

2nd July, 2024

BSE Limited
P. J. Towers, Dalal Street, Fort,
Mumbai – 400 001
BSE Scrip Code: 543635

National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Bandra (East),
Mumbai – 400 051
NSE Symbol: PPLPHARMA

Dear Sir / Madam,

Sub: Business Responsibility & Sustainability Report for the financial year 2023-24

Pursuant to Regulation 34(2)(f) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility & Sustainability Report which forms part of the Annual Report for the financial year 2023-24.

Kindly take the above on record and oblige.

Thanking you,

Yours truly,
For **Piramal Pharma Limited**

Tanya Sanish
Company Secretary

Encl.: a/a



Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L24297MH2020PLC338592
2	Name of the Listed Entity	Piramal Pharma Limited (the 'Company' or 'PPL')
3	Year of incorporation	2020
4	Registered Office Address	Gr. Flr., Piramal Ananta, Agastya Corp. Park, Kamani Junction, LBS Marg, Kurla, Mumbai – 400070
5	Corporate Address	Piramal Ananta, Agastya Corp. Park, Kamani Junction, LBS Marg, Kurla, Mumbai – 400070
6	E-mail	shareholders.ppl@piramal.com
7	Telephone	+91-22-3802 3000/4000
8	Website	www.piramalpharma.com
9	Financial year for which reporting is being done	April 1, 2023 to March 31, 2024
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
11	Paid-up Capital	₹ 1,322.95 Crores
12	Contact Person	
	Name of the Person	Ms. Tanya Sanish – Company Secretary and Compliance Officer
	Telephone	+91-22-3802 3000/4000
	Email address	shareholders.ppl@piramal.com
13	Reporting Boundary	
	Type of Reporting- (Standalone/Consolidated Basis)	Standalone-Basis
14	Name of Assurance provider	Not Applicable
15	Type of Assurance obtained	Not Applicable

II. Product/Services

16	Details of business activities (accounting for 90% of the turnover)	Sr. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity

17	Products/ Services sold by the entity (accounting for 90% of the turnover)	Sr. No.	Product/Service	NIC Code	% of Total Turnover contributed

III. Operations

18	Number of locations where plants and/or operations/offices of the entity are situated:	Location	Number of plants	No. of Offices	Total
		National	10	24	34
		International	7	12	19
19	Market served by the entity	Locations	Numbers		
a.	No. of Locations	National (No. of States)	PAN India		
		International (No. of Countries)	Over 100 countries		
b.	What is the contribution of exports as a percentage of the total turnover of the entity?	60.59 %			
c.	A brief on types of customers	The Company offers a portfolio of diversified products and services through end-to-end manufacturing capabilities. The Company has the following business segments: <ul style="list-style-type: none"> Piramal Pharma Solutions (PPS), an Integrated Contract Development and Manufacturing Organisation (CDMO): API and Formulations Piramal Critical Care (PCC), a Complex Hospital Generics (CHG): Inhalation Anaesthesia, Injectible Anaesthesia and Pain Management, Intrathecal Therapy, and other products India Consumer Healthcare (ICH): Over the counter (OTC) like Lacto Calamine, Little's Expert Baby Care, Tetmosol, I-range Customers of the Company include distributors, pharmacy chains and hospitals, government institutions, retail consumers and other pharmaceutical companies.			

IV. Employees

20. Details as at the end of Financial Year:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a. Employees and workers (including differently abled)						
Employees						
1	Permanent Employees (D)	4520	3998	88	522	12
2	Other than Permanent Employees (E)	260	129	63	131	50
3	Total Employees (D+E)	4780	4127	86	653	14
Workers						
4	Permanent Workers (F)	556	542	97	14	3
5	Other than Permanent Workers (G)	2597	2354	91	243	9.36
6	Total Workers (F+G)	3153	2896	92	257	8.15
b. Differently abled employees and workers						
Employees						
1	Permanent Employees (D)	2	2	100	0	0
2	Other than Permanent Employees (E)	0	0	0	0	0
3	Total Employees (D+E)	2	2	100	0	0
Workers						
4	Permanent Workers (F)	1	1	100	0	0
5	Other than Permanent Workers (G)	0	0	0	0	0
6	Total Differently abled Workers (F+G)	1	1	100	0	0

21. Participation/Inclusion/Representation of women

Sr. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1.	Board of Directors	10	3	30
2.	Key Management Personnel*	4	2	50

Note: The above information pertains to the year under review i.e. as on March 31, 2024. Ms. Nathalie Leitch, Non-Executive Director, resigned from the Board on May 10, 2024.

