



# **JAGSONPAL PHARMACEUTICALS LIMITED**

**Corporate Office: Nimai Tower, 3<sup>rd</sup> Floor, Plot No. 412-415, Phase-IV, Udyog Vihar, Gurugram -122015,  
Haryana (India)**

**Ph.: +91 124 4406710; E-mail: cs@jagsonpal.com; Website: www.jagsonpal.com  
CIN NO. L74899DL1978PLC009181**

August 27, 2024

<b>The Department of Corporate Services- Listing BSE Ltd,</b> Phiroze Jeejeebhoy Towers, Dalal Street Mumbai-400 001 <b>Scrip Code: 507789</b>	<b>The Department of Corporate Services- Listing National Stock Exchange of India Ltd</b> Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E) Mumbai – 400 051 <b>Symbol: JAGSNPHARM</b>
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**Subject: Business Responsibility and Sustainability Report for the financial year 2023-24**

Dear Sir/ Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015, please find enclosed the Business Responsibility and Sustainability Report (“BRSR”) for the financial year 2023-24 which forms an part of the Annual Report for the financial year 2023-24.

We request you to take the above on record.

Thanking you,

**For Jagsonpal Pharmaceuticals Limited**

**Abhishek Joshi  
Company Secretary & Compliance Officer**

Encl.: A/a

# Business Responsibility and Sustainability Report

## Section A: General Disclosures

### I. Details of the listed entity

1.	Corporate Identity Number (CIN)	»»	L74899DL1978PLC009181
2.	Name of company	»»	Jagsonpal Pharmaceuticals Limited
3.	Year of incorporation	»»	1978
4.	Registered office address	»»	T-210 J, Shahpur Jat, New Delhi – 110 049 (India)
5.	Corporate office address	»»	Plot No. 412-415 Nimai Tower, 3 <sup>rd</sup> Floor Phase-IV, Udyog Vihar, Sector 18 Gurugram -122 015, Haryana (India)
6.	E-mail	»»	cs@jagsonpal.com
7.	Telephone	»»	+91 124 4406710
8.	Website	»»	www.jagsonpal.com
9.	Financial year for which reporting is being done	»»	April 1, 2023 – March 31, 2024
10.	Name of the stock exchange(s) where shares are listed	»»	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up capital (In ₹)	»»	₹ 13,21,88,970/-
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	»»	Name: Mr. Abhishek Joshi, Designation: Company Secretary, Telephone no.: +91 124 4406710 Email ID: cs@jagsonpal.com
13.	Reporting boundary	»»	Standalone basis
14.	Name of assurance provider	»»	NA
15.	Type of assurance obtained	»»	NA

### II. Products/services

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

The company is engaged in the business of marketing and distribution of pharmaceutical formulations.

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

S. No.	Product/Service	NIC Code	% of total turnover contributed
1.	Pharmaceutical formulations	21002	97%

### III. Operations

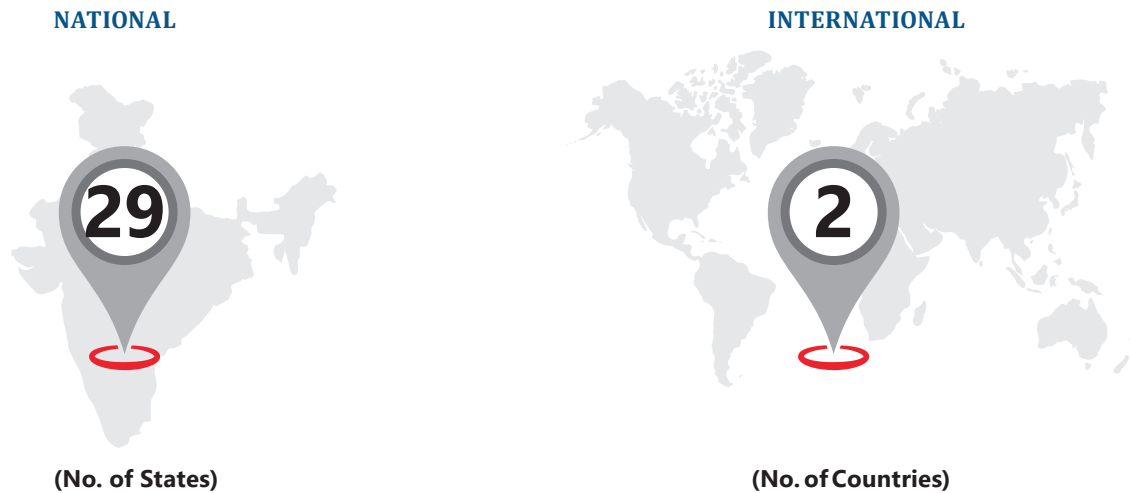
#### 18. Number of locations where plants and/or operations/offices of the entity are situated:

- Registered Office in New Delhi
- Corporate Office in Gurugram, Haryana and Mumbai, Maharashtra
- Warehouse in Ghaziabad, Uttar Pradesh



## 19. Markets served by the entity

(A) No. of locations



(B) Exports – The Company exports products to USA and South Korea. Exports contributes 3% of the total turnover of the company.

(C) Customers – The customers are important stakeholders in our business. The Company's customer base includes Health Care Professionals and Government Institutions.

## IV. Employees

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

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent (D)	1025	1005	98%	20	2%
2.	Other than Permanent (E)	10	9	90%	1	10%
3.	<b>Total employees (D + E)</b>	<b>1035</b>	<b>1014</b>	<b>98%</b>	<b>21</b>	<b>2%</b>
<b>Workers</b>						
1.	Permanent (F)	-	-	-	-	-
2.	Other than Permanent (G)	5	5	100%	-	-
3.	<b>Total workers (F + G)</b>	<b>5</b>	<b>5</b>	<b>100%</b>	<b>-</b>	<b>-</b>

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent (D)	0	0	0%	0	0%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	<b>Total differently abled employees (D+E)</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>
<b>Workers</b>						
1.	Permanent (F)	0	0	0%	0	0%
2.	Other than Permanent (G)	0	0	0%	0	0%
3.	<b>Total differently abled workers (F+G)</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

## 21. Participation/Inclusion/Representation of women

No. and percentage of Females			
	No. (B)	% (B / A)	
Board of Directors (including MD)	02	33%	06
Key Managerial Personnel (Chief Financial Officer* and Company Secretary)	00	0%	02
			<b>Total (A)</b>

\*Mr. S.V. Subha Rao ceased to be Chief Financial Officer of the Company w.e.f February 02, 2024 and Mr. Ashish Lakhotia has been appointed as Chief Financial Officer of the Company w.e.f February 03, 2024

## 22. Turnover rate for permanent employees and workers

	FY 2023-24 (Turnover rate in current FY) Resignations			FY 2022-23 (Turnover rate in previous FY) Resignations			FY 2021-22 (Turnover rate in the year prior to the previous FY) Resignations		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	58%	1%	59%	49%	1%	50%	35%	1%	36%
Permanent Workers	-	-	-	-	-	-	-	-	-

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

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




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)
As on March 31, 2024, Company does not have any Subsidiary, Associate and Joint Venture Company.				





