliers shared their satisfactory EcoVadis score in lieu of desk-based assessments.
- They also organised a virtual ESG workshop for their suppliers, attended by representatives from 38 vendors.

  Their Global Supply Chain Management (GSCM) team designed first-of-its-kind, AI-based chatbot, named CipBot to provide users with real-time updates on the status of purchase orders.
- Single Point of Truth (SPOT) is a mobile application designed to provide easy access to essential Supply Chain Key Performance Indicators (KPIs) such as material expiry risk and forward days of inventory coverage.
- Cipla is an associate member of the Pharmaceutical Supply Chain Initiative (PSCI) and aims to collaborate with peers and support their suppliers to enhance their practices on effective and responsible supply chain management.



Dr.Reddy's

Sustainability report
Dr. Reddy's Integrated Annual Report 2022-23

Actions towards supply chain sustainability
Sustainable sourcing is highly important. Dr. Reddy's ensures that all raw materials for its products are sourced in a sustainable manner. All its strategic and critical suppliers are evaluated against Dr. Reddy's qualifying criteria. As per the supplier code of conduct, Dr. Reddy's assesses its strategic suppliers on multiple criteria including business ethics, human rights, social impact, safety and environment. Additionally, the company is in the process of developing a measurement mechanism to report its sustainably sourced products.

Emcure®
SUCCESS THROUGH INNOVATION

Sustainability report
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Actions towards supply chain sustainability
- The company and the board is in the process of incorporating the current ESG framework by SEBI into their company's business sustainability strategy.
- The EHS and HR teams jointly review environment and labour-related compliances.

Glenmark
A new way for a new world

Sustainability report
2021-22 Integrated Annual Report

Actions towards supply chain sustainability
- The company actively encourages sourcing raw materials from local vendors to generate additional growth opportunities.
- In FY 2021-22, they locally procured approximately 80% (by value) of raw materials, packaging materials and traded goods.

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ipca
A dose of life

Sustainability report
Business Responsibility Report integrated in 2020-21 and 2021-22 Annual Report

Actions towards supply chain sustainability
- Ipca's Sustainable Procurement upholds statutes and regulations, follows the highest ethical, economic, social and environmental standards, and recognises and reduces any risks related to procurement processes.
- The Policy is disseminated to all relevant parties. It outlines expectations from the company's suppliers on environmental regulations, business ethics, labour and human rights.

LUPIN

Sustainability report
2021-22 BRSR Report

Actions towards supply chain sustainability
- Lupin has classified its suppliers into Strategic, Critical, Leverage and Routine categories in order to minimise supply risk and improve the company's relationship with them. Periodic evaluations are undertaken in each category.

- Quarterly evaluations are held for Strategic and Critical suppliers, half-yearly ones for Leverage suppliers, and annual ones for Routine suppliers.
- In FY 2020-21, the company had a Supplier Code of Conduct for all their suppliers and vendors and in FY 2021-22, they developed a Third-Party Code of Conduct which is applicable to several stakeholders such as suppliers, vendors, distributors, wholesalers, agents, technology partners, Contract Manufacturing Organisations (CMOs) and Contract Research Organisations (CROs).

Sustainability report

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Actions towards supply chain sustainability

Sustainable sourcing is currently a work in progress.

Sustainability report

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Actions towards supply chain sustainability

Micro has reduced usage of overall 60 tonnes of plastic from manufacturing to packaging processes within a year in 2021

Sustainability report

BRSR Report integrated in 2021-22 Annual Reports

Actions towards supply chain sustainability

Natco ensures the quality and safety of raw materials and packaging materials procured from suppliers as well as of products manufactured, stored and distributed throughout the value chain.

Sustainability report

Business Responsibility Report integrated in 2020-21 and 2021-22 Annual Reports (They also often submit Sustainability Reports to organisations such as UN agencies for review, thus enabling them to monitor their yearly plans. These reports are not published.)

Actions towards supply chain sustainability

- Panacea Biotec has a well-established Supply Chain Management (SCM) system that is designed to create end-to-end visibility and controls, right from sourcing of materials to collection of receivables for both pharmaceuticals and vaccine products.
- The company identifies approved vendors for procuring manufacturing materials and has a SOP in place for sourcing raw and packaging materials from local and international sources.
- Panacea Biotec also has a system to reward suppliers for their ESG performance.
- The quality assurance team also conducts periodic audits of vendors, especially those who supply key materials.

- The company has built a long-standing business relation with regular vendors from whom it continues to receive unrelenting support and has a system to enter into agreements with freight forwarders/transporters involved in transport/shipment of finished products manufactured by them.
- The company also help suppliers develop and scale products to reduce their dependence on imported materials and equipment.

Sustainability report
2021-22 Sustainability Report

Actions towards supply chain sustainability

- Piramal is focusing on increasing supplier diversification, risk assessment and ESG performance review as a means of de-risking their procurement and operations.
- Suppliers have been categorised into critical and non-critical groups based on their work. The Supplier Evaluation Process is aligned with procurement procedures and is undertaken periodically on specific parameters. It allows the company to evaluate their suppliers on materials, carbon footprint, logistics, operations, service delivery and quality.

Sustainability report
2020-21 Sustainability Report and 2021-22 BRSR

Actions towards supply chain sustainability
The company encourages local sourcing, thus enabling reduction in costs, currency risks and environmental footprint of transportation services.

Sustainability report
2021-22 Integrated Annual Report

Actions towards supply chain sustainability
SOPs for evaluation and selection of vendors are in place for sourcing of materials including evaluation of EHS resources and their compliance by suppliers and vendors for key raw materials/APIs and intermediates.

Sustainability report
Business Responsibility Report integrated in 2021-22 Annual Report

Actions towards supply chain sustainability

- SOPs for appointing vendors are in place. Materials are sourced from approved vendors, both locally and internationally.
- The company conducts regular audits for these vendors including sample approvals and performance trials.

Sustainability report

Business Responsibility Report integrated in 2021-22 Annual Report

Actions towards supply chain sustainability

- Wockhardt deploys sustainable sourcing processes with awareness towards environment, health and safety, and human rights concerns and key social compliances. The manufacturing sites, warehouses and analytical laboratories are audited.
- During the process of registering/approving any supplier/vendor, the procurement team secures access to relevant documents to verify the pre-requisites and all compliances as required by law.
- In case of APIs or key raw material suppliers, the Quality Assurance team visits their premises to evaluate their delivery capabilities and quality processes.

Sustainability report

Business Responsibility Report integrated in 2020-21 and 2021-22 Annual Reports

Actions towards supply chain sustainability

- Zydus has an SOP for sourcing raw materials and has identified and approved vendors for procuring materials. The SOP comprises of sample approvals, performance trials, plant audit and regulatory clearances.
- A majority of materials are procured from approved manufacturers. Zydus procures goods and services from registered/approved local and small producers for its manufacturing premises and offices. It improves operational efficiency and helps to save on transportation costs, inventory management and helps in risk mitigation. Adequate guidance and counselling are provided to them about systems and procedures for regulated markets.



