

Date: August 31, 2024

**BSE Limited** 

Corporate Relation Department PhirozeJeejeeboi Towers, Dalal Street,

Mumbai - 400001.

Scrip Code: 524404

**National Stock Exchange of India Limited** 

Listing Department

Exchange Plaza, C-1, Block-G,

Bandra-Kurla Complex,

Bandra (East), Mumbai - 400051.

**Symbol: MARKSANS** 

# Sub: Submission of Business Responsibility and Sustainability Report for financial year 2023-24

Dear Sir/Madam,

Pursuant to provisions of Regulation 34 of the Securities and Exchange Board of India (SEBI) (Listing Obligations and Disclosure Requirements) Regulations, 2015 and other applicable regulations, kindly find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) for the financial year 2023-24.

We request you to take the aforesaid on records.

Thanking You.

For Marksans Pharma Limited

Harshavardhan Panigrahi Company Secretary

Encl.: As Above



# Annexure - G

# Annexure to the Report of the Board of Directors **BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT**



# **SECTION A: GENERAL DISCLOSURES**

# Details of the listed entity

Sr. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L24110MH1992PLC066364
2.	Name of the Listed Entity	MARKSANS PHARMA LIMITED
3.	Year of incorporation	1992
4.	Registered Office address	11th Floor, Grandeur, Veera Desai Extension Road, Oshiwara,
		Andheri (W), Mumbai- 400053
5.	Corporate address	11th Floor, Grandeur, Veera Desai Extension Road, Oshiwara,
		Andheri (W), Mumbai- 400053
6.	E-mail id	companysecretary@marksanspharma.com
7.	Telephone	(022) 40012000
8.	Website	www.marksanspharma.com
9.	Financial Year for which reporting is being done	April 01, 2023 to March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited, BSE Limited
11.	Paid-up Capital	Rs. 45,31,63,746
12.	Name and contact details (telephone, email address) of the	Name: Harshavardhan Panigrahi
	person who may be contacted in case of any queries on the BRSR	Designation: Company Secretary
	report	Phone No.:(022)40012000
		E-mail ID: companysecretary@marksanspharma.com
13.	Reporting boundary - Are the disclosures under this report made	Standalone
	on a standalone basis (i.e. only for the entity) or on a consolidated	
	basis (i.e. for the entity and all the entities which form a part of its	
	consolidated financial statements, taken together).	
14.	Name of assurance provider	- NA
15.	Type of assurance obtained	NA

# **Products/services**

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity	
1.	Manufacturing	Pharmaceutical Formulation	100	

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Solid Orals, Tablets and Capsules (including Soft Gelatin Capsules)	2100	100

# III. Operations

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

Location	Number of plants	Number of offices	Total
National	2	2	4
International	2	3	5

# 19. Markets served by the entity:

# a) Number of locations

Locations	Number
National (No. of States)	-
International (No. of Countries)	50+

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

100%

- c) A brief on types of customers
  - 1. Retail Chains
  - 2. Pharmacy Stores
  - 3. Hospitals
  - 4. Institutions

# IV. Employees

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

a. Employees and workers (including differently abled):

Sr.	Particulars	Total (A)	Total (A)		Female	
No.	raiticulais	Total (A)	No. (B)	% (B / A)	No. (C)	% (C / A)
	Emplo	yees				
1.	Permanent (D)	815	704	86.38	111	13.62
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	815	704	86.38	111	13.62
	Work	ers				
4.	Permanent (F)	326	326	100.00	0	0
5.	Other than Permanent (G)	277	180	64.98	97	35.02
6.	Total workers (F + G)	603	506	83.91	97	16.08

# b. Differently abled Employees and workers:

Sr.	Particulars	Total (A)	Ma	le	Fem	ale
No.	rai ticulai s	IOLAL (A)	No. (B)	% (B / A)	No. (C)	% (C / A)
	DIFFERENTLY ABLI	ED EMPLOYE	ES			
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	0	0	0	0	0
	DIFFERENTLY ABI	ED WORKER	RS			
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total differently abled workers (F + G)	0	0	0	0	0



# 21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females			
Faiticulais	Total (A)	No. (B)	% (B / A)		
Board of Directors	8	2	25		
Key Management Personnel	2	0	0		

# 22. Turnover rate for permanent employees and workers(for the past 3 years)

Particulars	FY (2023-24) (Turnover rate in current FY)			FY (2022-23) (Turnover rate in previous FY)			FY (2021-22) (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees (%)	15	3	18	12	2	14	15	1	16
Permanent Workers (%)	12	0	12	10	3	13	12	2	14

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

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

Sr. 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.	Marksans Pharma (UK) Ltd	Subsidiary	100	No
2.	Marksans Pharma Inc.	Subsidiary	100	No
3.	Nova Pharmaceuticals Australasia Pty Ltd.	Subsidiary	60	No
4.	Nova Pharmaceuticals Ltd.	Step down Subsidiary	60	No
5.	Marksans Pharma GmbH	Subsidiary	100	No
6.	Access Healthcare for Medical Products	Subsidiary	100	No
	L.L.C			
7.	Marksans Holdings Limited	Step down Subsidiary	100	No
8.	Relonchem Limited	Step down Subsidiary	100	No
9.	Time Cap Laboratories Inc.	Step down Subsidiary	100	No
10.	Bell Sons & Co. (Druggists) Limited	Step down Subsidiary	100	No
11.	Marise Ann Inc.	Step down Subsidiary	100	No
12.	Marksans Realty LLC	Step down Subsidiary	100	No
13.	Custom Coatings Inc.	Step down Subsidiary	100	No