*Includes Key Management Personnel who are on the Board of Directors

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

Category	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the FY prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	21.67%	24.08%	21.94%	25.88%	31.14%	26.40%	26.44%	34.76%	27.24%
Permanent Workers	3.45%	6.90%	3.53%	2.21%	6.59%	2.32%	2.74%	11.76%	3.00%

V. 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	Indicate whether it is a 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	Piramal Critical Care Deutschland GmbH	Subsidiary	100	No
2	Piramal Critical Care Italia S.P. A	Subsidiary	100	No
3	Piramal Critical Care Limited	Subsidiary	100	No
4	Piramal Healthcare (Canada) Limited	Subsidiary	100	No
5	Piramal Healthcare (UK) Limited	Subsidiary	100	No



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Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a 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)
6	Piramal Healthcare Pension Trustees Limited	Subsidiary	100	No
7	Piramal Critical Care South Africa (Pty) Ltd	Subsidiary	100	No
8	Piramal Dutch Holdings N. V	Subsidiary	100	No
9	Piramal Healthcare Inc.	Subsidiary	100	No
10	Piramal Critical Care Inc.	Subsidiary	100	No
11	Piramal Pharma Inc.	Subsidiary	100	No
12	Piramal Pharma Solutions Inc.	Subsidiary	100	No
13	PEL Pharma Inc.	Subsidiary	100	No
14	Ash Stevens LLC	Subsidiary	100	No
15	Piramal Critical Care B.V.	Subsidiary	100	No
16	Piramal Critical Care Pty. Ltd	Subsidiary	100	No
17	PEL Healthcare LLC	Subsidiary	100	No
18	Piramal Pharma Solutions (Dutch) B.V.	Subsidiary	100	No
19	Piramal Critical Care Single Member P.C. (since February 28, 2023)	Subsidiary	100	No
20	Piramal Pharma II Private Limited	Subsidiary	100	No
21	Piramal Pharma Limited Employees Welfare Trust	Subsidiary	100	No
22	Abbvie Therapeutics India Private Limited*	Associate	49	No
23	Yapan Bio Private Limited	Associate	33.33	No

Note: Piramal Pharma Japan GK, 100% subsidiary of the Company, was liquidated in September, 2023. It did not participate in the business responsibility initiatives of the listed entity.

Held directly or through subsidiary companies

*Name of Allergan India Private Limited was changed to Abbvie Therapeutics India Private Limited w.e.f October 13, 2023

VI. CSR Details

24	i. Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	ii. Turnover (in Rupees)	₹ 4,390.11 Crores
	iii. Net worth (in Rupees)	₹ 7,430.41 Crores

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 redressal policy	FY 2023-24 (Current FY)		Remarks	FY 2022-23 (Previous FY)		Remarks
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	
Communities	Yes	The policies governing the interaction between the Company and its stakeholders including Grievance Redressal Mechanism is available under the 'Policies, Code & Compliances' tab at https://www.piramalpharma.com/corporate-governance . In addition, there are internal policies placed on the intranet of the Company.	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes		0	0	NA	0	0	NA
Shareholders	Yes		24	0	These details correspond to the quarterly disclosures filed with the Stock Exchanges under Reg 13 of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015.	0	0	NA
Employees and workers	Yes		32	4	-	50	0	-
Customers	Yes		4997	403	This includes product complaints from internal and external e-commerce platforms catering to national and international market.	608	1	-
Value Chain Partners	Yes		242	0	-	0	0	-
Other: ex-employee and other than above	Yes		0	0	NA	0	0	NA