## VI. CSR Details

24. i. Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes  
 ii. Turnover (in Millions) – ₹ 2,087.02  
 iii. Net worth (in Millions) – ₹ 1,874.02

## VII. Transparency and Disclosures Compliances

### 25. 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 2023-24 Current Financial Year			FY 2022-23 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	info@jagsonpal.com	0	0	NA	0	0	NA
 Investors (other than shareholders)	cs@jagsonpal.com	0	0	NA	0	0	NA
 Shareholders	cs@jagsonpal.com	4	0	NA	2	0	NA








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 2023-24 Current Financial Year			FY 2022-23 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
 Employees and workers	info@jagsonpal.com	0	0	NA	0	0	NA
 Customers	customercare@jagsonpal.com Consumers can raise a concern via post, via given email (customercare@jagsonpal.com) and reach out to us directly via telephone (+91-124 4406710). Also the consumer can reach out to the Company through official communication channel available on our website www.jagsonpal.com	8	0	NA	18	0	NA
 Value Chain Partners	-	-	-	-	-	-	-
 Other (please specify)	-	0	0	NA	0	0	NA

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

The material issues are risks to the Company but at the same time, if acted upon proactively, could provide significant opportunities for the company over its competitors.

Some material issues identified are as follows –

ESG Dimension	Material issues	Indicate whether risk or opportunity	Management approach	Financial implications of the risk or opportunity (Indicate positive or negative implications)
	Prevention of bribery and corruption	Risk	The Company is committed to preventing bribery and corruption. It fosters a transparent work environment where management and key personnel are readily accessible. To support this, policies such as the Whistleblower Policy have been implemented. Both external and internal stakeholders are encouraged to report any malpractices observed within the Company.	Negative 
	Data protection and Cybersecurity	Risk	The Company has a robust data protection system in place, including a cloud backup facility. It follows the 3-2-1 Data Protection and Recovery Plan, which involves maintaining three copies of server data on two different types of media, with one air-gapped copy stored offsite.	Negative 

ESG Dimension	Material issues	Indicate whether risk or opportunity	Management approach	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Human Resources 	Occupational Health and Safety	Risk	The Company believes that a safe and healthy work environment for employees is essential to the growth of any organisation. Furthermore, it has appropriate insurance coverage to manage any incidents of illness, injury, or fatalities.	Negative 
	Training and Development	Opportunity	Employees are encouraged to pursue in-house career development opportunities. Training programs, effective communication, and leadership development activities for growth of employees are the foundation of the organisation.	Positive 
Supply Chain 	Supply Chain Management	Risk	The Company has a network of suppliers and channel partners who may be exposed to disruption risk. During the onboarding process for suppliers, channel partners, and third-party contract manufacturers, mechanisms are in place to conduct detailed assessments of them to ensure regulatory compliance and to reduce the probability and impact of risk on Company.	Negative 
Social outcomes 	Product Quality and Patient Safety	Risk	The Company understands its responsibility to provide quality products to consumers. The Quality assurance team proactively reviews complaints and works towards resolving them effectively.	Negative 










## Section B: Management and Process Disclosures

The section aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the National Guidelines on Responsible Business Conduct (NGRBC) Principles and Core Elements. The NGRBC, as prescribed by the Ministry of Corporate Affairs, advocates nine principles referred as P1-P9 as given below:

- a) Principle 1 (P1): Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.
- b) Principle 2 (P2): Businesses should provide goods and services in a manner that is sustainable and safe.
- c) Principle 3 (P3): Businesses should respect and promote the well-being of all employees, including those in their value chains.
- d) Principle 4 (P4): Businesses should respect the interests of and be responsive to all its stakeholders.
- e) Principle 5 (P5): Businesses should respect and promote human rights.
- f) Principle 6 (P6): Businesses should respect and make efforts to protect and restore the environment.
- g) Principle 7 (P7): Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
- h) Principle 8 (P8): Businesses should promote inclusive growth and equitable development.
- i) Principle 9 (P9): Businesses should engage with and provide value to their consumers in a responsible manner.



## 1. Principle-wise Policies and Procedures

Principle	Particulars	Policies
 <b>P1</b>	Ethics and Transparency	The Company has formulated the following policies to promote an ethical and transparent culture and to express zero tolerance for unethical behavior: Whistleblower Policy, Code of Conduct, Policy for Determination of Materiality of Events, Policy on Related Party Transactions, Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information, and Information Security Policy.
 <b>P2</b>	Sustainable and Safe Product	The Company strives to achieve sustainability by balancing resource utilisation with social, environmental, and economic considerations. It has established adequate procedures to ensure the delivery of high-quality products to its users.
 <b>P3</b>	Well-being of Employees	The Company recognises human capital as an integral pillar and takes adequate steps to promote the individual goals of its human assets alongside the Company's goals. Policies and procedures are in place for employee welfare, guiding the organisation to maintain a healthy work environment and establish systems for rewarding and recognising deserving individuals.
 <b>P4</b>	Responsive to Stakeholders	The Company aims to create long-term value for its stakeholders. It has established proper procedures to protect and promote the interests of both its internal and external stakeholders.
 <b>P5</b>	Respect for Human Rights	The Company considers respecting human rights as its fundamental responsibility. This commitment not only strengthens stakeholder trust but also promotes a healthy and safe working environment for employees, facilitating efficient growth for the Company.
 <b>P6</b>	Environment Protection	Promoting its goal of sustainability, the Company strives to take adequate measures for energy conservation while efficiently employing technology. It regularly takes steps to raise awareness among employees about the importance of sustainability.
 <b>P7</b>	Public Policy Advocacy	The Company has consistently focused on its policies and advocated for changes to existing policy frameworks whenever necessary.
 <b>P8</b>	Inclusive Growth	As a member of society, the Company acknowledges its responsibility to contribute positively. To contribute to the growth of society especially weaker sections of the society, it focuses on education & livelihood and health & sanitation, as part of its CSR initiatives.
 <b>P9</b>	Concern and Value for Customers	The Company acknowledges the vital role and significance of its product users. It aims to deliver high-standard products at affordable prices, contributing to the creation of a healthy nation. Procedures for redressal of consumer grievances and receipt of feedback have been implemented. Additionally, policies regarding Information Security and Cybersecurity ensure the confidentiality of data and information held by the Company.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management process</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the board (Yes/No)	Yes, as applicable								
c. Web Link of the policies, if available	<a href="https://www.jagsonpal.com/investor-relations">https://www.jagsonpal.com/investor-relations</a>								
2. Whether the entity has translated the policy into procedure. (yes/No)	Yes (as applicable)								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes (as applicable)								
4. Name of the national and international codes/certifications/labels/standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity with defined timelines, if any	All the contract manufacturing units, manufacturing drug products for Jagsonpal, comply with the national standards i.e. Schedule-M as per the Drugs and Cosmetics act 1940.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	This is not applicable since the company doesn't operate any manufacturing facility thereby limiting the ability to set goals and targets for third parties.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met	Not Applicable								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	The company equally prioritizes sustainable business growth and has initiated structured CSR activities that align with its corporate strategy. The company is dedicated to making a significant impact in society by focusing on a defined set of activities and demonstrating commitment to women's welfare, which is in line with the company's area of operations.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)	<ul style="list-style-type: none"> <li>Director Identification Number (DIN): 06805265</li> <li>Name: Mr. Manish Gupta</li> <li>Designation: Managing Director</li> </ul>								
9. Does the entity has a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (yes/No) If yes, provide details.	<ul style="list-style-type: none"> <li>Director Identification Number (DIN): 06805265</li> <li>Name: Mr. Manish Gupta</li> <li>Designation: Managing Director</li> </ul>								