#### VI. CSR Details

**24.** i. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

ii. Turnover (in Rs.): 6,55,20,32,928

Net worth (in Rs.): 11,11,32,07,852

# 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:

		FY 2023-24			FY 2022-23		
Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	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.  h t t p s : / / w w w . marksanspharma.com/csr. html	Nil	NA	-	Nil	NA	-
Investors (other than shareholders)	Yes.  h t t p s : / / w w w . marksanspharma.com/ adverse-event.html	Nil	NA	-	Nil	NA	-
Shareholders	Yes. https://www.marksanspharma. com/investor-contact.html	Nil	NA	-	1	Nil	One Compliant was received in Q3 which has been resolved
Employees and workers	Yes https://www.marksanspharma. com/pdf/Code-of-Conduct.pdf	Nil	NA	-	Nil	NA	-
Customers	Yes. https://www.marksanspharma. com/quality-policy.html	Nil	NA	-	Nil	NA	-
Value Chain Partners	Yes. https://www.marksanspharma. com/adverse-event.html	Nil	NA	-	Nil	NA	-



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

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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	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)
1	Governance	Opportunity & Risks	Risk Companies that do not have effective corporate governance practices are often prone to Fraud and mismanagement. Poor corporate governance practices weaken Company's ability to capitalise business opportunities, thereby resulting in financial losses. This may further lead to a loss of shareholder confidence and trust as well as increased Government/regulatory oversight/ sanctions/ fines	Implementing checks and balances to have appropriate controls and oversight responsibilities.  Instituting a Board and Committee structure and implementing board effectiveness measures in line with the stakeholders' long term interests.	Negative
			Opportunity		
			Strong corporate governance will result in increased stakeholder confidence and trust, higher ESG ratings, and stronger brand equity		Positive
2	Business Ethics	Risks	Non-adherence to and non-compliance with ethical standards can put Pharma companies at risk of legal fines, penalties, damaged reputation, business disruption, regulatory sanctions and erosion of trust and market capital	Establishing processes and controls to strengthen Company's Compliance with the Code of Conduct as well as applicable policies, followed by an independent audit.  Institutionalising effective whistleblower and grievance Redressal mechanisms.  Creating a culture of following the highest standards of governance.	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	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)
3	Talent attraction and retention	Risk	The ability to attract and retain the right technical talent with required skill sets is a challenge. The industry is highly knowledge-driven, technology-based and heavily reliant on specialist individuals.	We embed workforce planning into our operations strategy, and this helps in fostering internal mobility for well-suited roles, enhancing people productivity and containing staff costs.	Negative
				We are maintaining an internal pipeline of qualified and experienced critical talent, particularly in specialised fields, to deliver our business priorities.	
4	Regulatory Compliance	Risk	Regulatory guidelines and requirements heavily regulate the manufacturing of our products, including manufacturing quality standards. Periodic inspections	Creating a strong ethical organisational culture with a focus on transparency and Compliance.	Negative
			are conducted on our manufacturing sites, and if the regulatory and quality standards and systems are not found adequate, it could result in observations. This might impact our ability to meet demand and generate value for our stakeholders.	Regularly carrying out risk assessments and audits to identify areas of potential exposure to compliance related risks.  Compliance training,	
5	Return on Equity/	Opportunity	ROE reflects a company's profitability, financial health, and business resilience.	Increasing operational Efficiency.	Positive
	Return to Share holders		Strong ROE helps a business attract investors, gain greater access to capital, and create value for stakeholders.	Exploring new market opportunities/products	
				Strengthening corporate governance standards.	
6	Resource Efficiency	Opportunity	Focusing on how efficiently and effectively company uses natural resources and raw materials during its manufacturing and business activities.	Improve operational and manufacturing efficiency and also, attract environmentally conscious customers and reduce costs.	Positive



Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	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)
7	Diversity, Equity and Inclusion	Opportunity	Promoting diversity, inclusion and equity in Company, and providing fair and equal remuneration and advancement opportunities to all employees.  Ensuring there is no discrimination based on race, ethnicity, caste, colour, age, sex, disability, sexual orientation and the socioeconomic status of an individual	enhance organizational	Positive
				diversity also results in better innovation and problem-solving skills, and improves talent attraction.	

# SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Dis	closu	re Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
Pol	cy an	nd management processes										
1.	a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	b.	Has the policy been approved by the Board? (Yes/No)	Yes, th	ne Com	pany ha	s devel	ped co	ompreh	ensive p	olicies o	overing	
			these principles, some of the Policies have been approved by the									
			Board as per relevant statutory requirements.									
	c. Web Link of the Policies, if available <a href="http://marksanspharma.com/codes-policies.html">http://marksanspharma.com/codes-policies.html</a>											
2.	Whe	ether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
3.	Do t	the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
4.	star Trus	me of the national and international codes/certifications/labels/ ndards (e.g. Forest Stewardship Council, Rainforest Alliance, stea) standards (e.g.SA 8000, OHSAS, ISO, BIS) adoptedby your lity and mapped to each principle.	N	N	N	N	N	N	N	N	N	
5.		cific commitments, goals and targets set by the entity with ned timelines, if any.	-	-	-	-	-	-	-	-	-	
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.		-	-	-	-	-	-	-	-	-	
Gov	erna	nce, leadership and oversight										

Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements-Refer the Annual Report

Dis	closure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Comp	any, ove		he BRS	R imple	mentati	ion. Tele	ephone	No. 022
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. As	mentio	oned ab	ove					

10. Details of Review of NGRBCs by the Company:

Subject for Review		Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee							Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р
		2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	Υ	Υ	Υ	Υ	Υ	Υ	Υ	Υ	Υ	А	А	А	А	А	А	А	А	А
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Υ	Υ	Υ	Υ	Υ	Υ	Υ	Υ	Υ	А	А	А	А	А	А	А	А	А

11.

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

No, the Company internally reviews the working of the above-mentioned policies

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

Questions	P 1	P 2	Р3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business									
(Yes/No)		_	_		_	_	_	-	
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

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.



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

The Company has in place policies and procedures to ensure high level of governance and ethics, transparency and accountability in business transactions. The Company has also in place a whistle blower policy under which directors and employees can report their genuine concerns, actual or suspected fraud or violation of the Company's codes of conduct. During the year, the Company has not received any complaints on unethical practices.

