



Shilpa Medicare Limited

Corporate & Admin Office:

“Shilpa House”, # 12-6-214/A-1, Hyderabad Road,
Raichur – 584 135, Karnataka, India
Tel: +91-8532-238704, Fax: +91-8532-238876
Email: info@vbshilpa.com, Web: www.vbshilpa.com
CIN: L85110KA1987PLC008739

05 September 2023

To
Corporate Relationship Department,
BSE Limited,
1st Floor, Rotunda Building
P J Towers , Dalal Street,
Mumbai-400 001

To
National Stock Exchange of India Limited,
Exchange Plaza, 5th Floor,
Plot No. C/1, G Block,
Bandra Kurla Complex, Bandra (E),
Mumbai-400 051

Dear Sir/Ma'am,

Sub: Business Responsibility and Sustainability Report for the FY 2022-23

Scrip Code: BSE - 530549/Stock Symbol: NSE – SHILPAMED

Pursuant to regulation 34(2) (f) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed copy of Business Responsibility and Sustainability Report (BRSR) for the FY 2022-23 which forms an integral part of the Annual report for FY 2022-23.

Kindly take the same on record and acknowledge the receipt.

Thanking you.

Yours faithfully,
For Shilpa Medicare Limited

Ritu Tiwary
Company Secretary & Compliance Officer

Business Responsibility and Sustainability Report (BRSR)

Section A) General Disclosures

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L85110KA1987PLC008739
2. Name of the Listed Entity	SHILPA MEDICARE LIMITED
3. Year of incorporation	1987
4. Registered office address	#12-6-214/A1, Hyderabad Road, Raichur KA 584135 IN
5. Corporate address	#12-6-214/A1, Hyderabad Road, Raichur KA 584135 IN
6. E-mail	cs@vbshilpa.com
7. Telephone	08532 - 238704
8. Website	https://www.vbshilpa.com/
9. Financial year for which reporting is being done	2022-23
10. Name of the Stock Exchange(s) where shares are listed	BSE & NSE
11. Paid-up Capital	8,68,01,898
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Ritu Tiwary, Company Secretary & Compliance Officer, Email: cs@vbshilpa.com Contact Number: 08532 - 238704
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	The disclosure under this BRSR are on Standalone basis unless otherwise stated.

II. Product & Services

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

S No	Description of Main Activity	Description of Business Activity	% of turnover of the entity
1	Pharmaceuticals	Manufacture of formulations	99

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

S No	Product/Service	NIC Code	% of the total turnover contributed
1	Active Pharma Ingredients	21001	44
2	Formulations	21001	55
3	Power	21001	1

III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	3	2	5
International	0	0	0

17. Markets served by the entity:

A. Number of Locations

Locations	Number
National (No of States including union territories)	21
International (No of Countries)	33

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

62.34%

c. A brief on types of customers

Our customers include wholesalers, distributors, doctors, pharmacy chains and hospitals, NGO, government institutions and Pharmacy chain (Jan Aushadhi) and Pharmaceutical distributors & Companies

IV Employees

18 Details as at the end of Financial year

a. Employees and workers (including disabled)

SL No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No.(C)	% (C/A)
Employees						
1	Permanent (D)	1033	1015	98.26%	18	1.74%
2	Other than Permanent (E)	0	0	0	0	0
3	Total Employees (D+E)	1033	1015	98.26%	18	1.74%
Workers						
4	Permanent (F)	146	120	82.19%	26	17.81%
5	Other than Permanent (G)	0	0	0	0	0
6	Total (F+G)	146	120	82.19%	26	17.81%

b. Differently Abled Employees & Workers

SL No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently Abled Employees						
1	Permanent (D)	1	1	100%	0	0
2	Other than Permanent (E)	0	0	0	0	0
3	Total Employees (D+E)	1	1	100%	0	0
Differently Abled Workers						
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	0	0	0	0	0
6	Total (F+G)	0	0	0	0	0

19 Participation/Inclusion/Representation of Women

Particulars	Total (A)	No. and percentage of Females	
		No.(B)	% (B/A)
Board of Directors	7	1	14.29%
Key Management Personnel	2	1	50%

20. Turnover rate for permanent employees and workers.

	Turnover Rate – FY 2022-23			Turnover Rate – FY 2021-22			Turnover Rate – FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	35%	0.03%	35.03%	33%	0	33%	21%	0	21%
Permanent Workers	5.31%	0	5.31%	3.64%	0	3.64%	2.23%	0	2.23%

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

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

The details of holding/ subsidiary/ associate companies/ joint ventures are given in Form AOC- 1 as Annexure to the Board's report and forms a part of the Annual Report.

