

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

## FOREWORD

Over the years, the global outlook towards Company's performance have changed with evolving externalities. COVID-19 pandemic, evolving regulatory landscape and increasing stakeholder traction on issues such as climate change, equality and ethical governance have evaluated companies' resilience in recent years. These changes have reiterated the importance of integrating sustainability and transparency strategically into their business operations.

Our focus on Environmental, Social and Governance ("ESG") and business growth are both essential ingredients for long-term sustainability and as a responsible Corporate Citizen, we believe in creating a strong business which touches lives responsibly. Continuing our sustainability journey and commitment towards National Voluntary Guidelines, we present our first Business Responsibility and Sustainability Report ("BRSR") as envisaged by the Securities and Exchange Board of India ("SEBI"). The BRSR report contains a comprehensive list of measurable KPIs for its nine principles, encompassing ethical business practices, product stewardship, employee wellbeing, safety & development, stakeholder engagement, human rights, environmental stewardship, public policy advocacy, inclusive growth and responsible customer relationship.

We have voluntarily started our BRSR reporting journey in FY 2021-22 itself as a best practice ahead of time and we aim to enhance our processes, policies and reporting going forward. We will continue being a responsible and a sustainable Company creating value for all our stakeholders and touching lives responsibly.

## SECTION A: GENERAL DISCLOSURES

### I. Details of the Company

1	<b>Corporate Identity Number (CIN) of the Company</b>	L24230GJ1972PLC002126
2	<b>Name of the Company</b>	Torrent Pharmaceuticals Limited
3	<b>Year of incorporation</b>	1972
4	<b>Registered office address</b>	Torrent House, Off Ashram Road, Ahmedabad – 380 009
5	<b>Corporate address</b>	Torrent House, Off Ashram Road, Ahmedabad – 380 009
6	<b>E-mail</b>	<a href="mailto:investorservices@torrentpharma.com">investorservices@torrentpharma.com</a>
7	<b>Telephone</b>	+91 79 26599000
8	<b>Website</b>	<a href="http://www.torrentpharma.com">www.torrentpharma.com</a>
9	<b>Financial year for which reporting is being done</b>	2021-22
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	BSE Limited, Mumbai (BSE); and National Stock Exchange of India Limited, Mumbai (NSE)
11	<b>Paid-up Capital</b>	₹ 84.62 crores as on 31 <sup>st</sup> March, 2022
12	<b>Contact Person</b>	
	<b>Name of the Person</b>	Sapan Sanghani, General Manager (Finance) Chintan Trivedi, Assistant General Manager (Legal)
	<b>Telephone</b>	+91 79 26599000
	<b>Email address</b>	<a href="mailto:investorservices@torrentpharma.com">investorservices@torrentpharma.com</a>
13	<b>Reporting Boundary</b>	
	<b>Type of Reporting</b>	Disclosures under this report are made on standalone basis for Torrent Pharmaceuticals Limited

**II. Products / Services**

14	Details of business activities	S. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1	Research & Development, Manufacturing, Marketing, and Distribution of Pharmaceutical Products	We are one of the leading pharmaceutical companies in India and are engaged in research, development, manufacturing, marketing and distribution of branded and generic pharmaceutical formulations in India and Internationally.	100%

15	Products / Services sold by the entity	S. No.	Product / Service	NIC Code	% of Total Turnover contributed
		1	Pharmaceutical products	Division 21 Group 210 Class 2100	100%

**III. Operations**

16	Number of locations where plants and / or operations / offices of the entity are situated:	Location	Number of plants	Number of Offices	Total
		National	8*	30	38
		International <sup>^</sup>	1	12	13
17	Market served by the entity	Locations	Numbers		
	a. No. of Locations	National (No. of States)	PAN India		
		International (No. of Countries)	More than 40 markets served across Asia, North America, Brazil, European Union & Rest of World		
	b. What is the contribution of exports as a percentage of the total turnover of the entity?	Standalone – 30% Consolidated – 44%			
	c. A brief on types of customers	The Company serves across all segments of customers. At the core, the final customers are the patients who buy the products of the Company based on the prescriptions from the Doctors. The primary channel of distribution is through the wholesale drug distributors, stockiest and retail pharmacies. We also sell to the institutional segment which majorly includes government, semi-government institutions, hospitals, nursing homes, clinics, dispensing doctors etc.			

\* includes R&amp;D unit

<sup>^</sup> includes manufacturing facility (operations discontinued w.e.f. 25<sup>th</sup> May, 2022) of its Wholly Owned Subsidiary (WOS) and 12 offices of its Subsidiaries.

#### IV. Employees

18. Details as at the end of Financial Year:						
S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>a. Employees and workers (including differently-abled)</b>						
<b>Employees</b>						
1	Permanent (D)	12,103	11,002	91%	1,101	9%
2	Other than Permanent (E)	207	186	90%	21	10%
3	Total Employees (D+E)	12,310	11,188	91%	1,122	9%
<b>Workers</b>						
4	Permanent (F)	600	565	94%	35	6%
5	Other than Permanent (G)	1,808	1,555	86%	253	14%
6	Total Workers (F+G)	2,408	2,120	88%	288	12%
<b>b. Differently abled employees and workers</b>						
<b>Differently Abled Employees</b>						
7	Permanent (D)	30	29	97%	1	3%
8	Other than Permanent (E)	0	0	0%	0	0%
9	Total Differently Abled Employees (D+E)	30	29	97%	1	3%
<b>Differently Abled Workers</b>						
10	Permanent (F)	7	7	100%	0	0%
11	Other than Permanent (G)	12	12	100%	0	0%
12	Total Differently Abled Workers (F+G)	19	19	100%	0	0%

19. Participation / Inclusion / Representation of women				
S. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B / A)
1	Board of Directors	7	2	29%
2	Key Management Personnel	4	0	0%

**Note:** Key Managerial Personnel includes Executive Chairman, Director (Operations), Chief Financial Officer and Company Secretary.

20. Turnover rate for permanent employees and workers									
Category	FY 2021-22 (Turnover rate in current FY)			FY 2020-21 (Turnover rate in previous FY)			FY 2019-20 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	10.8%	24.4%	12.0%	8.0%	15.0%	8.6%	12.3%	21.3%
Permanent Workers	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%	0.5%	0.0%	0.5%

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

21	S. No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes / No)
	1.	Torrent Investments Private Limited	Holding		
	2.	Zao Torrent Pharma	WOS	100%	All Policies / practices to the extent relevant are also applicable to the subsidiaries in conformity with the applicable laws
	3.	Torrent Do Brasil Ltda.	WOS	100%	
	4.	Torrent Pharma GmbH	WOS	100%	
	5.	Heumann Pharma GmbH & Co. Generica KG	WOS	100%	
	6.	Heunet Pharma GmbH	WOS	100%	
	7.	Torrent Pharma Inc.	WOS	100%	
	8.	Torrent Pharma Philippines Inc.	WOS	100%	
	9.	Laboratorios Torrent, S.A. de C.V.	WOS	100%	
	10.	Torrent Australasia Pty. Ltd.	WOS	100%	
	11.	Torrent Pharma (Thailand) Co., Ltd.	WOS	100%	
	12.	Torrent Pharma (UK) Ltd.	WOS	100%	
	13.	Laboratories Torrent Malaysia SDN. BHD.	WOS	100%	
	14.	TPL (Malta) Ltd <sup>^</sup>	WOS	100%	
	15.	Torrent Pharma (Malta) Ltd <sup>^</sup>	WOS	100%	
	16.	UNM Foundation (earlier known as Tornascent Care Institute) (Section 8 Company)	Associate	50%	

**Note:** Torrent Pharma SRL, Romania and Torrent Pharma France SAS, France were liquidated w.e.f. 11<sup>th</sup> January, 2022 and 13<sup>th</sup> January, 2022 respectively.

<sup>^</sup> incorporated w.e.f. 17<sup>th</sup> August, 2021

**VI. CSR Details**

22	i.	Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	ii.	Turnover (in ₹ Crores)	6,742
	iii.	Net worth (in ₹ Crores)	6,345

VII. Transparency and Disclosures Compliances

23	Complaints / Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct	Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes / No) If Yes, then provide web-link for grievance redress policy	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
				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. Policies which are required by the law is available on the website of the Company and the policies which are internal to the Company are available on the intranet of the Company	0	0		0	0		
	Investors (other than shareholders)		0	0		0	0		
	Shareholders		6	0		4	0		
	Employees and workers		12	2		16	0		
	Customers		1559	185		1874	138		
	Value Chain Partners		0	0		0	0		
	Others (Please Specify)		NA						



24	Overview of the entity's material responsible business conduct issues	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
		Product quality and safety	Risk	<p>The use of high-quality and safe goods ensures that improved health outcomes are attained. Compromise on pharmaceutical product quality would imply a compromise on patients' overall health and wellbeing. This will also entail failure to comply with GxP (Good Laboratory Practices, Good Manufacturing Practices and Good Clinical Practices).</p> <p>Any lapse can lead to product withdrawals, recalls, regulatory action, decreased sales, reputational risk, increased litigation followed by increase in litigation expense.</p>	<ul style="list-style-type: none"> <li>• Drug product quality and patient safety are the fundamental principles for Torrent Pharma. The Company being in the healthcare sector, the nature of its business requires the utmost attention to the quality of its product. We have taken following measures to ensure resilience against the risk:</li> <li>• The Company has in place strong Pharmacovigilance system through which all the stakeholders can access the adverse event / product complaint reporting form on the website of the Company or dedicated phone line and a dedicated mailbox.</li> <li>• The Pharmacovigilance department of the Company oversees monitoring and managing the safety of all of our products throughout their lifespan, employing rigorous systems and procedures to ensure that manufacturing quality standards, GMP compliance, and other regulatory criteria are met.</li> <li>• Audits are conducted by the Quality Assurance department to ensure that our high-quality requirements are met.</li> <li>• Risks are sought to be managed by appropriate laboratory and clinical studies for each new product, compliance with Good Manufacturing Practices and independent quality assurance systems.</li> </ul>	Negative
		Innovation: Strengthening R&D pipeline	Opportunity	<p>Innovation and R&amp;D plays an important role in determining the long-term success of our Company. The cutting-edge research includes engaging in the discovery of NCEs, developing new processes for known APIs and developing value-added and differentiated formulations. These developments come out as the differentiators for the Company, and thus, leads to an increase in revenues as well. We have committed to invest dedicatedly to tap opportunities and introduce new therapies, medical benefits and formulations across the globe.</p>		Positive