#### 10. Details of review of NGRBCs by the company

Subject for Review	Indicate whether review was undertaken by Director/Committee of the board/any other committee (P1 to P9)	Frequency (Annually/Half-yearly/quarterly/any other-please specify) (P1 to P9)
Performance against above policies and follow up action	The necessary adjustments to policies and procedures are implemented as required, and any instances of non-compliance are noted for further appropriate action.	Policies of the Company are reviewed on a periodic basis to align it with regulatory changes
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The company has no reportable non-compliances.	As and when necessary, in compliance with statutory requirements
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No	

#### 12. If answer to question (1) above is "no" i.e., not all principles are covered by a policy reason to be stated.

Questions	P1 to P9
The entity does not consider the principles material to its business (Yes/No)	Not Applicable
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	
It is planned to be done in the next financial year (Yes/No)	
Any other reason (please specify)	

### Section-C: Principle – wise Performance Disclosure



#### A. Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

The company has established a code of conduct to guide its ethical and transparent operations. Our defined organisational structure ensures clear accountability, reducing the risk of miscommunication.

We operate in the healthcare sector ensuring delivery of quality services at a reasonable price making it reachable for all sections of society. We endeavour to ensure compliance with all applicable laws, rules and regulations.



## Essential Indicators

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

All employees received training on how to conduct themselves as per their roles and responsibilities, during the Periodic Training, with 781 employees attending the Prevention of Sexual Harassment (POSH) training in 2023-24.

Segment	Total number of trainings and awareness programmes held, and Topics / Principles covered under the trainings	% of persons in respective category covered by the awareness programmes
Board of Directors & Key Managerial Personnel	After appointment of directors, the Company provides a comprehensive board induction kit which captures company-specific information at a broad level. This is followed by management discussion. The Board of Directors submits a declaration for compliance with code of conduct on annual basis.	100%
Employees other than BOD and KMPs	Employees undergo various training programmes including prevention of sexual harassment, ethical business practices, prohibition of insider trading etc.	76%
Workers	Not Applicable, since the company is not involved in manufacturing.	-

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

Monetary					
	NGRBC Principle	Name of the regulatory enforcement agencies/ judicial institutions	Amount (in INR)	Brief of the case	Has an appeal been preferred? (yes/No)
Penalty/Fine	P1 – Ethics and Transparency	Office of the Principal Commissioner of Customs	5,09,79,206/-	Levy of differential duty towards incorrect classification of goods imported	No
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding Fee	Nil	Nil	Nil	Nil	Nil
Non-Monetary					
Imprisonment	Nil	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil	Nil

### 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.

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
NA	-

### 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 Company remains focused on maintaining a healthy and ethical culture within the organisation. We have formulated policies having zero-tolerance against bribery and corruption and established procedures prohibiting any kind of bribery and corruption. The Company has a Code of Conduct, Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information and policies like Whistle Blower Policy which are available at <https://www.jagsonpal.com/investor-relations>.

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

There were no such instances for FY 2023-24 and 2022-23.

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

## 6. Details of complaints regarding conflict of interest:

	FY 2023-24 Current Financial Year		FY 2022-23 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the board of directors	0	0	0	0
Number of complaints received in relation to issues of conflict of interest of the KMPs	0	0	0	0

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

(Not Applicable)

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Number of days of accounts payables	13 days	25 days

## 9. Open-ness of business

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

Parameter	Metrics	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	18.69 %	22.82 %
	b. Number of trading houses where purchases are made from	23	19
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	87.76 %	87.41 %
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	77.47 %	81.35 %
	b. Number of dealers/ distributors to whom sales are made	2491	2625
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	8.69 %	7.56 %
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	7.69 %	13.81 %
	b. Sales (Sales to related parties/ Total Sales)	-	-
	c. Loans & Advances (Loans & advances given to related parties/ Total loans & advances)	-	-
	d. Investments (Investments in related parties/ Total Investments made)	-	-

## Leadership Indicators

### 1. Awareness programmes conducted for value chain partners on any of the principles during the financial year.

The Company collaborates with partners who resonate with its core values. In the case of any deviation or observed non-compliance in the operations of value chain partners, requisite corrective actions are taken.

### 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 Company's code of conduct creates an awareness among Board of Directors in relation to conflict of interest and define procedures to avoid/manage any potential conflict of interest that may arise. In case of any such situation, company proactively take necessary steps to resolve the same before creation of any impact.

The Board of Directors also submits a declaration to the Company on an annual basis for compliance with Code of Conduct.



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

As an organisation that prioritises the well-being of our patients, we are dedicated to delivering high-quality products that are safe for our users. We have put in place thorough procedures to ensure the quality of our products at every stage until they reach the consumers. Our product packaging for all our brands includes comprehensive details to ensure the safety of our consumers. We take proactive measures to identify and address any potential risks or issues associated with our products. Our procedures comply with Good Manufacturing Practice (GMP) regulations and other quality standards outlined in the JPL Quality Management System. By adhering to GMP, we consistently produce and maintain the highest quality standards for medicinal products.