#### Essential Indicators ()

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

Segment	awareness training and its impact programmes held			
Board of Directors (BOD)	1	The Company conducts familiarization programmes for its Board of Directors on an annual basis covering Roles, Functions, Responsibilities and Duties.	100	
Key Managerial Personnel (KMP)	1	KMPs are imparted professional training through program conducted by respective professional bodies such as ICAI, ICSI. Also company conducts familiarization programs for its KMPs on an annual basis covering Roles, Functions, Responsibilities and Duties.	100	
Employees other than BOD and KMPs	1	The Company conducts training programs for its employees at regular intervals covering Roles, Functions, Responsibilities and Duties.	100	
Workers	1	The Company conducts training programs for its workers at regular intervals covering Roles, Functions, Responsibilities and Duties.	100	

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 Requirements) Regulations, 2015 and as disclosed on the entity's website):

	Monetary											
	NGRBC Principle	enforcement agencies/		Brief of the Case	Has an appeal been preferred? (Yes/No)							
Penalty/ Fine	Nil	-	-	-	-							
Settlement	Nil	-	-	-	-							
Compounding fee	Nil	-	-	-	-							

		Non-Monetary Non-Monetary								
	NGRBC	Name of the regulatory/ enforcement agencies/	Brief of the Case	Has an appeal been						
	Principle	judicial institutions	brief of the case	preferred? (Yes/No)						
Imprisonment	None	-	-	-						
Punishment	None	-	-	-						

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
	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.

Yes.

Marksans anti-bribery policy emphasizes on zero tolerance approach to bribery and corruption. The policy provides information and guidance on how to recognize and deal with bribery and corruption issues. It guides us to act professionally, fairly and with utmost integrity in all our business dealings and relationships, wherever we operate. <a href="https://www.marksanspharma.com/pdf/anti-corruption-policy.pdf">https://www.marksanspharma.com/pdf/anti-corruption-policy.pdf</a>

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

	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 20	23-24	FY 2022-23		
	Number	Remarks	Number	Remarks	
Number of complaints received in relation to issues of	Nil	-	Nil	-	
Conflict of Interest of the Directors					
Number of complaints received in relation to issues of	Nil	=	Nil	=	
Conflict of Interest of the 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

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	122	103

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	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
	a. Purchases from trading houses as % of total purchases	Nil	Nil
Concentration of Purchases	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	13	15
	b. Number of dealers / distributors to whom sales are made	15	13
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	75	75
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties / Total Sales)	81	83
	c. Loans & advances (Loans & advances given to related parties / Total loans &	Nil	Nil
	advances)	1000/ (investment is	1000/ /investment is
	<ul> <li>d. Investments(Investments in related parties / Total Investments made)</li> </ul>	100% (investment is in subsidiaries)	100% (investment is in subsidiaries)

#### Leadership Indicators (D

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

Total number of awareness	Topics / principles covered	%of value chain partners covered (by value of business done with
programmes held	under the training	such partners) under the awareness programmes

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

Yes

The Company has in place policies and procedures to ensure high level of governance and ethics, transparency and accountability in business transactions. The Company has also in place a whistle blower policy under which directors and employees can report their genuine concerns, actual or suspected fraud or violation of the Company's codes of conduct. The Company has also in place a comprehensive Code of Conduct for Directors and Senior Management. Every Board member discloses the names of the entities or arrangements in which they are interested which is brought to the attention of the Board. The Company does not enter into any business dealings with the Directors and KMPs, or any body or individuals, where they have interest that may have any potential conflict with the interest of the Company.



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

With strong R&D capability, the Company manufactures quality products that meet standard of major health authorities globally. The Company has a relentless focus on Quality Control and Quality Assurance. Strict adherence to cGMP norms as well as our efforts towards continuous improvement of product, process and the skill of work force enables us to improve our offerings to our customers and consumers on a regular basis. The Company makes optimum utilization of resources in its manufacturing processes.

# **Essential Indicators**

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

	Current Financial Year (2023-24)	Financial Vear	Details of improvements in environmental and social impacts
<b>₽</b> R&D	-	-	
Capex	-	-	

<sup>\*</sup>Note: The Company is planning to install solar panels to generate clean energy for its plants in Goa.

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

Yes. Raw Materials/formulations are sourced from suppliers approved by regulatory authorities.

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

Majority of raw materials/formulations are sourced from sustainable suppliers.

- 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) -

The waste generated is given to the authorized scrap dealer.

b) E-waste -

E-waste generated is given to Authorized recycler.

c) Hazardous waste -

Hazardous waste generated such as used / spent oil is given to the authorized recycler for recycling and the process waste & residue generated is sent to the authorized cement industry for co processing.

d) Other waste -

NA

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No) - Yes.

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? Yes.



#### 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)? No

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
_	NA	=	=	=	-

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
NA	- -	-

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						
mulcate input material	FY 2023-24	FY 2022-23					
None	In the pharmaceutical indu	stry, we can't use recycled or reused input materials in the					
	manufacturing process due to contamination issues as well as its nature of products.						

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:

		FY2024		FY2023				
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed		
Plastics (including packaging)	Nil	25.49	NA	Nil	23.5	NA		
E-waste	Nil	1.092	NA	Nil	0.1	NA		
Hazardous waste	Nil	0.700	449.907	Nil	1.8	409.6		
Other waste	NA	NA	NA	NA	NA	NA		

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
None	-

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

The Company is committed to ensure safety, sound health and overall wellbeing of the employees at all the work places. The Company provides equal opportunity in employee recruitment irrespective of caste, creed, gender, race and religion. The Company does not employ child labor, forced labor, or any form of involuntary labor. It provides healthy work environment to its employees.

The Company is fully committed to uphold and maintain dignity of women working in the Company and has zero tolerance towards any actions which may fall under the ambit of sexual harassment at work place. To ensure this, the Company has in place a Prevention of Sexual Harassment Policy.

As on March 31, 2024, the Company has 208 women employees out of the total permanent employee strength of 1418 (These include workers).

No complaint pertaining to child labor, forced labor or involuntary labor was reported during the year. Further, no complaint related to sexual harassment of woman at the work place was received.

Safety and skill up-gradation training is imparted to the employees periodically.