ANNEXURE 5: ACTIONS TAKEN BY IPA MEMBER COMPANIES TOWARDS CARBON NEUTRALITY, WASTE MANAGEMENT, AND WATER AND ENERGY CONSERVATION



Carbon neutrality/waste management

- Abbott's 2030 environmental targets include reducing absolute Scope 1 and 2 carbon emissions by 30% from 2018 baseline by the end of 2030, consistent with objectives of Science Based Targets initiative (SBTi) and working with their key carbon-intensive suppliers to implement sustainable programmes to reduce Scope 3 carbon emissions.
- The company aims to utilise renewable resources (such as solar panels) to reduce their carbon footprint.

Water conservation

Abbott

- Abbott's water usage targets for 2030 are to work with key suppliers in high water-stressed areas to reduce water quality and quantity risks to Abbott and the community.
- According to their 2021-22 annual report, their Goa site used to be more dependent on expensive tanker water, but now the dependency has reduced by approximately two tankers every day leading to cost saving.

Energy conservation

- They installed air handling units across offices, secondary packing areas and ventilation units for packing material store areas leading to energy savings of 29,384 KWH.
- They also introduced a new heat pump technology that eliminates the conventional method of generating heat from a boiler, thereby reducing fuel consumption by 507 tonnes.
- They installed three Diesel Generator (DG) sets at their Goa plant which are operating with High Speed Diesel (HSD) fuel and PNG (Piped Natural Gas). The dual fuel project leads to cost saving along with footprint reduction.

Carbon neutrality/waste management

ajanta pharma

- Ajanta is actively engaged in reducing its carbon footprint by implementing efficient and low-carbon processes across its operations. This strategic focus on sustainability is aimed at minimizing the environmental and social impacts that often accompany the design and production phases. By leveraging advanced technologies, Ajanta ensures that its manufacturing processes are efficient and environmentally responsible.
- The installation of solar panels across their manufacturing locations has been a critical step in this direction, leading to a significant reduction of 40,399 tonnes of CO_2 emissions to date.

Water conservation

One of their targets is to achieve Zero Liquid Discharge at all manufacturing plants. To achieve this, the company is implementing advanced wastewater treatment technologies, including the use of Reverse Osmosis (RO) plants and evaporators. These systems are designed to purify and recycle water, effectively reducing the need for fresh water by treating and reusing wastewater.



The implementation of these technologies has led to a substantial reduction in freshwater consumption by almost 20%. By utilizing treated water from their Effluent Treatment Plants (ETP) for utility makeup - such as cooling towers, boilers, and process water - the company is minimizing its environmental footprint while ensuring that water is conserved and used responsibly.

Energy conservation

- The company aims to transform its energy consumption profile by setting a target to increase the use of Renewable Energy (RE) to 50% by the year 2026. This commitment includes integrating renewable energy practices in their manufacturing processes and within their research and development (R&D) activities.
- The installation of solar power plants across all their manufacturing facilities currently provides approximately 8% of the company's total energy requirements.
- They installed energy-efficient air blower for ETP aeration tank at API as part of a broader strategy to lower electricity consumption and improve the overall energy efficiency of their operations.
- They installed energy monitoring system at all manufacturing sites for the meticulous tracking of energy usage, enabling the identification and remediation of inefficiencies.
- The company undertakes close monitoring of HVAC operation across all sites to ensure they operate optimally, further reducing unnecessary energy use and minimizing the environmental impact of their operations.



Carbon neutrality/waste management

- They reduced their CO_2 emissions by about 5% in FY 2021-22.
- They invest in energy-efficient equipment to increase efficiency and product quality and modify existing processes to optimise consumption of utilities (air, water and energy), thereby minimising their carbon footprint.

Water conservation

- They reduced their water consumption by about 21% in FY 2021-22.
- They also improved the efficiency of water and wastewater treatment plants, and thus increased recycle and reuse of water, leading to overall reduction of plant water consumption.
- They also reduced dependency on groundwater by migrating to water supply from State bodies.

Energy conservation

- They reduced overall energy consumption by 12% in FY 2021-22.
- Initiatives included centralising solid fuel-fired boiler and stopping usage of multiple furnace oil/light diesel oil-fired boilers to optimise overall fuel consumption and cost, streaming condensate recovery improvement from 65% to 75% by using innovative trap management and effective control, and installing rainwater harvesting among many others.

Carbon neutrality/waste management

- They upgraded their equipment using less fuel and electricity and using a HVAC system which has the latest power-saving technology, to curb GHG emissions.
- Since the company's operations have the potential to emit particulate matter, sulphur dioxide and nitrogen oxides, among others, they minimise these emissions through facility design, closed operations and the use of emission control devices including scrubbers, dust collectors and filters. They also record emission parameters to ensure compliance with government norms.

Water conservation

- In order to reduce their freshwater intake as much as possible, they use treated water.
- The company's water management efforts comprise of monitoring water consumption, educating workforce for exercises in saving in water consumption and auditing on raw, effluent and treated water.
- 64% of manufacturing units are ZLD facilities.
- Rainwater harvesting systems and effluent treatment plants are set up across all their sites.

Energy conservation

- In 2021-22, Alkem took several energy conservation initiatives including installing LED lights to save power at Indore, Sikkim, Ankleshwar and Mandva plants, installing single 700 TR cooling tower instead of two separate cooling towers and a Steam Condensate Recovery System (SCRS) to recover hot condensate water in boiler feed water tank to utilise the condensate heat at the Daman plant.
- At the Indore plant, they use PNG gas in boilers instead of furnace oil.
- Automation and use of renewable energy further help to reduce direct and indirect fossil fuel consumption.

Carbon neutrality/waste management

- In FY 2021-22, the company saw a 10% reduction in carbon emissions against a target of 12% reduction from the baseline year FY 2020-21.
- They aim to reduce carbon emissions by 12.5% in alignment with the SBTi WB2oC scenario. Aurobindo is aligning their low carbon journey with SBTi to limit global warming to well below 2°C and pursuing efforts to limit warming to 1.5°C.
- According to Aurobindo's EHS policy, the company aims to adopt innovative ways and processes to minimise adverse impact, reduce risks, enhance reusing and recycling of waste and prevent pollution.
- To manage their waste, Aurobindo has implemented a two-point strategy: reduce waste at the source and handle it responsibly till the last mile. During FY 22, 85% (9,295 MT) of targeted hazardous waste is sent for co-processing, which is used as alternate fuel in the cement industry. 100% of non-hazardous waste (plastic waste) is disposed for recycle/reuse. About 2,700 used batteries were disposed under buyback for recycling and approximately 6.4 tonnes of e-waste was sent for recycling.
- Aurobindo has also established a process to collect, store, recycle and safely dispose of products at end of life. Market return products are collected and disposed of to the cement industry to use as alternate fuel.
- They also ensure compliance with regulations related to the prevention and control of pollution.
- Aurobindo is also working towards regulating Scope 3 emissions through low carbon logistics by delivering export products by sea rather than air, which has led to lowering of supply chain emissions by 11,920 tCO2e with FY 18 as the baseline. They further plan to transport more than 90% of their export products by sea and improve the supply chain efficiency.