VI CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) YES
(ii) Turnover (Rs. in Lakhs) - 44438.57 Lakhs
(iii) Net worth (Rs. in Lakhs) - 211758.39 Lakhs

VII. Transparency and Disclosures Compliances

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

Stakeholder Group from whom complaint is received	Grievance Redressal Mechanism in Place. Yes/No If yes link	FY 2022- 23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	0	0	0	0
Investors (Other than Shareholders)	Yes	0	0	0	0	0	0
Shareholders	Yes	0	0	0	0	0	0
Employees & Workers	Yes	0	0	0	0	0	0
Customers	Yes	0	0	0	0	0	0
Value Chain Partners	Yes	0	0	0	0	0	0
Other (Please specify)	-	-	-	-	-	-	-

Weblink of the policy on grievance handling :- <https://www.vbshilpa.com/policies-and-codes.php>

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

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

S No	Material Issue Identified	Risk / opportunity	Rational for identifying risk or opportunity	In case of risk approach to adapt or mitigate	Financial implication of risk or opportunity
1	Occupational health and safety	Risk	We recognize that employees form the foundation of our operations, and it is incumbent upon us to prioritize their health, safety, and well-being by furnishing a nurturing and secure work environment.	<ul style="list-style-type: none"> We have developed and integrated a Safety, Health and Environment (EHS) policy that governs our employees and applies to all our research, production operations, and business facilities All our employees, including permanent workers and contractors are trained on occupational health and safety, specific work-related hazards, hazardous activities and situations. We have developed and implemented strong Health and Safety systems (H&S) at all our plants. Periodic safety assessments against international standards are conducted to evaluate the effectiveness of current systems and appropriate measures are taken to further improve our safety posture performance continually. 	Negative
2	Regulatory compliance	Opportunity, Risk	Regulatory guidelines and requirements heavily regulate the manufacturing of our products, including manufacturing quality standards. Periodic inspections are conducted on our manufacturing sites, and if the regulatory and quality standards and systems are not found adequate, it could result in observations. This might impact our ability to meet patient demand and generate value for our stakeholders	<ul style="list-style-type: none"> We are fully dedicated to quality and have robust quality processes and systems in place at our developmental and manufacturing facilities to ensure that every product is safe and of high quality We have integrated "Quality by Design" to build quality into all processes and use quality tools to minimize process risks. We continue to spend significant time, money and effort in the areas of production and quality testing to help ensure full compliance with cGMP regulations. We leverage information technology to digitize and enhance our quality assurance and quality control processes. We are continuously focused on improving our quality culture across the organization. 	Positive

S No	Material Issue Identified	Risk / opportunity	Rational for identifying risk or opportunity	In case of risk approach to adapt or mitigate	Financial implication of risk or opportunity
3	Pharma covigilence	Risk	The increase in digital central trials and accelerated speed to market of medicines and drugs amplifies the need for better drug quality and prevention of adverse side effects.	<ul style="list-style-type: none"> We have a mature system in place to continuously monitor the benefit-risk profile of our products to ensure benefits outweigh the product-related safety risks for patients. We maintain compliance with region / country-specific legislative requirements. 	Negative
4	Promoting diversity and inclusion	Opportunity	We fully appreciate the significance of diversity to our organization, as it fosters the introduction of new perspectives, diverse experiences, novel concepts, and inventive approaches that can provide sustainable value creation for our stakeholders over the long term. It is our steadfast effort to promote inclusiveness through concerted interventions across different dimensions of business and embrace their distinctiveness.	We are also working to increase the representation of women across roles and teams, exploring new entry level routes such as apprentice hiring and actively recruiting women.	Positive
5	Talent attraction and retention	Opportunity	Ability to attract and retain the right technical talent with differing skill sets is a difficult challenge to address. The industry is highly knowledge-driven and technology based, and heavily reliant on specialist individuals well versed with state-of-the-art technology.	We use people analytics to measure employee performance, identify current skill gaps, and flight risks to improve retention. We actively address and resolve structural talent gaps by providing long-term reskilling and upskilling opportunities to our workforce, including digital learning initiatives. We embed strategic workforce planning into our operations strategy. The benefits of this initiative are multifaceted e.g., fostering internal mobility for well-suited roles, enhancing people productivity and containing staff costs.	Positive