24	Overview of the entity's material responsible business conduct issues	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
		Water and wastewater management	Risk	<p>There is a great degree of dependency on uninterrupted supply of water for continued operations. Therefore, water management becomes crucial for the Company's operations. With changing climate and drought like conditions, water availability is increasingly becoming a risk across different geographies.</p> <p>Secondly, wastewater management is highly crucial for pharmaceutical industry. The presence of pharmaceutical compounds in environment is recognized as emerging micro pollutants in aquatic environment, which can indirectly impact human and animal health. If not managed properly, it can lead to high level of ecological risk.</p>	<p>The Company is not only adhering to the statutory criteria set forth by the Central Ground Water Authority &amp; State Government water supply agency for surface water supply, but it is also taking responsibility for reducing use through effective recycling.</p> <p>Water recycling systems are in place in water-stressed locations such as Indrad and Pithampur manufacturing facilities, Bileshwarpura project site and R&amp;D centre. The water efficient designs limit the amount of water that can be utilized in different operations. Water usage monitoring across units enables us to strategize the reduction efforts.</p> <p>We also make certain that our effluents are treated properly before being reused or discharged. At our manufacturing facilities, we have a high-tech ETP and a three-stage effluent recycling RO system.</p> <p>For more information, please refer to 'Natural Capital' section of the Integrated Report.</p>	Negative
		Energy efficient and renewable energy	Opportunity	<p>Renewable energy is expanding at a quicker rate than it has ever been before. The cost of renewable energy has dropped because of increased government support and continued research and development.</p> <p>Energy efficiency also serves major opportunity to reduce operational costs in the long term and is also one of the decarbonization levers for our Company.</p> <p>For more information, please refer to 'Natural Capital' section of the Integrated Report.</p>		Positive



24	Overview of the entity's material responsible business conduct issues	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
		Employee engagement, safety and well-being	Opportunity	<p>Employees are our biggest assets. Robust employee engagement, safety, and well-being drives enhanced productivity for the Company.</p> <p>This material aspect is therefore an opportunity to integrate employees' views in the core functioning of the Company, while ensuring employee satisfaction and safety in each process.</p>		Positive
		Equality	Opportunity	<p>Investing in equality and diversity brings numerous benefits to the Company. From bringing skills to the team, respecting each and every employee's rights, promoting innovation and diverse views, enhancing Company's reputation, and promoting new talent. We believe in giving equal opportunities to everyone irrespective of caste, gender, color, religion or any other bias.</p>		Positive
		Ethics and business integrity	Risk	<p>Torrent Pharma is a global Company with millions of stakeholders. Any ethical and business integrity breach can hamper the Company's credibility, employee morale and may result to significant fines and financial loss.</p>	<p>We have zero tolerance for any ethical and business integrity breach within the Company. The Principles enshrined in the Company's Code of Business Conduct guide the work culture in terms of ethics and law. The Code in real sense promotes honesty, trust, accountability and transparency.</p> <p>It establishes key corporate and organizational ideals that influence the value system and business operations.</p> <p>Every new employee receives a Code of Business Conduct orientation at the time of joining, ensuring that they fully comprehend, embrace, and adapt to the Code.</p> <p>Its implementation and adherence is aided by a powerful vigil mechanism that monitors deviations or disrespect in any form.</p>	Negative



24	Overview of the entity's material responsible business conduct issues	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
		Adherence to laws	Risk	Torrent Pharma operates in various territories and markets, each having its own regulatory landscape, which continuously evolves changes, and undergoes increased scrutiny from the regulators. Any non-compliance with regulations or scrutiny process can result in dilution of financial position or jeopardize the Company's reputation.	Regulatory risks are managed through a strong governance mechanism based on the philosophy of 'zero tolerance to non-compliance'. This is implemented through: <ul style="list-style-type: none"> <li>Assessment of regulatory and compliance requirements on regular basis</li> <li>Robust internal controls</li> <li>Compliance management systems and continuous monitoring</li> <li>Internal communication and training on the ethics standards and compliance systems</li> <li>Independent assessments and audits</li> <li>Monitoring of Legal and regulatory compliance by Senior management and the Board</li> </ul>	Negative

## 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:

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

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management Processes</b>										
1	a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes / No)					Yes			NA	Yes
	b. Has the policy been approved by the Board? (Yes / No)	The policies have been either approved by the Board or senior functional head authorised by the Board in this respect.								
	c. Web Link of the Policies, if available	Yes. All polices which are required to be disclosed under various governing regulations have been placed on the website <a href="http://www.torrentpharma.com">www.torrentpharma.com</a>								



Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management Processes</b>										
2	Whether the entity has translated the policy into procedures. (Yes / No)			Yes				NA		Yes
3	Do the enlisted policies extend to your value chain partners? (Yes / No)			Yes				NA		Yes
4	Name of the national and international codes / certifications / labels / standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<ul style="list-style-type: none"> <li>• Our ERM Framework is aligned with COSO Framework</li> <li>• Our product quality is aligned with GxPs (Good Laboratory Practices, Good Manufacturing Practices and Good Clinical Practices)</li> <li>• The facilities and operational systems are strengthened with integration of ISO 14001:2015 and ISO 45001:2018 standards</li> <li>• Most of the Company's sites are certified for ISO 50001 (Energy Management System).</li> </ul>								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company has drawn ESG roadmap which lays down the key aspects of Sustainability including timelines for achieving the targets.								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The key performance targets are set, reviewed, and implemented as per the objectives taken. The Corporate Social Responsibility and Sustainability Committee reviews the progress periodically.								
<b>Governance, Leadership and Oversight</b>										
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	<p>Torrent Pharma is continuously working on increasing medicine affordability and accessibility throughout the globe through production, research and distribution of generic medicines and making healthcare reachable to all. Our Company is built on Core values viz Integrity, Passion for Excellence, Participative Decision Making, Concern for Society &amp; Environment, Fairness with Care and Transparency. Thus, working on sustainability is imbibed in our ethos, and the same is reflected through our values and behaviour towards sustainability and stakeholders.</p> <p>The Company recognizes the global climate change challenge and pledges to reduce its carbon footprint by the prudent use of natural resources, the utilization of renewable energy sources and initiatives to positively contribute to the environment. While we intend to expand in core geographies and invest in new markets, we endeavor to provide affordable medicines to society. We instill sustainability in all our activities in order to create long-term value. This year we have conducted a detailed exercise to develop our ESG framework with clear targets and roadmap to achieve the same. More details of the same can be obtained from 'Key Highlights' section of Integrated Report.</p> <p>The Company is environmentally conscious and it makes best possible efforts to minimize its carbon footprint. We are committed to extend sustainable operations even to our suppliers and contractors.</p>								
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<b>DIN-</b> 00406498 <b>Name-</b> Jinesh Shah <b>Designation-</b> Director (Operations) <b>Telephone No:</b> 079-26599000 <b>Email Id:</b> investorservices@torrentpharma.com								
9	Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. In order to strengthen our commitment towards sustainability, the Board had expanded the scope of the Corporate Social Responsibility Committee and re-designated it as the Corporate Social Responsibility and Sustainability Committee. The Committee supports the Board on all matters relating to Sustainability. The Committee interalia reviews the implementation progress of sustainability strategy along with its key performance indicators and defines action plan as may be appropriate from time to time to achieve the same.								

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

	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee	Frequency (Annually / Half yearly / Quarterly / Any other – please specify)
Performance against above policies and follow up action	Yes	On a regular basis
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes	On a need basis

**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**

The processes and compliances are assessed by Internal auditors and Statutory auditors, as applicable. On the regular basis, the policies are reviewed and updated by senior functional heads and approved by the management, Committees of Directors or Board.

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

With respect to Principle 7, the answer is “Not Applicable” as the Company does not have a separate policy on public advocacy. For advocacies related to pharma industry, the Company works through industry associations such as Indian Pharmaceutical Alliance (IPA), Indian Drug Manufacturing Association (IDMA) and others. For more information, please refer to Principle 7.

**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.**



At Torrent Pharma, we always believe that highest level of Corporate Governance practices is pre-requisite for growing sustainable and successful business. The sound governance processes and systems guide the Company on its journey towards continued success. The Company has built its Corporate Governance practices on the three inviolable principles of TRANSPARENCY, INTEGRITY and ACCOUNTABILITY. We ensure that the Company and its employees act in a way that is effective, ethical, accountable, and transparent at all levels. On a continual basis, we also maintain responsive, inclusive, participative, and representative decision-making.

Our Core Values, which we believe in and constantly strives to build are: Integrity, Passion for Excellence, Participative Decision Making, Concern for Society & Environment, Fairness with Care and Transparency.

Each of these Timeless Values, a Pillar of Strength, ENSURES OUR LONGEVITY.

**INTEGRITY: When Truth is Paramount**

Thoughts and actions entail doing the right thing at all times and in all circumstances; whether or not anyone is watching. This requires inner courage and conviction, no matter what the consequences are. It is honoring one’s commitments and being accountable for one’s actions, end-to-end.

**PASSION FOR EXCELLENCE: When best is not enough**

Passion for excellence means not doing extra-ordinary things, but doing ordinary things in all pursuits exceedingly well. Passion and excellence are forces that fuel each other on the exclusive path to leadership. As we are what we repeatedly do, excellence then is not an act, but a habit.

**PARTICIPATIVE DECISION MAKING:** Involvement that engenders effectiveness

An ideal organisation facilitates participation and involvement of each of its members in various decision making processes, thus ensuring their commitment to such decisions as well as its outcome. It provides a platform for seeking and nurturing constructive ideas from individuals, teams and units which eventually yields exceptional results.