AUROBINDO

- In FY 2021-22, Aurobindo had a 10% reduction in carbon footprint from baseline FY 20 and aims to reduce carbon footprint by 12.5% by 2025 (as per SBTi – well below 2°C scenario).
- By 2025, Aurobindo aims to have 60% co-processing of hazardous waste and has achieved 85% of the target in FY 2021-22. The company also aims to reuse/recycle 100% of non-hazardous waste by 2025 and has already achieved 100% of it in FY 2021-22.

Water conservation

- In FY 2021-22, Aurobindo's share of treated wastewater or re-used water was 31%.
- They are working towards 35% conservation/restoration and water neutrality by 2025 and have achieved ~37% water conservation/restoration in FY 2021-22.
- Aurobindo Pharma, acknowledges that water is a scarce resource and uses this resource judiciously. Their fully operational ETPs deploy innovative technologies to collect, store, treat and manage wastewater across all their units, and have achieved ZLD status at several units. Across their operations, they monitor water usage on a fortnightly basis and review relevant processes daily at the site and at corporate level.
- During FY 22, about 31% of treated wastewater was reused out of total wastewater generated (about 2,99,000 Kl) at Aurobindo's facilities. In addition, they implemented multiple rainwater conservation strategies to restore groundwater at several of their production facilities. They achieved about 37% water conservation through rain water conservation during FY 22.

- They also ensured the Predicted No Effect Concentrations (PNECs) for antibiotics in wastewater stays within limits as per AMR Industry Alliance framework. Across their operations, they monitor water usage on a fortnightly basis and review relevant processes daily at the site and at corporate level.

Energy conservation

- In FY 2021-22, they saw a 1.2% reduction in energy consumption and achieved 7% renewable energy use in operations against a target of 20%.
- They aim to increase their share of renewable energy to 20% by 2025.
- To ensure optimum power utilisation, they implemented energy conservation activities in utilities, effluent treatment and solvent recovery operations through performance assessments, automation of equipment, standardised procurement of energy efficient equipment i.e., installation of energy efficient motors and pump sets, refrigeration systems and agitators etc.

AUROBINDO

- Aurobindo is enhancing their energy efficiency by optimising operations and processes. During FY 22, they implemented several energy conservation measures and achieved a 1.2% reduction in energy consumption (75,612 GJ reduction compared to FY 21) which resulted in a 10% reduction in carbon emissions from baseline year FY 20 (achieved 80% of 2025 target).
- Towards Aurobindo's transition to renewable energy, they generated and consumed around 43,000 MWh of solar energy in FY 22. They used biomass as a fuel for their boilers in addition to renewable energy, which accounts for around 3% of their total energy usage. Their 30 MW solar power plant in Andhra Pradesh has generated 2,02,822 MWh power since FY18.
- In FY 2021-22, Aurobindo has 6.7% renewable energy share (power-to-power) and aims to increase this to 20% renewable energy share (power-to-power) by 2025.



IPA | Samhita A BETTER NORMAL

Carbon neutrality/waste management

- They are working with a consultant to study and adopt a carbon footprint free operation.
- They also aim to tackle climate change issues through their tree planting initiatives.
- Cadila has eco-friendly mechanism for waste management, which converts trash into fertilising material. All pharmaceutical waste is segregated from biohazardous waste before disposal.

Water conservation

- All Cadila campuses have rainwater harvesting pits which also help in replenishing groundwater levels, and are equipped with energy efficient systems.
- Its manufacturing and factory units follow a Zero Discharge System, wherein waste is processed before it is released.
- The water is treated in ETPs and Emission Control Incinerators are used.

CADILA PHARMACEUTICALS LIMITED
The Care Continues...

Energy conservation

- Cadila provides bus transportation to its employees, which reduces the use of multiple vehicles.
- They ran a Power Saviours campaign in 2021 with the tagline Dimaag ki Batti Jalao, Office ki Batti Bujhao (turn on the light of your mind and switch off lights in the office) which was communicated to all employees through email and WhatsApp.
- The campaign aimed to educate people about energy facts and figures and the importance of electricity, along with how they can save electricity on a daily basis from work and home such as unplugging devices when not in use.

Carbon neutrality/waste management

- In FY 2022-23, their global Scope 113 emissions stood at 35,831 tCO2e, a reduction of 6.5% from the previousyear.
- In FY 2022-23, the increased use of renewable energy helped them avoid approximately 70,948 tonnes of GHG emissions. Their global Scope 2 emissions decreased by 6% to 1,89,900 tCO2e.
- They are aligning their reporting and monitoring practices with the requirements of the SBTi
- Waste generated at their sites are sent to authorised recyclers, authorised Treatment, Storage, and Disposal Facilities (TSDF) as well as co-processing facilities and thermal destruction methods are used to safely eliminate waste. Around 91% of waste generated from their global operations has been sent for recycling/reuse.

Cipla

Water conservation

- Their water management approach is 3-pronged: enhancing use of rainwater, reducing use of blue water through wastewater management and supporting communities through water conservation programmes.
- During FY 2022-23, 85% of wastewater generated was recycled and utilised within their facilities through in-house Effluent Treatment Plants (ETPs), Sewage Treatment Plants and ZLD plants.

- In FY 2022-23, their global water withdrawal was 15,66,809 KL, a 5% reduction from the previous year. They aim to become water neutral for India manufacturing operations by December 2025.

  They also educate communities on water conservation, wastewater minimisation and water-efficient agriculture methods.

- Rainwater harvesting systems have been installed in manufacturing facilities at Kurkumbh, Indore, Baddi, Bommasandra, Sikkim, Goa and Kundaim in the form of underground tanks, recharge pits and shafts. Additional water management projects include dam renovation, using sewage treatment plant treated water, RO plant reject water and Air Handling Unit (AHU) condensate, reducing domestic water consumption, fixing leakages, following controlled usage for cleaning purposes and making water treatment plants more efficient.
- Their total water consumption decreased by 17% from 1,879 ML in FY 2020-21 to 1,554 ML in FY 2021-22.their sites.