S No	Material Issue Identified	Risk / opportunity	Rational for identifying risk or opportunity	In case of risk approach to adapt or mitigate	Financial implication of risk or opportunity
6	Risk management and business continuity	Opportunity	We operate in a complex geopolitical and regulatory environment and entails potential challenges and uncertainties arising from geopolitical factors and intricate regulatory frameworks. This includes geopolitical instability, changes in government policies, trade disputes, sanctions, and intricate compliance requirements. These factors can pose risks to operations, supply chains, market access, and overall business performance, requiring proactive monitoring and strategic adaptation to mitigate potential adverse impacts.	<ul style="list-style-type: none"> We are focused on identification of key business, operational, strategic, and business continuity risks We prioritise a sustainable supply chain for the timely availability of our medicines, and to ensure business continuity in the face of disruptions. We continuously strive to improve our resiliency posture focusing on the ability to provide and maintain an acceptable level of service in the face of any interruption and proactively plan for being prepared to respond to an uncertain situation. 	Positive
7	Industry Risk	Risk	Sectoral and market downturns could have potential and immediate impact on company performance	Analysing industry and pharma sectoral trends and periodic horizon scanning Ongoing plans to implement a business continuity plan to minimise risk	Positive
8	Sustainable EHS work practices (EHS)	Opportunity	Company has adopted and made the sustainable practices as its culture. All personnel participate in the sustainable practices with focus on energy conservation, emission control, waste minimisation, resource reduction, preventive maintenance, hazard identification & risk assessment activity based, safe operating procedures, hazard & operability studies. 24 Hrs monitoring by the Safety Co-ordinators, GMP Co-ordinators, Night Shift Officers and Duty Managers for each production block. The waste Treatment with Zero Discharge Facility, The Treated water from the ZLD is Recycled.	Improving focus on sustainable energy Strengthening and promoting awareness across the company	Negative

SECTION B: Management and Process Disclosures

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Policy and Management Processes										
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes									
b. Has the policy been approved by the Board? (Yes/No)	Yes									
c. Web Link of the Policies, if available	https://www.vbshilpa.com/policies-and-codes.php									
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes, the company's code of business conduct and ethics and/or other policies imbibe the above-mentioned principles and the company expects its stakeholders to adhere to the same in all their dealings.									
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the company's code of business conduct and ethics and/or other policies imbibe the above-mentioned principles and the company expects its stakeholders to adhere to the same in all their dealings.									
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<ul style="list-style-type: none"> Occupational Health & Safety Management System: ISO 45001: 2018 Environmental Management System: ISO 14001: 2015 Energy Management System: ISO 50001: 2018 Our facilities have received accreditations from Ministry of Health , UAE; Registered with Health Canada, GMP ; USFDA (Analytical Division)									
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	NIL									
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NIL									
Governance, leadership and oversight										
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Refer Chairman's Letter Page No 4 & 5.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Vishnukant C Bhutada, Managing Director of the company.									
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, details.	Yes, Mr. Vishnukant C Bhutada, Managing Director of the company.									
10. Details of Review of NGRBCs by the Company:										
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee					Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)				
	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	P1	P2	P3	P4	P5	P6	P7	P8	P9	
	As a practice, policies of the Company are reviewed periodically or on need basis by the Department heads, business heads and the Directors of the company.									

Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances

Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes Quarterly

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

No. However, the EHS & LHR related processes including compliances are subject to planned periodic audits by internal auditors and the status of compliance is updated to the Board. From best practices as well as from a risk perspective, EHS & LHR related policies are periodically evaluated and updated by concerned department heads / business heads and approved by the management / the Board committees / the Board.

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

SECTION C PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators:

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

Segment	Total Number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	2	Familiarisation/ awareness programme for the Board of Directors/ KMPs of the Company is done periodically as part of Board process covering various areas pertaining to the business, strategy, risks, operations, regulations, code of business conduct and ethics, economy and environmental, social and governance parameters. In addition, frequent updates are shared with all the Board members/ KMPs to apprise them of developments in the Company, key regulatory changes, risks, compliances and legal cases	100%
Key Managerial Personnel	2		100%
Employees other than BoD and KMPs	6		ESG
Workers	Nil	Nil	Nil

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

A. Monetary

Particulars	NGRBC Principle	Name of the regulatory /Enforcement agencies/ judicial institutions	Amount (In Rs.)	Brief of the Case	Has an appeal been preferred ? (Yes/No)
Penalty/Fine					
Settlement			NIL		
Compounding Fee					

B. Non-Monetary

Particulars	NGRBC Principle	Name of the regulatory / Enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? Yes/No
Imprisonment			NIL	
Punishment				

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

Case Details	Name of the regulatory /enforcement agencies/judicial institutions
	NIL

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

Yes. Shilpa has an anti-bribery and anti-corruption policy. The policy reiterates that Shilpa does not tolerate any form of bribery and corruption in its operations and is committed to conducting business ethically and transparently. It has implemented various internal controls such as internal review, conducting audits, regular compliance checks, whistle blower policy etc. to ensure the company or its employees do not engage in unethical practices. All business partners are also expected to follow the same standard of ethics when conducting business with the Company or on its behalf. The policy is in the below weblink <https://www.vbshilpa.com/policies-and-codes.php>