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

Sr. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Business Ethics	Risk	<ul style="list-style-type: none"> PPL is exposed to regulation around the prevention of bribery, corruption, lobbying etc. Ethical business standards and frameworks are evolving, requiring ongoing enhancement and readiness. Non-compliance could result in notable financial and reputational impact. 	<ul style="list-style-type: none"> PPL has firmly established guiding principles to uphold ethical practices throughout its value chain. The Company's respective code of conduct for board members, senior management, employees, suppliers, vendors, and contractors, is in alignment with its commitment to ethical and transparent business practices 	Positive financial impact
2	Patient, Customer, and Consumer Centricity	Risk	<ul style="list-style-type: none"> Enhanced regulatory scrutiny regarding the safety of patients and products, combined with an intensely competitive market, necessitates that the Company prioritise a strong emphasis on the needs and well-being of patients, customers, and consumers. 	<ul style="list-style-type: none"> The Company's commitment to patient, customer, and consumer-centricity is anchored in its core principles of Knowledge, Action, Care, and Impact. With patient centricity at the forefront of its strategic imperatives the Company has undertaken several initiatives to deepen the engagement and improve the outcomes. 	Potential positive implication due to customers' trust and long-term strategic partnership.
3	Data Privacy and Data Security	Risk	<ul style="list-style-type: none"> Data integrity and privacy are critical to ensuring trust among stakeholders. With evolving regulations and heightened awareness of data privacy, there is a growing emphasis on information security. A data breach within the Company's Information Technology systems can result in significant business harm and reputational risk, inflicting damage that spans both financial and non-financial spectrums. 	<ul style="list-style-type: none"> PPL has a privacy policy that outlines how it collects, uses, shares, discloses, transfers, and disposes of personal information when stakeholders use the Company's website or other digital platforms. To ensure high-level data privacy and security, Vulnerability Assessment and Penetration Testing (VAPT) scans are conducted, and report is shared with the respective IT and Application teams for necessary actions. 	Having a highly secure data privacy system has positive financial implications. Firstly, it helps in avoiding reputational damage that can arise from data breaches. This, in turn, prevents heavy fines and legal penalties that may result from compromised data security.
4	Product quality and safety	Risk	<ul style="list-style-type: none"> PPL's capacity to satisfy patient needs, generate value, and establish trust with stakeholders is intrinsically linked to the quality and safety of its products. Deficiencies in these critical domains may lead to detrimental effects on stakeholders and, ultimately, on the business itself. 	<ul style="list-style-type: none"> PPL is on a quality advancement journey, transitioning from a focus on 'Quality for Compliance' to fostering 'Quality as a Culture.' This shift encompasses a holistic approach, including systems, processes, technology, and people. A dedicated Corporate Quality Assurance Group diligently monitors adherence to prescribed product quality standards. To excel in product quality, the Company implemented an internal strategy that includes the computation of the cost of poor quality, aiming for 'first-time right' outcomes 	Potential positive implications of maintaining high product quality and a quality-focused culture include fostering customer loyalty and building long-term strategic partnerships.
5	Financial Performance	Opportunity	<ul style="list-style-type: none"> Owing to a burgeoning population, enhanced healthcare accessibility, improved affordability, the pharmaceutical sector is positioned for consistent growth, underpinned by steady financial performance driven by innovation and global market expansion. 	<ul style="list-style-type: none"> PPL strong fundamental and robust business model enables resilient strategy to capitalise market opportunity effectively. The Company's focus on quality and safety ensures overall financial performance. 	Positive implication due to growing market.



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Sr. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Regulatory Compliance	Risk	<ul style="list-style-type: none"> Stringent compliance regulations present diverse challenges for companies. Any lapse in obtaining, retaining, or renewing compliance requirements promptly could negatively impact operations. Additionally, modifications to laws or regulations by governmental or regulatory bodies may escalate business operating costs. 	<ul style="list-style-type: none"> To meet compliance requirements, PPL conducts regulatory audits and ensures clearance of all observations. Additionally, PPL have a pharmacovigilance system in place to ensure timely and accurate reporting of adverse drug reactions in accordance with applicable norms and regulations. 	Potential negative implication of the cost incurred on systems and processes to ensure strict compliance with applicable and emerging regulations is the financial implication it places on the Company.
7	Accessibility and Affordability	Opportunity	<ul style="list-style-type: none"> The accessibility and affordability of medicines are pivotal in fostering a healthy life for individuals globally. In some cases, the elevated prices of medications can pose a significant barrier, hindering patients' access to treatments, especially in medium-to-low-income regions. 	<ul style="list-style-type: none"> PPL ensures that the products can be accessed by wider number of consumers through traditional distribution channel and e-commerce platform at affordable rates, thereby, ensuring affordable healthcare for its patients and customers. 	Positive implications in longer run due to increased market share and development.
8	Asset Integrity	Opportunity	<ul style="list-style-type: none"> As technology continues to advance, higher-quality assets become increasingly accessible at cost-effective prices. Upgrading the asset base will guarantee improved operational efficiency and productivity. 	<ul style="list-style-type: none"> PPL has developed robust systems and processes for asset management, including the implementation of Project Catalyst to enhance digitisation and automation. The Company is assessing automation opportunities and finalising plans to align internal processes with Pharma 4.0 principles. Digitisation of Management Information Systems (MIS) across functions and sites is also underway. 	The positive implication of implementing robust systems and processes for asset management, along with digitisation and automation through Project Catalyst, is an increase in productivity.
9	Business Continuity and Disaster Resilience	Risk	<ul style="list-style-type: none"> Due to increased uncertainty in external environment, such as increased frequency of natural and man-made disasters, emerging infections, and cyber security risks, it is imperative for a Company to have robust business continuity and disaster resilience mechanism. 	<ul style="list-style-type: none"> The manufacturing facilities are well-equipped with resilient disaster preparedness plans encompassing, robust response protocols, effective rescue measures and efficient recovery processes. The Company has invested in a robust IT system ensures data security and enables the swift resumption of operations following any disruptions. 	Potential negative implication of the expenditure on preparedness measures for disasters and supply chain disruptions is the financial burden it places on the company.
10	Climate Action/ Climate Change	Risk	<ul style="list-style-type: none"> Due to rapid and evolving global warming and limited carbon budget, it is vital for the Company to be ready to Combat climate change. Moreover, stakeholders are urging swift and aggressive actions to address potential risks that may arise. 	<ul style="list-style-type: none"> PPL is committed to reducing GHG emissions with science-based targets. The Company has developed a robust decarbonisation plan. Renewable Energy (RE) consumption increased by 29%. Utilising briquettes as alternative fuel to reduce emissions 	The Company's commitment to sustainability and responsible resource management has led to positive implications due to reduced carbon footprint.
11	Corporate Governance	Risk	<ul style="list-style-type: none"> External regulatory environment for corporate governance varies across regions, demanding continuous improvement in standards and framework. 	<ul style="list-style-type: none"> The Company has a strong governance mechanism across all its business operations, and ensures a transparent communication of its corporate governance policies and protocols for a smooth functioning. It is also essential to safeguard stakeholders' priorities and expectations. 	Positive implication due to smooth business operations and enhanced long-term stakeholder value.

