



**UNICHEM**  
LABORATORIES LTD.

11<sup>th</sup> July 2024

BSE Ltd.  
Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai – 400 001

National Stock Exchange of India Ltd  
Exchange Plaza, Plot No. C/1, G Block,  
Bandra-Kurla Complex, Bandra (East),  
Mumbai 400 051

**Scrip Code: 506690**

**Symbol – UNICHEMLAB**

Dear Sir/Madam,

**Sub: BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT**

Please find enclosed Business Responsibility and Sustainability Report for the financial year 2023-24.

Kindly take the same on your record.

Thanking you,

For **UNICHEM LABORATORIES LIMITED**

**PRADEEP BHANDARI**  
*Head – Legal & Company Secretary*



Encl.: a/a

# Annexure G to Directors' Report

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

### SECTION A: GENERAL DISCLOSURES

#### I. Details of listed entity

1	Corporate Identity Number (CIN) of the Company	L99999MH1962PLC012451
2	Name of the listed entity	Unichem Laboratories Limited
3	Year of Incorporation	22nd August, 1962
4	Registered office address	Unichem Bhavan, S.V. Road, Prabhat Estate, Jogeshwari (West), Mumbai 400 102
5	Corporate office address	Unichem Bhavan, S.V. Road, Prabhat Estate, Jogeshwari (West), Mumbai 400 102
6	E-mail ID	<a href="mailto:shares@unichemlabs.com">shares@unichemlabs.com</a>
7	Telephone	022 6688 8333
8	Website	<a href="http://www.unichemlabs.com">www.unichemlabs.com</a>
9	Financial year for which reporting is being done	1st April, 2023 - 31st March, 2024
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up capital	₹ 1,408.12 Lakhs
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Pradeep Bhandari Head - Legal & Company Secretary Telephone 022 6688 8333 <a href="mailto:shares@unichemlabs.com">shares@unichemlabs.com</a>
13	Reporting boundary	Standalone basis
14	Name of assurance provider	N.A.
15	Type of assurance obtained	N.A.

#### II. Products/services

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

Sr. No.	Description of main activity	Description of business activity	% of turnover
a	Manufacture and Sale of pharmaceutical products	Drugs and Pharmaceuticals	100%

##### 17. Products/services sold by the entity (accounting for 90% of the entity's turnover)

Sr. No.	Product/Service	NIC Code	% of total turnover contributed
a	Manufacture of Allopathic Medicines	Class 2100/Sub class 21002	100%

#### III. Operations

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

Location	Number of Plants	Number of R&D Centers	Number of Offices	Total
National	6	1	1	8
International	1	0	8	9

##### 19. Markets served by the entity

###### a. Number of locations

Locations	Number
National * (No. of states)	12
International (No. of countries)	74

\* Our significant sales constitutes export of finished formulations.

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

Our contribution to exports is 97.1% of our total turnover during the financial year 2023-24. (Standalone)

**c. A brief on types of customers**

Unichem manufactures and markets a large basket of pharmaceutical formulations as branded generics as well as generics in several markets across the world. Unichem products are mainly sold to its wholly owned subsidiaries based out of India. Our ultimate customers are the patients who use our product. Distributors, health care professionals and Government Institutions are our major customers.

**IV. Employees**

**20. Details as at the end of Financial Year**

**a. Employees and workers (including differently abled)**

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1	Permanent (D)	1,970	1710	86.80	260	13.20
2	Other than Permanent (E)	183	158	86.34	25	13.66
<b>3</b>	<b>Total employees (D + E)</b>	<b>2,153</b>	<b>1868</b>	<b>86.76</b>	<b>285</b>	<b>13.24</b>
<b>WORKERS</b>						
4	Permanent (F)	905	900	99.45	5	0.55
5	Other than Permanent (G)	136	136	100.00	0	0.00
<b>6</b>	<b>Total workers (F + G)</b>	<b>1,041</b>	<b>1036</b>	<b>99.52</b>	<b>5</b>	<b>0.48</b>

**b. Differently abled employees and workers**

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
a	Permanent (D)	N.A.	N.A.	N.A.	N.A.	N.A.
b	Other than permanent (E)	N.A.	N.A.	N.A.	N.A.	N.A.
<b>c</b>	<b>Total differently abled employees (D + E)</b>	<b>N.A.</b>	<b>N.A.</b>	<b>N.A.</b>	<b>N.A.</b>	<b>N.A.</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
a	Permanent (F)	N.A.	N.A.	N.A.	N.A.	N.A.
b	Other than permanent (G)	N.A.	N.A.	N.A.	N.A.	N.A.
<b>c</b>	<b>Total differently abled workers (F+G)</b>	<b>N.A.</b>	<b>N.A.</b>	<b>N.A.</b>	<b>N.A.</b>	<b>N.A.</b>

**21. Participation/inclusion/representation of women**

Particulars	Total (A)	No. & Percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	1	11.11
Key Management Personnel*	2	-	-

\* Key Management Personal (KMP) mentioned here consists of Company Secretary and Deputy CFO. Managing Director is considered in Board of Directors and not in KMP.

**22. Turnover rate for permanent employees (Disclose trends for the past 3 years)**

Sr. No.	Particulars	FY 2024 (%)			FY 2023 (%)			FY 2022 (%)		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
a	Permanent Employees	32.07	24.30	31.03	26.95	20.88	26.12	28.00	24.01	27.44
b	Permanent Workers	20.89	18.18	20.87	18.38	16.67	18.36	15.62	15.38	15.61

## V. Holding, subsidiary and associate companies (including joint ventures)

### 23. (a) Names of holding/subsidiary/associate companies/joint ventures

Sr. No.	Name (A)	Nature of Association	% shares held by listed entity	Does entity at column A, participate in BRSR initiatives of listed entity?
1	Unichem Pharmaceuticals (USA) Inc	Subsidiary	100%	The Company encourages its subsidiaries to participate in its business responsibility activities wherever applicable.
2	Niche Generics Limited, UK			
3	Unichem Laboratories Limited, Ireland			
4	Unichem Farmaceutica Do Brasil Ltda			
5	Unichem S.A. Proprietary Limited, South Africa			
6	Unichem (China) Pvt Limited			
7	Synchron Research Services Private Limited	Associate	32.11%	

## VI. CSR Details

- (i) Whether CSR is applicable as per section 135 of Companies Act, 2013:  
In terms of Section 135(1) of the Companies Act, 2013 ("Act"), CSR is applicable to the Company. However, in terms of Section 135(5) of the Act, there was no mandatory requirement for the Company to spend on CSR activities for the financial year 2023-24 due to losses.
- (ii) Turnover (in ₹) : 1,44,216.78 lakhs
- (iii) Net worth (in ₹) : 2,29,462.60 lakhs

## VII. Transparency and Disclosure Compliances

### 24. Complaints/grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (If Yes, then provide web-link for grievance redressal policy)	FY 2024			FY 2023		
		No. of Complaints			No. of Complaints		
		Filed during the year	Pending resolution at close of the year	Remarks	Filed during the year	Pending resolution at close of the year	Remarks
Customers	Yes	119	18	All pending complaints are being investigated and will be resolved in due course	150	17	Pending complaints at the end of FY 2022-23 have been resolved
Shareholders and investors	Yes	1	0	N.A.	1	0	N.A.
Employees and workers	Yes	0	0	N.A.	3	0	N.A.
Value Chain Partners	Yes	0	0	N.A.	0	0	N.A.
Communities	Yes	2	0	N.A.	3	0	N.A.
Others	Yes	0	1	Detailed in Principle no. 6, point no. 13	0	1	Detailed in Principle no. 6, point no. 13