**Essential Indicators**

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

The primary area of our operations lies in the marketing and distribution of pharmaceuticals. Hence, the above statement is relevant to us majorly in terms of information technology capital expenditure. No such capital expenditure has been incurred in FY 2024.

**2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

Yes, the Company sources the finished formulation from leading contract manufacturers who have implemented sustainable sourcing practices in-line with the global practices.

**b. If yes, what percentage of inputs were sourced sustainably?**

100% of inputs sourced sustainably by our contract manufacturers.

**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.**

The Company has established procedures for the safe disposal of all the damaged and hazardous waste via incineration.

**(a) Plastics (including packaging)** - The company operates in pharmaceuticals industry where re-use and recycling of pharmaceutical products is not involved.

**(b) E-waste-** The Company has established procedures for the safe disposal of waste via applicable practices.

**(c) Hazardous waste** - Since the Company is involved in marketing and distribution of pharmaceutical products, it has no exposure to generation of hazardous waste.

**(d) Other waste** - Apart from the things specified above, no other form of waste is produced by the Company.

**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 Extended Producer Responsibility (EPR) is applicable to the entity’s activities.**

Although the Extended Producer Responsibility (EPR) does not apply to our entity’s activities, we are dedicated towards environmentally sustainable waste management practices. In accordance with the guidelines set by the Central Pollution Control Board (CPCB), the company ensures the proper disposal of all types of waste. This includes expired and damaged goods, which are handed over to government-approved vendors for recycling or incineration, depending on the appropriate method. By adhering to these waste management processes, we prioritise responsible and eco-friendly practices in our operations.

**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?**

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the life cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain. (yes/No) If yes, provide the web-link
Not Applicable on us, since the Company is not involved in Manufacturing					

**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.**

Name of Product/Service	Description of the risk/concern	Action Taken
Not Applicable on us, since the Company is not involved in Manufacturing		

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).**

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Not Applicable on us, since the Company is not involved in Manufacturing		

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

The company has established a process for facilitating the return of expired and damaged products to ensure their efficient disposal through authorised waste management agencies, specifically through incineration. We also obtain certificates as part of our quality control measures to certify the efficient disposal, ensuring that there is no possibility of expired or damaged products re-entering the market. This rigorous process minimises potential risks to consumer health that may result from consuming expired or damaged products.

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (Including packaging)	-	-	Total expired goods and damaged goods	-	-	Total expired goods and damaged goods
E-waste	-	-	sent for disposal -	-	-	goods sent for disposal - 4675 Kg
Hazardous	-	-	25978 Kg	-	-	
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
Not Applicable	Not Applicable



C. **Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chain.**

The Company strives to align the individual goals of its employees with organisational goals. It considers its employees as human capital. Systems are in place to adequately reward and recognise deserving employees, which simultaneously acts as motivation for them to achieve better results.

**Essential Indicators**

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

All employees are covered by well-being measures such as health and life insurances, accident insurance and maternity and other benefits (if applicable) as mentioned below:

Category	Health Insurance		Life/Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities		Total (A)
	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	1005	100%	1005	100%	-	-	1005	100%	0	0	1005
Female	20	100%	20	100%	20	100%	0	0%	0	0	20
<b>Total</b>	<b>1025</b>		<b>1025</b>		<b>20</b>		<b>1005</b>		<b>0</b>	<b>0</b>	<b>1025</b>
<b>Other than Permanent Employees</b>											
Male	7	78%	9	100%	0	0%	9	100%	0	0	9
Female	0	0%	1	100%	1	100%	0	0%	0	0	1
<b>Total</b>	<b>1032</b>		<b>1035</b>		<b>21</b>		<b>1014</b>		<b>0</b>	<b>0</b>	<b>1035</b>

**(b) Details of measures for the well-being of workers:**

Category	Health Insurance		Life/Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities		Total (A)
	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)	
Permanent Workers	0	0%	0	0%	0	0%	0	0%	0	0%	0
Other than Permanent Workers	5	100%	4	80%	0	0%	5	100%	5	100%	5

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	0.20	0.21

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

Benefits	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	-	Y	100	-	Y
ESI	17	-	Y	100	-	NA
Gratuity	100	-	N	46	-	Y
Others	-	-	-	-	-	-

**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.**

Currently, the Company does not have any employee who is differently-abled. Our Corporate office is situated in Gurugram, Haryana which is easily locatable and is equipped with necessary features to accommodate differently-abled employees. Our dedication towards promotion of well-being of our employees inspires us to go beyond compliance.

**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.**

The Company believes in equality of opportunity for all persons irrespective of any disability. We recruit people basis their skills, knowledge and overall behaviour. We strive to build a healthy workplace wherein no discrimination can be tolerated on the basis of disability, gender, etc. We have not formulated a separate equal opportunity policy, however, our human resource policies do not contain any separate provision for disabled person making him feel inferior to others and we foster to grow together with all our human assets.

Whistle blower policy is available at: <https://www.jagsonpal.com/investor-relations>.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	100	-	-
Female	95	95	-	-
Total	100	100	-	-

**6. Is there a mechanism available to receive and redress grievances for the employees and workers?**

We strive to create a healthy and safe workplace for our employees wherein they can raise their concerns, provide suggestions on any matters. The Company considers their concerns or suggestions. Our whistle blower policy guides the employees for reporting their genuine concerns regarding any unethical behavior observed or suspected fraud or violation of company's code of conduct. This policy contains provisions also with respect to protection of said person from victimisation.

We have constituted an Internal Complaints Committee under Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace Act, 2013 ("POSH Act"). The Company endeavours to create awareness among its employees regarding the Act and zero tolerance in violation of the same. The Company conducts training sessions annually on POSH which educates its employees on importance of compliance with POSH and issues which can arise on violation of POSH Act. The Company addresses any such concern seriously and conducts formal investigation whenever required.

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	-
Other than Permanent Workers	-
Permanent Employees	Yes
Other than Permanent Employees	Yes

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

The Company does not have any employee association(s) or Unions. Hence this parameter is not applicable.

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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)
Total	-	-	-	-	-	-
Permanent Employees						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-
Permanent Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-

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

The various trainings conducted by Learning and Development function, throughout the year 2023-24, include:

- Managerial Skill Development programmes: 5 sessions; 40 participants
- 69 Induction & Refresher Training programmes have been conducted for 674 newly inducted employees to cover job specific requirements.
- Additionally, 27 sessions have been conducted for refresher training of existing employees on Communication, Detailing and In-Clinic Performance skills, and Objection Handling.
- 31 Sessions on POSH have been conducted throughout the year covering 781 Participants

**In the year 2022-23:**

- Role/ Function-based specific training and Skill Upgradation training: 17 sessions were conducted which were attended by 601 participants including both existing and newly inducted employees. The key areas in which such training was conducted included Communication, Detailing and In-Clinic Performance skills, Managerial skills, Objection Handling and MS-Excel skills.
- 56 Induction programmes have been conducted for 359 newly inducted employees to cover job specific requirements.