Cipla

Energy conservation

- They replaced their existing centrifugal chillers with energy-efficient and reliable magnetic bearing chillers in HVAC applications. In December 2022, a 1,500 TR magnetic bearing chiller was installed in Goa.
- They implemented Mechanical Vapour Recompression Evaporator (MVRE) as part of their Zero Liquid Discharge (ZLD) project. They installed a Reverse Osmosis (RO) unit in November 2022, followed by the MVRE in January 2023.
- They installed an energy efficient compressor at their Indore site, resulting in savings of approximately 111 MWh.
- They installed a VFD system for a Brine Chiller, compressor and ventilation blower at Goa-II, Kurkumbh and Sikkim, resulting in savings of approximately 127 MWh.
- They installed BacComber system (Ultra Low frequency treatment) in place of Nalco system for Chemical dosing in their cooling tower at Indore, resulting in savings of approximately 112 MWh.
- In FY 2022-23, renewable energy use in their global operations reached 27% from 24% in FY 2021-22.
- Their manufacturing facilities located in Sikkim and Baddi are entirely powered by hydroelectricity sourced from the grid.
- Use of biomass currently makes up over 10% of their energy consumption.

Dr.Reddy's

Carbon neutrality/waste management

- Dr. Reddy's remains committed to energy transition and is on the pathway to carbon neutrality.
- The majority of Scope 1 (direct) emissions originate from boilers used in operations for producing steam, electricity, and wastewater treatment facilities.
- Scope 2 (indirect) emissions are from purchased electricity for running facilities and operations.
- Scope 3 (indirect) emissions include emissions from purchased goods and services, capital goods, processing of sold products and others.
- In FY 23, Dr. Reddy's achieved 30% carbon neutrality and 42% of its electricity was through renewable sources, while it aims to be 100% carbon neutral in its operations (Scope 1 and 2) and transition to 100% renewable power by 2030.

Water conservation

- In FY 23, Dr. Reddy's achieved its goals of turning into a water positive company. The company attributes this achievement to its efforts towards water recharge, reuse, recycling, replenishment and sustainable agriculture.
- Its freshwater withdrawal was 1.83 million kilolitres and it created a recharge potential of 6.07 million kilolitres of water.
- Dr. Reddy's achieved this through multiple interventions including building rainwater harvesting structures, community watershed programmes, pond rejuvenation and sustainable agriculture efforts via its community-focused regenerative agriculture programmes MITRA and ACE.

Energy conservation

- Dr. Reddy's has waste management systems in place at all its facilities. Plastic waste is either co-processed or recycled based upon the type of waste generated. E-waste is disposed of to authorised vendors.
- 99% of its global hazardous waste is sent to cement industries and recyclers for co-processing and recycling.

  The remaining 1% of global hazardous waste is sent to landfill.
- Other non-hazardous waste such as glass, MS scrap, wood waste, and boiler ash, etc. is sent to recyclers, cement industries for co-processing or to brick manufacturers.



Emcure®
SUCCESS THROUGH INNOVATION

Carbon neutrality/waste management

- They integrate measures across the manufacturing cycle by ensuring usage of less polluting substitutes along with compliance to statutory requirements.
- Their R&D team has been working on incorporating less polluting alternatives in their manufacturing processes with the goal of avoiding the use of chlorinated solvents.

Water conservation

They installed rainwater harvesting and effluent treatment systems in all plants along with integration of the concept of ZLD to conserve water and ensure efficient utilisation.

Energy conservation

They undertook energy conservation efforts through replacement of conventional lighting fixtures with LEDs and installation of alternative sources of energy such as solar energy.

Glenmark
A new way for a new world

Carbon neutrality/waste management

They want to be carbon neutral by 2030, zero waste to landfill by 2027 and water neutral by 2025.

- They have adopted co-processing of hazardous waste at cement kilns. Four out of seven manufacturing units in India have already achieved the status of zero landfill of hazardous waste.
- They have disposed of hazardous waste through 50% co-processing, 20% recycling and 13% incineration.
- Landfill of hazardous waste has been reduced to 16% in FY 2021-22.

Water conservation

- Their water conservation efforts follow the 3R's and aim to reduce water consumption by adopting best practices and alternatively reusing and recycling treated wastewater in cooling towers, boilers and landscaping.
- They have also adopted the ZLD approach in their Aurangabad plant and wastewater is treated and recycled in their facilities for utilities. At all other locations, 100% treated wastewater is recycled within the premises including utilities, toilets and gardening and 0% is discharged outside.



Energy conservation

- Their energy efficiency efforts involve installation of LEDs, individual switches for each lamp, motion sensors and timers to switch off lights during dormant periods.
- They use an efficient HVAC system which includes optimised blower speeds providing required number of air changes per hour, temperature controller and timer on ACs and exhaust fans.
- They provide training to employees on energy conservation and GHG management.
- To conserve fuel, many of their facilities run on a range of renewable and non-renewable resources.
- Biodiesel is used at their Aurangabad and Nashik facilities.
- Baddi and Nalagarh rely on a mix of LPG and HSD and remaining facilities at Sikkim, Goa and Indore use HSD/LSHS.

Carbon neutrality/waste management

Intas complies with all regulations stipulated by the Central/State Pollution Control Boards related to air emissions and liquid effluents discharges as per air and water pollution control laws.

Water conservation

- All treated water is reused for cooling towers and sewage is treated through septic tanks followed by a soak pit.
- Intas has reported their water consumption details in their compliance reports.
- Their units have also maintained ZLD of process effluent.

Energy conservation

They installed rooftop solar systems in eight schools and panchayat offices in Valiya and Deiapada tehsils of Bharuch district, Gujarat.

Carbon neutrality/waste management

Using well-designed storage systems, safe disposal of effluent material, controlled emissions and by resource recycling, Ipca monitors and minimises the environmental impact of their operations and aims to reduce their carbon footprint.

Water conservation

- They are dedicated to resource conservation and lowering water withdrawal. They have implemented a plan to recover and recycle water from manufacturing processes.
- They have a Water and Waste Management Policy which states that Ipca uses uniform industry measures to publicly report the company's water performance, preventing the contamination of groundwater, surface water and other water resources. The policy also states that Ipca shall practise zero discharge and treat wastewater before reusing it.
- Their initiatives focus on recognising the water footprint left by facilities and then strategise to maintain water balance that reduces the need for freshwater and also improves the security of water supply in communities where they operate.