#### **Essential Indicators (2)**

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

		% of employees covered by									
Category	Total	Health In	Health Insurance Accident Insurance		N		Benefits	Paternity	Benefits	Day Care	facilities
	(A)	Number	%	Number	%	Number	%	Number	%	Number	%
		(B)	(B/A)	(C)	(C/A)	(D)	(D/A)	(E)	(E/A)	(F)	(F/A)
Permanent employees											
Male	704	422	60	0	0	NA	NA	0	0	0	0
Female	111	45	40	0	0	111	100	NA	NA	0	0
Total	815	467	47.30	0	0	111	100	0	0	0	0
			0	ther than I	Permane	nt employ	ees				
Male	0	0	0	0	0	NA	NA	0	0	0	0
Female	0	0	0	0	0	0	0	NA	NA	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

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

		% of employees covered by									
Category	Total	Health In	surance		Accident   Maternity Benefits   Paternity Benefits		Maternity Benefits		Benefits	Day Care facilities	
	(A)	Number	%	Number	%	Number	%	Number	%	Number	%
		(B)	(B/A)	(C)	(C/A)	(D)	(D/A)	(E)	(E/A)	(F)	(F/A)
Permanent workers											
Male	326	100	31	0	0	NA	NA	0	0	0	0
Female	0	0	0	0	0	0	0	NA	NA	0	0
Total	326	100	31	0	0	0	0	0	0	0	0
			(	Other than	Permane	ent worke	rs				
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0



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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the	0.07%	0.07%
company		

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

Benefits	No. of	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	FY 2022 No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	al Year  Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Υ	100	100	Υ
Gratuity	100	100	Υ	100	100	Y
ESI	29	44	Υ	48	84	Υ
Others – please specify	-	-	-	-	-	-

#### 3. Accessibility of workplaces

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

Yes.

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.

Yes <a href="https://www.marksanspharma.com/pdf/Code-of-Conduct.pdf">https://www.marksanspharma.com/pdf/Code-of-Conduct.pdf</a>

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

Gender	Permanent en	nployees	Permanent workers	
Gender	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

Yes

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent workers	
Other than permanent workers	Yes
Permanent employees	
Other than permanent employees	

The organization has a Whistle Blower policy in place which provides all employees and workers an opportunity to raise any issues/grievances anonymously, where the identity of the whistleblower is kept confidential. A dedicated email ID has been created at an organizational level, to which the employee and workers can write their concerns. A dedicated single point contact (SPOC) is assigned to look into all matters independently and fairly.

Marksans Pharma has established a well-placed process for addressing employee grievances. An employee with a grievance can reach out to his immediate manager or skip manager as the first point of contact. In case of no resolution, the respective business HR is the next point of contact, responsible for investigation and resolution in a fair & transparent manner.

For POSH-related matters, the employee is expected to raise it with the HR team or to the dedicated email ID for Internal Committee. This can be escalated to the Chairperson of the Internal Committee. The final level of escalation is to the HR Head of the organization

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

		FY 2023-24		FY 2022-23			
Category	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	
Permanent Employees							
- Male	704	0	0	493		0	
- Female	111	0	0	79	0	0	
Total	815	0	0	572	0	0	
Permanent Worker							
- Male	326	90	28	280	118	42	
- Female	0	0	0	0	0	0	
Total	326	90	28	280	118	42	

# 8. Details of training given to employees and workers:

			FY 2023-24			FY 2022-23				
Category	Total	measures		On Skill upgradation		Total	On Health and safety measures		On Skill upgradation	
	(A)	No. (B)	% (B/A)	No. (C)	% (C / A)	(D)	No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	704	704	0	0	0	493	143	29	0	0
Female	111	111	100	0	0	79	47	60	0	0
Total	815	815	100	0	0	572	190	33	0	0
				Wo	rkers					
Male	326	326	100	0	0	280	280	100	0	0
Female	0	0	0	0	0	0	0	0	0	0
Total	326	326	100	0	0	280	280	100	0	0



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

Category		FY 2023-24		FY 2022-23		
category	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Male	704	704	100	493	493	100
Female	111	111	100	79	79	100
Total	815	815	100	572	572	100
		Work	ers			
Male	326	326	100	280	280	100
Female	0	0	0	0	0	0
Total	326	326	100	280	280	100

#### 10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?
  - Yes, the Company has Occupational Health and Safety Management system implemented at our site covering the following but not limited to:
    - 1. Occupational Safety and Health Policy
    - 2. OS&H Organizational Setup
    - 3. Education and Training
    - 4. Employee Participation in OS&H Management
    - 5. Motivational and Promotional Measures for OS&H
    - 6. Safety Manual and Rules
    - 7. Compliance of Statutory Requirements
    - 8. Accident reporting, analysis, investigation and implementation of recommendation.
    - 9. Risk Assessment including Hazard Identification
    - 10. Safety inspections
    - 11. First aid facility Occupational Health Centre
    - 12. Personal Protective Equipment
    - 13. Ventilation, Illumination and Noise
    - 14. Work Permit System
    - 15. Fire Prevention, Protection and Fighting System
    - 16. Hazardous waste Treatment and Disposal
    - 17. Emergency Preparedness Plans
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
  - The Company has a process for Risk Management which is essential for preventing incidents, injuries, occupational disease, emergency preparedness and business continuity. There is a structured Risk Assessment and Management process which is regularly reviewed and mitigation plans are put in place to reduce the risk. For all the activities including routine or non-routine, hazards are identified by a trained cross functional team and risk assessment is done through standard operating procedures

Director's Report

(SOP) which is referred before starting any activity. Identified hazards and associated risks are addressed through operational control measure using hierarchy of control approach.

- Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)
  - Yes, we have Safety Suggestion Schemes for employees to report work related hazards and Suggestion box is provided at prime location.
- Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

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

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person	Employees	0	0
hours worked)	Workers	0	0
Total recordable work-related injuries	Employees	0	0
Total recordable work-related injuries	Workers	0	0
No. of fatalities	Employees	0	0
NO. OF Idialities	Workers	0	0
High consequence work-related injury or ill-health (excluding	Employees	0	0
fatalities)	Workers	0	0

<sup>\*</sup>Including in the contract workforce

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

The Company undertakes periodic internal and external audits to assess the safety practices and procedures. The Company endeavors to prevent negative health impact on the employees through provision of medical facilities and medical insurance benefits.