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

The Company has formulated criteria for reward and recognition to deserving candidates. We have implemented adequate measures for employees individual growth and development by conducting sessions periodically. Our performance cycle for employees is from April to March. The increment in remuneration for an employee depends on company's growth coupled with his/her individual performance during the year.

**Principle 3: Essential Indicators**

Answer to Question No. 9: Details of Performance and Career development reviews of employees and worker

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	1014	591	58%	925	294	68%
Female	21	13	62%	15	3	53%
<b>Total</b>	<b>1035</b>	<b>604</b>	<b>58%</b>	<b>940</b>	<b>297</b>	<b>68%</b>
<b>Workers</b>						
Male	5	5	100%	NA	NA	NA
Female	0	0	-	NA	NA	NA
<b>Total</b>	<b>5</b>	<b>5</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>



**10. Health and safety management system:****a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, what is the coverage of such a system?**

The company is involved in the sale and distribution of pharmaceutical products. Since the company is not involved in manufacturing, its employees do not have direct exposure to health and safety risks. However, the company is committed to protecting its employees from any issues that may arise in the normal course of business. The company complies with directives and guidelines issued by the government for the well-being of its employees. The company understands the importance of the physical and mental well-being of its employees and prioritises it.

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

Company takes action on regular basis to identify any work-related hazards for its employees and initiate process accordingly to mitigate such risks.

**c. Whether you have processes for employees to report the work-related hazards and to remove themselves from such risks.**

The Company endeavours to create an understanding among its employees about the potential safety risks that may probably arise and are encouraged to highlight the same.

**d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?**

The Company has undertaken a Group Medclaim Policy, EDLI & Term Life Insurance and Group Accidental Insurance Policies for all of its employees, where Group Medclaim Policy provides an option to employee to include their dependents in the same. Additionally, Company also conducts a full body health checkup of all the employees to ensure their overall well-being.

**11. Details of safety-related incidents:**

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (Per one million-person hours worked)	-	Nil	Nil
Total recordable work-related injuries	-	19 road accidents were recorded in FY2023-24 where employees, covered under Group Medclaim & Accident Insurance policies were provided with monetary support for their hospitalisation and post discharge health support.	3 road accidents were recorded in FY2022-23 where employees, covered under Group Medclaim policy were provided with monetary support for their hospitalisation and post discharge health support.
No. of fatalities	-	1	Nil
High consequence works related injury or ill-health (excluding fatalities)	-	Nil	Nil

\*including the contract workforce

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

The Company endeavours to maintain a safe and healthy workplace for its employees both in terms of mental and physical health by implementing necessary measures in this regard. Additionally, we endeavour to remain compliant with guidance issued by concerned regulatory authorities in this regard.

- Proper systems have been devised to ensure compliance with safety standards along with maintenance of proper hygiene in office premises.
- Company has conducted a full body health check-up drive for all employees at its own cost to maintain a healthy workforce.

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

Benefits	FY 2023-24			FY 2022-23		
	Current Financial Year			Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	0	0	0	0
Health & Safety	0	0	0	0	0	0



**14. Assessments for the year**

Health and safety practices	Regular checks have been conducted to ensure the proper functioning of health and safety measures for employees.
Working Conditions	The Company aims to ensure excellent working conditions at its office premises and to comply with all relevant laws and regulations regarding fair working conditions and labour laws.

**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 and safety practices and working conditions.**

The company is engaged in selling and distribution of products, hence this is not directly applicable basis nature of the business. However, the Company undertake necessary measures regularly, which have been covered in aforesaid points.

**Leadership Indicators****1. Does the entity extend any life insurance or any compensatory package in the event of death?**

The company has implemented various employee benefit policies, including the EDLI Policy and Group Term Life Insurance Policy. These policies are prioritised in the event of an employee's death.

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

Value chain partners are third parties, that's why the Company does not deduct any statutory dues.

**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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment.**

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	0	0	0	0
Workers	0	0	0	0

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

We firmly believe in personal growth of our employees. Effective measures are taken by learning and development function to build new competencies, knowledge, and skills to help our employees upgrade their skills, grow and stay ahead of the curve which facilitates continuation of employment post-retirement or termination.

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

We have efficient mechanisms in place to identify value chain partners. Proper measures are taken to identify risks associated in collaboration with such value chain partners and appropriate actions are taken to mitigate risks arising from such collaboration. We have a defined set of parameters for identification of risks.

**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.**

Proper checking systems have been implemented to identify concerned risks arising from collaboration with value chain partners. The concentration level of risks pertaining to value chain partners are assessed on the basis of their established systems and processes. Appropriate mitigation strategies adopted to tackle such risks including health and safety.

In FY 2022-23: No physical audits or assessments were carried out due to the COVID pandemic.

In FY 2023-24: No case was found where corrective action was required.





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

The Company believes in upholding the interests of all stakeholders and aims to maximise their value. It recognises the importance of stakeholders in fostering success. The Company remains committed to earn the trust and support of its stakeholders by providing quality services.

**Essential Indicators**

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

The Company considers stakeholders as a cornerstone of the success of our business. We set certain guidelines and set of principles for our stakeholders. Being operated in the pharmaceutical industry, our patients are one of our key stakeholders. We strives to meet expectation of our stakeholders which enables us to earn our stakeholder's confidence in us. We engage with our stakeholders on a periodic basis to obtain their feedback.