Energy conservation

- They have an Energy Policy which aims to conserve energy and natural resources by employing operational procedures and promoting usage of renewable energy.
- They utilise methods such as solar energy, sourcing of power from wind mills, replacement of coal with agricultural waste briquettes for boilers, enhanced solvent recovery and replacing conventional lightings with LED lightings to conserve energy

Carbon neutrality/waste management

- In FY 2021-22, Lupin has implemented energy efficiency initiatives at its sites to reduce its carbon footprint.
- They also invested in renewable energy and deployed cleaner technologies and processes across their operations.
- In FY 22, the total GHG emissions were reduced by 8% compared to FY 21 in India.
- Lupin Healthcare UK's product, Luforbec also achieved a carbon neutrality certification by offsetting the total emissions generated from the production, use and disposal of inhalers.
- In India, in FY 22, Lupin sent approximately 45% (3,099 MT) of the incinerable hazardous waste generated at its sites for co-processing/pre-processing in cement plants instead of incineration.
- Lupin has committed to ensure that 60% of the hazardous waste generated in its Indian operations will be sent to cement plants for co-processing by 2025

Water conservation

- In FY 2021-22, Lupin recovered 695,008 kilolitres of water by recovering and reusing water from wastewater.
- Lupin reduces, reuses and replenishes water through water conservation mechanisms, water recovery plants and by creating awareness of water conservation among stakeholders.
- During FY 2021-22, wastewater generated in their nine plants went through treatment plants which were further processed in their state-of-the-art water recovery plants. After the biological treatment and prescribed norms are met, wastewater is used for utilities, flushing, gardening etc.
- As of 31st March 2022, Lupin has created a water recharge potential of 476% of its total water withdrawn, thereby making its operations overall water positive.

Energy conservation

- Lupin is continuously innovating new ways to reduce its reliance on fossil fuels and procure renewable energy sustainably.
- In FY 22, the contribution of renewable power at the Ankleshwar and Dabhasa sites of Lupin has increased by 5.30 MW by switching to a hybrid renewable power model comprising wind and solar.
- Lupin has replaced AC motors with DC electronically commuted motors in AHUs, which has resulted in energy efficiency and power cost savings.
- Lupin also installed solar rooftops at several of their sites and replaced 4,404 lights (old conventional luminaries) with energy-efficient LED lights at Mandideep, Ankleshwar, Vizag and Dabhasa.

Carbon neutrality/waste management

Their EHS policy states that the company is subject to extensive environmental laws and regulations pertaining to the prevention and control of air pollution.

Water conservation

- Even though they are permitted to draw groundwater, they set efficient benchmarks. For example, they might set a benchmark for a 10% reduction based on a baseline year such as 1920.
- Even though it is not mandated, they have waste water recyclers to treat their water and are ZLD.
- They aim to reduce their water dependency by 45-50% in the next 1-2 years.

Energy conservation

Energy conservation is a focus area in Mankind's EHS policy.

Carbon neutrality/waste management

Micro started promoting the 'Go Green' concept and reduced plastic usage in production processes of their major products like Dolo-650.

Water conservation

Their water treatment plants act like greenhouses. The treatment plants are well integrated within manufacturing plant sites. A testing lab has also been set up in each water treatment plant.

Energy conservation

Carbon neutrality/waste management

- Natco has undertaken to reduce emissions and improve their carbon footprint in their operations.
- In 2021-22, their renewable energy contribution was at 26.25% of the total energy consumption, which reduced 16,008 tCO2e of GHG emissions.
- In FY 2021-22, their total scope 1 emissions were 13,477 metric tonnes of CO2 equivalent as compared to 13,265 metric tonnes of CO2 equivalent in FY 2020-21.
- Their total scope 2 emissions were 44,967 metric tonnes of CO2 equivalent in FY 2021-22 as compared to 44,696 metric tonnes of CO2 equivalent in FY 2020-21.

Water conservation

- Natco has reduced water consumption through upgradation of fixtures, optimum cleaning cycles and measuring water usage.
- Water source distribution for FY 2021-22 was 45.81% groundwater/third party supply, 30.79% recycled water and 23.4% surface water. Although groundwater is currently their major source of water (45.81%), Natco has progressively reduced reliance on it. It strictly monitors the water footprint of manufacturing processes to minimise reliance on fresh water sources. A unified approach across the R&D centre, API and finished dosage units is followed.
- They systematically manage water using the 4R's principle (Reduce, Reuse, Recycle and Recharge).

- **REDUCE**
  - Installation of water flow metres at R&D centres to closely measure daily water consumption
  - Installation of sensor-based fixtures, efficient tap fixtures, overflow protection systems to water storage tanks, hydro-jet cleaning systems etc.
  - Process equipment cleaning optimised with hydro-jets
  - Water-saving aerators fixed to taps across facilities and R&D centre in washrooms and canteen to reduce water flow from 8 l/min to 3 l/min.
  - In some of the API processes, one-pot synthesis was adapted by clubbing 2-3 stages to improve efficiency of the reaction and to reduce usage of organic solvents, water consumption quantities, process time and energy
- **REUSE**
  - Water was reused across Natco's operational processes like reutilisation of water treatment rejects (RO) reject/condensate/sanitation water/segregation of Multigrade Filter (MGF) backwash etc.) across units.
  - Steam condensate recovery and reuse increased from 65% to 80% at Kothur and Vizag units. This initiative led to reduced fresh water intake and waste water generation.
- **RECYCLE**
  - Efficient wastewater treatment was utilised to recycle it back to non-process applications (such as cooling towers make up, boilers, gardening, toilet flushing, etc)
  - ETPs at Sagar and Kothur units were upgraded by spending about INR 10 crores to improve treated effluent quality and make it reusable for horticulture, cooling towers make up, etc.

  RECHARGE
  - Rainwater harvesting was taken up to enable groundwater recharge.

NATCO

Energy conservation

- Energy conservation has been achieved in some of Natco's API processes by changing cryogenic temperature conditions to 0°C or ambient temperature conditions by adopting innovative process technologies.
- In one of Natco's formulation plants, they have achieved a reduction of 400 electrical units per day by customising the operations of compressor(s) during non-working hours. In FY 2021-22, their renewable energy contribution was 26.52% of the total energy requirement.
- Natco follows national renewable energy policies and takes steps to plan investments in clean and renewable energy sources.
- In FY 2020-21, they added 0.80 MW of rooftop solar power facilities, taking the total installed capacity to 5.45 MW. They also set up 4.2 MW capacity windmills. Renewable energy contributed 25.69% to their total energy mix, preventing 15,449 tCO^2e of carbon emissions.
- They implemented 35 energy-saving projects across manufacturing facilities. Some of their projects were descaling of evaporator tubes, active harmonic filters and Variable Frequency Drives (VFDs) and AHU blowers.

Panacea Biotec
Innovation in support of life

Carbon neutrality/waste management

- In 2022, they reduced vaccine shipment size by 50% which reduces carbon emissions and provides affordable access to vaccines in low- and middle-income countries.

- Their combination vaccines (ready-to-use and do not require preparation by healthcare workers at clinics, thus reducing the number of visits to vaccination centres and the overall cost of immunisation for all stakeholders) result in a >60% reduction in carbon emissions especially from carbon intensive industries such as shipping, vials, steels etc. and help the company achieve their global emission targets.