**CONCERN FOR SOCIETY & ENVIRONMENT:** When every smile matters

Concern for Society & Environment is a sense of responsibility and contribution to society that defines our existence. It entails making a difference in the quality of lives and environment surrounding us. It is important to encourage fellow-members on collective as well as individual basis to fulfil the responsibility of leaving behind a world rich in flora and fauna and rich in time tested values and ideals and above all rich in social fervour for our future generations.

**FAIRNESS WITH CARE:** Harnessing equality

Fairness and Care towards all fellow members are inextricably linked. Weaving the threads of equality, irrespective of caste, creed, religion and gender, into the day-to-day fabric, ensures fairness for each and every individual. Empathic care recognizes needs and aspirations of all. Only such fairness and care eventually lead fellow members to the dawn of eternal success.

**TRANSPARENCY:** Openness that builds enduring trust

Transparency implies openness. It is the opposite of secrecy. It encourages more informed decision making and aids in creating enduring trust among all stakeholders.

Our Core values are aligned with the nine Principles of NGRBC.

At Torrent Pharma, we firmly believe and adhere to transparent, fair and ethical governance practices to encourage professionalism, honesty, integrity and ethical behavior. The Board of Directors have formulated a Code of Business Conduct ("the Code"), which is applicable to all the employees and Board Members of the Company, and which lays down the important corporate ethical practices that shape the Company's business practices and represents the ever cherished values of the Company. The Code is an extension of our values and reflects our continued commitment to ethical business practices across our operations.

In this endeavor to create enduring value for all our stakeholders and to ensure the highest level of honesty, integrity and ethics in all its operations, the Company has adopted the 'Whistle Blower Policy'. Through this Policy, the Company encourages its stakeholders to bring to the Company's attention any instances of unethical behavior, actual or suspected incidents of fraud or violation of Company's Code of Business Conduct that could adversely impact the Company's operation, business performance and reputation.

In order to protect investors' interest, the Company has adopted this Code of Conduct to Regulate, Monitor and Report Trading by Designated Persons.

The Related Party Transactions Policy of the Company provides the process for the approval of various types of Related Party Transactions (RPTs) and general principles governing RPTs. This brings necessary transparency in the RPTs and ensures that the transactions are fair and in compliance with the applicable laws and regulations.

The Policy on Materiality of Events or Information brings consistency in the disclosure of various events or information to the Stock Exchanges in accordance with the thresholds determined.

## 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
Board of Directors / Key Managerial Personnel	The Directors of the Company at the time of their appointment are acquainted on the Company's Core Values, Code of Business Conduct and their roles and responsibilities as the director along with Company's operations / business and the industry in which it operates. Further at each meeting of the Board and Committees, the Directors and KMPs are apprised, inter alia, of the material developments in the Company & industry as a whole, material regulatory updates impacting the operations of the Company and key integrity matters that helps to reflect and focus on key strategies.	During the year, various familiarization programmes have been undertaken broadly covering the array of matters relating to Company's strategic plans, business regulations, regulatory changes, updates on CSR initiatives undertaken, Risk management framework and key risks faced by the Company, economy and environmental, social and governance parameters etc.
Employees & workers other than BODs and KMPs	At Torrent Pharma, we strongly believe in upskilling our employees by providing various functional as well as general training. We have identified various skills which are relevant to the employees and workers based on their work requirements.	On joining, the employees and workers are oriented on various functional and non-functional aspects of the organisation. Detailed orientation program is conducted on the Company's Core Values, Ethical Business Practices, Code of Business Conduct, Prohibition of Insider Trading Code and Organization's work culture.  Further on the regular basis, along with functional aspects, they also undergo various training programmes on employee's wellbeing, Health & Safety, skill updation programmes, Whistle blower mechanism, Prevention of Sexual harassment at workplaces etc. For more information, please refer to 'Human Capital' section of Integrated Report.

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

During the financial year, no penalty / fine, settlement, compounding fee, imprisonment, or any kind of punishment has been imposed on the Company or its Directors and KMPs.

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

Not Applicable

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

The Code of Business Conduct and Whistle Blower Policy adopted by the Company are in line with the legal and statutory framework on anti-bribery and anti-corruption in India. For more information, please refer preamble to Principle 1

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

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

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

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

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

Not Applicable

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

Torrent Pharma is moving rapidly with respect to sustainable capacity building of all our stakeholders. We believe our suppliers play a critical role in our Business Responsibility and Sustainability agenda. The Company has taken on the responsibility for sensitising and encouraging its vendors to follow the path of sustainability. The Company has created supplier criteria to ensure that their goals and missions are aligned with its own. The Company has a strong emphasis on ESG factors in addition to general competences, finances, and capacity. Further, during the reporting year, a lot of attention was devoted to operations and procedures in order to reduce waste and make processes more energy efficient and we have also advanced the procurement process this year by ensuring that we work with environmentally and socially responsible vendors. For more details on our supplier engagement please refer 'Manufacturing Capital' section of Integrated Reporting.

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

The Code of Business Conduct ("Code") covers the issues on Integrity, Gifts, Conflict of Interest, Legal compliance, Respect for people, Environmental commitment, Safety, Confidential & Proprietary Information, Financial Information, Company assets, Computer Network use & Security, Records maintenance and Management.

The Code adopted by the Company has been posted on the website of the Company. The members of the Board and Senior Management of the Company submit their affirmation on the compliance with the Code on an annual basis.

Designated Persons, whether dealing in personal or official capacity, are expected to avoid activities, agreements, positions, business investments or interests, and other situations that are in conflict or appear conflicting with interests of the Company or that may interfere with the discharge of their duties to the Company.

We, therefore, ensure 100% compliance to Code which ensures zero conflict of interest.

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

Drug Product quality and patient safety are fundamental principles for Torrent Pharma. The Company invests significant amount in R&D for product development and sustainability. This includes ₹ 108 crores capex approval to achieve emission reduction targets through energy efficiency and renewable energy plants commission. The Company also adopted innovative strategies for NCEs (New Chemical Entities) to progress from clinical supply route to sustainable commercial manufacturing process that are cost-efficient and environmental friendly. This directly reflects the Company's commitment towards providing sustainable and safe products and services.

**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.**

To augment product development, the Company is boosting capabilities by accelerating the research activities at R&D by taking up new initiatives on the discovery as well as generic API process development. By adopting new technologies, techniques and green chemistry approaches, the Company successfully optimised the use of toxic and hazardous materials, reduced waste, improved cost and resource efficiency and incorporated environment friendly processes.

The Capex spent is for development of sustainable commercial manufacturing process for New Chemical Entities (NCEs), Generic API process development and API process intensification as described herein with few examples.

For a late-stage clinical candidate being developed for improving cardiovascular risk in subjects with diabetes, dyslipidemia and hypertension, a sustainable route for large-scale commercial synthesis to reduce safety and environmental risk was established. As a result, E-factor got improved by around 70% and the process efficiency got improved by 100% along with process intensification, which further improved VTO (volume time output) by 90% and substantial API cost reduction.

For another clinical candidate for management of heart failure in diabetic patients, process enhancement with E-factor improvement by around 70% was achieved. For more information, please refer to 'Intellectual Capital' section of Integrated Report.

The Company had carried out detailed study on CO2 emission. As an outcome of the study, it has sanctioned ₹ 108 crores capex approval to achieve Carbon emission reduction targets encompassing investment of ₹ 4.38 crores on energy conservation equipment, investment of ₹ 23 crores on Installation and commissioning of Briquette - Green fuel boiler at Indrad & Dahej manufacturing facilities and investment of ₹ 81 crores on Initiation for Hybrid Power (Solar and Wind) generation for Indrad manufacturing facility, Bileshwarpura project site and R&D centre.

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

Torrent Pharma is on an ESG transforming journey, and it believes supplier collaboration as crucial to doubling its effect. The Company has initiated sensitising and encouraging its vendors to follow the road of sustainability with the goal of driving sustainable behaviour beyond its manufacturing facilities. Keeping in mind the best interests of the patients, the Company endeavours to work with responsible suppliers who adhere to the uniform quality, social and environmental standards as Torrent.

The Company has standard operating procedures for the evaluation and selection of its vendors for sourcing of material. This includes the evaluation of the EHS resources and their compliance by suppliers and vendors for key raw materials / APIs and intermediates. The Company has system of identifying and / or developing alternate vendors where single vendor is considered critical for business continuity. For more information, please refer to 'Manufacturing Capital' section of Integrated Report.

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

Product	Process to safely reclaim the product
a. Plastics (including packaging)	Under the Plastic Waste Management Rules, 2016, the Company is registered as a Brand Owner with Central Pollution Control Board (CPCB). Pursuant to this, 1016 MT per annum equivalent quantity of plastic waste was collected from PAN India during the year under review and recycled and co-processed in cement industries. We have achieved 100% plastic take back in FY 2021-22 and in FY 2020-21.
b. E-Waste	E-waste is disposed off through registered recycler.
c. Hazardous Waste	Hazardous waste is disposed off through pre-processing, co-processing, incineration or landfill at TSDF or by selling to SPCB-authorized re-cycling & decontamination facility of registered recyclers. Expired or near expiry medicines are taken back from the distributors and disposed off (co-processed) in cement plants like other hazardous waste.
d. Other Waste	Bio-medical waste is disposed off through Common Bio-medical Waste Treatment and Disposal Facility (CBWTF) incinerator.





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

Yes, EPR is applicable to the Company's activities and the waste collection plan is in line with the EPR action plan submitted to Central Pollution Control Board (CPCB). The usage of plastic for packaging the finished product is as per norms as laid down by the Pollution Control Board. Further the process is in place for receipt and disposal of plastic and is in line with the applicable Statutory regulations.

## LEADERSHIP INDICATORS

**1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

No

**2. If there are any significant social or environmental concerns and / or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same**

There has been no substantial risk identified in our internal assessment of products.