- For Customer complaints we have only enlisted product technical complaints in the table given above. The Quality Assurance (QA) team takes cognizance of the complaints received from customers which are related to product quality. The QA has Standard Operating Procedures (SOPs) for receiving, investigating and responding to customer complaints on product quality. Complaints can be raised by the customers to the QA or business team at the e-mail IDs provided by the respective teams. In addition, dedicated toll-free numbers are made available depending on the regional requirements of the customers which are handled by external Pharmacovigilance service agencies. There is also a dedicated e-mail ID wherein urgent safety issues or medical emergencies can be contacted to report adverse events. Customers can also reach the Company at <https://www.unichemlabs.com/contact-us.php>.
- Company's Registrar & Transfer Agent, M/s. Link Intime India Pvt. Ltd., and the Secretarial team of the Company looks after all the grievances pertaining to the shareholders. The Company has a dedicated e-mail ID [shares@unichemlabs.com](mailto:shares@unichemlabs.com) wherein the shareholders can reach out to the Company with any queries or complaints. The website also has details of the person who can be contacted for queries.
- As a fundamental value, the Company is committed to addressing stakeholder grievances with fairness and equity. Our HR Grievance mechanisms are outlined comprehensively in the Grievance Handling Policy. Moreover, we uphold ethical standards through our Code of Business Conduct and Ethics, Whistleblower Policy and Prevention of Sexual Harassment at the Workplace Policy. To ensure compliance with legal mandates, all requisite policies are accessible on our website, [www.unichemlabs.com](http://www.unichemlabs.com) while internal policies can be found on our intranet.
- Value chain partners can raise their grievances by writing to the concerned functional head or SBU head and the same is attended promptly by the concerned head.
- Communities have avenues to voice their grievances, whether through the Company's HR department, plant heads or implementing agencies, wherever applicable.

25. Overview of the entity's material responsible business conduct issues

i. Product quality and safety and data integrity

Sr. No.	Whether risk or opportunity	Both risk and opportunity
a	Rationale for identifying risk/opportunity	Product quality and safety are the top-most priorities of the Company and has got an element of sustainability and statutory compliance attached to it from the design level and keeping that in mind, utmost detailing is done. Quality is given as it is to be achieved against specification. Risk / opportunity is evaluated based on cost/ price difference and short/ long term profitability and sustenance.
b	In the case of risk, approach to adapt or mitigate	There is a thrust on the complete life cycle management of products with "Total life cycle management" approach. With this risk in terms of cost, quality, market, regulatory bodies and environment etc. are continuously evaluated and corresponding action is taken to mitigate the risk. For example, organization works to improve the quality and track CAPA, with a special focus on DI.
c	Financial implications of the risk or opportunity (indicate positive or negative implications)	Positive - Unichem is following very strict procedure and systemic control to ensure product quality and efficacy and has unmatched history of compliance with multiple regulatory inspections. Negative - Health and safety incident can lead to decrease in trust amongst our customers and may adversely impact the demand of products.

ii. Regulatory Compliance

Sr. No.	Whether risk or opportunity	Both risk and opportunity
a	Rationale for identifying risk/opportunity	The Pharma Industry is a highly regulated industry across the globe. Regulatory compliance is constantly evolving due to technological advancement and emerging product/process knowledge. Consistent compliance with the regulatory expectations provides continuity in business without business interruptions. In this industry, any non-compliance may lead to loss of business and reputation.
b	In the case of risk, approach to adapt or mitigate	To mitigate the risk, Company undertakes to: <ul style="list-style-type: none"> <li>• Strictly adhere to laid down Standard Operating Practices.</li> <li>• Maintain international accreditations as per regulatory requirements.</li> <li>• Maintain the highest standard of quality and adherence to the applicable regulatory requirements to avoid any adverse findings.</li> <li>• Carry out independent audits and seek consultations from experts wherever required.</li> <li>• Continuous training of the people on various topics pertaining to Good Manufacturing Practice and updating them with changes in regulation from time to time.</li> </ul>
c	Financial implications of the risk or opportunity (indicate positive or negative implications)	Positive - A highly regulatory compliant company always has a competitive advantage and helps in increasing its volumes and profits on a consistent basis. Negative - Non-compliance is viewed very strictly in this industry which may even result in the issue of warning letters/ import alert by the regulators, closure of manufacturing plants or imposing penalties resulting in loss of revenue and profits.

### iii. Research and Development

Sr. No.	Whether risk or opportunity	Both risk and opportunity
a	Rationale for identifying risk/opportunity	R&D is the core that will power Unichem's future growth through a dual strategy of development of patent non-infringing processes for APIs and the development of Novel Drug Delivery Systems (NDDS). New product launches are subject to significant investments, regulatory roadblocks, stiff competition, patent litigations, etc. which may impact the launch dates of new critical products. Investment in R&D will expand our patient outreach and explore new areas for long-time sustainable growth.
b	In the case of risk, approach to adapt or mitigate	The Centre of Excellence (CoE) in Goa, fueled by over 300 scientists including over 30 PhDs, is the place where the potential of Unichem is brought to life. Deliberations are being done at various levels on the identification of new products for development. The R&D Centre boasts a strong synthesis and analytical team with the latest facilities at their disposal. The Formulations R&D has State-of-the-Art facilities to undertake formulation development of tablets, capsules, liquid orals and a separate facility for injectable and pre-formulation laboratories to carry out drug-excipient compatibility studies and physical characterization of API.
c	Financial implications of the risk or opportunity (indicate positive or negative implications)	Positive - Impact on growth, revenue and profits. Negative - Delays in launch will lead to rising costs and price erosion on critical products especially in developed nations like the USA and EU.

### iv. Environment Health and Safety

Sr. No.	Whether risk or opportunity	Risk
a	Rationale for identifying risk/opportunity	A hazardous and unsafe environment can cause physical and mental harm to the employees impacting their productivity and efficiency directly impacting the costs of the Company in terms of medical expenses, damages and its productivity as well.
b	In the case of risk, approach to adapt or mitigate	Identification of potential hazards is an inherent part of process development right from early stages in R&D, all necessary evaluations are done to develop safe procedures with minimal environmental impact as reasonable. We regularly monitor our system by way of internal and external audits and proactive measures are taken on identified hazards to minimize the risk. Our plants have been audited for standards such as ISO14001, ISO45001, SA8000 and others. Our sites have received necessary approvals from regulatory bodies and elements of Environment, Health & Safety are verified from time to time to ascertain compliance with risk management.
c	Financial implications of the risk or opportunity (indicate positive or negative implications)	Negative - Non-compliance with the Environment, Health & safety requirement will lead to violation of condition given to run our operation. It will also negatively impact the nearby communities and earn bad name to company. The lack of safe working place will result into illness & injuries of our workers leading to high medical expenses and will further impact the productivity of company. Non-compliance of environment, health & safety requirement may lead to warning, fines and closure of the manufacturing units.

### v. Sustainable Supply Chain Management

Sr. No.	Whether risk or opportunity	Risk
a	Rationale for identifying risk/opportunity	Any disruptions in any segment of the supply chain may lead to delays in the manufacturing of products and shortages in inventory. Maintaining timely availability of APIs and intermediates will reduce transportation cost and dependence on few vendors
b	In the case of risk, approach to adapt or mitigate	Comprehensive risk assessment is done to identify potential threats to the supply chain. Similarly, development of alternate vendors/suppliers for critical raw materials, etc. is done to reduce dependency on single sources. Various other steps like strategic inventory management, safety stock optimization, maintaining adequate buffer stock are being reviewed constantly to mitigate the impact of supply disruptions.
c	Financial implications of the risk or opportunity (indicate positive or negative implications)	Positive - A sustainable supply chain management will provide financial growth to the company by ensuring uninterrupted supply thereby controlling costs. Negative - Supply chain disruption may result in an increase in the cost of materials.