Water conservation

- They use water treated from ETPs and Sewage Treatment Plants (STPs) for plantation and irrigation purposes.
- They use RO reject water for the cooling tower at Lalru plant.
- They have installed Pneumatic Actuator Valve on soft water make up tank to avoid wastage of water due to tank overflowing at Baddi.
- They replaced gland packing with chilled water pump mechanical seal to save water and reduce maintenance costs at Lalru plant.
- They work towards replenishing groundwater by using recycled water for farming activities within their compound. Vegetables grown within these compounds are then consumed by employees in the canteen.

Energy conservation

- They replaced compact fluorescent lamps (CFLs), halogen lamps and conventional tube lights with LED lights at several of their locations
- They replaced existing 50 HP cooling tower pump with low RPM 30 HP cooling tower pump to save power at Lalru plant.
- They replaced alloy metal CT fans with low weight FRP fans in the cooling tower to save power at Lalru plant.
- They installed condensate pipelines from condensate transfer pumps having no insulation to reduce insulation heat losses and increase fuel saving.
- They initiated erection and commissioning of a six-ton briquette fired boiler (to run with fire briquette or wood fire) at Baddi to replace furnace oil fired boilers thereby shifting to renewable energy source and also to reduce sulphur emissions.

Carbon neutrality/waste management

- Air quality is managed through the use of stringent process controls and technologies, including nitrogen blanketing in the equipment, efficient gas scrubbing systems, multistage condensers, bag filters and electrostatic precipitators, use of High Efficiency Particulate Absorption (HEPA) filters to control indoor air quality in pharmaceutical powder handling areas and the use of closed systems.
- They ensure that hazardous waste generated by their operations is safely handled and disposed of in an environmentally responsible manner.
- They applied to register themselves as Brand Owner under the Plastic Waste Management Rules by the CPCB as per the Extended Producer Responsibility (EPR) commitment, which would permit them to recycle and process plastic waste.
- A tree plantation programme was implemented across the company to collect data regarding trees, including various species and numbers.

Water conservation

- Through timely implementation of proactive measures, they reduced total water usage for manufacturing locations (excluding new sites) by 8%.
- Manufacturing plants follow standard protocols for wastewater recycling. Wastewater from processing goes through the ZLD plant.
- The total volume of treated recycled wastewater increased by 16% through improved processes and stringent monitoring.
- Their water management initiatives included replacing watering vacuum pump with dry vacuum pump, introducing indirect heating system over direct for hot water, using an orifice at the mouth of tap, and implementing an electrolytic water-cooling treatment system thereby reducing blowdown quantity.

Piramal

Energy conservation

- They reduced energy losses (I^2R loss) in long-length cables carrying high current by improving the power factor at load end; implemented an electrolytic water-cooling treatment system, thereby reducing blowdown quantity; replaced water ring/jet type vacuum pumps with dry vacuum pumps; replaced ejector system with dry screw vacuum pumps; and installed more efficient motors.
- They participate in Carbon Disclosure Project (CDP) and voluntarily disclosed their environmental information (related to climate change and water security).

Carbon neutrality/waste management

- They aim to transition to a low carbon economy and emerge as a climate-smart enterprise.
- They set targets for reducing carbon emissions by 35% by 2030 (for scope 1 and scope 2 emissions).

Water conservation

- They set targets to reduce water consumption by 10% by 2025 and dispose of 30% of hazardous waste through co-processing by 2025.
- A rainwater harvesting system was installed in a government school at Halol to collect, store and consume rainwater for landscape irrigation and other uses of schools.
- During FY 2021–22, as a pilot project, they introduced rainwater harvesting structures to save water from going down drains and utilise it for sanitation facilities as well as gardening in schools

SUN PHARMA

Energy conservation

- Their energy conservation efforts include installation of electric heat pumps to reduce steam and water consumption, automatic solid fuel boiler installation to reduce carbon footprint, intelligent flow controller installation in compressed air system to reduce power consumption.
- They implemented more than 110 energy conservation ideas in various sites to reduce energy consumption and minimise the carbon footprint.
- They installed solar street lights under their CSR initiative in the vicinity of their plants.
- Solar street lights were installed at Vilad village in Ahmednagar district to provide community lighting in unserved areas and benefit rural communities.
- They contributed INR 0.2 million for this activity during FY 2021-22.

Carbon neutrality/waste management

- They strive to maintain a green footprint that positively gives back to the environment.
- They undertake organisation-wide data compilation to understand opportunities where emissions can be managed.
- They have taken steps to improve air quality by monitoring and reducing emission of flue gases from boilers and diesel generators and use natural gas in boilers.
- They monitor ambient air through high volume air sampler in line with National Ambient Air Monitoring Notification 2009, with in-house SOPs in place for Indrad and Dahej locations.
- As part of the ESG roadmap, the investments will include:
  - Hybrid solar-wind projects
  - Briquette boiler
  - Heat pump
  - Rationalisation of power demand
  - Recycling of steam condensate
- Biodiversity:
  - The company places great emphasis in conserving biodiversity and creating a positive impact on the same.
  - The company has adopted an efficient decarbonising strategy by planting trees and protecting the biodiversity. All its units are therefore covered with dense and lush green belts.
- Waste management:
  - The company has collaborated with various waste management agencies in line with regulatory laws to manage waste.
  - The company has been complying through take-back programme for effectively collecting plastic waste equivalent to 100% of its post-consumer waste.
  - The company aspires to achieve 'zero waste to landfill' and to achieve the same, 4R philosophy – Reuse, Reduce, Recover and Recycle has been adopted.
  - The Company has developed robust mechanisms to reduce waste sent to landfill and successfully achieved reduction. 100% non-hazardous waste is sent for recycling.

Water conservation

- The company efficiently monitors its water usage on a daily level through digital meters and has installed water-efficient systems to reduce consumption
- Monthly third party monitoring is carried out through a government-approved laboratory.
- There is an overall reduction in water withdrawal as 80% of treated water is being used and recycled through RO and ETPs for utility and horticulture purposes.
- Touch-free sensor taps and waterless urinals were installed to curb excess load on water utilisation, and digital meters were maintained to effectively monitor water consumption on a daily level.
- In the future, they plan to initiate a water audit to further optimise and improve water conservation.
- Effluent treatment initiatives have been introduced including high quality permeate from ETP RO; installation of three-stage effluent recycling RO system to achieve more than 93% recovery at Indrad and 88% recovery at Dahej, one of the best in the industry.

torrent PHARMA

Energy conservation

- They use energy-efficient equipment and technologies like shifting to natural gas consumption for boilers and cafeterias, apply green building concept to all new infrastructure and use rooftop solar panels for power.
- They have adopted energy management certification and every operation factors energy management into their respective business plans and implements technologies and systems that could improve energy usage.
- Community carbon offset outside company premises are done by pond development in villages, development of gardens in cities and minimising personal fleet for business visits.

Carbon neutrality/waste management

- In FY 2021-22, they installed a 44 KW solar unit at their Roha facility which generated 22,000 KWh energy resulting in saving 21t CO_2 emission. Other energy saving initiatives have also helped reduce 926t CO_2 emission.
- Their manufacturing plants have complied with permissible limits of air emissions/waste generation.