**3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

The Company being in the business of healthcare, safety and quality of our products are of highest priority. This directly impacts the health of our end users; therefore, we do not reuse any material / chemical for manufacturing. We are complying with EPR regulations through our plastic take back and recycle programs. We have achieved 100% plastic take back in FY-2021-22 and in FY 2020-21. For more information, please refer to the 'Natural Capital' section of Integrated Report.

**4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**

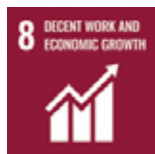
	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	-	1,016.00	-	-	1,046.00	-
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	388.16	-	-	353.65
Other waste	-	-	-	-	-	-

**5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Plastic Packaging	100%



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



At Torrent Pharma, the health and wellbeing of its employees is a top priority for the Company, which is reflected in its core principles. Even during the pandemic, the Company remained committed to this objective, focusing on existing safety practices in its manufacturing facilities, offices, and among service teams. Safety awareness programmes / counselling sessions played an important part to spread necessary knowledge and helped employees to cope up with the challenge amidst COVID Pandemic. Employees, business teams, vendors, and other stakeholders were aided and encouraged to follow best practices for human safety and safe working environments. With the pandemic continuing to stymie activity, the Company has always strived to maintain its focus on employee health and safety.

### ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	%(B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
<b>Permanent Employees</b>											
Male	11,002	11,002	100%	11,002	100%	0	0%	16 <sup>^</sup>	0%	0	0%
Female	1,101	1,100	100%	1,100	100%	1,101	100%	0	0%	895	81%
<b>Total</b>	<b>12,103</b>	<b>12,102</b>	<b>100%</b>	<b>12,102</b>	<b>100%</b>	<b>1,101</b>	<b>9%</b>	<b>16</b>	<b>0%</b>	<b>895</b>	<b>7%</b>
<b>Other than Permanent Employees</b>											
Male	186	186	100%	186	100%	0	0%	0	0%	0	0%
Female	21	21	100%	21	100%	21	100%	0	0%	21	100%
<b>Total</b>	<b>207</b>	<b>207</b>	<b>100%</b>	<b>207</b>	<b>100%</b>	<b>21</b>	<b>10%</b>	<b>0</b>	<b>0%</b>	<b>21</b>	<b>10%</b>

<sup>^</sup> Paternity benefits provided by the Government

#### 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	
		No. (B)	%(B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
<b>Permanent Workers</b>											
Male	565	565	100%	565	100%	0	0%	0	0%	0	0%
Female	35	35	100%	35	100%	35	100%	0	0%	35	100%
<b>Total</b>	<b>600</b>	<b>600</b>	<b>100%</b>	<b>600</b>	<b>100%</b>	<b>35</b>	<b>6%</b>	<b>0</b>	<b>0%</b>	<b>35</b>	<b>6%</b>
<b>Other than Permanent Workers</b>											
Male	1,555	1,555	100%	1,555	100%	0	0%	0	0%	0	0%
Female	253	253	100%	253	100%	253	100%	0	0%	253	100%
<b>Total</b>	<b>1,808</b>	<b>1,808</b>	<b>100%</b>	<b>1,808</b>	<b>100%</b>	<b>253</b>	<b>14%</b>	<b>0</b>	<b>0%</b>	<b>253</b>	<b>14%</b>

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

Sr. No.	Benefits	FY 2021-22 (Current FY)			FY 2020-21 (Previous FY)		
		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.)
1	PF	100%	100%	Y	100%	100%	Y
2	Gratuity	100%	100%	Y	100%	100%	Y
3	ESI*	12%	31%	Y	12%	31%	Y
4	Others-Superannuation	46%	NA	Y	42%	NA	Y

\*Those not covered under ESI, are covered through group mediclaim policy.

**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.**

All the Company's current and new infrastructure have a systematic plan to ensure workplace accessibility, particularly for people with disabilities. Work areas, restrooms, social areas, and mobility areas within and surrounding facilities have all been constructed with accessibility in mind. All our facilities and offices are accessible to differently abled employees. Such personnel have been with us for a long period, serving in a variety of departments and roles.

**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.**

Torrent Pharma provides an inclusive work culture and a discrimination-free environment for all its employees. The Company values and embraces diversity and does not discriminate against anyone based on race, gender, religion / beliefs, disability, marital or civil partnership status, age, sexual orientation, gender identity, gender expression, caring responsibilities, or any other protected class of person in the country.

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

Gender	Return to work rate	Retention Rate
<b>Permanent Employees</b>		
Male	NA	NA
Female	89%	76%
<b>Total</b>	<b>89%</b>	<b>76%</b>
<b>Permanent Workers</b>		
Male	NA	NA
Female	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>

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

At Torrent Pharma, we value our employees and believe that Torrent's success is an outcome of collective contribution of all our employees. The Company has in place appropriate grievance redressal mechanism wherein employees can directly report their concerns to their Head of Department, HR head or any members of Senior management. We have a Worker's Union for shop floor personnel, where their issues are addressed. We also have an Open-Door Policy / Whistleblower Policy for all employees.

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

Category	FY 2021-22 (Current FY)			FY 2020-21 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	%(B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	%(D / C)
<b>Permanent Employees</b>						
Male	11,002	0	0%	10,700	11	0%
Female	1,101	0	0%	1,102	0	0%
<b>Total</b>	<b>12,103</b>	<b>0</b>	<b>0%</b>	<b>11,802</b>	<b>11</b>	<b>0%</b>
<b>Permanent Workers</b>						
Male	565	565	100%	574	574	100%
Female	35	35	100%	40	40	100%
<b>Total</b>	<b>600</b>	<b>600</b>	<b>100%</b>	<b>614</b>	<b>614</b>	<b>100%</b>

8. Details of training given to employees and workers:

a. Details of Skill training given to employees and workers.	Category	FY 2021-22 (Current FY)			FY 2020-21 (Previous FY)		
		Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received Skill Training (B)	%(B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	%(D / C)
<b>Employees</b>							
Male		11,188	10,072	90%	10,801	10,435	97%
Female		1,122	954	85%	1,116	978	88%
<b>Total</b>		<b>12,310</b>	<b>11,026</b>	<b>90%</b>	<b>11,917</b>	<b>11,413</b>	<b>96%</b>
<b>Workers</b>							
Male		2,120	2,120	100%	2,108	2,108	100%
Female		288	288	100%	312	312	100%
<b>Total</b>		<b>2,408</b>	<b>2,408</b>	<b>100%</b>	<b>2,420</b>	<b>2,420</b>	<b>100%</b>

b. Details of training on Health and Safety given to employees and workers.	Category	FY 2021-22 (Current FY)			FY 2020-21 (Previous FY)		
		Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received training on Health and Safety (B)	%(B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received training on Health and Safety (D)	%(D / C)
<b>Employees</b>							
Male		11,188	11,177	100%	10,801	10,787	100%
Female		1,122	1,097	98%	1,116	1,081	97%
<b>Total</b>		<b>12,310</b>	<b>12,274</b>	<b>100%</b>	<b>11,917</b>	<b>11,868</b>	<b>100%</b>
<b>Workers</b>							
Male		2,120	2,120	100%	2,108	2,108	100%
Female		288	288	100%	312	312	100%
<b>Total</b>		<b>2,408</b>	<b>2,408</b>	<b>100%</b>	<b>2,420</b>	<b>2,420</b>	<b>100%</b>



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

Over the year the line managers regularly reviews and discusses possible improvements on the current performance and ensure the goals of the department are achieved. These interactions aids in aligning the employee's contributions to overall business needs. The goal of Performance Enhancement Program is to gain a better understanding of an employee's strengths and weaknesses, provide constructive feedback for future skill development and assist with Goal Planning. During the Annual Performance Management exercise, every employee is subjected to the annual performance evaluation process.

The Company has an inbuilt robust tool for ensuring the conduct of Performance Appraisal process in a fair and impartial manner. A strong in-built mechanism ensures that the Performance Appraisal process is conducted in a fair and impartial manner. The process is comparable across all of the Torrent Group's entities and is initiated by the Group HR across the companies. The Annual Performance Review comprises the following features:

1. Informing all employees of the Annual Performance Appraisal process
2. Ensure the performance review is conducted as per the defined process
3. Every employee is evaluated based on the set targets and defined competencies and accordingly scores are awarded. Weightage is also given for employee's contribution to specific projects.
4. Later the appraisal tool normalizes the scores and based on the normalized score increment is awarded

With regards to workers in manufacturing facilities, we have Wage settlement in place and increments are given to the workers as per the Agreement signed.

## 10. Health and safety management system:

At Torrent Pharma, we firmly believe and are committed towards inculcating a proactive and well-matured HSE culture across the group. Sustainable future is essential in ensuring the health and well-being of our employees, the people who use our products and the communities we touch. The Company's EHS function is efficiently driven by established EHS Policy which is applied uniformly to all its manufacturing facilities, Corporate Offices and R&D Centre. The Company's contractors are well covered under various HSE drives. Policy is regularly evaluated and updated with consideration of International Organisation for Standardisation (ISO) and other global requirements to ensure that the Company's EHS system remains globally oriented and best in class.

We have following measures in place to create a safe working environment for our employees and to address work related hazards:

- To achieve goal of zero incidents, there is a mechanism of reporting near miss incidents, unsafe acts and unsafe conditions.
- The department head issues a permit to work system for non-routine activities and critical works for a set length of time.
- Internal audits are carried out by internal professionals to ensure that safe practises are best implemented.
- External audits are conducted by subject experts in order to ensure safe practices.
- Every essential process undergoes HAZOP studies, which include hazard identification and risk assessment by departmental activity.

We have the online system of incident reporting which allows us to keep track of any incidents that occur at any location and based on such reporting Corrective Action and Preventive Action ('CAPA') / Learning from Incident ('LFI') reporting is issued to all the concerned persons, which help us to prevent re-occurrence of similar incidents in future.

The Company has full-time doctor(s) at all its manufacturing facilities, who attend to any medical issues that arise. Employees and their immediate families have medical insurance or are covered under ESI benefits that covers hospitalisation costs in the event of an accident or other unforeseen medical emergencies.