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

Stakeholder Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Patients and consumers	Webinars, Social media pages, Posters, Standees, Pamphlets	Ongoing and need based	Disease awareness programmes are organised to educate the general public about the signs, symptoms and diagnosis, treatment and prevention options for a disease to foster better patient outcomes through prevention, early diagnosis and management to minimise or slow disease progression and complications.
Healthcare Professionals (HCPs)	Face to face meetings, Emails, Webinars, Social media pages, Posters, Standees, Pamphlets, Doctor networking platforms, SMSs, Instant platforms etc.	Ongoing and need based	Keep the HCP abreast with the latest information on disease, science of our product and disease management through our product. To provide avenues for HCPs to discuss and deliberate on latest data, clinical challenges and multidisciplinary expert discussions intending to help in improving treatment outcomes for the patients. We ensure responsible sales and marketing practices, in compliance with local laws and applicable industry codes, while interacting with HCPs.
Investors and Shareholders	Annual General Meetings, Emails, Newspaper/ Press Release, Advertisement, Notices, Website, Intimation to Stock Exchanges, Annual/ Quarterly Financials and Investor Presentation, Annual Reports	At least quarterly and need based	To stay abreast of developments in the Company, Performance of the Company and address concerns/ grievances
Communities and NGOS	Emails, Physical meetings, Website and other digital platforms.	Need based	Implementing and monitoring the CSR activities
Government and Drug Regulators	Emails, Submissions through online Regulatory Agency portals or direct submissions to Regulatory Agency office	Need based	Policy and Regulatory Matters, Grant and maintenance of licenses pertaining to manufacturing and marketing of our products, pricing of medicines and other regulatory approvals
Suppliers and Distributors	Emails, physical meetings, website and other digital platforms	Ongoing and need based	Quality of material, commercial and technical terms of payment and delivery, compliance to our ethics, ways of working and statutory requirements
Employees	Direct, email, town halls and team meetings.	Ongoing and need based	Performance Appraisal, Training and Career Development, Wellness and safety measures, Rewards and Recognitions

## 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.**

Refer answer to Question 2 of essential indicators.

- 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 input received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Refer answer to Question 2 of essential indicators

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

Being a part of society and a good corporate citizen, the company recognises its duty to create a positive impact on society specially on weaker sections of the society. The Company's CSR initiatives primarily focus on two core areas:

- Education and Livelihood
- Health and Sanitation

Company has constituted a CSR Committee in terms of applicable provisions of the Companies Act, 2013 which review the progress in CSR initiatives on regular basis. Through its ongoing projects, company is focusing on the following areas:

- Promotion of Menstruation Hygiene
- Environmental Cleanliness

In pursuance of its CSR initiatives, Company has launched a website named "My Sakhi" focusing specifically on the topic of Menopause. The Company has built toilets, in collaboration with Sulabh International Social Service Organisation, with emphasis around women schools and public places.



### E. Principle 5: Businesses should respect and promote human rights.

The Company recognises the importance of fundamental human rights and is dedicated to protecting them. It prohibits any act or omission that violates an individual's human rights. The Company continuously strives to create a wholesome and secure work atmosphere for its employees, free from any kind of discrimination. To protect the dignity and human rights of its employees, the Company has formulated various policies, including the Prevention of Sexual Harassment Policy, Whistleblower Policy, and Code of Conduct.

### Essential Indicators

- 1. Employees and workers who have been provided training on human rights issues and policies of the entity.**

Our employees have been given training for professional development that focus on enhancing employees' professional skills, behaviour, and conduct in the workplace. Apart from professional development, employees are trained on prevention of sexual harassment as well to sensitise them towards gender diversity. 781 employees attended POSH training in 2023-24

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees / workers covered. (B)	% (B/A)	Total (C)	No. of employees/ workers covered. (D)	% (D/C)
<b>Employees</b>						
Permanent Employees	1025	776	76%	940	829	88%
Other than Permanent Employees	10	5	50%	-	-	-
<b>Total</b>	<b>1035</b>	<b>781</b>	<b>75%</b>	<b>940</b>	<b>829</b>	<b>88%</b>
<b>Workers</b>						
Permanent Workers	-	-	-	-	-	-
Other than Permanent Workers	5	-	-	-	-	-
<b>Total</b>	<b>5</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>



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

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		B	% (B/A)	C	%(C/A)		E	% (E/D)	F	%(F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	1005	-	-	1005	100%	925	-	-	925	100%
Female	20	-	-	20	100%	15	-	-	15	100%
<b>Other than Permanent</b>										
Male	9	-	-	9	100%	-	-	-	-	-
Female	1	-	-	1	100%	-	-	-	-	-
<b>Workers</b>										
<b>Permanent</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Other than Permanent</b>										
Male	5	-	-	5	100%	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

## 3. Details of remuneration/salary/wages

a. Median remuneration/ wages:

(In Millions)

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (including MD)	4	1,00,00,000	2	0
Key Managerial Personnel (CFO and CS)	2	32,00,306	0	0
Employees other than BOD and KMP	1,016	3,35,232	21	3,50,004
Workers	5	2,45,820	0	0
Other	0	0	0	0

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	2.2%	2.3%

## 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)

At Jagsonpal, Mr. Bharat Chugh, General Manager, Human Resource is responsible to ensure effective resolution of any matter related to human rights caused by the business.

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

Any matter which is unethical or is in violation of human rights of any individual can be reported to the General Manger, Human Resources, who proactively addresses the matter and undertakes suitable action to resolve the same. We have constituted an internal committee under policies like Prevention of Sexual Harassment of Women at workplace, Whistle blower, Grievance Redressal, etc which is solely responsible to address and resolve matters of violation.

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

We have not received any complaint regarding child labour, forced labour, wages, sexual harassment and discrimination at workplace in the current or previous financial year.

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution during the year	Remarks
Sexual Harassment	0	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

The company has established effective mechanisms to prevent victimisation of individuals in cases of discrimination and harassment. We have an internal committee to address cases under the Prevention, Prohibition, and Redressal of Sexual Harassment of Women at Workplace Act of 2013. This committee is authorised to take disciplinary action, including dismissal, against any person who threatens or takes revenge against a complainant. Our company has a zero-tolerance policy for such behavior.

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

The Company aims to operate ethically in a transparent manner. We emphasize the importance of human rights in our core values. We enter into deal with only such parties who meets with our criteria regarding compliance of human right matters. Preliminary evaluation activity has been conducted before entering into any agreement and contract to check the core values of counter party. We prevent engagement in unethical practices violating human rights such as child labour, forced labour, minimum wages, working hours, etc.

**10. Assessments of the year**

Our mechanisms for such kind of matters has been internally reviewed by the Company to reduce the risk of non-compliances and no such non-compliances has been observed.

	% of your plants and offices that were assessed (By entity or statutory authorities or third parties)
Child Labour	0
Forced/Involuntary Labour	0
Sexual Harassment	0
Discrimination at Workplace	0
Wages	0
Other-please specify	0

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

Not Applicable since there were no cases recorded for the significant risks/concerns mentioned at Question 10 during the year under review.

**Leadership Indicators**

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

During the year under review there were no instances of human rights violation recorded and no complaints lodged. Accordingly, requirement of modification/introduction of a business process didn't arise.

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

The Company respects human rights and is dedicated to the protection of the same. It discourages any kind of activity that violates human rights in any way, for example, child labour, forced labour, human trafficking, discrimination, etc. The Company has zero tolerance against any act that is violative of human rights.