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

		FY 2023-24		FY 2022-23			
Category	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks	
+	0	0	-	99	0	-	
Working Conditions							
	0	0	-	0	0	-	
Health & Safety							

#### 14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)		
	100%. Occupational Health and Safety audit is conducted once in		
Health and safety practices	three years through competent person authorized by Inspectorate o		
	Factories & Boilers, Govt. of Goa.		
	100%. Industrial hygiene survey is conducted through competent		
Warking Canditions	person authorized by Inspectorate of Factories & Boilers, Govt. of		
Working Conditions	Goa which includes illumination, noise and ventilation of working		
	conditions		



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

Not Applicable

#### **Leadership Indicators**

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

Yes, Company has medical insurance scheme which covers the employees & their families.

(B) Workers (Y/N)

Yes, Covered under Employee State Insurance Corp. Scheme & Medical insurance scheme.

- 2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.
  - Submission, review and checking of the monthly statutory dues deducted and deposited by the value chain partner.
  - For value chain partners we are conducting monthly audit & verified statutory registers such as wage register, muster-roll, online challan, etc.
- 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:

	Total no. of affec	. , ,	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	FY 2022-23	FY 2023-24	FY 2022-23	
Employees	0	0	0	0	
Workers	0	0	0	0	

 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)

Yes

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	NIL
Working Conditions	NIL

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

Currently, the Company does not have any significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.



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

Company provides its highest attention to the needs of disadvantaged and marginalized stakeholders and has mapped its internal and external stakeholders.

# **Essential Indicators**

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

Marksans Pharma believes in partnering with its various stakeholders to build shared value and uses a structured approach of stakeholder identification. The Company's stakeholders include both individuals and organizations, within and outside the Company, who are significantly impacted by its business operations. Marksans ongoing engagements are designed to determine the needs and priorities of stakeholders, communicate the Company's efforts to fulfill their expectations, and provide speedy resolution of grievances. Marksans uses a variety of structured engagement channels to gain insights into stakeholder views and concerns.

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

Stakeholder Group	Whether identified as Vulnerable &Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees and workers	No	Telephones, SMSs, E-mails, Notice Board, Personal Meetings, Website, etc.	Quarterly, Monthly (need based)	<ul> <li>Talent management</li> <li>Employee engagement</li> <li>Learning and development</li> <li>Productivity</li> <li>Work-life balance</li> <li>Staff welfare and Health &amp; Safety</li> <li>Remuneration and employee benefits</li> </ul>
2. Suppliers	No	Telephones, SMSs, E-mails, Personal Meetings, Website, etc.	Monthly, Quarterly and Annually (need based)	<ul> <li>Fair contractual terms and adherence thereto</li> <li>Organizational ESG consciousness</li> <li>Transparent, ethical and long term business relations</li> <li>Regular exchange of technical know-how</li> </ul>
3. Distributors	No	Telephones, SMSs, E-mails, Personal Meetings, Website, etc.	As per prevalent need	As per prevalent need
4. End Customers	Yes	Telephones, SMSs, E-mails, Website, etc.	Monthly, Quarterly and Annually (need based)	<ul> <li>Effective customer grievance redressal mechanism</li> <li>Maintaining customer data privacy and security</li> <li>Suitability of products and service</li> <li>Transparent and fair advice</li> <li>Providing quality products</li> </ul>



Stakeholder Group	Whether identified as Vulnerable &Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
5. Shareholders	No	Website, Quarterly Investor	Quarterly	Market outlook
		presentations, Quarterly Investor calls, Investor meetings		Business strategy
				<ul> <li>Operational efficiency</li> </ul>
				<ul> <li>Long-term</li> <li>business performance</li> </ul>
				<ul> <li>ESG/Market risks and opportunities in business</li> </ul>
				Technology in business
6. Regulators	No	E-mail, Physical Documents, Physical visits	Need based	Compliance with rules     and regulations
				<ul> <li>Corporate governance framework</li> </ul>
				• Long-term
				business performance
				<ul> <li>Financial performance</li> </ul>
				<ul> <li>Prudent business practices</li> </ul>

#### 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.
  - The Company has always maintained a constant and proactive engagement with our key stakeholders that enables the Company to better communicate its strategies and performance. A continuous engagement helps align expectations, thereby enabling the Company to better serve its stakeholders. The Board is kept abreast on various developments and feedback on the same is sought from the Directors.
- 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
  - Yes. Marksans Pharma has established channels for active engagement with all stakeholder groups. It is through this continued practice that the Company is offering competitive edge with the brand trust. We interact with critical stakeholders on a regular basis to ensure that our business is aligned with the stakeholder interests in a sustainable manner while being a profitable proposition. Based on such discussions with the investment community, we have aligned our goals on environmental management and amended our Policies and internal systems for environmental management.
- Provide details of instances of engagement with, and actions taken to address the concerns of vulnerable/ marginalized stakeholder groups.

Marksans Pharma has fostered an active engagement channel with end customers for addressing any grievances relating to our products and assisting them in every way possible.



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

Marksans believes that all its employees live with social and economic dignity and freedom regardless of nationality, gender, race, economic status or religion. All its business associates like suppliers, service providers and customers should be treated likewise and also they should not suffer in any respect due to any action or inaction of the Company. Therefore, Marksans ensure that it upholds the spirit of human rights. Marksans believes the business should support the protection of internationally proclaimed human rights and make sure to not be complicit in human right abuses. The Company has in place a policy on protection of human rights. During the year, the Company has not received any complaints on human rights violation.