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

Safety Incident / Number	Category	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees and Workers	0.10	0.12
Total recordable work-related injuries	Employees	2	1
	Workers	0	2
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

Note: Includes figures of industrial premises only

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

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

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

No complaints have been received from the employees and workers on Working Conditions and Health & Safety measures during the Financial year 2021-22 and 2020-21

14. Assessments for the year:

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	During the year, external experts conducted 27 safety audits for workplace evaluation.

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.

We have implemented various activities as proactive measures and risk assessments such as the deployment of an Earth Monitoring Relay and Earthing Station to interrupt the electrical circuit in case of static electricity generation, provision of rupture disk in addition to the safety valve in old reactors and installation of camera in the staff bus driver's cabin to monitor the driver's behavior while driving.

## LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y / N) (B) Workers (Y / N).

The Company extends the benefit of medical insurance and Group Personal Accident Policy for all its employees. Further, the Company has in place the Conviction of Safety Policy which compensates the employees in the unfortunate event of Death or Permanent / Temporary disablement. Benefits like provident fund, extended gratuity payment and superannuation are settled on priority basis.

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

At Torrent Pharma, we always adhere to the regulatory and applicable compliance with numerous laws. We ensure that our value chain partners also follow relevant compliance and it is an essential part of the contract agreed with the service provider. We also collect previous month deposit challans before releasing money to the service provider for statutory payments.

**3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

For the current financial year, no high consequence work related injury / ill-health / fatalities is reported.

**4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes / No).**

For employees who are about to get retired, we offer them retirement planning advice. Also, we do provide 4-6 weeks' time to an employee who is transferred internally so that they get adequate time to adapt to the change.

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

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100%
Working Conditions	All LLM sites were audited according to a set of guidelines.

**6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.**

Few recommendations were received during the assessments, which have been addressed internally. However, no significant risks / concerns were observed owing to extreme vigilance and efforts put on health and safety within the Company.

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



At Torrent Pharma, we believe that an effective stakeholder engagement process is necessary for achieving its sustainability goal of inclusive growth. Engaging stakeholders helps to discover and prioritize opportunities, develop solutions, mitigate risks and generate value while implementing a short-term initiative, an activity in the organization, or any more holistic programme throughout the entire business. Therefore, performing accurate stakeholder identification, undertaking comprehensive stakeholder engagement, doing efficient stakeholder consultations and getting timely stakeholder feedbacks forms the core of our business activities. The Company has always partnered with its stakeholders and believed in sharing the fruits of socio-economic progress.

We perform these procedures for our business continuity, transparency and to enhance our sustainability agenda.

**ESSENTIAL INDICATORS**

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

The entire value chain of Torrent Pharma is facilitated by its stakeholders, who are integral to its very existence. From providers of financial capital to the communities that allow a social license to operate, stakeholders play a vital role in the overall development and sustainable growth of Torrent Pharma's business. The Company first identifies all its key stakeholders on a regular basis, who could be impacted by Company's operations evaluates them based on their ability to influence Torrent Pharma and understand what matters the most to them. For more information on stakeholder identification, please refer to 'Stakeholder Engagement' section of Integrated Report.

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	Frequency of engagement	Purpose and scope of engagement
<b>Patients</b>	No	<ul style="list-style-type: none"> <li>Website</li> <li>Clinical studies</li> <li>Pharmacovigilance</li> </ul>	Need Basis	The Company interacts with patients proactively to understand the end users' expectations and experience with our pharmaceutical products. Also, to conduct tests for clinical studies.
<b>Channel Partners</b>	No	<ul style="list-style-type: none"> <li>Meetings</li> <li>Field visits</li> <li>Digital Communication</li> </ul>	Need Basis	Channel partner are important to increase product accessibility across different geographies. We interact with them to discuss product distribution strategies and monitor the operations on a regular basis.
<b>Suppliers</b>	No	<ul style="list-style-type: none"> <li>Meetings</li> <li>Visits</li> <li>Supplier audit</li> <li>Facility visits</li> </ul>	Need Basis	Suppliers are contacted regularly to ensure material quality, safety and timely availability amongst other critical services to ensure continuity of business operations. We also connect for supplier trainings, audits on operational and sustainability matters.
<b>Healthcare Professionals</b>	No	<ul style="list-style-type: none"> <li>Meetings</li> <li>Conferences</li> <li>Seminars</li> <li>Field visits</li> <li>CME events</li> </ul>	Need Basis	Healthcare professionals act as a link between patients and our products. They are the direct representatives of our medicines and thus, we interact with them to understand market outlook, patient demands, patient's reviews, and their feedbacks including any adverse event reporting, if any.
<b>Government and Regulators</b>	No	<ul style="list-style-type: none"> <li>Meetings</li> <li>Conferences</li> <li>Facility visits</li> <li>Official Communications</li> <li>Statutory Publications</li> </ul>	Need Basis	We believe in full compliance with all the regulations. In the fast-changing world of sustainability related regulations and laws, we interact with Government and Regulators to deep dive into requirements for our Company, and pharmaceutical sector in general.
<b>Industry Associations</b>	No	<ul style="list-style-type: none"> <li>Industry Conferences</li> <li>Representations on policy matters</li> </ul>	Need Basis	Public policy advocacy and awareness on the Company's contribution to society are major topics of discussions with industry associations. We also share the best-case practices for cumulative development of pharmaceutical industry.
<b>Shareholders and Investors</b>	No	<ul style="list-style-type: none"> <li>Earning calls</li> <li>Meetings</li> <li>Investor Conferences</li> <li>AGM</li> <li>Website</li> </ul>	Quarterly	The Company believe in maintaining financial transparency with our investors and shareholders. We share quarterly financial results through our website regularly and connect with our investors to understand their expectations & grievances and perform consultations on ESG topics amongst other topics.





Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes / No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement
<b>Communities</b>	Yes	<ul style="list-style-type: none"> <li>Interactions through CSR initiatives</li> </ul>	Carried out continually throughout the year	We being the responsible Corporate citizen believes in “Giving back to the society, for all the years of care, support and nurturance that is being bestowed upon the organization”. Starting from community need assessments, grievance resolution to having extensive CSR programs, we contribute towards the community development. The Company fulfills its manpower requirement by employing the people from the nearby location where it has its business operation to the extent possible.
<b>Employees</b>	No	<ul style="list-style-type: none"> <li>Senior management interactions</li> <li>HR Communications</li> <li>Engagement Programme</li> </ul>	Need basis	Employees are our biggest assets. We interact with our employees every day, since they are the pillar of our reputation, our functioning and are the torchbearers of the Company in future. Employee engagement, training, grievance redressal, feedbacks, consultations are major reasons of our interactions.

## LEADERSHIP INDICATORS

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

Engagement and dialogue enable us to understand the needs and views of stakeholders.

In recent years, the Company has gathered opinions and insights from all its stakeholders that had an influence on the organization’s material topics. The inputs of stakeholders were used to determine topics that are material to the Company. The outcome of that materiality exercise was translated into an Integrated Strategy for the Company using various other global standards and requirements. This strategy framework was further detailed including specific sustainability focus, pillars, goals and targets.

Apart from this recent exercise, we believe in consultations with our stakeholders on sustainability to implement our major initiatives. Many of the engagements take place during the routine course of business, in day-to-day interactions with the stakeholders. Engagements on sustainability includes sensitizing suppliers towards sustainability, receiving product feedbacks in terms of safety from healthcare professionals and patients, undertaking hundreds of sustainability initiatives and volunteering programs with employees, and increasing healthcare accessibility with channel partners amongst other things. Also, the Board interacts with Senior management personnel of the Company on various matters relating to the above.

Meaningful output from these discussions is channeled to the respective departmental heads, which are further taken to senior management and Board if required.



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

Torrent Pharma conducted a detailed materiality assessment by gathering opinions and insights from all its stakeholders. It assessed the impact of environmental, social, governance and economic issues, critical for long-term viability and sustainability of the organisation. This evaluation helped in identifying and prioritising the issues that were most important to the sustainability of Company's business and value creation.

Thus, with our materiality exercise we understood our stakeholder priorities and areas of concerns. These inputs were mathematically analyzed to develop our ESG Materiality Matrix, our Integrated Strategy and Roadmap.

**3. Provide details of instances of engagement with and actions taken to, address the concerns of vulnerable / marginalized stakeholder groups.**

Vulnerable or marginalized stakeholders are identified by the Company on the basis of gender, caste and age. We channel a portion of our resources and activities towards enabling meaningful social, ethical, and environmental impact. We believe in development of vulnerable and marginalized groups around our premises and operational areas. We conduct community need assessments to identify the needs of the communities every year.

Driven by the belief of Chairman Emeritus, Sudhir Mehta **'Children are the future of our nation and this future must be well preserved'**, the flagship CSR program of the Group "REACH" – Reach EACh CHild was initiated in the year 2016 under the aegis of UNM Foundation (earlier known as Tormascent Care Institute), a section 8 company. REACH has three major pillars: (a) grass root interventions, (b) greenfield actions and (c) other allied initiatives. The CSR activities undertaken by the Company were under the thrust areas of Community Healthcare, Sanitation & Hygiene, Education & Knowledge Enhancement and Social Care & Concern. These projects directly impact underprivileged people from the surrounding communities For more information on our CSR activities, please refer to 'Social and Relationship Capital' section of Integrated Report.

## PRINCIPLE 5: Businesses should respect and promote human rights



At Torrent Pharma, we are committed to doing business in a fair and transparent manner, incorporating highest ethical standards. The business processes and practices guided by Company's code of conduct takes care of environment, human rights and labour laws. These are reflected in Company's core values as well. Torrent Pharma is committed to establishing an environment in which all employees are treated fairly and without fear of prejudice, retaliation, or harassment, regardless of caste, creed, religion, or gender. The Company's framework includes a whistleblower policy and proper protection for women's safety at work from sexual harassment.