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

	FY 2022-23	FY 2021-22
Directors		
KMPs		
Employees	NIL	NIL
Workers		

6. Details of complaints with regard to conflict of interest

Particulars	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0		0	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0		0	

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

Not Applicable

PRINCIPLE 2. Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators:

- 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

Category	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	0.02%	-	Using wheeling power for energy conservation, Re usage of RO reject water for domestic use , utilizing steam condensate recovery, installed solar street light in the premises which will reduce electricity consumption and work during power failure.
CAPEX	5%	-	Capex spent for EHS related improvements

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

Yes

- If yes, what percentage of inputs were sourced sustainably?

Company has appropriate measures in place for sustainable sourcing. As a part of third party code of conduct, all the business partners are required to adhere to basic sustainability parameters such as Labour rights, health and safety and environment, ethical conduct, data privacy etc. for more details please refer to our website : <https://www.vbshilpa.com/policies-and-codes.php>

- Describe the processes in place to 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

In keeping with our focus on sustainable company operations, Shilpa strives to reduce waste generated at the source whenever possible. A considerable portion of the waste generated in the pharmaceutical industry is categorized as hazardous and must be handled with caution. We ensure that the waste generated by our operations is effectively monitored and disposed of in accordance with all relevant regulatory standards.

We also regularly monitor our waste management systems and procedures to ensure that the waste generated throughout our sites undergoes proper and safe treatment. Our operational efficiency allows us to use resources conservatively and reduce waste. We comply with all the local and national regulations, in addition to adopting global standards in safe handling and disposal of emissions and effluents. We have established relevant Policies and Procedures for safe storage and disposal of products at the end of life and environmentally sound waste recycling through authorised third parties

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

Yes. We are registering under EPR for Plastic Waste with CPCB. We work in compliance with India's Plastic Waste Management Rules, 2016.

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

- Details of measures for the well-being of employees

Category	% of employees covered by										
	Total A	Health Insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
	Number B	% (B/A)	Number C	% (C/A)	Number D	% (D/A)	Number E	% (E/A)	Number F	% (F/A)	
Permanent Employees											
Male	1015	216	21.28%	1015	100%	0	0%	0	0%	0	0%
Female	18	1	5.56%	18	100%	0	0%	0	0%	0	0%
Total	1033	217	21.01%	1033	100%	0	0%	0	0%	0	0%

Other than permanent employees

Male

Female

Total

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

Category	% of workers covered by										
	Total A	Health Insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number B	% (B/A)	Number C	% (C/A)	Number D	% (D/A)	Number E	% (E/A)	Number F	% (F/A)
Permanent workers											
Male	120	0	0	0	0	0	0	0	0	0	0
Female	26	0	0	0	0	0	0	0	0	0	0
Total	146	0	0	0	0	0	0	0	0	0	0
Other than permanent workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

2. Details of retirement benefits, for current FY and previous financial year

Benefits	FY 2023			FY 2022		
	Number of employees covered as % of total employees	Number of Workers covered as % of total employees	Deducted and deposited with the authority (Y/N/N.A)	Number of employees covered as % of total employees	Number of Workers covered as % of total employees	Deducted and deposited with the authority (Y/N/N.A)
PF	96.24%	100%	Yes	93.51%	100%	Yes
Gratuity	84.31%	0	NA	94.60%	0	NA
ESI	7.89%	100%	Yes	10.83%	100%	Yes
Others specify						

3. Accessibility of workplaces

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

Yes. The Premises/ offices of the Company including the registered and corporate offices have ramps to enable easy movement. Most offices are located either on the ground floor or have elevators and infrastructure for differently abled individuals.

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

The code of business conduct and ethics (COBE) of the company provides for an equal opportunity policy to create an inclusive work environment by fostering diversity at the workplace and to treat, and treat all employees equally irrespective of gender, age, physical disability, creed, religion, sexual orientation, racial background, pregnancy, place of origin, cast, political affiliation or other discriminatory factors. We encourage and nurture talent in the organization. We work in the atmosphere of mutual trust and co-operation. The policy available at the company's website at <https://www.vbshilpa.com/policies-and-codes.php>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work Rate	Retention Rate	Return to work Rate	Retention rate
Male	0	NA	0	NA
Female	0	NA	0	NA
Total				

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

	Yes/No	If Yes, then give details of the mechanism in brief
Permanent Workers	Yes	The Policy provides avenues to report concerns directly to the compliance team. Code of Business Conduct and Ethics link: https://www.vbshilpa.com/policies-and-codes.php
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than permanent Employees	Yes	