Water conservation

- In FY 2020-21, they constructed a pond in Ghaziabad to help solve the drinking water needs of local communities and aimed to benefit around 200 families.
- They have a ZLD plant at their API facility where water is reused in the utility processes either in cooling towers or steam generation boilers.
- They have undertaken rainwater harvesting to recharge the groundwater table and used RO where reject water is directly taken to cooling towers as make-up water and to washrooms to reduce water consumption.

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- Approximately 79% of wastewater generated in plants was recovered, recycled and reused thereby saving usage of fresh water. Treated water was then used for gardening and sanitation.

Energy conservation

- In 2020-21, they replaced standard cooling tower fans with energy-efficient fans, operating HVAC and processes at optimum level as per user requirements, and controlled temperature at chilled brine HVAC centrifugal chillers using VFDs of chilled brine and hot water circulation pumps as per the HVAC demand.
- They installed VFD on air compressor cooling towers and in raw water pumps in AHU blower motors to ramp down motor speeds manually to maintain required air pressure inside the cleanrooms and in ETP RO distribution pump to ramp up and down the motor speed as per pump pressure.
- To reduce operating hours of fan motors, the company installed temperature controls on the cooling tower.
- In 2021-22, initiatives include installing flash vessels for steam condensate resulting in saving in fuel consumption of boilers, providing timer on streetlights to switch on only when natural light reduces and generating hot water through energy efficient PHE instead of conventional hot water generators among many more initiatives.

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55 years WOCKHARDT | LiFE WiNS

Carbon neutrality/waste management

They reduced their carbon footprint by replacing harmful refrigerants with low ozone depleting refrigerants.

Water conservation

In FY 2020-21, approximately 15% of the waste water generated from API utility sections was recycled for gardening and other non-process works which resulted in reduction of equivalent raw water consumption.

Energy conservation

- In FY 2020-21, their energy conservation initiatives comprised of phasing out CFL and HPMV lamps by replacing them with LED lamps, replacing old low efficiency motor with high efficiency motors, interconnecting two hot water systems of AHUs and running only one system to cater to all load resulting in reduction of pump power and steam consumption among many more initiatives.
- They also set up an Energy Task force led by the Managing Director to assess and implement various measures for energy conservation as well as non-polluting energy resources

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Carbon neutrality/waste management

- In FY 2020-21, they reused hazardous wastes through co-processing.
- While paying more attention to waste management, Zydus also complies with all applicable regulations concerning waste generation and disposal. It has made substantial progress in waste management by shifting from traditional landfill practices to an eco-friendly solution known as co-processing. This responsible method ensures the proper disposal of waste materials while minimising its environmental impact. There is 24% increase in waste disposal (Mt) by co-processing.

Water conservation

- Water conservation, solvent recovery, using energy efficient techniques, developing green belt, etc. were some of the initiatives undertaken.
- As a part of Environment Management System and stringent monitoring, they also installed an online monitoring system at their API units.
- They are committed to efficient water management and are implementing the ZLD process to optimise the reuse of water and minimise freshwater intake. Internal and external stakeholders are being educated about the significance of reducing water usage.
- Zydus has over 18 sites with water conservation programmes.

Energy conservation

- Their energy conservation initiatives include installing LED lights in place of HPMV lamps, installing highly efficient electronically commutated motors, replacing boiler fuel from coal to biofuel, replacing cooling tower fans with highly efficient, reliable and less weight FRP fans among many other initiatives.
- These initiatives have enabled savings in power consumption, reduced operational costs, reduced carbon footprint and improved efficiency.
- They utilised multiple solid fuels (bio mass) for boiler against imported coal.
- They initiated solar power trading from open access, implemented solar power generation, purchased solar power from solar power supplier and installed solar generation plant.
- They entered into an agreement with state government for hybrid power supply.
- They initiated medium-term open access under captive structure for hybrid power (wind/solar).
- They replaced furnace oil used as a fuel for firing steam boilers with low sulphur heavy stock fuel.

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ABBREVIATIONS

ABAC	Anti-Bribery and Anti-Corruption
ACE	Action for Climate and Environment
ACSRF	Alembic CSR Foundation
ADC	Antibody Drug Conjugate
ADC	Aspirational Districts Collaborative
AFR	Alternative Fuels and Raw Materials
AHU	Air Handling Unit
AID	Assess Impact Decide
AMR	Antimicrobial Resistance
AMRIT	Accessible Medical Records via Integrated Technologies
ANDA	Abbreviated New Drug Application
ANVISA	Agência Nacional de Vigilância Sanitária (Brazilian Health Regulatory Agency)
APF	Aurobindo Pharma Foundation
API	Active Pharmaceutical Ingredient
ARDS	Acute Respiratory Distress Syndrome
AWS	Alliance for Water Stewardship
BA/BE	Bioavailability/Bioequivalence
BAGH	Bhailal Amin General Hospital
BMGF	Bill & Melinda Gates Foundation
BRSR	Business Responsibility and Sustainability Reporting
CADD	Computer Aided Drug Design
CAPS	Cryopyrin-Associated Periodic Syndrome
CAR	Chimeric Antigen Receptor
CCC	Command and Control Centre
CFA	Clearing and Forwarding Agent
CFL	Compact Fluorescent Lamp
CFO	Chief Financial Officer
CGMP	Current Good Manufacturing Practice
CGT	Cell and Gene Therapy
CHIP	Community Health Intervention Programme

CII	Confederation of Indian Industry
CKD	Chronic Kidney Disease
CME	Continuous Medical Education
CMO	Contract Manufacturing Organisation
CNS	Central Nervous System
COBE	Code of Business Conduct and Ethics
COO	Chief Operating Officer
COPD	Chronic Obstructive Pulmonary Disease
CPCB	Central Pollution Control Board
CPR	Cardiopulmonary Resuscitation
CRO	ontract Research Organisation
CRS	Condensate Recovery System
CSIR–IICT	Council of Scientific & Industrial Research – Indian Institute of Chemical Technology
CSO	Civil Society Organisation
CSR	Corporate Social Responsibility
CVD	Cardiovascular Disease
CVS	Cardiovascular System
DBC	Digital Bharat Collaborative
D&I	Diversity and Inclusion
DG	Diesel Generator
DNDi	Drugs for Neglected Diseases initiative
DRDO	Defence Research and Development Organisation
DRF	Dr. Reddy's Foundation
DRFHE	Dr. Reddy's Foundation for Health Education
DSIR	Department of Scientific and Industrial Research
DST	Department of Science and Technology
DTP	District Transformation Programme
EC	Electronically commutated
EHS	Environment, Health and Safety