Right to life and health, Right to education, Prohibition of child labor, Elimination of all forms of discrimination, Equal rights of women in relation to employment, Right to equality and non-discrimination are the various human rights amongst others that Torrent Pharma supports and promotes.

### ESSENTIAL INDICATORS

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

Torrent Pharma is committed to doing business in a fair and transparent manner, adhering to the highest ethical standards and incorporating policies that respect the environment, human rights, and labour laws. The Organisation has in effect a rigorous vigil mechanism, i.e., the Whistleblower Policy to report unethical conduct in order to promote professionalism, fairness, dignity, and ethical behaviour in its staff and stakeholders. Trainings on various policies of the Company and on human rights are provided at the time of induction and on periodic basis.



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

Category	FY 2021-22 (Current FY)					FY 2020-21 (Previous FY)				
	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>										
Male	11,002	183	2%	10,819	98%	10,700	311	3%	10,389	97%
Female	1,101	32	3%	1,069	97%	1,102	42	4%	1,060	96%
<b>Total</b>	<b>12,103</b>	<b>215</b>	<b>2%</b>	<b>11,888</b>	<b>98%</b>	<b>11,802</b>	<b>353</b>	<b>3%</b>	<b>11,449</b>	<b>97%</b>
<b>Other than Permanent</b>										
Male	186	34	18%	152	82%	101	3	3%	98	97%
Female	21	2	10%	19	90%	14	0	0%	14	100%
<b>Total</b>	<b>207</b>	<b>36</b>	<b>17%</b>	<b>171</b>	<b>83%</b>	<b>115</b>	<b>3</b>	<b>3%</b>	<b>112</b>	<b>97%</b>

Category	FY 2021-22 (Current FY)					FY 2020-21 (Previous FY)				
	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>Workers</b>										
<b>Permanent</b>										
Male	565	0	0%	565	100%	574	0	0%	574	100%
Female	35	0	0%	35	100%	40	0	0%	40	100%
<b>Total</b>	<b>600</b>	<b>0</b>	<b>0%</b>	<b>600</b>	<b>100%</b>	<b>614</b>	<b>0</b>	<b>0%</b>	<b>614</b>	<b>100%</b>
<b>Other than Permanent</b>										
Male	1,555	1,263	81%	292	19%	1,534	1,276	83%	258	17%
Female	253	93	37%	160	63%	272	134	49%	138	51%
<b>Total</b>	<b>1,808</b>	<b>1,356</b>	<b>75%</b>	<b>452</b>	<b>25%</b>	<b>1,806</b>	<b>1,410</b>	<b>78%</b>	<b>396</b>	<b>22%</b>

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

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
<b>Board of Directors (BoD)</b>	5	46,50,000	2	42,00,000
<b>Key Managerial Personnel</b>	4	4,07,32,483	0	-
<b>Employees other than BoD and KMP</b>	11,184	4,89,378	1,122	3,66,984
<b>Workers</b>	565	4,12,608	35	4,10,208

**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)**

We understand the importance of human rights. We also acknowledge issues that may arise affecting our endeavor towards creating a safe work environment free from any form of discriminatory or unethical practices. We have department heads, union representatives, HR head, representatives of various welfare committee who addresses any such issues that are reported affecting human rights in any form. The Company has adopted policy on POSH aligned with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 which takes care of redressal of complaints of sexual harassment at workplace. The dignity of an individual should not be compromised and we strive to maintain it through different internal processes .

In the endeavour to create consistent value propositions for all the stakeholders and to ensure highest level of honesty, integrity and ethical behaviour in all its operations, the Company has adopted 'Whistle-Blower Policy'. Through this Policy the Company encourages stakeholders to bring to the Company's attention any instance of unethical behaviour and actual or suspected misconducts of fraud or violation of Company's Code of Conduct that could adversely impact Company's operation, business performance and / or reputation.

Under this Policy, the Company investigates any aforesaid incidents, when reported, in an impartial manner and takes appropriate action to ensure that requisite standards of professional and ethical conduct are maintained. The Company ensures protection of the employees who bring forth any such incidents to its attention. The outcome of the investigation is informed to all the concerned parties and a written report of the findings are prepared.

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

The Company has in place the grievance redressal mechanism to redress grievances related to human rights issues. The Company supports the Open door policy, wherein the employees can directly report their concerns to their Head of Department, HR head or any members of Senior Management. We have a Worker's Union for shop floor personnel, where their issues are addressed. Further, the grievances can also be reported under the mechanism of Whistle Blower Policy and Prohibition of Sexual harassment at workplace.

**6. Number of Complaints made by employees and workers:**

Torrent Pharma has policies and procedures to uphold human rights. Over the years, the Company has earned a reputation for doing business with honesty and integrity and has demonstrated a zero-tolerance for any type of unethical behavior or misconduct. In order to encourage professionalism, fairness, dignity, and ethical behavior among its employees and stakeholders, the Organization has implemented a rigorous vigil mechanism, i.e., the whistle blower mechanism to report unethical activity. The Company's whistle blower mechanism with which it seeks to provide a mechanism for the Stakeholders to disclose their concerns and grievances on unethical behavior and improper / illegal practices and wrongful conduct taking place in the Company that are to be addressed

There were no cases of Sexual harassment, child labour, forced labour, involuntary labour, discrimination at workplace or breach of Human Rights throughout the reporting period.

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

In accordance with the terms of the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 and the rules promulgated thereunder, the Company has implemented a Policy on protection of women against sexual harassment at workplace to ensure a safe work place for its women employees. This encourages the women employees to pursue their career without any fear of prejudice, gender bias, sexual harassment and / or any such orientation in implicit or explicit form. Complaint Redressal Committees are formed at administrative units / offices for this purpose. The inquires under this policy are conducted in an absolutely confidential manner. Any person entrusted with the duty to handle or deal with complaint contravenes the provision relating to confidentiality shall be liable for penalty. Also, Company has in place, Whistle Blower policy which provides necessary safeguards to all Whistle Blowers for making disclosures in Good Faith and any stakeholder assisting the investigation.

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

Yes, in certain business agreements and contracts where relevant.



**9. Assessments for the year:**

The Company has a strong vigil mechanism by means of different policies and procedures and the Company is in compliance with the applicable laws. We ensure strict compliance of child labor, forced / involuntary labor, sexual harassment, discrimination at workplace and minimum wages. These issues are a pre-requisite for the ethical functioning of the Company. We, at no point tolerate the violation of basic human rights of any of our stakeholders.

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

Not Applicable

**LEADERSHIP INDICATORS**

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

Through different training mechanisms and vigil system in place the Company assures more sensitized workforce towards Human Rights. No complaints were received during the year.

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

No such due diligence was either warranted or conducted.

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

Yes. We have ensured accessibility of all the premises / offices for differently abled employees. Such employees have been working with us since long time in various departments and roles.

**4. Details on assessment of value chain partners:**

The Company expects its value chain partners to adhere to the same values, principles and business ethics upheld by the Company in all its dealings. No specific assessment of value chain partners have been carried out other than human rights requirements forming part of business agreements and contracts.

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

Not Applicable.

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



At Torrent Pharma, we believe that Environment, Health & Safety are crucial and paramount pillars for sustainable growth of our business. The Company is committed to safeguard the environment by reducing the environmental impacts of its business. We are conscious of the global climate change and is taking steps and targets to reduce its environmental impacts by investing heavily on energy conservation, renewable energy, waste reduction, plastic take back, water efficiency, zero liquid discharge, and preserving rich biodiversity in all its manufacturing diversity.

Furthermore, our Health, Safety and Environment Department proactively monitors the Company's environmental performance regularly, conducts internal audits and facilitates external audits to comply with international standards such as ISO 14001 and ISO 50001.

## ESSENTIAL INDICATORS

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

Parameter	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
Total electricity consumption (A) [Giga Joules (GJ)] (Grid Electricity)	4,50,758	4,37,588
Total fuel consumption (B) (GJ) (Non-renewable sources)	3,87,505	3,85,288
Energy consumption through other sources (C) (GJ) (Renewable sources: Solar)	7,921	5,812
Energy consumption through other sources (C) (GJ) (Renewable sources: Bio-fuels)	9,695	12,775
<b>Total energy consumption (A+B+C) (GJ)</b>	<b>8,55,879</b>	<b>8,41,463</b>
Energy intensity per rupee of turnover (Total energy consumption / turnover in rupees)	127 GJ / crore	130 GJ / crore

**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 manufacturing facilities are ISO 50001 certified by ISOQAR (Registered under UKAS Management System)

### 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.

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

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

Parameter	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
<b>Water withdrawal by source (in Million m<sup>3</sup>)</b>		
(i) Surface water	0.711	0.845
(ii) Groundwater	0.255	0.211
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others (Water recycled and reused)	-	-
<b>Total volume of water withdrawal (in Million m<sup>3</sup>) (i + ii + iii + iv + v)</b>	<b>0.966</b>	<b>1.056</b>
<b>Total volume of water consumption (in Million m<sup>3</sup>)</b>	<b>0.867</b>	<b>0.979</b>
Water intensity per rupee of turnover (Water consumed / turnover)	0.00013 million m <sup>3</sup> / crore	0.00015 million m <sup>3</sup> / crore

**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. Water Audit was conducted by Pollucon Laboratories. (FICCI empaneled CGWA auditor)



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

We have a target to become Zero Liquid discharge across all our manufacturing facilities.

Our Effluent treatment system comprises of Effluent Treatment Plant (ETP), Reverse Osmosis (RO), Multiple Effect Evaporator (MEE) & Agitated Thin Film Evaporator (ATFD). These state of art technologies ensure to make treated waste water fit for recycle / reuse.

At present there is no outside discharge of treated wastewater from Indrad, Sikkim & Pithampur manufacturing facilities, Bileshwarpura project site and R&D centre. The treated effluent from Formulation ETP treated wastewater is used for gardening.

The treated wastewater from API unit of Indrad and Dahej manufacturing facilities is completely recycled in utilities.