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

Category	FY 2022-23			FY 2021-22		
	Total employees /workers in respective category (A)	Total employees/ workers in respective category, who are part of association (s) or Union (s)	% B/A	Total employees /workers in respective category (A)	Total employees/ workers in respective category, who are part of association (s) or Union (s)	% B/A
Total Permanent Employees						
Male		NIL			NIL	
Female						
Total Permanent Workers						
Male		NIL			NIL	
Female						

8. Details of Training imparted to the employees and workers on health & safety measures and on skill upgradation

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety Measures		On skill upgradation		Total (D)	On health and safety Measures		On skill upgradation	
		No. B	% (B/A)	No. C	% (C/A)		No. (E)	% (E/D)	No.(F)	%(F/D)
Employees										
Male	1015	1015	100%	1015	100%	2712	2712	100%	2712	100%
Female	18	18	100%	18	100%	19	19	100%	19	100%
Total	1033	1033	100%	1033	100%	2731	2731	100%	2731	100%
Workers										
Male	120	120	100%	120	100%	650	650	100%	650	100%
Female	26	26	100%	26	100%	26	26	100%	26	100%
Total	146	146	100%	146	100%	676	676	100%	676	100%

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No.(B)	% (B/A)	Total C	No.(D)	% (D/C)
Employees						
Male	1015	1015	100%	2712	2712	100%
Female	18	18	100%	19	19	100%
Total	1033	1033	100%	2731	2731	100%
Workers						
Male	120	120	100%	650	650	100%
Female	26	26	100%	26	26	100%
Total	146	146	100%	676	26	100%

10. Health and safety management system

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

Yes, all the units have implemented ISO 45001:2018 Occupational Health & Safety Management Systems and are certified for same standard.

- 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 work-related hazards are identified, assessed, and controlled through "Hazard Identification & Risk Assessment (HIRA)" process.

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

Yes, we have implemented processes for reporting unsafe practices and near miss by workers. Through this reporting channel, the workers report various work-related hazards and necessary actions are taken to remove or control such hazards.

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

Yes, all our sites are having occupational Health Centre, which provides healthcare services for both occupational and non-occupational medical needs.

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

Safety Incident / Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) Per One million -person hours worked	Employees	0	0
	Workers	2.48	0
Total recordable work-related injuries	Employees	0	0
	Workers	1	0
No of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	1	0

12. Measures taken by the entity to ensure a safe and healthy workplace.

We are committed to zero work-related injury, ill-health and safety & wellbeing of everyone involved in the business and community around our workplaces.

The company focuses on proactive risk assessment, communication, consultation & participation, training, safe work culture for Occupational Health & Safety.

The Company actively monitors the EHS Practices & Reports in the form of Dashboard, which focuses on status of PPE adherence, Unsafe practices, work related Injuries, Work related Illness, Process Safety Incident, Near Miss, Fire Incident, Environmental Incident, Site Safety Observations, Work Permits, Emergency/Fire Drills conducted, Management of Change Issued, Tool Box Talks & Trainings Conducted, and Site Periphery Rounds, etc.

The company proactively identifies hazards, assesses risk and takes appropriate risk control measures for prevention and mitigation of identified hazards for its activities. The company practices Good Industrial Hygiene protocols, uses containment equipment for handling of the potent molecules and local dust extraction system connected to pulsejet bag filters & Equipment wash areas are connected to the local exhaust systems.

The company has Business Continuity Plan and On-Site Emergency Plan, approved by the Department of Factories, Boilers & Industrial Safety for all its units. These plans are rehearsed periodically for improving preparedness to handle emergency and business continuity concerns

13. Number of complaints made by employees and workers

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolutions at the end of the year	Remarks	Filed during the year	Pending resolutions at the end of the year	Remarks
Working Conditions		0			0	
Health & Safety						

14. Assessments for the year

% of plants and offices that were assessed (by entity or statutory authorities or third parties)	
Health and safety practices	Customer audits & Corporate audits are conducted at all the sites to ensure the compliance as against the established EHS systems and to ensure the health & safety practices are followed and healthy working conditions are ensured.
Working Conditions	

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.

Safety related incidents are reported and investigated by competent employees following root cause analysis (RCA) method to find out the root cause(s) for such incidents. CAPAs are proposed based RCA findings, which shall be implemented and monitored for effectiveness.

PRINCIPLE 4. Businesses should respect the interests of and be responsive to all its stakeholders.

Essential Indicators:

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

Our purpose of 'Innovating for affordable healthcare' encompasses all our stakeholders, because we consider our stakeholders as important partners in our journey to achieve our purpose. Over the years we have developed firm level process to encourage open and constructive interaction with our stakeholders. We have established relevant policy and procedure for stakeholder engagement, which helps us enhance our strategy development and decision-making. We engage on issues that are important to us as a business as well as to the stakeholders, with the objective of addressing their needs and expectations and identifying new opportunities to create value.