**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?**

Our corporate office is situated in Gurugram, Haryana, is easily locatable and accessible to differently abled visitors and is equipped with necessary infrastructural requirements for differently abled visitors.

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

As part of the Company's on-boarding process, all third-party vendors, suppliers, and contract manufacturers, are evaluated regarding compliance on human rights matters like child labour, forced labour, non-discriminatory, safe and healthy workplace, minimum wages, working hours etc. Upon satisfactory assessment of their policies and procedures on said matters, they are engaged subject to their assurance and commitment towards Jagsonpal's value system.



	<b>% of Value chain partner (By value of business done with such partners) that were assessed</b>
Child Labour	0
Forced/Involuntary Labour	0
Sexual Harassment	0
Discrimination at Workplace	0
Wages	0
Other-please specify	0

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

There was no requirement to implement any corrective measures as no significant risks. Concerns has been arisen from assessment of value chain partners as mentioned in answer to Question 4 above.



**F. Principle 6: Businesses should respect and make efforts to protect and restore the environment.**

The Company acknowledges its responsibility to safeguard the environment. It is enhancing its systems and procedures by adopting a technology-driven approach and reducing its reliance on practices that negatively impact the environment. The Company is committed to minimising its environmental footprint and contributing to environmental restoration. Additionally, it has implemented efficient waste management initiatives and established a system for disposing of damaged and expired goods through incineration.

**Essential Indicators**

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

(Note: below data is for Corporate Office and warehouse)

9,41,134 Units (kwh/kvah) has been total electricity consumption at Corporate Office and warehouse.

**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.**

The company does not have any sites or facilities identified as designated consumers (DCs) under the Perform, Achieve, and Trade (PAT) Scheme of the Government of India.

**3. Provide details of the following disclosures related to water:**

The Company recognises the significance of water for human survival and is committed to minimising its wastage in every possible way. Since the Company is engaged only in the selling and distribution of pharmaceutical products, its water usage is limited to human consumption at the corporate office. The Company is dedicated to using water prudently and remains focused on its sustainable use.

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.

The Company internally evaluates its usage of water.

**4. Provide the following related to water discharged:**

Not Applicable, since company use water for drinking purpose at its corporate office.

	<b>FY 2023-24</b>	<b>FY 2022-23</b>
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
i. To Surface water	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
ii. To Groundwater	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
iii. To Seawater	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
iv. Sent to third parties	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
v. Others	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>	<b>NA</b>	<b>NA</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.

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

The company's usage of water is limited to human consumption as it does not have a manufacturing plant. The company encourage its employees to use water in a sustainable manner reducing its wastage.

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

This parameter is not applicable since the company is not operating any manufacturing plant.

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

Not applicable since the company is not operating any manufacturing plant.

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

Not applicable since the company is not operating any manufacturing plant.

**9. Provide details related to waste management by the entity:**

The company has established a system for effective waste disposal through waste management agencies. Because the company sells and distributes pharmaceutical products, there is a significant risk of product expiration. Therefore, products that are near expiry, expired, or damaged are considered as waste. Once identified, they are handed over to a Government CPCB authorised waste management agencies for efficient disposal by way of incineration. Certificates are obtained to ensure proper waste disposal, preventing the return of such products to the market and preserving consumer and environmental health.

Quantum of expired goods and damaged goods sent for disposal:

FY 2022-23: 4675 Kg (4.675 MT)

FY 2023-24: 25978 Kg (25.978 MT)

Parameters	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total waste generated (in metric tonnes)</b>		
Plastic waste (A)	NA	0
E-waste (B)	NA	NA
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	0
Battery waste (E)	NA	0
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	25.978	4.675
Other Non-hazardous waste generated (H). Please Specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	NA	0
<b>Total (A+B+C+D+E+F+G+H)</b>	<b>25.978</b>	<b>4.675</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated/ Revenue from Operations)	NA	NA
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated/ Revenue from operations adjusted for PPP)	NA	NA
<b>Waste intensity in terms of physical output</b>	NA	NA
<b>Waste intensity</b> (optional)- the relevant metric may be selected by the entity	NA	NA
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method. (in metric tons)</b>		
<b>Category of Waste</b>		
(i) Incineration	25.978	4.675
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
<b>Total</b>	<b>25.978</b>	<b>4.675</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.

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

This point is directly not applicable to the Company as it does not operate a manufacturing plant. The company outsources its product manufacturing through contract manufacturing arrangements. We get third plant manufacturing audited at regular intervals by our quality assurance department, to ensure its compliance with Central Pollution Control Board/State Pollution Control Board guidelines, and Hazardous and other waste (Management and Transboundary) Rules 2016.

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

This parameter is not applicable on the Company as it does not have any offices in ecologically sensitive areas.

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

Basis notification of the Ministry of Environment, Forests and Climate Change (MOEFCC) in India, an Environmental Impact Assessment (EIA) required to be carried out for those industries which impact environment negatively. The Company is not required to perform an EIA pre-clearance by the MOEFCC as it is into marketing and distribution of pharmaceuticals and does not have any operations which could have any adverse impact on the environment.

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

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

The Company remains compliant with the requisite environmental law/regulations/guidelines in India and there are no non-compliances reported for FY 2023-24.

S. No.	Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties/ action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
Nil				

### Leadership Indicators

**1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

For each facility / plant located in areas of water stress, provide the following information:

- Name of the area
- Nature of operations
- Water withdrawal, consumption, and discharge in the following format:

Parameters	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	Not Applicable	Not Applicable
(ii) Groundwater		
(iii) Third-party water		
(iv) Seawater/ desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed/ turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		



Parameters	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) Into surface water	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>	NA	NA

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.

Not Applicable since the company is not engaged in manufacturing.

**2. Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	NA	NA
Total Scope 3 emissions per rupee of turnover		NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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.

Not Applicable since the company is not engaged in manufacturing.

**3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

Not applicable as the Company does not have operations in ecologically sensitive areas.

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

The Company's carbon footprint is restricted to the use of consumables such as paper, plastic, water and energy as Company operates in marketing and distribution of pharmaceuticals and does not have its own manufacturing units.

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Not Applicable			

**5. Does the entity have a business continuity and disaster management plan?**

The Company has formulated a business continuity plan to be implemented in case of any exigencies.

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

The company does not operate a Manufacturing unit, it has no adverse impact on the environment. However, Company endeavours to minimise its impact on environment caused due to using plastic, paper, etc.