#### vi. Water Management & Waste Management

Sr. No.	Whether risk or opportunity	Risk
a	Rationale for identifying risk/opportunity	As manufacturing operation needs intensive use of water, their conscious use is required for the benefit of society at large. Also, waste generated during the process may pose direct and long-term harm to both human safety and environment if not managed properly.
b	In the case of risk, approach to adapt or mitigate	The company uses fresh water suitable to requirement needs. The used water at all locations is treated in wastewater treatment plant and then reused for other suitable needs thereby reducing load on freshwater demand. Our Pithampur, Kolhapur, Roha & Goa plants are zero liquid discharge, i.e. all the wastewater generated from operation is utilized within the premises and there is no discharge outside. Waste generated at site is disposed-off as per statutory requirements.
c	Financial implications of the risk or opportunity (indicate positive or negative implications)	Negative – Lack of water & waste management will lead to their disposal in environment creating a risk of contamination to soil, water, human health and may attract fine, penalties and closure of manufacturing operation by regulating bodies.

#### vii. Energy & Emission Management

Sr. No.	Whether risk or opportunity	Risk
a	Rationale for identifying risk/opportunity	Directly/indirectly most of our energy need is fulfilled using fossil fuel which is depleting and pose pollution risk, switching to a cleaner and renewable source of energy is the need of the day since climate change pose a threat to business continuity, human safety and long-term sustainability.
b	In the case of risk, approach to adapt or mitigate	The Company has switched to biomass as fuel which is a clean renewable energy source for boiler operation at its two locations, namely Pithampur & Kolhapur sites. Also, to the extent possible, express feeder connection is used at sites which reduces the need for diesel generator operation. Boilers at Ghaziabad site is operated using PNG which is a clean fuel. All our emissions are equipped with suitable mechanism to control the pollutant within prescribed norms given by the regulatory body.
c	Financial implications of the risk or opportunity (indicate positive or negative implications)	Positive - Our Company is committed to adopt sustainable energy sources to the extent possible to provide products at competitive price to the customers. Negative - Use of energy derived from fossil fuel has a threat to human health & life and also impact business continuity in long-term as they are non-renewable energy source.

#### viii. Community Engagement

Sr. No.	Whether risk or opportunity	Risk
a	Rationale for identifying risk/opportunity	Our manufacturing facilities are located on pan India basis. Our involvement with local communities in these areas is imperative for ensuring uninterrupted supply of materials, sharing of resources and availability of labour for the smooth functioning of our activities.
b	In the case of risk, approach to adapt or mitigate	Being in the pharmaceutical industry, the Company's focus has primarily been on health. The Company focuses on various activities such as education, health and sanitation. This year the company undertook various activities such as ponds widening & its development for water storage, mass tree plantation and sanitation work for benefit of local community.
c	Financial implications of the risk or opportunity (indicate positive or negative implications)	Positive - Continuous engagement with the communities in which we operate will ensure smooth operations of our plants and redressal of any grievances, if any. Negative - Poor company engagement may lead to disruptions in terms of resources.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

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

Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	<b>Policy and Management Process</b>									
1.	a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes, the Company has laid down comprehensive policies covering these principles and all the policies have been approved by the Board.								
	c. Web link of the policies, if available	<a href="https://www.unichemlabs.com/business-responsibility-policies.php">https://www.unichemlabs.com/business-responsibility-policies.php</a>								
2.	Whether the entity has translated the policy into procedures. (Yes/ No)	Company has translated these policies into procedures and practices wherever applicable.								
3.	Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes. The Code of Business Conduct and Ethics and the Whistle Blower policy is applicable to all stakeholders.								
4.	Name of the national and international codes/ certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusted) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	All our manufacturing facilities are adhering to cGMP (Current Good Manufacturing Practice) certifications/ labels/ standard guidelines. Unichem has been successfully maintaining high-quality standard as per the cGMP guidelines issued by the USFDA, MHRA, EU, WHO and other global regulators. Three of Company's manufacturing locations namely, Kolhapur, Roha & Pithampur are certified for ISO 14001 (Environment Management System) & ISO 45001 (Occupational Health and Safety Management System).								
5.	Specific commitments, goals and targets set the entity with defined timelines, if any	As provided in next page								
6.	Performance of the entity against the specific commitments, goals and targets, along with reasons in case the same are not met	As provided in next page								



Sr. No.	Principles	Specific commitments, goals and targets set by the entity	Performance of the entity against specific commitments, goals and targets
P1	Ethics	Zero tolerance approach towards any unethical practices by all our stakeholders.	The Board of Directors and Senior Management Employees on an annual basis sign off on the compliance of the Code of Business Conduct and Ethics. Complaints received, if any, are investigated by the internal audit team and final reports are submitted to the Audit Committee wherever applicable.
P2	Product Sustainability	The Company continues to strive towards the goal for producing and making products available to customers by deployment of efficient and low-carbon processes to minimize adverse environmental and social impacts.	The manufacturing processes are strategically focused on product sustainability for all activities including product development, processes in operations and focusing on resource efficiency, waste reduction and waste management.
P3	Employee well-being	<ol style="list-style-type: none"> <li>Following the successful launch and institutionalization of our Learning Management System (LMS), our objective has been to focus on training content harmonization within and across locations. This initiative aims to establish consistency in processes, organization wide.</li> <li>Make certain that every employee is encompassed by the employee welfare policy.</li> </ol>	<ol style="list-style-type: none"> <li>The majority of content within and between locations has been aligned. This has resulted in a structured approach to training content delivery throughout our organization.</li> <li>In alignment with our commitment, the employee welfare policy provides coverage for all employees.</li> </ol>
P4	Stakeholder Engagement	The Company is committed to enhancing stakeholder trust, confidence and value which is an ongoing and continuous effort.	Constant customer and supplier engagement alongwith its grievances are carried out on regular basis. The Secretarial and the Registrar and Transfer Agent (RTA) team continuously engages with the investors to redress their grievances. Meetings with key investors are also undertaken as and when required.
P5	Human Rights	The Company is dedicated to endorsing the human rights and respect for our employees and the communities in which we operate, aiming to cultivate a safe and equitable environment, free from discrimination.	No instances of human rights violations, child labor, forced labor or discriminatory employment practices have been reported. The Company's Internal Complaints Committee ("ICC") addresses sexual harassment complaints, with no case reported during the reviewed period. Our Whistle Blower Policy offers a platform for grievance redressal. Policies on human rights, sexual harassment prevention and whistleblowing are readily accessible on our website and intranet. Audit Committee and ICC take cognizance periodically for timely resolution of complaints.
P6	Environment Management	<ol style="list-style-type: none"> <li>85% of the total treated effluent is to be recycled and reused by 2025.</li> <li>60% of total waste generated in operations is to be disposed off by co-processing/reuse/recycle by 2025.</li> <li>10% Scope 1 and 2 emission reduction by 2030.</li> <li>10% year on year reduction in accident frequency rate and incident frequency rate</li> </ol>	<ol style="list-style-type: none"> <li>80% of the treated effluent is recycled and further work is in progress to achieve the target by 2025.</li> <li>45% of generated waste is disposed off by co-processing / reuse / recycle and it will be enhanced to achieve target by 2025.</li> <li>10% Reduction in scope 1 and 2 emissions is already achieved by 2024 which will be maintained for next year.</li> <li>14% year on year reduction is achieved for both accident frequency rate and incident frequency rate.</li> </ol>
P7	Public Advocacy Policy	To represent and engage with the concerned authorities and organisations on matters which concern the industry in which it operates. Such an engagement will address operational issues and the needs & expectation of its stakeholders.	Trade bodies and associations of which the Company is a member, advocates various issues related to the pharmaceuticals industry for taking up with the authorities. Participation in local associations at manufacturing sites facilitates the resolution of operational issues specific to its area.
P8	Equitable Development	For over six decades, Unichem has been committed to fostering equitable development, implementing sustainable changes and enhancing societal value within our operational communities.	Unichem is dedicated to fostering conscientious development to promote a positive impact on both the environment and community where it operates.
P9	Customer Service	Ensuring the consistent delivery of high-quality products while maintaining a robust mechanism for addressing customer complaints.	The company consistently adheres to and implements stringent quality and manufacturing processes to deliver products of world-class quality. Notably, regulators have made no observations regarding operations at any of our plants, affirming our high standards and practices.