Our process of identification and classification of the stakeholders is defined by their interest, impact and participation in operations of the Company and engagement on various environmental, social and governance matters. Delivering on stakeholder needs expectations are integral part of our business. We listen to our stakeholders and have established various channel of communication, consultation and participation.

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

Stakeholder group	Whether identified as Vulnerable & Marginalized 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
Employees	No	<ol style="list-style-type: none"> 1. Formal induction at the time of joining 2. Town hall meetings 3. Communication from Senior Management. 4. Communication through Emails. 5. Safety meetings, Canteen committee meetings 6. Feedback, Suggestion Box, Toolbox meetings 7. Celebrations of Independence Day, Republic Day, Safety Week, World Environment Day. 8. Review meetings, Notice Boards. 9. Reward & Recognition programs, Spot award programs, cultural Programs. 10. Trainings, get togethers, Appreciation meetings, Daily, Monthly review meetings; Exit Suggestions in sealed covers, Risk assessment activities 	Continuous	<ol style="list-style-type: none"> 1. Employee engagement, operational efficiencies, improvement opportunities, long-term strategy plans, training and awareness on safety/ behavioural safety, motivation, personality development, on job & classroom trainings; innovations, sharing of knowledge, learning 2. Performance, training and career development reviews. 3. Seeking feedback on work culture. 4. Building a safe, diverse and inclusive work environment.
Community	No	our engagement with the community includes physical visits as well as digital channels.	Frequent and need based	<p>With giving back to society as a core tenet of the Company, our corporate social responsibility and employee volunteering programmes target the areas of education, skilling and livelihood, health and environmental sustainability through partners and local NGOs around the world.</p> <p>Additionally, we also run training, awareness and empowerment programmes. We engage with local community to understand their challenges and work for their sustainable development.</p>

Stakeholder group	Whether identified as Vulnerable & Marginalized 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
Government and regulators authorities	No	Our interactions with authorities take place through e-mails, meetings, submissions, etc. as required.	Need-based	<p>Our engagement with official authorities is multi-fold. With regulatory authorities, our engagement is aimed at discharging responsibilities and furthering our core business of product development, launch, manufacturing, etc. in keeping with the latest and highest standards of compliance. With policy-makers, our engagement aims to understand and discuss matters pertaining to the industry.</p> <p>We do advocacy and make representations on various regulatory and policy issues to strengthen the healthcare eco-system through policy interventions and ensure timely access to quality medicines at affordable prices.</p>
Suppliers & Partners	No	On site meetings, virtual meeting, business partners meet, supplier forums, partner events, calls, e-mail, website	Frequent/ Quarterly Governance calls/ Annual meet	Making a holistic impact on the health of patients worldwide requires us to work with partners across the healthcare value chain. We emphasize fair, transparent, and ethical practices and seek partners who share the same commitment towards compliance with laws, regulations, published standards and environmental practices.

Stakeholder group	Whether identified as Vulnerable & Marginalized 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
Customers	No	Physical and virtual meetings, customer events, calls, e-mail, website	Need based	We engage with our customers to ensure regular supply of the products, keep them informed about new products, participate in the bids/ tenders and maximize the outreach of our products.
Shareholders & Investors	No	We interact with our shareholders, potential investors and research analysts through investor meetings/ calls, conferences, earnings call, investor events, e-mail, press releases, stock exchange intimations, investor presentations and annual reports. We also provide various updates on our website and other places of engagement.	Frequent and need based	We engage with them so that they can take an informed decision to invest in our Company. The key areas of engagement include an update on the business and financial performance, Company's strategy and growth levers, potential opportunities and risks, our ESG goals/ actions, and material events which may have a positive or negative impact on the performance of the Company.

PRINCIPLE 5. Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-23			FY 2021- 22		
	Total (A)	Number of employees and workers covered (B)	% (B/A)	Total (C)	Number of employees and workers covered (D)	% (D/C)
Employees						
Permanent	1033	1033	100%	2731	2731	100%
Other than Permanent						
Total Employees	1033	1033	100%	2731	2731	100%
Workers						
Permanent	146	146	100	676	676	100%
Other than permanent						
Total Workers	146	146	100	676	676	100%

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal Minimum Wage		More than minimum wage	
		No.(B)	%(B/A)	No.(C)	%(C/A)		No. (E)	%(E/D)	No.(F)	%(F/D)
Employees Permanent										
Male	1015	0	0	1015	100%	2712	0	0	2712	100%
Female	18	0	0	18	100%	19	0	0	19	100%
Other than Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Workers Permanent										
Male	120	0	0	120	100%	650	0	0	650	100%
Female	26	0	0	26	100%	26	0	0	26	100%
Other than Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0