EMA	European Medicines Agency
EMS	Environmental Management System
EOHS	Environment, Occupational Health and Safety
EPD	Established Pharmaceutical Division
ERM	Enterprise Risk Management
ESA	Erythropoietin Stimulating Agent
ESG	Environmental, Social and Governance
ESI	Employees' State Insurance
ESIC	Employees' State Insurance Corporation
ETP	Effluent Treatment Plant
EVP	Employee Value Proposition
FG	Finished Goods
FICCI	Federation of Indian Chambers of Commerce and Industry
FRP	Fiber Reinforced Plastic
GAF	Glenmark Aquatic Foundation
GAVI	Global Alliance for Vaccines and Immunization
GEI	Bloomberg Gender-Equality Index
GERD	Gastroesophageal Reflux Disease
GFC	Growth Factor Concentrate
GHG	Greenhouse Gas
GI	Gastro-intestinal
GJ	Gigajoule
GLP	Good Laboratory Practice
GMP	Good Manufacturing Practice
GoI	Government of India
GPCB	Gujarat Pollution Control Board
GRI	Global Reporting Initiative
HAZOP	Hazard and Operability Study
HBCHRC	Homi Bhabha Cancer Hospital and Research Centre
HCQ	Hydroxychloroquine

HSD	High Speed Diesel
HSD	Highly Specialised Drug
HVAC	Heating, Ventilation and Air Conditioning
IAW	Inspiration at Work
ICC	Internal Complaints Committee
ICH	International Council for Harmonisation of Technical Requirements for Pharmaceuticals for Human Use
IIIT	International Institute of Information Technology
ILO	International Labour Organization
IMA	Indian Medical Association
IP	Intellectual Property
IPA	Indian Pharmaceutical Alliance
ISO	International Organisation for Standardization
KARV	Kallam Anji Reddy Vidyalaya
KARVJC	Kallam Anji Reddy Vocational Junior College
KMP	Key Managerial Personnel
KPI	Key Performance Indicator
KRSF	Dr. KR Shroff Foundation
LDO	Light Diesel Oil
LDPE	Low Density Polyethylene
LED	Light Emitting Diode
LHWRF	Lupin Human Welfare and Research Foundation
LIMS	Laboratory Information Management System
LMO	Liquid Medical Oxygen
LRP	Lupin Research Park
LSST	Lok Swasthya Sewa Trust
MCA	Ministry of Corporate Affairs
MCC	Medicines Control Council
MDS	Myelodysplastic Syndrome
MGF	Multigrade Filter

MHRA	Medicines and Healthcare products Regulatory Agency
MHU	Mobile Healthcare Unit
MITRA	Making Integrated Transformation through Resourceful Agriculture
MM	Multiple Myeloma
MMU	Mobile Medical Unit
MoCD	Molybdenum Cofactor Deficiency
MoEF	Ministry of Environment, Forest and Climate Change
MoHFW	Ministry of Health and Family Welfare
MPP	Medicines Patent Pool
NAFLD	Non-alcoholic Fatty Liver Disease
NASH	Non-alcoholic Steatohepatitis
NCD	Non-communicable Disease
NCE	New Chemical Entity
NDDD	Novel Drug Discovery and Development
NDDS	Novel Drug Delivery System
NGO	Non-governmental Organisation
NGRBC	National Guidelines on Responsible Business Conduct
NLEM	National List of Essential Medicines
NRC	Non-recyclable
NRC	Natco Research Centre
NRCNB	Non-recyclable Non-biodegradable
NRLM	National Rural Livelihoods Mission
NTD	Neglected Tropical Disease
NTSU	National Technical Support Unit
OEM	Original Equipment Manufacturer
OHS	Occupational Health and Safety
OSD	Oral Solid Dosage
OT	Operation Theatre
OTC	Over-the-counter
PCC	Piramal Critical Care

PCC	Piramal Critical Care
PDS	Public Distribution System
PFEL	Piramal Foundation for Education Leadership
PHC	Primary Health Centre
PHE	Plate Heat Exchanger
PK	Pharmacokinetics
PNEC	Predicted No Effect Concentration
PNG	Piped Natural Gas
PoSH	Prevention of Sexual Harassment
PPE	Personal Protective Equipment
PPHC	Primary Paediatric Health Centre
PPL	Piramal Pharma Limited
PPS	Piramal Pharma Solutions
PSAI	Pharmaceutical Services and Active Ingredients
PSCI	Pharmaceutical Supply Chain Initiative
PSL	Piramal School of Leadership
PWC	PriceWaterhouseCoopers LLP
PwD	Person with Disability
PwH	Person with Haemophilia
QbD	Quality by Design
R&D	Research and Development
R&R	Reward and Recognition
RC	Recyclable
RDT	Rapid Diagnostic Test
RE	Renewable Energy
REACH	Reach EAch CHild
RMNCH	Reproductive, Maternal, Newborn and Child Health
RMPM	Raw Materials and Packaging Materials
RO	Reverse Osmosis
RPCP	Ramanbhai Patel College of Pharmacy

RUTF	Ready-to-Use Therapeutic Food
SAA	Specialised Adoption Agency
SAAHAS	Strengthening Access and Awareness of Health
SAM/MAM	Severe/Moderate Acute Malnutrition
SATH	Sustainable Action for Transforming Human Capital – Health
SBTi	Science Based Targets initiative
SCERT	State Council of Educational Research and Training
SCM	Supply Chain Management
SCRS	Steam Condensate Recovery System
SDGs	Sustainable Development Goals
SEDDS	Self-emulsifying Drug Delivery System
SEWA	Self-Employed Women's Association
SHG	Self-help Group
SIEMAT	State Institute of Educational Management and Training
SIP	School Improvement Programme
sIPV	Sabin Inactivated Poliovirus Vaccine
SMART	Specific, Measurable, Achievable, Relevant and Time-bound
SOP	Standard Operating Procedure
SRO	Supplier Relationship Organisation
SSR	Scientific Social Responsibility
STEM	Science, Technology, Engineering, and Mathematics
STP	Sewage Treatment Plant
SUSAR	Suspected Unexpected Serious Adverse Reaction
TB	Tuberculosis
tCO2e	Tonnes of Carbon Dioxide Equivalent
TDS	Total Dissolved Solids
TERI	The Energy and Resources Institute
TGA	Therapeutic Goods Administration
THC	Tribal Health Collaborative
TMC	Tata Memorial Centre

UHC	Universal Health Coverage
USAID	United States Agency for International Development
USFDA	United States Food and Drug Administration
UT	Union Territory
VFD	Variable Frequency Drive
WHC	Women's Healthcare
WHEEL	Wockhardt Holistic Excellence Enhancement Lever
WHO	World Health Organisation
WLA	Women Leaders Of Abbott
WOS	Wholly Owned Subsidiaries
WoW	Well-being Out of Waste
wP	Whole-cell Pertussis
ZLD	Zero Liquid Discharge
ZWL	Zero-Waste to Landfill

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