## GOVERNANCE, LEADERSHIP AND OVERSIGHT

### 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements

- It is our constant endeavour to deliver products of the highest quality in the most responsible manner to our customers, while ensuring minimal harm to the environment and society.
- We believe in non-discrimination policies and work-life balance for employee wellbeing and safety with zero fatality.
- We aim to continue strengthening our technology and automation in our business ecosystem to achieve sustainability across our operations and a customer-centric approach for robust economic performance.
- On the environment front please refer to the section Environment Management for specific commitments, goals and targets as detailed herein above on the ESG related challenges, targets and achievements.
- The Company's ESG roadmap is an ongoing aspiration and has laid down specific commitments, goals and targets under Principle 6 of the Environment Management section.

### 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility Policy(ies)

Mr. Pabitrakumar Bhattacharyya, Managing Director

### 9. Does the entity have a specified committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

The Board is responsible for decision making on sustainability related issues.

### 10. Details of Review of NGRBCs by the Company:

Sr. No.	Subject for Review	Indicate whether review was undertaken by directors/committee of the Board/any other committee									Frequency (annually/half yearly/ quarterly/any other-please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
a	Performance against the above policies and follow up action	Yes. The Company's business responsibility performance and its policies are reviewed by the Board on an annual basis.																	
b	Compliance with statutory requirements of relevance to the principles and rectifications of any non-compliances	The policies undergo periodic review for ensuring compliance with statutory requirements.																	

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

No.

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

## SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

### PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.

#### Essential Indicators

#### 1. Percentage coverage by training and awareness programmes on any of the principles during the financial year

Sr. No.	Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
a	Board of Directors and KMP	7 as a part of familiarization programme.	All	100%
b	Employees/ Workers other than the Board of Directors and KMPs	On average the employees and workers spent 41 hours on various training programmes	To make certain that the employees are aligned to the requirements of the organization, the employees go through various essential training / awareness sessions as part of the induction covering EHS, Pharmacovigilance, technical and compliance training, prevention of insider training etc.	100%
c	Workers			

#### 2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings with regulators / law enforcement agencies / judicial institutions in FY 2024: Nil

#### 3. Of the instances disclosed above, details of the appeal / revision preferred in cases where monetary or non-monetary action has been appealed: N.A.

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

Your Company prioritizes ethical conduct and integrity, evident through Code of Business Conduct and Ethics accessible on the website and intranet. Additionally, we enforce a stringent anti-bribery policy, which is available on intranet of the Company. Both policies embody a steadfast commitment to zero tolerance for unethical behavior. We actively monitor compliance through our HR and internal audit teams, promptly investigating any violations and reporting findings to the audit committee for action. To ensure understanding and adherence, these policies are integrated into our training programs and readily accessible online.

**Web link of these policies are as under:**

Anti Bribery policy is available on intranet of the Company

Code of Business Conduct and Ethics: <https://www.unichemlabs.com/code-of-business-conduct-ethics.php>

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

**6. Details of complaints with regard to conflict of interest:**

No complaints of conflict of interest of Directors and KMP were received during the FY 2022-23 and FY 2023-24.

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

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

	FY 2024	FY 2023
Number of days of accounts payables	65	81

**9. Open-ness of business**

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

Parameter	Metrics	FY 2024	FY 2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealers /distributors as % of total sales	Nil	Nil
	b. Number of dealers/ distributors to whom sales are made	Nil	Nil
	c. Sales to top 10 dealers /distributors as % of total sales to dealers / distributors	Nil	Nil
Share of RPTs in	a. Purchases (Purchases with related parties /Total Purchases)	0.19%	0.00%
	b. Sales (Sales to related parties / Total Sales)	67.77%	64.07%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	Nil	Nil
	d. Investments (Investments in related parties / Total Investments made)	97.27%	97.15%

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

### Essential Indicators

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

Sr. No.	Particular	FY 2024	FY 2023	Details of improvement in environment and social impacts
a	R&D	0.41%	10.97%	Installation of capital-intensive machines to detect nitrosamine impurities to reduce and mitigate nitrosamine impurities risk in API and drug safety and quality of the drug supply.
b	Capex	-	4.96%	

2. (a) Does the entity have procedures in place for sustainable sourcing?

The Company has Standard Operating Procedures (SOPs) for appointing vendors. Quality, safety and reliable supply of our products is our prime objective. Our supply chain strategy emphasizes sustainable procurement and the Company makes efforts to encourage local sourcing of materials. Compliance with GMP enables us to ensure that our products are consistently produced and controlled to the highest quality standards.

- (b) If Yes, what percentage of inputs were sourced sustainability?

We are in the process to track and monitor the percentage of input materials that are sourced sustainably.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

A robust waste management program is in place, ensuring responsible handling and disposal of all waste materials. Pharmaceutical waste is efficiently utilized in co-processing to utilize energy from the waste. Reuse, recycle & safe disposal has always been our first preference to deal with hazardous waste.

Particulars	FY 2024			FY 2023		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	153.6 MT	-	-	107.0 MT	-
E-waste	-	1.4 MT	-	-	2.1 MT	-
Hazardous waste	-	2545.8 MT	3440.8 MT	-	2448 MT	2216.2 MT
Other waste	0.5 MT	-	629.7 MT	5.2 MT	-	539.6 MT

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

Yes, we are following the legal requirements as per EPR. Waste is segregated and managed according to its nature, adhering to strict protocols. The Company has got necessary approvals under hazardous waste management and handling rules. Disposal is done through the respective Pollution Control Board authorized agencies.

We work in compliance with Plastic Waste Management Rules, 2016 and the EPR guidelines. Our waste collection plan is in line with the EPR plan submitted to the Pollution Control Board. Also, the EPR plan is executed through tie-ups with waste management agencies.