Sr. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
12	Employee Health and Safety ('EHS')	Opportunity	<ul style="list-style-type: none"> Employees and workers within the Company is exposed to chemically and biologically hazardous materials which may have health impacts. Furthermore, heavy machinery usage also poses risk of accidents and other hazards. 	<ul style="list-style-type: none"> PPL has company level EHS policy and EHS management program. It serves as guiding principle to identify and mitigate potential hazards, providing a secure working environment for all employees, workers, and visitors. The Company maintains a Lost Time Injury Rate (LTIR) of less than 0.2 per 200,000 person-days. 	Positive impact as stronger EHS program ensures the safe operations and highest uptime contributing to business revenues.
13	Energy Management	Opportunity	<ul style="list-style-type: none"> Upgrading to new technologies, improving processes, increasing system efficiency, and adopting green energy sources will immensely decrease the Company's carbon footprint benefitting the Company's operations and profitability. 	<ul style="list-style-type: none"> PPL is procuring and utilising energy in an efficient, cost-effective, and environmentally responsible manner. This includes the consumption of sustainably sourced bio-briquettes and sourcing of renewable energy. The Company has also identified potential energy saving projects and initiatives based on scientific energy audits. 	While there is a negative impact from the increased cost of fuel and capital expenditures (CAPEX) in energy-efficient appliances, a positive financial impact is expected in the long run due to the lower emissions and cost of energy.
14	Human Capital Development	Opportunity	<ul style="list-style-type: none"> With the evolution of a knowledge-based economy, availability of trained and skilled people, the productivity of human resources has been significantly augmented, resulting in effective significant operations. 	<ul style="list-style-type: none"> The Company focuses on continuous learning to foster professional growth. We have robust talent management systems that nurture our human capital through comprehensive learning and career development initiatives, and by mentoring pathways, and employee engagement activities. 	The increased productivity of the workforce has positive implications.
15	Operational Excellence	Opportunity	<ul style="list-style-type: none"> With growing technological advancements, it opens more opportunities for improving resource efficiency leading to operational excellence. 	<ul style="list-style-type: none"> The Company prioritises operational resilience through digitalisation and technology adaptation, fostering heightened productivity, cost optimisation, enhanced quality, and improved compliance. 	Positive impact due to increased productivity and efficiency.
16	Product Sustainability/ Stewardship	Opportunity	<ul style="list-style-type: none"> Demand for safe and sustainable products is increasing thus providing an opportunity for the organisation to increase customer base through product stewardship initiatives. 	<ul style="list-style-type: none"> PPL has adopted several measures to ensure product safety and eco-efficiency of its operations. The Company is actively engaged in conducting Life Cycle Impact Assessment (LCIA) of its products. This will empower stakeholders to make informed decisions, improve sustainability practices, and meet the growing demand for eco-friendly solutions. 	Positive implication due to customers' trust and strategic partnerships.
17	R&D and Innovation	Opportunity	<ul style="list-style-type: none"> As healthcare demand surges, innovating new solutions and products is crucial to meet market needs. Additionally, having an edge in R&D ensures efficient and accurate processes, enhancing overall excellence. 	<ul style="list-style-type: none"> PPL has robust R&D and quality team that focuses on innovation-led research and have allocated greater R&D investments to specific technologies aimed at improving the environmental and social impacts of products and processes. 	The positive impact is due to increased productivity and new product development.
18	Responsible Investment (CAPEX)	Opportunity	<ul style="list-style-type: none"> As governments prioritise green projects, the Company has a significant opportunity to attract responsible investments, potentially boosting business productivity. 	<ul style="list-style-type: none"> The Company is increasing investments in ESG-related options to foster sustainable business growth. 	The positive impact is due to increased relevant and strategic investments.