3. Details of remuneration/ salary/ wages (including differently abled)

Category	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors	6	INR 431.63 Lakhs	1	INR 18.00 Lakhs
Key Managerial Personal	1	INR 132.00 Lakhs	1	INR 45.00 Lakhs
Employees other than BoD and KMP	1014	INR 9871.68 Lakhs	16	INR 233.65 Lakhs
Workers	120	INR 264.79 lakhs	26	INR 36.10 Lakhs

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

Yes

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

The company has enforced various policies which take care of human rights and any grievance shall be escalate to the HR team which is basically responsible to implement the policies and accordingly Hr team shall take suitable measures to redress grievances relating to violation of human rights if any.

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

Category	FY 2022- 23			FY 2021- 22		
	Filed during the day	Pending Resolution at the end of the year	Remarks	Filed During the Year	Pending Resolution at the end of the year	Remarks
Sexual Harassment	0	0		0	0	
Discrimination at workplace	0	0		0	0	
Forced Labour/Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human right related issues	0	0		0	0	

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

Discrimination has no place within our organization, and we maintain a zero-tolerance policy towards all forms of discrimination, including sexual discrimination. We actively encourage employees, contractors, and suppliers to report any instances of discrimination they witness. We promptly and effectively address these reports, ensuring that appropriate action is taken.

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

Yes

9. Assessments of the year

Category	% of plants and offices that were assessed by the entity or by the statutory authorities or third parties
Child Labour	
Forced/Involuntary Labour	
Sexual harassment	100%
Discrimination at workplace	
Wages	
Others – please specify	

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

During the assessment, no significant risks/concerns identified

PRINCIPLE 6. Businesses should respect and make efforts to protect and restore the environment.

Essential Indicators:

1. Details of total energy consumption (in Joules or multiples) and energy intensity

Parameter	FY 2022-23 (GJ)	FY 2021-22 (GJ)
Total electricity consumption (A)	64499.98	68065.78
Total fuel consumption (B)	39598.60	51249.86
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	104098.58	119315.63
Energy intensity per Lac ₹ of turnover (Total energy consumption/ turnover in rupees)	4.68	3.50
Energy intensity per Kg of (Finished Products)	-	-

Note : Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

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)

No .

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

Parameter	FY 2022-23	FY 2021-22
Water Withdrawal by Source (In Kiloliters)		
(i) Surface water	-	-
(ii) Ground water	14660.00	21904.00
(iii) Third party water	39654.60	999.00
(iv) Seawater / desalinated water	-	-
(v) Others	7434.21	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	61748.81	22903.00
Total volume of water consumption (in kiloliters)	61748.81	22903.00
Water intensity per Lac ₹ of turnover (Water consumed / turnover)	2.78	0.67
Water intensity per Kg of (Finished Products)	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

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

Yes, the Company has implemented a mechanism for Zero Liquid Discharge (ZLD) for Unit 3&6 located at Dabaspet, Karnataka. Unit 4 located at Jadcherla, Telangana sends pre-treated wastewater to CETP for further treatment. Unit 7 located at Nacharam, Telangana also sends pre-treated waste water to CETP for treatment.

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

Parameter	Please specify Unit	FY 2022- 23	FY 2021-22
NOx	MT/A	0.68	0.60
SOx	MT/A	0.46	0.41
Particulate Matter	MT/A	0.71	0.75
Persistent organic pollutants (POP)	NA	-	-
Volatile organic compounds (VOC)	MT/A	-	-
Hazardous air pollutants (HAP)	NA	-	-
Others – please specify (HCl mist)	MT/A	-	-

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

Yes, the air emission monitoring has been conducted by the MoEF&CC approved laboratory having accreditation from the National Accreditation Board for Testing and Calibration Laboratories.

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	1523.28	1516.97
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	14691.66	15503.87
Total Scope 1 and Scope 2 emissions per Lac ₹ of turnover	TCO ₂ e/₹	0.73	0.50
Total Scope 1 and Scope 2 emission intensity per Bn Doses of (Finished Products)		-	-

Note: Indicate if any Independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) if yes, then provide details

No

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

Yes. In line with our goal of becoming 'Carbon Neutral by 2030', we work towards improving the energy conservation, energy efficiency, use of renewable energy and use of biofuels across operational locations by implementing several projects to enhance the proportion of renewable energy resources (electricity and biofuels) in our total energy mix and reduction of greenhouse gases (GHGs).

The Company consciously sources its energy from the renewable fuel resources to reduce its carbon footprint and monitors the consumption on daily basis.