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

### Essential Indicators

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

Sr. No.	Category	% employees covered by										
		Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Daycare facilities	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Employees</b>												
a	Male	1,710	1,710	100.00	1710	100.00	-	-	-	-	-	-
b	Female	260	260	100.00	260	100.00	260	100.00	-	-	171	65.77
c	<b>Total</b>	<b>1,970</b>	<b>1,970</b>	<b>100.00</b>	<b>1970</b>	<b>100.00</b>	<b>260</b>	<b>13.20</b>	-	-	<b>171</b>	<b>8.68</b>
<b>Other than Permanent Employees</b>												
a	Male	158	158	100.00	158	100.00	-	-	-	-	-	-
b	Female	25	25	100.00	25	100.00	25	100.00	-	-	18	72.00
c	<b>Total</b>	<b>183</b>	<b>183</b>	<b>100.00</b>	<b>183</b>	<b>100.00</b>	<b>25</b>	<b>13.66</b>	-	-	<b>18</b>	<b>9.84</b>

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

Sr. No.	Category	% employees covered by										
		Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Daycare facilities	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent employees</b>												
a	Male	900	900	100.00	900	100.00	-	-	-	-	-	-
b	Female	5	5	100.00	5	100.00	5	100.00	N.A.	N.A.	5	100.00
c	<b>Total</b>	<b>905</b>	<b>905</b>	<b>100.00</b>	<b>905</b>	<b>100.00</b>	<b>5</b>	<b>0.55</b>	<b>N.A.</b>	<b>N.A.</b>	<b>5</b>	<b>0.55</b>
<b>Other than Permanent employees</b>												
a	Male	136	136	100.00	136	100.00	-	-	-	-	-	-
b	Female	-	-	-	-	-	-	-	-	-	-	-
c	<b>Total</b>	<b>136</b>	<b>136</b>	<b>100.00</b>	<b>136</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Contractual employees are managed by the contractor

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

	FY 2024	FY 2023
Cost incurred on well- being measures as a % of total revenue of the company	0.15%	0.19%

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

Sr. No.	Benefits	FY 2024			FY 2023		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
a	PF	100.00	100.00	Y	100.00	100.00	Y
b	Gratuity	92.38	87.51	Y	92.54	93.92	Y
c	ESI	20.58	51.78	Y	20.05	51.28	Y
d	Others - please specify	N.A.					

3. Accessibility of workplaces

**Are the premises / offices accessible to differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

While our team presently does not include employees with disabilities, we're fully committed to fostering an inclusive environment. We are dedicated to creating a supportive and inclusive physical infrastructure and conducive culture and shall be prepared in future for our locations to be fully accessible for employees with diverse needs.

4. **Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

At our Company, we uphold the principle of equal opportunity and embrace diversity as a cornerstone of our culture. We are dedicated to cultivating an inclusive work environment, devoid of any form of discrimination. Our HR policies are designed to ensure compliance with the Rights of Persons with Disabilities Act, 2016, reaffirming our commitment to accessibility and equality for all.

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

Sr. No.	Gender	Permanent employees		Permanent workers	
		Return to work rate (%)	Retention rate (%)	Return to work rate (%)	Retention rate (%)
a	Male	N.A.	N.A.	N.A.	N.A.
b	Female	100	73.34	N.A.	N.A.
c	<b>Total</b>	<b>100</b>	<b>73.34</b>	<b>N.A.</b>	<b>N.A.</b>

Note: Under permanent workers there are no female employees

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

Sr. No.	Particular	Yes/No
a	Permanent Employees	Yes
b	Other than Permanent Employees	Yes
c	Permanent Workers	Yes
d	Other than permanent Workers	Yes

Our approach to addressing employee grievances is multifaceted, ensuring a comprehensive support system:

1. Employees can utilize Grievance Policy, conveniently accessible on our company's intranet, to voice their complaints.
2. In compliance with regulations, we have established an ICC dedicated to addressing Sexual Harassment at Workplace issues. Our detailed Sexual Harassment policy outlines clear procedures for reporting and resolving such concerns, with extensive awareness efforts among our workforce.
3. We provide a platform for employees to report unethical behavior through our Whistle Blower Policy. This policy ensures a structured mechanism for receiving and resolving grievances, with complaints escalated to the Audit Committee of the Board for thorough investigation.
4. HR actively encourages employees to share feedback, suggestions or concerns regarding working conditions, health and safety measures, fostering a culture of open communication.
5. While grievances of non-permanent employees are managed directly by their respective contractors, our company extends cooperation by offering necessary support, information and documentation to facilitate the resolution process, ensuring a seamless experience for all parties involved.

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

Company recognises the right to freedom of association and have recognised union at one plant

Sr. No.	Particulars	FY 2024			FY 2023		
		Total Employees/workers in the respective category (A)	No. of employees/workers in the respective category, who are part of the association(s) or union (B)	(%B/A)	Total Employees/workers in the respective category (C)	No. of employees/workers in the respective category, who are part of the association(s) or union (D)	(%D/C)
	<b>Total Permanent Employees</b>	<b>1,970</b>	<b>119</b>	<b>6.04</b>	<b>2,007</b>	<b>120</b>	<b>5.98</b>
a	Male	1,710	119	6.96	1,732	120	6.93
b	Female	260	0	0.00	275	0	0.00
	<b>Total Permanent Workers</b>	<b>905</b>	<b>134</b>	<b>14.81</b>	<b>887</b>	<b>135</b>	<b>15.22</b>
a	Male	900	134	14.89	881	135	15.32
b	Female	5	0	0.00	6	0	0.00

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

Sr. No.	Category	FY 2024					FY 2023				
		Total (A)	On health and safety		On skill upgradation		Total (D)	On health and safety		On skill upgradation	
			No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>											
a	Male	1,868	1,850	99.04	1,786	95.61	1,878	1,878	100.00	1,776	94.57
b	Female	285	271	95.09	236	82.81	307	307	100.00	252	82.08
c	<b>Total</b>	<b>2,153</b>	<b>2,121</b>	<b>98.51</b>	<b>2,022</b>	<b>93.92</b>	<b>2,185</b>	<b>2,185</b>	<b>100.00</b>	<b>2,028</b>	<b>92.81</b>
<b>Workers</b>											
a	Male	1,036	1,015	97.97	1,034	99.81	932	932	100.00	930	99.79
b	Female	5	5	100.00	5	100.00	6	6	100.00	6	100.00
c	<b>Total</b>	<b>1,041</b>	<b>1,020</b>	<b>97.98</b>	<b>1,039</b>	<b>99.81</b>	<b>938</b>	<b>938</b>	<b>100.00</b>	<b>936</b>	<b>99.79</b>

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

Sr. No.	Category	FY 2024			FY 2023		
		Total (A)	No. (B)	(%B/A)	Total (C)	No. (D)	(%D/C)
	<b>Employees</b>						
a	Male	1,868	1,444	77.30	1,878	1,492	79.45
b	Female	285	249	87.37	307	254	82.74
<b>c</b>	<b>Total</b>	<b>2,153</b>	<b>1,693</b>	<b>78.63</b>	<b>2,185</b>	<b>1,746</b>	<b>79.91</b>
	<b>Workers</b>						
a	Male	1,036	709	68.44	932	727	78.00
b	Female	5	5	100.00	6	6	100.00
<b>c</b>	<b>Total</b>	<b>1,041</b>	<b>714</b>	<b>68.59</b>	<b>938</b>	<b>733</b>	<b>78.14</b>

## 10. Health and safety management system

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

The Company has implemented well defined Occupational Health and Safety Management system which takes care of all aspects such as men, machine and material safety. Three of our manufacturing locations namely Roha, Kolhapur and Pithampur are certified for ISO 14001 (Environment Management System) and ISO 45001 (Occupational health and safety management system). We are committed to providing a safe and healthy work environment for those working on, visiting, or living near our operations. Management at all levels is responsible and accountable for the occupational safety and health performance of the employees and workers.

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

The Company uses various processes to identify work-related hazards such as Hazard Operability study process, Hazard identification & Risk assessment process (HIRA) and Environmental Impact Assessment (EIA) to identify hazards in routine activities. Risk matrix is used to assess the risk associated with identified hazard and required control measures are taken as necessary. All risk assessments are reviewed during any change, modification, upgradation as well as on a periodic basis. Also, Job Safety Analysis and Permit to work procedures are followed to identify work-related hazards in non-routine activities.

### c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes / No)

Yes, systems are in place to report work related hazards. Safety suggestion boxes are provided at each site where employees and workers can drop their concerns with details of hazard identified. Based on the concerns raised, hazard risk level is evaluated and CAPA is implemented to either eliminate or to minimise hazard levels.