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Sr. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
19	Risk and Opportunity Management	Opportunity	<ul style="list-style-type: none"> Risks and opportunities assessment offers insights for the Company, driving proactive, dynamic, and ongoing evaluation across all operations. The aim is to prioritise and enact essential actions to mitigate risks and capitalise on opportunities. 	<ul style="list-style-type: none"> The Company maintains robust Risk Management system to identify, manage and mitigate business risks. Risk management, internal controls and assurance processes are embedded into all activities of the Company. 	Positive implications are due to benefits incurred by mitigating risks and delivering for opportunities.
20	Stakeholder Relationship	Opportunity	<ul style="list-style-type: none"> Stakeholders' trust and credibility are inherently linked to the Company's alignment with their priorities. Engaging stakeholders and seeking their agreement not only reduces the likelihood of conflicts but also enhances productivity. 	<ul style="list-style-type: none"> The Company undertakes a robust stakeholder engagement process to understand the needs and expectation of its stakeholders. The Company engages with all its stakeholders, thereby helping in increasing stakeholders' trust and loyalty. 	Positive impact due to increased reputation, goodwill.
21	Supply Chain Management	Risk	<ul style="list-style-type: none"> To operate with continuity and always serve the customers, it is important to decrease the dependency on single source of supplier and trans-border supplier engagement and procurement. The Company can benefit in both monetary and reputational terms due to resilient and sustainable supply chain. 	<ul style="list-style-type: none"> The Company has signed up for the membership of Pharmaceutical Supply Chain Initiative (PSCI). The Company is immensely working to enhance supply chain sustainability. The Company has developed sustainable procurement policy, revisited supplier code to conduct to embed ESG criteria initiated the assessment of critical suppliers on ESG criteria and plans to identify and conduct supplier capacity building programmes in the coming year. 	Negative implication due to increase in cost of supplier evaluation.
22	Technology Adoption	Opportunity	<ul style="list-style-type: none"> With advancing technology and innovation, companies have diverse opportunities to enhance resource efficiency, promote product stewardship, and achieve cost savings. Embracing these advancements not only improves operations but also fosters positive environmental outcomes. 	<ul style="list-style-type: none"> The Company focuses on operational resilience, agility, and transparency through increased use of digital and analytical tools, alongside process automation for inventory management, supply chain management, data management, quality control, and more. 	Positive impact due to increased efficiency, accuracy and productivity.
23	Water and Waste Management	Risk	<ul style="list-style-type: none"> The regulatory constraints are strict on water resource due to its decreasing availability. Responsible usage and discharge ensure stakeholder entrustment and operational continuity. Similarly, to be complaint with regulatory norms the Company should adopt responsible waste management practices. 	<ul style="list-style-type: none"> PPL is actively pursuing water stewardship by conducting comprehensive water footprint assessments, leak detection studies, and implementing water reuse and recycling microprojects across all sites. Additionally, we ensure safe handling and environmentally responsible disposal of hazardous waste by diverting it from landfills to pre-processing and co-processing methods. No hazardous waste is sent to landfills. 	Negative implication due to cost incurred to implement water consumption initiatives and safe handling and disposal of waste.
24	Air Emissions and Air Quality	Risk	<ul style="list-style-type: none"> PPL ensure ambient air quality to safeguard employee health and safety, comply with regulations, protect community health, minimize the overall environmental impact, and enhance productivity and performance in the workplace. 	<ul style="list-style-type: none"> PPL practices responsible management of air emissions of Nitrogen Oxides (NOx), Sulphur Oxides (Sox), Particulate Matter (PM), Volatile Organic Compounds (VOCs) and other Hazardous Air Pollutants to maintain ambient air Quality. 	Negative implication due to cost incurred to monitor and responsible management of the air emissions.