Project implemented for use of renewable biofuels has achieved 92% and 90% fuels from renewable biofuel resources during FY22 and FY23 respectively.

GHG reduction achieved by (replacing coal with biomass): FY22 – 2073.00 tCO₂e and FY23 – 1653.00 tCO₂e respectively.

8. Details of waste generated, re-cycled re-used and disposed off.

Parameter	FY 2022- 23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.67	1.18
E-waste (B)	-	-
Bio-medical waste (C)	5.45	4.97
Construction and demolition waste (D)	-	-
Battery waste (E)	49.00	-
Radioactive waste (F)	-	-
Other Hazardous waste (G)	24.32	13.66
Other Non-hazardous waste generated (H) (Break-up by composition i.e., by materials relevant to the sector)	11.19	13.26
Total (A+B+C+D+E+F+G+H)	90.63	33.07
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
i. Re-cycled	61.51	11.13
ii. Re-used	-	-
iii. Other recovery operations	-	-
Total	61.51	11.13
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of Waste		
i. Incineration	9.77	15.57
ii. Landfilling	9.03	2.45
iii. Other disposal operations	-	-
Total	18.80	18.02

Note: Indicate if any Independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

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

We have waste management system in place at all our facilities. E waste is sold to authorised recyclers. Shilpa has consistently scaled up its waste management practices by reducing waste quantities and environmentally sound disposal of waste to authorised Treatment, Storage and Disposal Facilities (TSDF). In keeping our focus on sustainable company operations. We ensure that the waste generated by our operations is effectively monitored and disposed of in accordance with all relevant regulatory standards and to the PCB authorised vendors. We have dedicated storage area for different type of waste (hazardous, biomedical, and non-hazardous) and waste segregation is done at source. All types of wastes are labelled, stored and disposed as per applicable rules and consent to operate.

10. If the entity has operations/offices if any 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

S No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
			Not applicable

11. Details of environmental impact assessments (EIA) of projects undertaken by the entity based on applicable laws, in the current financial year: Not applicable

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link
Not applicable					

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

Yes.

PRINCIPLE 7. Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators

- 1 a. Number of affiliations with trade and industry chambers/associations. - 5
b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of /affiliated to

SL No	Name of the trade industry chambers/associations	The reach of trade and industry chambers/ associations (State/National)
1	Raichur Chamber of Commerce & Industry	State
2	Pharmexcil, Hyderabad	National
3	Raichur Chemical Manufactures Association	State
4	Federation of Karnataka Chambers of Commerce & Industry	State
5	Export Promotion Council for EOU and SEZ	National

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

PRINCIPLE 8. Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of social impact assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.-

The company conducts internal monitoring and identifies the outcome and impact. The details of the assessments are further shared during the CSR meetings.

2. Provide information on project (s) for which ongoing rehabilitation and resettlement (R&R) is being undertaken by the entity, in the following format.

NIL

SL No	Name of project for which R&R is ongoing	State	District	No. of project-affected families	% of PAFs covered by R&R	Amount paid to PAFs in FY23
NIL						

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

Most of the activities are carried out in discussion and agreement with the community members. In case of any grievances, the community leaders can reach out to the Company's point of contact (POC) at each of the units. The POC is directly and easily accessible to the community to address any concerns that may arise. Depending on the nature of complaint, relevant stakeholders are engaged to resolve any issue

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

Particulars	FY 2022-23		FY 2021-22	
Directly sourced from MSMEs/small producers	11%		9%	

Particulars	FY 2022-23		FY 2021-22	
Sourced directly from within the district and neighbouring districts	Local	non-Local	Local	non-Local
	41%	59%	44%	56%

PRINCIPLE 9. Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

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

We have Standard Operating Procedure (SOP) in Place to handle the consumer complaints and feedback. The complaints are received by email and reply after due investigation. Each complaint is logged in and evaluated and investigated from either a (i) Quality or a (ii) Safety or (iii) both perspectives. Complaint is closed after investigation and appropriate regulatory action has been taken

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

Particulars	As a % of total turnover
Environmental and social parameters relevant to the product	100%. There are social parameters relevant to the responsible, safe and prescribed usage of the product
Safe and responsible usage	100 % all the products have usage / directions mentioned on leaflets/ packaging.
Recycling and/or safe disposal	-

3. Number of consumer complaints in respect of the following

Particulars	FY 2022-2023		Remarks	FY 2021-2022		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data Privacy						
Advertising						
Cyber-security						
Delivery of essential services		Nil			Nil	
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

Particulars	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Nil

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

Yes, Company has a privacy policy for all its legal entities and business. This can be accessed on our website.

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.

We take proactive steps in case any issue arises pertaining to any one of these categories