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

Yes, The Company has an Occupational Health center at all locations with trained medical staff. A doctor on call facility is also made available if required. Medical check-ups are conducted at regular intervals at the locations. All our employees and workers undergo pre- employment health assessment to ensure a healthy life. The Company has an employee Group Medical Policy and Personal Accident Policy. The Mediclaim policy of the Company also provides maternity benefits to its female employees.

## 11. Details of safety-related incidents

Sr. No.	Safety Incident / Number	Category	FY 2024	FY 2023
a	Lost Time Injury Frequency Rate (LTIFR) (per one million person hours worked)	Employees	0.00	0.30
		Workers	0.00	0.71
b	Total recordable work-related injuries	Employees	3	2
		Workers	6	4
c	No. of fatalities	Employees	0	0
		Workers	0	0
d	High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
		Workers	0	0

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

The Company has implemented a defined Environment Health and Safety (EHS) system at all its sites. Dedicated EHS team is available at all sites. A safety committee is formed at each site which comprises involvement from workers. Safety assessment is carried out to verify compliance with internal standards as well as statutory requirements. Medical checkups are periodically undertaken. Safety promotional activities such as celebration of safety & fire service week are undertaken to improve awareness and motivate workers. Health awareness camps are also organized from time to time.



### 13. Number of complaints on the following made by employees

Sr. No.	Particulars	FY 2024			FY 2023		
		Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
a	Working conditions	Nil					
b	Health and safety						

### 14. Assessments for the year

Sr. No.	Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
a	Health and safety practices	100
b	Working conditions	100

All our plants and offices are periodically assessed by internal teams and external agencies as and when required

### 15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

The company has set procedures for investigation of safety related incidents and implement corrective and preventive actions, if any, in a time bound manner. There are no pending actions for safety related incidents. Risk assessment is performed for all activities and control measures are defined and implemented. Closure of all gaps identified during internal and external audits/assessments is bridged in a timely manner.

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

### Essential Indicators

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

An individual, group of individuals or an organisation that impact our business or are impacted by our business form the key stakeholders of our Company. Our core stakeholders are our end users namely the patients and include our customers, dealers, distributors, regulators, suppliers, shareholders, employees and the local communities.

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

Sr. No.	Key Stakeholders	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
a	Employees	No	Town hall, Open houses, notice boards, appraisals, rewards and recognitions programs, grievance mechanisms, workshops, intranet, e-mails and employee engagement activities	Need Based	To understand and dialogue with employees regarding their queries concerning learning, performance, career development, grievances and cultivating a secure, equality driven work atmosphere. To address their queries on management expectations post transition.
b	Customers	No	E-mails and customer meet, participation in trade fairs, website, grievance redressal mechanism	Need based	Intimating them on our products, building stronger relationships, enhancing businesses and keep them informed about new products.
c	Regulators	No	E-mails, facility audits and visits, one-on-one meetings, conferences, seminars	Periodic	Keeping abreast of the regulations and amendments. Seeking regulatory approvals to sell quality and safe goods to customers and in new jurisdictions.
d	Suppliers and Vendors	No	E-mails, meetings, facility audits and grievance mechanism	Continuous	To ensure a continuous supply of goods without any interruptions. To understand the GMP compliance status and practices. Alternate vendor developments.



Sr. No.	Key Stakeholders	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
e	Communities	Yes	Directly or through Implementing agencies, wherever applicable	Need based	To develop a sustainable ecosystem for our communities where we operate and providing them with support for health, education and sanitation as per need.
f	Investors / Shareholders	No	Email, newspaper advertisement, website, AGM, disclosures to stock exchanges, investor calls and meetings	Need based and Quarterly	To update them about important developments in the Company and address their grievances, if any.

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

### Essential Indicator

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

Sr. No.	Particulars	FY 2024			FY 2023 *		
		Total (A)	No. of employees / workers covered (B)	(%B/A)	Total (C)	No. of employees / workers covered (D)	(%D/C)
<b>Employees</b>							
a	Permanent	1,970	1,940	98.48	2,007	2007	100.00
b	Other than permanent	183	181	98.91	178	178	100.00
<b>Total Employees</b>		<b>2,153</b>	<b>2,121</b>	<b>98.51</b>	<b>2,185</b>	<b>2185</b>	<b>100.00</b>
<b>Workers</b>							
a	Permanent	905	891	98.45	887	887	100.00
b	Other than permanent	136	129	94.85	51	51	100.00
<b>Total Workers</b>		<b>1,041</b>	<b>1,020</b>	<b>97.98</b>	<b>938</b>	<b>938</b>	<b>100.00</b>

\* Company did not have any mechanism to track fully, as it was the first year wherein such details were asked for, hence all were marked as attended.

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

Sr. No.	Category	FY 2024					FY 2023				
		Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
			No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>											
	<b>Permanent</b>	<b>1,970</b>	<b>0</b>	<b>0.00</b>	<b>1,970</b>	<b>100.00</b>	<b>2,007</b>	<b>15</b>	<b>0.75</b>	<b>1,992</b>	<b>99.25</b>
a	Male	1,710	0	0.00	1,710	100.00	1,732	15	0.87	1,717	99.13
b	Female	260	0	0.00	260	100.00	275	0	0.00	275	100.00
<b>Other than Permanent</b>		<b>183</b>	<b>2</b>	<b>1.09</b>	<b>181</b>	<b>98.91</b>	<b>178</b>	<b>85</b>	<b>47.75</b>	<b>93</b>	<b>52.25</b>
a	Male	158	2	1.27	156	98.73	146	85	58.22	61	41.78
b	Female	25	0	0.00	25	100.00	32	0	0.00	32	100.00
<b>Workers</b>											
	<b>Permanent</b>	<b>905</b>	<b>15</b>	<b>1.66</b>	<b>890</b>	<b>98.34</b>	<b>887</b>	<b>4</b>	<b>0.45</b>	<b>883</b>	<b>99.55</b>
a	Male	900	15	1.67	885	98.33	881	4	0.45	877	99.55
b	Female	5	0	0.00	5	100.00	6	0	0.00	6	100.00
<b>Other than Permanent</b>		<b>136</b>	<b>34</b>	<b>25.00</b>	<b>102</b>	<b>75.00</b>	<b>51</b>	<b>18</b>	<b>35.29</b>	<b>33</b>	<b>64.71</b>
a	Male	136	34	25.00	102	75.00	51	18	35.29	33	64.71
b	Female	0	0	0.00	0	0.00	0	0	0.00	0	0.00

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

#### a. Median remuneration/wages:

Sr. No.	Particulars	Male		Female	
		Number	Median remuneration/ salary/wages of respective category (Amount in ₹)	Number	Median remuneration/ salary/wages of respective category (Amount in ₹)
a	Board of Directors (BoD)	9	13,00,000	1	8,50,000
b	Key Managerial Personnel (other than BoD)	2	91,31,388	0	-
c	Employees other than BoD and KMP	1865	6,00,000	285	4,77,294
d	Workers	1036	3,09,060	5	5,40,516

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

	FY 2024	FY 2023
Gross wages paid to females as % of total wages	8.11	8.48

### 4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Our primary aim is to cultivate an inclusive workplace environment where each person is treated with dignity and respect, empowering them to thrive professionally. To uphold this commitment, our ICC addresses any instances of workplace sexual harassment promptly and comprehensively, ensuring a secure and supportive atmosphere for all employees. We maintain a strict policy of zero tolerance towards unethical behaviour. Employees are encouraged to report any concerns to either the Whistle Blower Committee or through the channels provided in our Code of Business Conduct and Ethics, which are overseen by the Company's Audit Committee. Moreover, employees are welcome to directly notify the HR head at their respective locations or at our registered office about any violations of human rights.