Sr. No.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
25	Community Development	Opportunity	<ul style="list-style-type: none"> Community engagement builds trust when business operations align with community priorities, promoting harmony. Investing in community development strengthens social cohesion and economic resilience, benefiting both the Company and the community in the long run. 	<ul style="list-style-type: none"> The Company has developed strategies to improve lives of Million of citizens across the Aspirational Districts with lowest HDI's across nation. The Company through its projects is driving large-scale behavioural change campaigns across the communities, and facilitate goal-based convergence forums at district, block and panchayat for ensuring last mile delivery. 	Positive implications arise from improved reputation and goodwill.
26	Ecosystem and Biodiversity	Risk	<ul style="list-style-type: none"> The ecosystem reflects the interconnectedness of business activities and biodiversity, including the acquisition and management of natural resources. Prioritising biodiversity is crucial for the Company as it plays a vital role in maintaining ecological equilibrium, resilience, and the overall well-being of ecosystems, thereby securing long-term sustainability. 	<ul style="list-style-type: none"> The Company's Environmental, Social, and Governance (ESG) policy advocates for biodiversity conservation while addressing the risks and impacts associated with its operations. Engaged in numerous initiatives, the Company actively seeks to expand green spaces across its operating sites. 	Negative implications arise from the costs incurred for the protection of ecosystems and biodiversity.
27	Human Rights	Risk	<ul style="list-style-type: none"> Human rights are a paramount consideration for a company across its entire value chain. It significantly influences the company's reputation and public relations, thus elevating it to a critical business conduct issue. 	<ul style="list-style-type: none"> PPL is committed to zero Human Rights violations, backed by a comprehensive policy and redressal mechanism. Upholding human rights encompasses diversity, inclusion, safe work conditions, freedom of association, privacy rights, etc. Employees are urged to report concerns to managers, HR, or via the Speak Up tool. 	Negative impact is observed due to costs incurred for the strict applications and compliance of fundamental human rights.
28	Product Tracking	Opportunity	<ul style="list-style-type: none"> Products tracking is essential for the Company to ensure regulatory compliance, maintain quality standards, manage safety concerns, optimise supply chain operations, prevent counterfeit activities, and enhance traceability throughout the supply chain. 	<ul style="list-style-type: none"> The Company ensures compliance with current requirements and strives to use QR codes/product Authentications codes on primary packaging of relevant products in accordance with applicable regulations. 	Negative implications due to cost incurred in complex product tracking.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The Company is committed to operate in a responsible manner as prescribed by the National Guidelines on Responsible Business Conduct (NGRBC). The nine (9) principles are listed below:

- Principle 1: Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable
- Principle 2: Businesses should provide goods and service in a manner that is sustainable and safe
- Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains
- Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders
- Principle 5: Businesses should respect and promote human rights
- Principle 6: Businesses should respect and make efforts to protect and restore the environment
- Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
- Principle 8: Businesses should promote inclusive growth and equitable development
- Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner



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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes, the policy(ies) of the Company which address the nine principles have been formulated by considering diverse inputs, priorities of stakeholders and are approved by the Board/its Committees.							
	c. Web Link of the Policies, if available	Policies can be accessed on the Company's website under the 'Policies, Code & Compliances' tab at https://www.piramalpharma.com/corporate-governance .							
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4	Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<ul style="list-style-type: none"> ISO 45001 Occupational Health and Safety Management System (OHSMS). ISO 14001:2015 Environment Management System (EMS). ISO 9001 Quality Management System (QMS). Food Safety System Certification (FSSC) 22000. WHO Good Distribution Practices (GDP) for Digwal and Pithampur Unit. Pharmaceutical Supply Chain Initiative (PSCI) Membership. United States Food and Drug Administration (USFDA). 							
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	<ul style="list-style-type: none"> Reduce Scope 1 and Scope 2 emissions by 42% by FY2029-30 (with baseline of FY2021-22), which aligns with the 1.5°C decarbonisation pathway as recommended by the Science-Based Targets initiative (SBTi)* Reduce Scope 3 emissions with absolute contraction by 25% by FY2029-30 with baseline of FY2022 which aligns with the 2.0°C decarbonisation pathway. Zero incinerable hazardous waste to landfill by FY2024-25. 30% women participation on the board. By FY2024-25, 16% women in workforce globally. By FY2024-25, 85% of employees covered through ESG training annually. <p>PPL has also taken up additional targets around Climate Change Management, Energy Management, water and waste management, biodiversity, business ethics and compliance, human capital management and safety, Occupational health and safety, patient, customer and consumer centricity, supply chain management, technology and automation and quality and compliance.</p> <p>Please refer to Sustainability Report FY2022-23 on the Company's website under the 'Sustainability Reports' tab at https://www.piramalpharma.com/financial-reports.</p> <p>*SBTi targets validation is in process</p>							
6	Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	<ul style="list-style-type: none"> PPL has developed decarbonisation plan to align with the SBTi targets. The Company has completed energy audit for all Indian sites and reconciliation of energy efficiency levers are in progress. The Company has completed comprehensive water use assessment for Indian sites and site-wise water saving opportunities have been identified. The Company has achieved the target of zero incinerable hazardous waste to landfill. PPL Group (including subsidiaries) has achieved the target of 16% women in workforce globally, globally women workforce is at 17.3%. <p>The performance against the targets of the Company will be presented in PPL's Sustainability Report FY2023-24 which will be released shortly.</p>							
7	Statement by director responsible for the BRSR report, highlighting ESG related challenges, targets, and achievement:								
	<p>At PPL, our mission to drive forward business transformation is grounded by steadfast commitment to sustainability. Guided by our core values of Knowledge, Action, Care, and Impact, we are committed to integrating ESG into our organisational culture, business conduct, as well as across value chain.</p> <p>Our robust ESG framework, built on four principles and twelve focus areas, fuels our purpose of "Operating responsibly, Growing sustainably." We're proud to report substantial progress toward meeting over 50 time-bound sustainability targets, each a testament to our dedication to environmental, social, and governance excellence.</p> <p>Harmonising with Nature:</p> <p>We are aggressively tackling climate change, with initiatives already in motion to reduce greenhouse gas emissions. We have initiated implementing energy-efficient strategies to significantly cut emissions over the medium and long term. Furthermore, we have undertaken scope 3 inventory assessments and are currently in the process of validating Science-Based Targets.</p> <p>Our comprehensive water assessment has led to significant reductions in freshwater consumption across all Indian sites through implementation of 15 microsite projects.</p> <p>Moreover, through pre-processing and co-processing initiatives, we have successfully diverted 51% of hazardous waste generated from our Indian sites, ensuring that none of it ends up in landfills.</p> <p>In addition to these initiatives, we have undertaken several efforts to increase green cover at our operating sites through afforestation drives and other green initiatives.</p>								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9																															
People Centric Growth:	<p>Our success as a company is deeply intertwined with the well-being of our employees, communities, and stakeholders. Upholding Human Rights is non-negotiable, it reflects in our commitment to Global Human Rights policy. At the heart of our organisational culture lies a strong commitment to diversity, inclusion, belonging, and accessibility (DIBA). We have conducted DIBA sensitisation workshops for our Senior Leadership Team across all units. Proudly, we've surpassed our target, achieving 17.3% women participation globally at the company level.</p> <p>We prioritise upskilling opportunities for our employees through industry-led trainings and e-learning modules available on PLU (Piramal Learning University). We have introduced e-learning courses to familiarise employees with our ESG framework.</p> <p>Our dedication to providing a safe workplace has resulted in reduced Lost Time Injury Rate (LTIR) of 0.09 for the year, well below our targeted LTIR of less than 0.2 per 200,000-person day worked.</p> <p>Furthermore, we remain deeply committed to addressing complex geographic and socioeconomic challenges in aspirational districts through CSR initiatives implemented by Piramal Foundation.</p>																																							
Leading with Prudence:	<p>At PPL, we uphold the highest standard of corporate governance and ethical practices. Our governance structure has a detailed set of practices, processes, and regulations that address the best interests of all our stakeholders. Our Board has a broad spectrum in terms of perspective, experience, expertise, gender, and culture, enriching our Company.</p> <p>During the year, we have displayed our best-in-class track record for quality and compliance. We have successfully cleared 341 regulatory compliance inspections including 44 USFDA inspections across all our sites.</p> <p>Furthermore, we are committed to bolstering supply chain sustainability. Our focus has led to the development of a sustainable procurement policy and a thorough review of our supplier code to embed ESG criteria. We've taken proactive steps to identify and assess critical suppliers based on ESG benchmarks. Looking ahead, we plan to implement supplier capacity building programs and strive for their continual improvement.</p> <p>For more details, please refer to Chairperson's message in PPL's Sustainability Report FY2023-24, which will be released shortly.</p>																																							
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Sustainability and Risk Management Committee of the Company is the highest authority responsible for the implementation and oversight of the Business Responsibility Policies.																																						
9	Does the entity have a specified decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>Yes, the Company has established a Sustainability and Risk Management Committee chaired by the Company's Chairperson.</p> <ul style="list-style-type: none"> This committee oversees ESG-related aspects, including the development and implementation of the ESG strategy aligned with SDGs and global standards. It guides the Company's ESG journey, monitors performance against targets, tracks business risks and opportunities arising from ESG factors. Advises on integrating ESG risks into Enterprise Risk Management Facilitates stakeholder engagement on ESG matters and tracks emerging sustainability trends to enhance preparedness to mitigate risks and leverage opportunities arising from these trends. 																																						
10.	Details of Review of NGRBCs by the company:																																							
	Subject for Review	<p>Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee</p> <p>Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)</p> <table border="1"> <thead> <tr> <th></th> <th>P1</th> <th>P2</th> <th>P3</th> <th>P4</th> <th>P5</th> <th>P6</th> <th>P7</th> <th>P8</th> <th>P9</th> </tr> </thead> <tbody> <tr> <td>Performance against policies and follow up action</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> </tr> <tr> <td>Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> <td>above</td> </tr> </tbody> </table>										P1	P2	P3	P4	P5	P6	P7	P8	P9	Performance against policies and follow up action	above	above	above	above	above	above	above	above	above	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	above	above	above	above	above	above	above	above	above
	P1	P2	P3	P4	P5	P6	P7	P8	P9																															
Performance against policies and follow up action	above	above	above	above	above	above	above	above	above																															
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	above	above	above	above	above	above	above	above	above																															
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.																																							
	P1	P2	P3	P4	P5	P6	P7	P8	P9																															
	Yes, an independent assessment has been carried out by Aneja Associates, Chartered Accountants, in FY2022-23.																																							