#### **Essential Indicators**

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

		FY 2023-24		FY 2022-23		
		No. of employees			No. of employees	
	Total	/ workers in		Total	/ workers in	
Catagory	employees	respective		employees	respective	
Category	/ workers in	category, who	% (B / A)	/ workers in	category, who	% (D / C
	respective	are part of		respective	are part of	
	category (A)	association(s) or		category (C)	association(s) or	
		Union (B)			Union (D)	
		E	mployees			
Permanent	815	815	100	572	572	100
Other than permanent	0	0	0	0	0	0
Total Employees	815	815	100	572	572	100
			Workers			
Permanent	326	326	100	280	280	100
Other than permanent	277	277	100	221	221	0
Total Workers	603	603	100	501	501	100

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

FY 2023-24					FY 2022-23						
Catagomi		Equal to I	Minimum	More than	Minimum		Equal to N	linimum	More than	Minimum	
Category	Total (A)	Wa	ge	Wa	ge	Total (D)	Wa	ge	Wa	Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)	
				Em	ployees						
Permanent	815	99	12	720	88	572	102	18	470	82	
Male	704	84	12	624	88	493	79	16	414	84	
Female	111	15	14	96	86	79	23	29	56	71	
Other than	0	0	0	0	0	0	0	0	0	0	
Permanent											
Male	0	0	0	0	0	0	0	0	0	0	
Female	0	0	0	0	0	0	0	0	0	0	
				W	orkers						
Permanent	326	71	22	225	78	280	231	83	49	17	
Male	326	71	22	225	78	280	231	83	49	17	
Female	0	0	0	0	0	0	0	0	0	0	
Other than	277	277	100	0	0	221	221	100	0	0	
Permanent											
Male	180	180	100	0	0	139	139	100	0	0	
Female	97	97	100	0	0	82	82	100	0	0	



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

#### a. Median remuneration / wages:

		Male		Female		
	Number	Median remuneration /salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category		
Board of Directors (BOD)	2	4,38,03,440.60	1	70,69,164		
Key Managerial Personnel	2	78,43,247	0			
Employees other than BOD and KMP	799	2,21,078.68	159	2,21,817.58		
Workers	510	2,05,536.68	2	1,34,836.93		

<sup>\*</sup>Median remuneration for workers and employees other than BOD& KMP who are in payroll for more than 90 days have been taken in calculation.

#### 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	9	8

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

Yes, The Company has Whistle Blower policy in place to encourage employees to report issues without fear of retaliation, discrimination, or disadvantage. Through designated channels, the employees may report their concerns to the Chairman of the Company's Audit Committee, or the Company Secretary. The employees may further report their grievances to the HR team. Additionally, POSH Internal Committees serve as the focal point for resolving issues related to discrimination and its effects.

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

The Organization has multiple policies and platforms to address the employee grievances related to human rights. These are as under:

- i. **Human Resource (HR) Assistance:** Every geography/business facility of the Company has a dedicated HR personnel who can be reached out by respective employees to raise any concerns or grievances with respect to any human rights issue, or otherwise. In case the issue remains unresolved, an escalation matrix is defined to enable employees to reach out to next level authorities
- ii. **Whistle Blower (WB) Policy:** The organization has a WB policy in place which provides all employees to an option and opportunity to raise any issues/grievances anonymously, where the identity of the whistle blower is kept confidential.
- iii. **Prevention of Sexual Harassment Guidelines (POSH):** With an aim to provide a safe and equal opportunity to both the genders, the organization has in place the guidelines for POSH. The Organization aims to create awareness from time to time so that any untoward situation of harassment is witnessed, one can reach out to the Internal Committee of the Organization. Employees can also reach out to the HR team alternatively to report the matter. An Internal committee is formed for each reported instance as prescribed by POSH Act to conduct investigation and take necessary action, as and when required.

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

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

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 on of Women at Workplace	NIL	NIL
(Prevention, Prohibition and Redressal) Act, 2013 (POSH)		
Complaints on POSH as a % of female employees / workers	NIL	NIL
Complaints on POSH upheld	NA	NA

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

To safeguard the complainant against any adverse consequences, Company maintains utmost confidentiality of the Complainant. All related parties against whom the Complaint has been reported are sensitized of any retaliatory action against the complainant. In case of any incident of retaliation, Company will take appropriate action on the reported matter and ensures that the complainant does not undergo adverse consequences.

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

No

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	The business does not employ child labor, forced labor,
Forced/involuntary labor	involuntary labor, or any other sort of discriminatory
Sexual harassment	hiring practices. Marksans Pharma complies with
Discrimination at workplace	all relevant legal requirements. However, during the
Wages	reporting period, no external audits were carried out.
Others – please specify	reporting period, no external addits were earned out.

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

NA

# **Leadership Indicators** ()

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

No significant complaints were substantiated

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

At present, no such exercise has been conducted in the reporting period.

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?

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

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	NIL
Discrimination at workplace	NIL
Child Labor	NIL
Forced Labor/Involuntary Labor	NIL
Wages	NIL
Others – please specify	-



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

The Company continuously endeavors to protect the environment through all possible ways. Company's processes are more resource efficient, and minimize release of wastes in the environment. Emissions/Wastes generated by the Company are within the permissible limits and during the year, the Company has not received any show cause or legal notice on environment issue. The Company's plant is in compliance with environmental regulations.

# **Essential Indicators**

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

Parameter	FY 2023-24 (MJ)	FY 2022-23 (MJ)
From renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	62917854.12	49883353.2
Total fuel consumption (E)	19391058	9742478
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	82308912.12	59625831.2
Total energy consumed (A+B+C+D+E+F)	82308912.12	59625831.2
Energy intensity per rupee of turnover (Total energy consumed /	0.09646291574	0.00910034602
Revenue from operations) MJ/Rs. mn		
Energy intensity per rupee of turnover adjusted for Purchasing	2.16076931257	0.20384775084
Power Parity (PPP)* (Total energy consumed / Revenue from		
operations adjusted for PPP)		
Energy intensity in terms of physical output (MJ/Tonne of Product)	11733.1	9465.56
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

<sup>\*</sup>PPP – IMF conversion factors for FY2024: 22.4 and FY2023: 22.17

(Source - https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND)

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

No

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

No

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
i. Surface water	0	0
ii. Groundwater	946	147
iii. Third party water	77441.66	89628
iv. Seawater / desalinated water	0	0
v. Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	78387.66	89775
Total volume of water consumption (in kilolitres)	78387.66	89775
Water intensity per rupee of turnover (Total water consumption /	9.186	13.70
Revenue from operations)		
Water intensity per rupee of turnover adjusted for Purchasing	205.7664	303.729
Power Parity (PPP)* (Total water consumption / Revenue from		
operations adjusted for PPP)		
Water intensity in terms of physical output	11.17	14.25
(KL/Tonne of Product)		
Water intensity (optional) – the relevant metric may be selected by	-	-
the entity		

<sup>\*</sup>PPP – IMF conversion factors for FY2024: 22.4 and FY2023: 22.17

(Source - https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND)

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

No

# Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
i. To Surface water		
No treatment	0	0
With treatment – please specify level of treatment	24292	27649
ii. To Groundwater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
iii. To Seawater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
iv. Sent to third-parties		
No treatment	0	0
With treatment – please specify level of treatment	0	0
v. Others		
No treatment	0	0
With treatment – please specify level of	0	0
Total water discharged (in kilolitres)	24292	27649

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

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

Yes, the ETP treated water is used for Gardening purpose.