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

As mentioned in point no. 4 above.

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

Sr. No.	Particulars	FY 2024			FY 2023		
		Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
a	Sexual harassment	0	0	Nil	1	0	Nil
b	Discrimination in workplace	0	0	Nil	0	0	Nil
c	Child labour	0	0	Nil	0	0	Nil
d	Forced labour/involuntary labour	0	0	Nil	0	0	Nil
e	Wages	0	0	Nil	2	0	Nil
f	Other human rights related issues	0	0	Nil	0	0	Nil

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

	FY 2024	FY 2023
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	1
Complaints on POSH as % of female employees / workers	0%	0.33%
Complaints on POSH upheld	0	0

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

We prioritize safeguarding the privacy of our employees, ensuring that all reports of discrimination and harassment are handled with utmost confidentiality. Our workplace Sexual Harassment Policy, Code of Business Conduct and Ethics, and Whistle Blower policy are designed to guarantee that the complaint process remains free from reprisals, retaliation or coercion against individuals who file complaints.

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

Yes, in certain business agreements and contracts where relevant.

**10. Assessments for the year**

Sr. No.	Particulars	% of plants and offices that were assessed (by entity or statutory authorities or third parties)
a	Child labour	All our plants are assessed by the applicable statutory authorities and bodies from time to time. Internal audit is carried out as and when required.
b	Forced/involuntary labour	
c	Sexual harassment	
d	Discrimination at workplace	
e	Wages	
f	Others – please specify	

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

In the current year we haven't received any corrective action directives, as we are compliant to the applicable laws.

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

**Essential Indicators**

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

Sr. No.	Parameter	FY 2024	FY 2023
	<b>From renewable sources</b>		
1	Total electricity consumption (A)	125	140
2	Total fuel consumption (B)	15115	0
3	Energy consumption through other sources (C)	0	0
<b>4</b>	<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>15240</b>	<b>140</b>
	<b>From non-renewable sources</b>		
5	Total electricity consumption (D)	287552	258100
6	Total fuel consumption (E)	191489	312486
7	Energy consumption through other sources (F)	0	0
<b>8</b>	<b>Total energy consumed from non- renewable sources (D+E+F)</b>	<b>479041</b>	<b>570586</b>
<b>9</b>	<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>494281</b>	<b>570726</b>
<b>10</b>	<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations)	0.000034274	0.000053218
<b>11</b>	<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	0.000802	0.001245299
<b>12</b>	<b>Energy intensity in terms of physical output</b>	<b>135</b>	<b>300.81</b>
13	Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

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

N.A.

### 3. Provide details of the following disclosures related to water

Sr. No.	Parameter	FY 2024	FY 2023
<b>Water withdrawal by source (in kiloliters)</b>			
a	Surface water	1,32,036	1,49,314
b	Groundwater	1,46,307	1,44,501
c	Third-party water	1,18,117	1,13,543
d	Seawater / desalinated water	0	0
e	Others	0	0
<b>f</b>	<b>Total volume of water withdrawal (in kiloliters) (a + b + c + d + e)</b>	<b>3,96,459</b>	<b>4,07,359</b>
<b>g</b>	<b>Total volume of water consumption (in kiloliters)</b>	<b>3,96,459</b>	<b>4,07,359</b>
<b>h</b>	<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	<b>0.000027</b>	<b>0.000038</b>
i	Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.000643	0.000889
j	Water intensity in terms of physical output	108.28	214.70
k	Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No.

### 4. Provide the following details related to water discharged:

Sr. No.	Parameter	FY 2024	FY 2023
<b>Water discharge by destination and level of treatment (in kilolitres)</b>			
(i)	To Surface water		
	- No treatment	0	0
	- With treatment–please specify level of treatment	50109 KL. Wastewater is discharged after treatment in ETP equipped with primary, secondary & tertiary treatment.	43724 KL Wastewater is discharged after treatment in ETP equipped with primary, secondary & tertiary treatment.
(ii)	To Groundwater		
	- No treatment	0	0
	- With treatment–please specify level of treatment	0	0
(iii)	To Seawater		
	- No treatment	0	0
	- With treatment–please specify level of treatment	0	0
(iv)	Sent to third-parties		
	- No treatment	0	0
	- With treatment–please specify level of treatment	18443 KL Wastewater is discharged to CETP after treatment in ETP equipped with primary, secondary & tertiary treatment.	11371 KL Wastewater is discharged to CETP after treatment in ETP equipped with primary, secondary & tertiary treatment.
(v)	Others		
	- No treatment	0	0
	- With treatment–please specify level of treatment	157840 KL Wastewater is recycled after treatment in ETP/RO equipped with primary, secondary, tertiary and advanced treatment.	152396 KL Wastewater is recycled after treatment in ETP/RO equipped with primary, secondary, tertiary and advanced treatment.
<b>Total water discharged (in kilolitres)</b>		<b>226392 KL</b>	<b>207491 KL</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

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

We aim to reduce usage of natural resources by maximising recycle & reuse of waste water at all locations. We treat wastewater generated from our process and recycle it for other suitable uses thereby reducing the load on fresh water consumption. Four of our manufacturing plants, namely Roha, Pithampur, Kolhapur and Goa, recycle and reuse all the wastewater generated within the site and have achieved Zero Liquid Discharge. Treated water is reused wherever possible as per consent conditions, e.g. in cooling tower, toilet flushing, gardening etc.

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

Sr. No.	Parameter	Please Specify Unit	FY 2024	FY 2023
a	NOx	mg/Nm <sup>3</sup>	69.34	35.63
b	SOx	mg/Nm <sup>3</sup>	136.56	104.48
c	Particulate Matter (PM)	mg/Nm <sup>3</sup>	45.69	40.96
d	Persistent Organic Pollutants (POP)	mg/Nm <sup>3</sup>	0	0
e	Volatile Organic Compounds (VOC)	mg/Nm <sup>3</sup>	0	0
f	Hazardous Air Pollutants (HAP)	mg/Nm <sup>3</sup>	0	0
g	Others please specify	mg/Nm <sup>3</sup>	0	0

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

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

Sr. No.	Parameter	Unit	FY 2024	FY 2023
a	Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	13842	16125
b	Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	74188	66760
c	Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent per rupee of turnover	0.000006104	0.000007729
d	Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	Metric tonnes of CO <sub>2</sub> equivalent per rupee of turnover adjusted for PPP	0.000142835	0.000180851
e	Total Scope 1 and Scope 2 emission intensity in terms of physical output	Metric tonnes of CO <sub>2</sub> equivalent per metric tonnes of production	24.044	43.686
f	Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

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

Yes, the company is concerned about environmental pollution and taking measures to reduce the impact of greenhouse gas emission. Natural gas is used at manufacturing locations wherever it is available. Fossil Fuel fired Boilers are converted to Clean Biomass Fuel fired Boilers for Steam Generation at Kolhapur & Pithampur. Solar powered panels are installed at Roha to generate electricity for office use at Roha. All new HVAC chillers are installed with R-134A & R410A refrigerant.

Also, energy conservation measures are ongoing to reduce electricity and steam consumption which ultimately reduces greenhouse gas emissions, e.g.