The manufacturing facilities have been equipped with state-of-art effluent treatment facilities, which ensure Zero Liquid Discharge of wastewater for API units, as per criteria applicable to respective locations.

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

Parameter	Please specify unit	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
NOx	MT	95.53	83.82
SOx	MT	0.24	0.41
Particulate matter (PM)		-	-
Persistent organic pollutants (POP)		-	-
Volatile organic compounds (VOC)		-	-
Hazardous air pollutants (HAP)		-	-
Others – please specify		-	-

**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. Air emission monitoring was carried out by NABL Approved Laboratory and PCB allocated Schedule - 1 Environment Auditor on regular intervals.

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

Parameter	Please specify unit	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
<b>Total Scope 1 emissions</b> (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) (Emissions from Renewable and Non-renewable fuels)	tCO <sub>2</sub> e	28,009	28,072
<b>Total Scope 2 emissions</b> (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)	tCO <sub>2</sub> e	98,916	96,026
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	tCO <sub>2</sub> e	19 tCO <sub>2</sub> e / crore	19 tCO <sub>2</sub> e / crore

**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.

At Torrent Pharma, we place a great emphasis on monitoring our carbon emissions. The emissions are calculated as per the fuel and electricity consumption data, for which an independent assessment is carried out. Intergovernmental Panel for Climate Change (IPCC) and Central Electricity Authority (CEA) emission factors are considered for calculating the emissions.

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

The Company has taken a target of reducing its Scope 1 & Scope 2 emissions by 21% by 2025. We are continuously investing capital and resources in achieving the same. Our key areas of action include:

- A. Energy efficiency measures: We undertook several energy initiatives, which includes installation of heat pump for the generation of hot water which is utilized in Air Handling Unit (AHU) systems. We also utilised plant's flash steam at Heat Exchangers and HVAC systems in plants instead of raw steam saving extra energy in steam generation, replaced conventional lights with LED lights, installed centrifugal air compressor against screw air compressor and installed VFD in cooling towers amongst other initiatives.
- B. Enhanced data monitoring: We started data monitoring of refrigerant leakages.
- C. Alternative fuel usage: We have initiated replacing fossil fuel-based boilers with sustainable bio briquette boilers in our manufacturing facilities.
- D. Renewable energy: We initiated installation of renewable hybrid powerplant for energy generation and we plan to complete the same by FY 2022-23. The Company has also installed solar power system of 1688 KW
- E. Offsetting: The Company has developed above 43% state-of-the-art green belt across all the manufacturing facilities PAN India to offset carbon emissions naturally.

More details on our GHG reduction projects are provided in 'Natural Capital' section of the Integrated Report.

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

Parameter	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
<b>Total Waste generated (in metric tons)</b>		
Plastic waste (A)	1,016	1,046
E-waste (B)	0	0
Bio-medical waste (C)	47.27	48.85
Construction and demolition waste (D)	0	0
Battery waste (E)	20.87	18.88
Radioactive waste (F)	0	0
Other Hazardous waste (Waste for landfill, Process Distillation Residues, Recyclable waste and Other waste for Incineration) (G)	5,799.13	6,251.57
Other Non-hazardous waste generated (H) (Solid waste)	1,807.26	845.94
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>8,690.53</b>	<b>8,211.24</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons )</b>		
<b>Plastic Waste</b>		
(i) Recycled	1,016.00	1,046.00
<b>Hazardous waste</b>		
(i) Recycled	3,975.22	3,603.45
<b>Non-hazardous waste</b>		
(i) Recycled	1,807.26	845.94
<b>Battery waste</b>		
(i) Recycled	20.87	18.88
<b>Total</b>	<b>6,819.35</b>	<b>5,514.27</b>





For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
<b>Bio-medical waste</b>		
(i) Incineration	47.27	48.85
<b>Hazardous waste</b>		
(i) Incineration	147.55	446.00
(ii) Landfilling	588.37	1,255.79
(iii) Co-processing	1,087.99	946.33
<b>Total</b>	<b>1,871.18</b>	<b>2,696.97</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.

Yes. Environment Audits were conducted by Silver Oak college of engineering & Technology, Parul University, SWA Environmental Consultants & Engineers and internal auditors & third party agencies as per the scope of their work

**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.**

Torrent Pharma has standard operating procedures for handling waste and follows CPCB / SPCB regulations for the same. Hazardous waste and non-hazardous waste are segregated at source and stored at dedicated spaces in the manufacturing facilities. After a thorough sorting, hazardous and non-hazardous waste are handled separately. Hazardous waste is stored category wise in hazardous waste storage area, and it is then disposed to Pollution Control Board authorized disposal facility as per applicable regulation.

The Company has also established several processes as per green chemistry concept during process development phase to optimize toxic and hazardous chemicals. As of now, most of the hazardous waste is sent to co-processing and recycling instead of incineration.

More details on our waste management projects are provided in 'Natural Capital' section of the Integrated Report.

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

The Company does not have any of its manufacturing facilities in ecologically sensitive areas.

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

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
Construction of Corporate Office	SEIAA/GUJ/EC/8(a)/1929/2021	15-Dec-21	Yes	Yes	<a href="https://seiaa.gujarat.gov.in/1929%2015122021.pdf">https://seiaa.gujarat.gov.in/1929%2015122021.pdf</a>
Proposed Formulation manufacturing facility at Sanand, Ahmedabad	-	08-Oct-21	Yes	No. EIA was done to obtain CTE	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)**

Yes. The Company is compliant with all the applicable environmental laws / regulations / guidelines in India.



## LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
<b>From renewable sources</b>		
Total electricity consumption (A) (Solar) [Giga Joules (GJ)]	7,921	5,812
Total fuel consumption (B) (Briquette and Biogas) (GJ)	9,695	12,775
Energy consumption through other sources (C)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>17,616</b>	<b>18,587</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	4,50,758	4,37,588
Total fuel consumption (E)	3,87,505	3,85,288
Energy consumption through other sources	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>8,38,263</b>	<b>8,22,876</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.

Yes. Most of the sites are certified for ISO 50001 (Energy Management System) by certification agency M/s ISOQAR.

2. Provide the following details related to water discharged:

Parameter	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
<b>Water discharge by destination and level of treatment (in Million m<sup>3</sup>)</b>		
<b>(i) To Surface water</b>		
No treatment	0	0
With treatment – please specify level of treatment	0	0
<b>(ii) To Groundwater</b>		
No treatment	0	0
With treatment – please specify level of treatment	0	0
<b>(iii) To Seawater</b>		
No treatment	0	0
With treatment – please specify level of treatment	0	0
<b>(iv) Sent to third parties</b>		
No treatment	0	0
With treatment – please specify level of Treatment (sent to CETP after primary treatment at Vizag, Tertiary treatment at Dahej and Baddi)	0.099	0.077
<b>(v) Others</b>		
No treatment	0	0
With treatment – please specify level of treatment	0	0
<b>Total water discharged (in Million m<sup>3</sup>)</b>	<b>0.099</b>	<b>0.077</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.

Yes. Water discharge monitoring was carried out by NABL Approved Laboratory and PCB allocated Schedule - 1 Environment Auditor on regular intervals. Common Effluent Treatment Plant (CETP) agencies monitor the discharge for quantity and quality also.

**3. Water withdrawal, consumption, and discharge in areas of water stress:**

- i. Name of the water stressed area: Indrad & Pithampur manufacturing facilities, Bileshwarpura project site and R&D centre.
- ii. Nature of operations: Manufacturing and R&D
- iii. Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
<b>Water withdrawal by source (in Million m<sup>3</sup>)</b>		
(i) Surface water	0.467	0.539
(ii) Groundwater	0.101	0.120
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in Million m<sup>3</sup>)</b>	<b>0.568</b>	<b>0.659</b>
<b>Total volume of water consumption (in Million m<sup>3</sup>)</b>	<b>0.568</b>	<b>0.659</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	<b>0.00008 Million m<sup>3</sup> / crore</b>	<b>0.00010 Million m<sup>3</sup> / crore</b>
<b>Water discharge by destination and level of treatment (in Million m<sup>3</sup>)</b>		
<b>(i) Into Surface water</b>		
No treatment	0	0
With treatment – please specify level of treatment	0	0
<b>(ii) Into Groundwater</b>		
No treatment	0	0
With treatment – please specify level of treatment	0	0
<b>(iii) Into Seawater</b>		
No treatment	0	0
With treatment – please specify level of treatment	0	0
<b>(iv) Sent to third parties</b>		
No treatment	0	0
With treatment – please specify level of treatment	0	0
<b>(v) Others</b>		
No treatment	0	0
With treatment – please specify level of treatment	0	0
<b>Total water discharged (in Million m<sup>3</sup>)</b>	<b>0</b>	<b>0</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

Yes, Water Audit was conducted by M / s. Pollucon Laboratories (FICCI empaneled CGWA auditor) at R&D centre and Indrad manufacturing facility. Environment Audit is conducted by third party.

**4. Please provide details of total Scope 3 emissions & its intensity.**

The Company is progressing year on year in emission monitoring. Going forward, we aim to conduct scope 3 emission calculations across the value chain.

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

Torrent Pharma does not have any manufacturing facilities in ecologically sensitive areas.