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

# Air Emission DG 750 KVA Sr No 1

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	g/kw-hr	0.22	0.25
SOx	kg/hr	0.22	0.36
Particulate matter (PM)	g/kw-hr	0.15	0.14
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	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

Yes, M/s. Sadekar Enviro Engineering Pvt. Ltd

#### Air Emission DG 750 KVA Sr. No 2

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	g/kw-hr	0.18	0.38
Sox	kg/hr	0.26	0.30
Particulate matter (PM)	g/kw-hr	0.13	015
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

# **Air Emission DG 1010 KVA**

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	g/kw-hr	179.97	179.97
Sox	kg/hr	1.12	1.12
Particulate matter (PM)	g/kw-hr	43.87	13.87
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

# **Air Emission DG 910 KVA**

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	g/kw-hr	0.19	NA
Sox	kg/hr	0.27	NA
Particulate matter (PM)	g/kw-hr	0.14	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

# Air Emission for Boiler 2.25 T (G-163)

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	g/kw-hr	NA	NA
Sox	kg/hr	0.24	0.28
Particulate matter (PM)	g/kw-hr	93.41	81.49
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

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# Air Emission for Boiler 3 T (G-194)

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	g/kw-hr	NA	NA
Sox	kg/hr	0.26	0.30
Particulate matter (PM)	g/kw-hr	103.42	87.42
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions	Metric tonnes of CO2	23130.25 T	22110.22 T
(Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if	equivalent		
available)			
Total Scope 2 emissions	Metric tonnes of CO2	0	0
(Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if	equivalent		
available)			
Total Scope 1 and Scope 2 emission intensity per rupee of	MT/ Rs. mn	2.71077	3.37455
turnover			
(Total Scope 1 and Scope 2 GHG emissions / Revenue from			
operations)			
Total Scope 1 and Scope 2 emission intensity per rupee of	MT/Revenue adjusted	60.7212	74.8138
turnover adjusted for Purchasing Power Parity (PPP)*	to PPP		
(Total Scope 1 and Scope 2 GHG emissions / Revenue from			
operations adjusted for PPP)			
Total Scope 1 and Scope 2 emission intensity in terms of	(MT/Tonne of Product)	3.29	3.50
<pre>physical output (MT/Tonne of Product)</pre>			
Total Scope 1 and Scope 2 emission intensity (optional) – the	-	-	-
relevant metric may be selected by the entity			

<sup>\*</sup>PPP – IMF conversion factors for FY2024: 22.4 and FY2023: 22.17

(Source - https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND)

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

No

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

Yes, we have energy management policy in place and we monitor the targets annually.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	27.63	23.477
E-waste (B)	1.092	0.117
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H) Please specify, if any.	0	0
(Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B+C+D+E+F+G+H)	28.755	23.594
Waste intensity per rupee of turnover	0.0033	0.0036
(Total waste generated / Revenue from operations)		
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*	0.075	0.079
(Total waste generated / Revenue from operations adjusted for PPP)		
Waste intensity in terms of physical output	0.004010	0.003745
(MT/Tonne of Product)		
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling,	re-using or other recovery	operations
(in metric tonnes)		
Category of waste		
i. Recycled	15.199	0.117
ii. Re-used	0	0
iii. Other recovery operations	0	0
Total	15.199	0.117
For each category of waste generated, total waste disposed by nature of dis	posal method (in metric ton	nes)
i. Incineration	0	0
ii. Land filling	0	0
iii. Other disposal operations	449.907	409.649
Total	449.907	409.649

<sup>\*</sup>PPP – IMF conversion factors for FY2024: 22.4 and FY2023: 22.17

(Source-https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND)

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. By Hazardous Waste Management Systems

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 waste.

Hazardous Waste disposal is done through GSPCB Authorized vendor as per the Environment protection act 1986 guidelines. A manifest system (form 10 and form 9) as per rule 19 for disposal of Hazardous waste is endorsed by dispatcher, transporter and receiver of hazardous waste. The endorsed copy is submitted to GSPCB on official website

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

Sr. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.

Director's Report

12. 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
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NA since we have the Consent issued by GSPCB.

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 there under (Y/N). Yes, the Company is in compliance with all applicable laws as per mandatory requirements.

Yes. The Company is in compliance with all applicable laws as per mandatory requirements.

If not, provide details of all such non-compliances, in the following format:

Sr. 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
			ΝΔ	

#### **Leadership Indicators**

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
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY2023-24	FY2022-23
Water withdrawal by source (in kiloli	tres)	
i. Surface water		
ii. Groundwater		
iii. Third party water		
iv. Seawater / desalinated water	_	
v. Others	- NA	NA
Total volume of water withdrawal (in kilolitres)		IVA
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		
Water discharge by destination and level of treatn	nent (in kilolitres)	
1. Into Surface water		
No treatment		
With treatment – please specify level of treatment		
2. Into Groundwater		
No treatment		
With treatment – please specify level of treatment		
3. Into Seawater	_	
No treatment	— NA	NA
With treatment – please specify level of treatment	IVA	INA
4. Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
5. Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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



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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions	Metric tonnes of CO2	0	0
(Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6,	equivalent	U	U
Total Scope 3 emissions per rupee of turnover	MT/Rs. mn	0	0
Total Scope 3 emission intensity	-	-	
(optional) – the relevant metric may be selected by the entity			-

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

No

 With respect to the ecologically sensitive areas reported at Question 11 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.