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

The contract manufacturers and suppliers are assessed at the time of onboarding and periodically thereafter for compliance with Good Manufacturing Practices (GMP). It is also ensured that their standard operating procedures are aligned with the Company's Quality Management System (QMS) through regular audits of contract manufacturing sites. Consequently, GMP, along with the Company's QMS, ensures the mitigation of environmental risks in this regard.



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

**Essential Indicators**

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

The Company is not a member of any trade and industry associations.

**b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a 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.	NA	NA

This list of top 10 trades and industry associations is not applicable on the Company as Company is not a member of any trade and industry associations.

**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.**

There were no material instances reported or any orders received from regulatory authorities on any issues related to anti-competitive conduct by the entity.

**Leadership Indicators**

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

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



**H. Principle 8: Businesses should promote inclusive growth and equitable development**

The Company firmly believes in promoting inclusive growth and equitable development. It aims to provide quality services at a reasonable cost, without any discrimination based on gender, caste, religion, background, etc. The Company has identified Health and Sanitation, as well as Education and Livelihood, as core areas for its CSR initiatives, which are designed to uplift marginalised communities.

**Essential Indicators**

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

During the year under review, the Company has not undertaken Social Impact Assessment of any projects.

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

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

We operate in selling and distribution of pharmaceutical products, hence our operations does not resulted into community displacement. Therefore, requirement for Rehabilitation and Resettlement (R&R) does not arise.

Sr. No.	Name of the project for which R&R is ongoing	State	District	No. of projects affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
NA						

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

Not Applicable

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

Not Applicable

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	0	0
Directly from within India	0	0

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	0.53%	0.69%
Semi-urban	1.99%	1.38%
Urban	40.09%	40.87%
Metropolitan	57%	57%

(Place to be categorised as per RBI Classification System – rural/ semi-urban/ urban/ metropolitan)

**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):

Details of negative social impact identified	Corrective action taken
NA	NA

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

Not Applicable

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

**(b) From which marginalised /vulnerable groups do you procure? - Not Applicable**

**(c) What percentage of total procurement (by value) does it constitute? - Not Applicable**

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

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit Shared (Yes/No)	Basis of calculating benefit share
Nil				

**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.**

Name of Authority	Brief of the case	Corrective action taken
Nil		

**6. Details of beneficiaries of CSR Projects:**

To improve women's hygiene and sanitation facilities, we have constructed four girls' toilets at various locations in Uttarakhand and Punjab as part of our CSR initiatives. This aligns with our commitment to health and sanitation, benefiting approximately 2500 people.



**I. Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner**

The Company strives to provide quality services with a prime focus on women’s health. It has implemented necessary procedures to ensure the delivery of safe and healthy products to consumers by ensuring compliance with Good Manufacturing Practices (GMP) by partnered contract manufacturers.

**Essential Indicators**

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

The Company has implemented efficient measures to address consumer complaints and feedback. It endeavours to resolve consumer complaints proactively and consider their valuable feedback to improve systems. Consumers can submit their complaints and feedback via email at info@jagsonpal.com; customercare@jagsonpal.com; Lycored@jagsonpal.com as mentioned on the pack of products or call us at 0124-4406710 or send us the written complaint at our Corporate Office situated at Nimai Tower, 3<sup>rd</sup> Floor, Plot No. 412-415, Phase-IV, Udyog Vihar, Sector – 18, Gurugram -122015, Haryana (India)

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

Particulars	As a percentage to the total turnover
Environmental and social parameters relevant to the product	Not applicable
Safe and responsible usage	100%
Recycling and/or safe disposal	Not applicable - While the Company does not specifically mention any such details on its products, it complies with all statutory requirements of the Pollution Control Boards etc.

**3. Consumer complaints in respect of Data Privacy, Advertising, Cyber-Security, Delivery of Essential Services, Restrictive and Unfair Trade Practices.**

No consumer complaints were received during FY 2023-24.

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data Privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber- security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive trade practices	0	0	NA	0	0	NA
Unfair trade practices	0	0	NA	0	0	NA
Other	0	0	NA	0	0	NA

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

No product recalls have been made during FY 23-24.

	Number	Reason for recall
Voluntary recalls	0	0
Forced recalls	0	0

**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.**

The Company has a world-class firewall and antivirus installed on its network. The Company has complete data protection and cloud backup solutions which are continuously being monitored by professionals to avoid data breaches and hacking threats. There exists 3-2-1 Data Protection and Recovery Plan; three copies of server data, two different types of media, and one air-gapped copy located offsite. The IT department is the custodian of policy on cyber security and risks related to data privacy.

**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.**

During the year under review, all the complaints received from consumers were related to packaging of the products and there were no instances recorded for any issue in relation to 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.

7. **Provide the following information relating to data breaches:**
- Number of instances of data breaches** – Nil
  - Percentage of data breaches involving personally identifiable information of customers** - NA
  - Impact, if any, of the data breaches** - NA

### Leadership Indicators

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

The information regarding the company's products and services can be accessed at <https://www.jagsonpal.com/>.

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

Steps Taken to Inform and Educate Consumers about Safe and Responsible Usage of Products and Services

a. **Equipping Sales Representatives:** Sales representatives are provided with visual aids to effectively disseminate information to Healthcare Professionals (HCPs).

b. **Educational Sessions:** The Company conducts sessions on the responsible usage of its medicines with HCPs through webinars and conferences. These sessions update HCPs on the science behind the medicines during Continuing Medical Education (CME) activities and webinars.

c. **Dosage Instructions:** Physicians direct the dosage instructions for prescriptive drugs based on their examination of patients. Product packaging clearly includes directives for usage under the guidance of a medical practitioner.

d. **Comprehensive Product Information:** Medical representatives use product information leaflets that include the generic name, composition, dosage form and strength, clinical particulars (e.g., therapeutic indication, method of administration), contraindications, special warnings and precautions on use, and overdose information.

e. **Patient Education Materials:** Posters and related materials are created for patient education in easy-to-understand language. These materials are also available in regional languages to ensure broader accessibility and understanding.

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

Keeping consumers informed about disruptions or discontinuations of essential services is crucial. Jagsonpal employs these methods to keep consumers informed. In addition to providing public announcements through newspapers and press releases, providing periodic updates on the company website, leveraging social media platforms, and providing a dedicated email address for customer queries.

4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

The Company follows the regulations under the Drugs and Cosmetics Act and Rules with respect to product packaging. Anti-counterfeit features have also been incorporated on the packaging of some of our products. Other product information includes:

- QR code (in Divatrone), code numbers (Lycored softgels) and holographic strips on some of the products for verification of genuineness of products.
- Products contain prescribing information leaflets, for ready reference by the healthcare professional/consumer, as per the regulatory requirement