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

Sr. No	Details of Initiative undertaken	Impact of the initiative	Outcome of the initiative
1	Variable Frequency Drive (VFD) to optimize utility pumping	Aided savings of 3.3 kw/hr, 7.01 kw/hr and 2.46 kw/hr in Brine secondary pumps, chilled water pumps and cooling water pumps respectively.	63, 235 KWH and 7,692 KWH per annum energy saved in Dahej and Baddi manufacturing facilities respectively.
2.	Heating Ventilation and Air Conditioning (HVAC) operation optimization and control	In the Air Handling Unit (AHU), the temperature set point and VFD frequency were modified resulting to energy savings of 46 kw/hr.	The overall power saved at the Dahej manufacturing facility is 1,37,076 KWH per annum
3.	Discontinuation of old air compressors	Recovery of steam condensate and flash steam	Installation of Flash jet Pump resulted in annual saving of 87000 KWH per annum, and savings of 28000 SM <sup>3</sup> per annum of fuel at Dahej manufacturing facility.
4.	Replacement of conventional lights with LED lights.	Efficient Lighting and energy management	Annual savings of 4650+ KWH per annum at R&D centre.
5.	Heat Pump installation for the generation of hot water.	Conservation of resources and energy efficiency	Savings of 7000 Tons of steam per annum.
6.	Installation of the Solar Power System of 1688 KW.	Renewable energy generation for captive consumption	Cumulative generation of 2.20 Million KWH renewable energy at Indrad manufacturing facility, Bileshwarpura project site and R&D centre.
7.	Conversion of ETP Biomass and food waste to Biogas.	Aided in reduction of outsourcing of fuel for cooking purpose in canteen.	Reduction of ~ 20% annual landfill waste disposal at the Indrad and Dahej manufacturing facilities.

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

Yes. We have a Disaster Management Plan / Onsite Emergency Plan which includes introduction, definitions, details of the organization, factory layout plan, objectives, process, process hazard and their control measures, natural calamities and their control measures, Environment Impact Assessment Plan, Emergency Evacuation plan, Emergency declaration procedures, Plant safe shut down procedures and Organogram of Emergency action plan amongst other important things.

The Company has also defined required responsibilities, Assembly Points, Medical Arrangements, MSDS, External Telephone numbers and Important Mutual aid Telephone Numbers for efficient functioning during any kind of emergency.

Further, training is imparted to all employees and contract workers to respond during emergency or any kind of disaster.

**8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?**

No significant adverse impact has been observed during value chain assessments.

**9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impact**

LLM sites have been assessed for environmental impacts during audit conducted as per predefined checklist

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

Torrent Pharma, as a responsible Organization shares its views through the relevant Industries Associations on the policies related to its business for the benefit of various stakeholders.

**ESSENTIAL INDICATORS****1. a) Number of affiliations with trade and industry chambers / associations.**

The Company is associated with 6 trade and Industry chambers / associations.

**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.**

S.no	Name of the trade and industry chambers / associations	Reach of trade and industry chambers / associations (State / National)
1	Indian Pharmaceutical Alliance (IPA)	National
2	Indian Drug Manufacturing Association (IDMA)	National
3	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4	Pharmaceuticals Export Promotion Council Of India (PHARMEXCIL)	National
5	Gujarat Chamber of Commerce and Industry (GCCCI)	State
6	National Safety Council	National

**2. 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**

Torrent Pharma conducts business in a fair and honest way. Integrity and Transparency are embedded in our core values and Torrent believes in doing right things the right way. It encourages more informed decisions and considers it to be crucial in building trust among its stakeholders. No such cases reported related to anti-competitive conduct.

**LEADERSHIP INDICATORS****1. Details of public policy positions advocated by the entity**

The Company, through these trade and industry associations, provides inputs to key decision makers in framing and implementing policies. The notion of partnerships in any form and inputs in any manner is to promote a healthy life for all. Torrent Pharma's expertise and knowledge must benefit the society and through associations it intends to implement the same.

## PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.



Inspired by the principles of the founding Chairman late Shri U N Mehta, Torrent Group passionately adheres to its responsibilities as a corporate citizen that believes in conducting its business and industrial activities in a socially and ecologically responsible manner, balancing the requirements of all stakeholders and contributing to the upliftment and well-being of the vulnerable and marginalized communities.

Torrent Pharma believes that uplifting the community has a direct effect on development of the Company through increased social trust. The Company focuses on thrust areas of Community Healthcare, Sanitation and Hygiene, Education & Knowledge Enhancement and Social Care and Concern.

### ESSENTIAL INDICATORS

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

Torrent Pharma has not initiated any greenfield project in the financial year and hence no Social Impact Assessment was conducted.

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

Not Applicable

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

The Company is taking suitable and sufficient actions to address complaints received from stakeholders. We ensure and timely follow up on closure of the issues to avoid reoccurrence of such complaints. Our Whistleblower Policy has specific clauses and a systematic operational procedure to act on stakeholder grievances. The Policy also outlines the reporting procedure and investigation mechanism to be followed.

**4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:**

The Company consciously endeavours to source procurement of the goods and services from medium and small vendors from the local areas wherever feasible. It improves operational efficiency and saves on transportation cost and inventory management. The Company provides detailed specifications as well as technical knowhow to improve capacity and capability of local and small vendors.

### LEADERSHIP INDICATORS

**1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**

Not Applicable

**2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

The Company undertakes the CSR initiatives in the surrounding locations where it has its business presence. We have not undertaken any CSR projects in aspirational districts as per the 'Transformation of Aspirational Districts' programme of the Government. Hence, this question is not applicable to us.



3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes / No)  
 (b) From which marginalized / vulnerable groups do you procure?  
 (c) What percentage of total procurement (by value) does it constitute?

Yes, we aim to procure our material locally wherever it is possible. The focus during the fiscal remained on local suppliers and local contractors. This has a dual benefit of promoting the local economy and reducing negative externalities associated with transportation of material. COVID-19 was quite unusual for the global production and supply. It has made aspects of alternate sourcing more significant than ever. The Company actively monitors supply chain continuity and focuses on getting quality materials locally.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge

Not Applicable

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable

6. Details of beneficiaries of CSR Projects.

Torrent Pharma, under the aegis of UNM Foundation (earlier known as Tornascent Care Institute), has undertaken CSR activities. The CSR activities undertaken by the Company were under the thrust areas of Community Healthcare, Sanitation & Hygiene, Education & Knowledge Enhancement and Social Care & Concern. Driven by the belief of Chairman Emeritus, Sudhir Mehta *'Children are the future of our nation and this future must be well preserved'*, the flagship CSR program of the Group "REACH" – Reach EACh CHild was initiated in the year 2016 under the aegis of UNM Foundation (earlier known as Tornascent Care Institute), a section 8 company. REACH has three major pillars: (a) grass root interventions, (b) greenfield actions and (c) other allied initiatives. For more information on beneficiaries of our CSR projects, please refer to 'Social and Relationship Capital' section of Integrated Report

## PRINCIPLE 9: Businesses should engage with and provide value to their consumers in responsible manner



Torrent Pharma's commitment towards its Customers are enunciated in its Core values. The Company being in the business of healthcare, the nature of its business requires the utmost attention to the quality of its product.

The Company has a robust Pharmacovigilance system in place, with all stakeholders having access to an adverse event / product complaint reporting form on the Company's website, as well as a dedicated phone line and a mailbox.

With increasing healthcare data every day, we are also committed to ensure the data collected is appropriately managed to foster a culture of trust and transparency among patients and stakeholders while also adhering to rigorous data privacy and regulatory requirements.

## ESSENTIAL INDICATORS

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

Torrent Pharma provides swift connection channels to all its customers, mainly, healthcare professionals, patients, retailers, and others. We have both digital and offline mechanisms to receive feedbacks and address complaints.

Digital mechanisms include:

- Dedicated page on Company's website on adverse event reporting.
- Dedicated E-mail ID, [pv@torrentpharma.com](mailto:pv@torrentpharma.com)
- Dedicated customer care toll free number i.e., 1800-120-3001, which is available 24 x 7 for our customers.

Our channels receive feedback regarding customer satisfaction, product complaints and recalls, customer privacy, or any other issue pertaining to the customer. With the goal of preventing any future customer complaint and continuously increase customer value, solutions are applied in a systematic manner and are given the utmost priority. Customers feedback on the management and resolution of their complaints are also encouraged.

Furthermore, we have put in place a rigorous Pharmacovigilance system to ensure that prompt action is taken in the event of any adverse side effects from our medicines. We place very high value on quality and all of our products are rigorously tested for safety and efficacy in clinical studies before being approved for use. Our goal is to offer high-quality medications with minimal side effects, and our pharmacovigilance system assists us in doing so. The Company collaborates with regulators to improve mechanisms for tracking the safety and benefit-risk profile of its medications throughout the product lifecycle.

For more information, please refer 'Intellectual Capital' section of Integrated Report.

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

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

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

### 3. Number of consumer complaints

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

	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Others (Product related complaints )	1,559	185		1,874	138	

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

	Number	Reason for recall
Voluntary recalls	8	Quality issue
Forced recalls	1	Regulatory authority initiative



**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, we believe that keeping medical information secure and confidential helps build trust in our users. Data breaches can directly hamper our reputation and operations. Therefore, we comply with the highest standards of data privacy through our privacy policy.

The policy is available to internal stakeholders and is placed 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.**

Nil

## LEADERSHIP INDICATORS

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

We have a weblink containing prescription information for medicines. The page can be accessed here: [https://www.torrentpharma.com/index.php/site/info/prescribing\\_info](https://www.torrentpharma.com/index.php/site/info/prescribing_info)

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

On every pharmaceutical product's primary pack, there are clear instructions depicting the active ingredients of the product, caution for consumption or usage, possible side effects and guidelines for storage / disposal. Further, we provide very specific disclaimers on all the medicines to ensure the usage only as per the direction of healthcare professionals.

Also, all the drug related information is available in detail on Company's website on Prescribing Information, which can be accessed here: [https://www.torrentpharma.com/index.php/site/info/prescribing\\_info](https://www.torrentpharma.com/index.php/site/info/prescribing_info)

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

The Company being in the pharma business, there are multiple other pharma Companies providing the similar products. Hence the discontinuation of any of the Company's product does not impact the communities at large.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes / No / Not Applicable)? If yes, provide details in brief.**

Yes, besides the mandatory information, the Company also displays the general information for patients in order to guide them with respect to usage on certain products. We adhere to the national and international standards for product safety.

**Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes / No)**

The marketing team of the Company regularly interacts with the Doctors and other Healthcare professionals and takes their feedback on the products.

**5. Provide the following information relating to data breaches:**

**a. Number of instances of data breaches along-with impact.**

**b. Percentage of data breaches involving personally identifiable information of customers.**

The Company has not witnessed any instances of data breaches during the year.