Not Applicable

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, as per the following format:

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Upgradation & Separation of existing STP from ETP	Presently the ETP and STP are clubbed as a one unit, but below problems are encountered.	Cost of chemicals used for treatment will be reduced.
		1) Final treated / Recycled Water is not clear and remains	2) Savings in power bills.
		turbid, though the Ph and other parameters are within limits.	3) Hazardous Sludge will be reduced reducing the disposal cost.
		increases and remains on higher side @70% (Limit is 30 to 40%) thus increasing the load and more	Saving in cost of additional tanker requirement for disposing of the excess effluents.
	consumption of treatment chemicals.  3) Increased power consumption	5) Biomass of ETP water will be maintained within limits.	
			6) Quality of treated water will be improved.
			7) Requirement of additional tanker to dispose off the excess effluents will be eliminated

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

Yes.

Marksans Business Continuity plan is the creation of a plan to resume its critical business processes after a disruption. The goal of the plan is to prevent loss of life, reduce property damage and minimise the impact on the overall business functions. The overall objective of the plan is to provide the information and procedures necessary to rapidly respond to a disaster or emergency situation, notify necessary trained personnel, assemble business recovery teams, rapidly recover services to clients, and to rapidly resume normal business functions.

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?

None

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

None



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

The Company is a member of Bombay Chamber of Commerce and does participate in presenting industry related issues to the Government.

#### **Essential Indicators**

Number of affiliations with 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.

Sr.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/	
No.	Name of the trade and moustry chambers, associations	associations (State/National)	
1.	Bombay Chamber of Commerce	National	

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

Name of the authority	Brief of the case	Corrective action taken
	NA	

#### **Leadership Indicators**

Details of public policy positions advocated by the entity:

Sr. 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			
	NA							



PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

The Company is continuously exploring various focus areas for its CSR activities and is also in the process of identifying NGOs working in the areas of health and education to support them in their endeavors.

# **Essential Indicators**

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

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, in the following format:

Sr. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
				None		

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

The Company engages with its community members through in-person meetings

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

	FY2023-24	FY2022-23
Directly sourced from MSMEs/ small producers	6.17	12.90
Directly from within India	69.04	60.72
Imports	24.79	26.38

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

Location	FY 2023-24	FY 2022-23
Rural	0	0
Semi-urban	0	0
Urban	69	62
Metropolitan	31	38

Note: Place categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan and based Census 2011.

#### 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
	Not App	plicable

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

Sr. No.	State	Aspirational District	Amount spent (In INR)
		None	

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

No

(b) From which marginalized /vulnerable groups do you procure?

Not Applicable

(c) What percentage of total procurement (by value) does it constitute?

Not Applicable

Director's Report

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:

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
		None		

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

Name of authority	Brief of the case	Corrective Action taken	
	Not Applicable		

**Details of beneficiaries of CSR Projects:** 

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Organized free health check-up camps and distributed free medicines and other	-	-
	medical supplies to under privileged people in the state of Goa		
2.	Medical treatment to under privileged society suffering from cancer and other blood	1	-
	disorders		
3.	Construction of New Building for Government Aided Nursing Institute	-	-
4.	Distribution of free food items to needy people.	-	-
5.	Tree plantation in Verna Industrial Estate, Goa	=	-
	Providing Sanitary Pads to poor women under the "MY PAD, MY RIGHT" program,	=	=
6.	an initiative of Swatch Bharat scheme of Beti Bachao scheme of the Govt. of India,		
	under the Ministry of Women & Child Development and Skill Development		
	Donations to Reginaldo Trust for improving services in farming sector by giving	-	=
7.	medical equipments and facilitating better access to e-learning and online services		
	to needy people.		
8.	Women and child development, professionalizing Anganwadis and national	-	-
	nutrition mission in Goa		
9.	Donations towards construction of new school building to Chetna Charitable trust		-
10.	Desktop Distributed to underprivileged student of Satguru Foundation in Kudaim, Goa	-	-

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

#### **Essential Indicators**

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

Every endeavor is made to achieve maximum customer satisfaction by manufacturing world class quality product and ensuring fair treatment in all customer dealings. The Company complies with all applicable labeling standards. Customer's complaints are attended on priority basis.

There is no customer complaints/ consumer cases pending resolutions at the end of the financial year. There is no case against the Company regarding unfair trade practice, irresponsible advertising, anti-competitive behavior during the last five years. The Company carries out consumer survey periodically.



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
Environmental and social parameters relevant to the product	We comply with the relevant laws and regulations of
Safe and responsible usage	the countries we operate in with respect to disclosure
Recycling and/or safe disposal	of information on environmental and social parameters
	relevant to the products. 100% of our formulation
	products carry information about safe and responsible
	usage on product labelling and package inserts. Further,
	based on the legal requirements and guidelines in the
	countries of our operations, we include instructions on
	safe disposal of products.

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

	FY202	23-24		FY2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade	Nil	Nil	-	Nil	Nil	
Practices						
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	
Other	Nil	Nil	-	Nil	Nil	=

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

	Number	Reasons for recall
Voluntary recalls	0	-
Forced recalls	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.

Yes. The Company has a framework on cyber security and risks related to data privacy as a part of Risk Management Policy.

https://www.marksanspharma.com/pdf/risk-management-policy.pdf

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.

None

- 7. Provide the following information relating to data breaches:
  - a. Number of instances of data breaches: 0
  - b. Percentage of data breaches involving personally identifiable information of customers: 0
  - c. 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).

www.marksanspharma.com

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

At Marksans, sustainable innovation is a core part of Company's DNA. The Company continues to work together with our partners and customers to explore new ways to incorporate sustainable materials across our product range and bring them to new markets including increased communications. The Company carries out consumer survey periodically.

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

Issues that are bound to arise in any customer/supplier relationship, there is continual communication maintained with customers. This helps to identify problems before they become serious and allows both the parties to work towards mutually beneficial solutions. The Company focuses on quality and customer service and continues to strengthen our relationship and position as a trusted partner.

Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable)

No

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)

Yes