- Replacement of Mercury/Sodium vapour lamps/Compact Fluorescent Lamps (CFL) with Light Emitting Diode (LED) lamps.
- Installation of Variable Frequency Drives (VFDs)
- Temperature controller for cooling tower fans operation
- Steam condensate recovery

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

Sr. No.	Parameter	FY 2024	FY 2023
<b>Total Waste generated (in metric tonnes)</b>			
(i)	Plastic waste (A)	153.60	107.00
(ii)	E-waste (B)	1.40	2.10
(iii)	Bio-medical waste (C)	9.30	10.30
(iv)	Construction and demolition waste (D)	0.00	0.00
(v)	Battery waste (E)	3.10	0.70
(vi)	Radioactive waste (F)	0.00	0.00
(vii)	Other Hazardous waste. Please specify, if any. (G)	5,986.60	4,664.30
(vii)	Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	620.40	529.40
<b>Total (A+B + C + D + E + F + G+ H)</b>		<b>6,774.40</b>	<b>5,313.70</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)		0.000000470	0.000000495
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)		0.000010992	0.000011594
<b>Waste intensity in terms of physical output</b>		1.850	2.801
<b>Waste intensity (optional)</b> – the relevant metric may be selected by the entity		-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)</b>			
<b>Category of waste</b>			
(i)	Recycled	2,703.90	2,557.80
(ii)	Re-used	0.50	5.20
(iii)	Other recovery operations	105.90	27.20
<b>Total</b>		<b>2,810.30</b>	<b>2,590.20</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)</b>			
<b>Category of waste</b>			
(i)	Incineration	242.10	296.30
(ii)	Landfilling	3,463.50	2,227.10
(iii)	Other disposal operations	260.40	200.10
<b>Total</b>		<b>3,966.00</b>	<b>2,723.50</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

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

All sites have requisite approval to handle hazardous waste as per the statute. Some of the measures followed for waste handling and disposal are:

- At source segregation of hazardous and non-hazardous waste
- Minimization of waste by controlling leakage/spillage/ handling losses
- Minimization of waste by process optimization
- Storage of waste at dedicated waste storage area, segregation as per different categories of waste
- Co-processing of waste resulting in utilization of energy out of waste

The Company has laid down safety procedures for the identification of hazards from the chemicals being used, using its Material Safety Data Sheet (MSDS). Training is imparted to all concerned. Dedicated and segregated storage is done as per the compatibility and storage conditions of the material. Leakage collection and arrest measures are provided in each storage area. An emergency action plan is prepared and training is imparted to all persons.

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

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

The company is cautious about the protection of the environment and all necessary evaluations are done to ensure compliance with regulatory requirements and obligations. In the current financial year no major project was undertaken which required environmental impact assessment study.

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

Yes, the Company is following all the applicable environmental laws/regulations/guidelines in India such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and Rules thereunder and compliant on all aspects of it. One case is pending in court at the Pollution Control Board involving environment-related issues as of the end of the financial year. This pertains to the year 2018. The Company has complied with the respective environmental Laws and Regulations and has timely represented this matter.

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

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

The Company is a member of three major industry chambers/associations

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

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
a	IMC Chamber of Commerce and Industry	National
b	Bombay Chamber of Commerce and Industry	State
c	Confederation of Indian Industry	National

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

During the year, there were no adverse orders from regulatory authorities relating to anti-competitive conduct. However on 9th July, 2014, the European Commission (“EU”) decided to impose a fine of Euro 13.96 million, jointly and severally on the Company and its subsidiary Niche Generics Limited (“Niche”) contending that they had acted in breach of EU competition law as Niche had, in early 2005 (when the Company was only a part owner and financial investor in Niche) had agreed to settle a financially crippling patent litigation with Laboratories Servier. The Company and its subsidiary have filed appeals against the decision of General Court before the Court of Justice of the EU and outcome of the appeals are awaited. The management of the Company on the basis of abundant precaution had made full provision in the books towards EU fine.

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

**Essential Indicators**

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year:  
Not Applicable

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:  
Not Applicable

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

Unichem is committed to have conscious development ensuring net positive impact to the environment and society. Our operation has generated employment at local level in direct form as well as secondary opportunities are generated. Our sites are designed to be highly compliance oriented to ensure no significant negative impact is caused on the environment due to emission. They have significant green cover and most of our sites have adopted zero discharge. The Company has a dedicated email ID namely [contact@unichemlabs.com](mailto:contact@unichemlabs.com) to receive the grievances. Community grievances received through any route is thoroughly investigated and addressed.



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

Sr. No.	Particular	FY 2024	FY 2023
a	Directly sourced from MSMEs/ small producers	3.34%	3.22%
b	Directly from within India	91.77%	93.96%

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

Sr. No.	Location	FY 2024	FY 2023
a	Rural	0.00	0.00
b	Semi-urban	8.47	7.65
c	Urban	67.11	62.84
d	Metropolitan	24.42	29.51

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

**Essential Indicators**

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

Company has a well-defined guideline on handling of market complaints which is issued by Corporate Quality Assurance (CQA). Based on this issued guidance, manufacturing plant prepares their own Standard Operating Procedures (SOP's). This SOP provides adequate guidance with respect to recording of complaints received, their classification and further investigation which includes identification of root cause and appropriate corrective and preventive action to avoid its recurrence. Adopted CAPA's are monitored for their effectiveness prior to closure of market complaints. Company has defined timelines specified in the SOP with respect to critical, major and minor complaints within which they need to be handled.

The Company has provided a dedicated e-mail ID namely [contact@unichemlabs.com](mailto:contact@unichemlabs.com) wherein any consumer can send their queries or complaints. The consumers can also raise their complaints/feedback as per the mechanism provided in our code of business conduct and ethics and the whistle-blower policy.

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

Sr. No.	Particulars	As a % of Total turnover
a	Environment and social parameters relevant to the product	Nil
b	Safe and responsible usage	100% Our products carry information about their responsible and safe usage. We display relevant information on the product labels as per the requirement of national and international regulatory bodies guidelines for the responsible and safe consumption of medicines.
c	Recycling and/or safe disposal	Nil While the products do not specifically mention any such details on its products, they comply with the applicable required statutory requirements of the Pollution Control Boards and applicable regulations for safe disposal of products etc.

**3. Number of consumer complaints in respect of the following:**

Sr. No.	Particulars	FY 2024			FY 2023		
		Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
a	Data privacy	Nil	N.A.	-	Nil	N.A.	-
b	Advertising	Nil	N.A.	-	Nil	N.A.	-
c	Cyber-security	Nil	N.A.	-	Nil	N.A.	-
d	Restrictive Trade Practices	Nil	1	Refer to Principle 7 Point No. 2	Nil	1	Refer to Principle 7 Point No. 2
e	Unfair Trade Practices	Nil	N.A.	-	Nil	N.A.	-
f	Others: clarification on technology used	Nil	N.A.	-	Nil	N.A.	-
g	Others: Product related	Nil	N.A.	-	Nil	N.A.	-



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

Sr. No.	Particular	Number	Reasons for recall
a	Voluntary Recalls	1	To ensure our alignment to the highest standards of quality and laid down SOPs
b	Forced Recalls	Nil	-

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

Yes, it is available on the intranet of the Company.

#### 6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

The Company has not received any complaints with regards to advertising and delivery of essential services, cyber security and data privacy of customers.

With regards to voluntary recall cases, based on nature of complaint, defect and a health risk classification, the Corporate Quality Assurance (CQA) Department decides the recall of the products. The recall is carried out under the procedures set by the regulators of the concerned countries and as per the laid down SOPs of the Company. Recall is initiated once a decision is taken to recall the product. Investigation is carried out to find the root cause, investigation is conducted along with product quality risk assessment to determine impact on other associated batches. Based on the finding, corrective and preventive actions are taken. As an immediate corrective action, necessary training is given to the concerned departments and SOPs revisions are done wherever required.

#### 7. Provide the following information relating to data breaches:

- Number of instances of data breaches: Nil
- Percentage of data breaches involving personally identifiable information of customers: Nil
- Impact, if any, of the data breaches: Nil