Business Responsibility & Sustainability Report

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicator

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

Segment	Total number of training & awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors ('BOD')/ Key Management Personal ('KMP')	9*	At Board/Committee meetings, periodic presentations are made to Directors/KMPs covering a range of topics essential to the Company's operations, business updates, market performance, future outlook and action plans, CSR review, EHS and quality updates. During the year under review, updates at the meetings included the following specific topics: <ul style="list-style-type: none"> Sustainability initiatives and ESG framework; Risk management; Quarterly updates on EHS and Quality; Governance, compliance and regulatory updates; Internal audit; Action plan on robust cybersecurity; Impact of industry on the Company's operations; Review of company policies including Sustainable procurement, Human Rights and Anti-corruption & Anti-bribery. 	100
Employees other than BODs and KMPs	9	The Company has imparted awareness training covering all 9 principles through a blended learning experience. Employees have access to policies/documents on the Company Intranet. <ul style="list-style-type: none"> Code of Conduct and Ethics Document Anti-Corruption and Anti-Bribery Policy Environment Social Governance (ESG) Data Privacy Piramal Cybersecurity Awareness Module Prevention of Sexual Harassment (POSH) Life Safety Rules Prevention of Insider Trading Policy (PITP) Health and Safety Training 	100
Workers	9	The Company has provided class-room/online/On-the-job training to the workers to minimise the risk, on topics not limited to SEP - Biological hazard, Nitrogen hazard, Safe handling of Glassware, Safety training on contractor, SEP – contractor occupational health & safety, SEP- Management of Waste, SEP- Training Employee & Contractor, fire drill, Working in high noise area etc.	100

*In addition to the above, site visits were conducted for the Board Members between 27th to 29th March, 2023 i.e. just prior to the commencement of FY2024, comprising of site presentations, tours, business and site updates.

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

a. Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In Million INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

Note: While there was no occurrence of the above with respect to the Company, a fine of Euros 182,001 was imposed on Piramal Critical Care B.V. ('PCC BV'), a step- down wholly owned subsidiary of the Company by the Audiencia Nacional, Spain on 26th February, 2024 ('Audiencia') for non-supply of a product in Spain for a brief period from 22nd May, 2019 till 18th June, 2019, which coincided with the transfer of the Marketing Authorization in Spain from Janssen Pharma S.L. to PCC BV (i.e. 22nd May, 2019). The sanction was not issued for technical or quality reasons but was based on alleged insufficient supply of stock to the market. On an appeal by PCC BV against a sanction letter from Spanish Agency of Medicines and Medical Devices ('AEMPS'), Audiencia, i.e. the appellate judicial body, passed an order upholding the fine levied by AEMPS. PCCBV has appealed against the order of Audiencia.

b. Non-Monetary				
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

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

Not Applicable

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

Yes, the Company has implemented an Anti-corruption and Anti-Bribery Policy, which delineates the risks associated with bribery and corruption. It offers tools and support to identify, prevent, and address these risks. Emphasising the highest standards of business conduct, the policy prohibits unfair practices such as bribery, corruption, kickbacks, facilitation payments etc. in all professional relationships. It also establishes guidelines for third-party engagements, acceptance or offering of gifts, meals, travel, entertainment, charitable and political contributions, as well as internal accounting controls. To ensure full compliance, the Company provides comprehensive training tailored to each employee's role, geographic location, and commercial activities. The policy is available on the PPL's website under the 'Policies, Code & Compliances' tab at <https://www.piramalpharma.com/corporate-governance>.

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

Category	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

Topic	FY 2023-24 (Current FY)		FY 2022-23 (Previous FY)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	NA	0	NA

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:

Category	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Number of days of accounts payables	140	141



Business Responsibility & Sustainability Report

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 FY)	FY 2022-23 (Previous FY)
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	13%	13%
	b. Number of trading houses where purchases are made from	155	131
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	52%	56%
Concentration of Sales**	a. Sales to dealers / distributors as % of total sales	82%	81%
	b. Number of dealers / distributors to whom sales are made	3686	3078
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	47%	45%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	5.44%	3.64%
	b. Sales (Sales to related parties / Total Sales)	12.66%	10.27%
	c. Loans & advances [Loans & advances given to related parties (which are largely wholly-owned subsidiaries) / Total loans & advances]	94.02%	90.35%
	d. Investments (Investments in related parties / Total Investments made)	96.41%	94.27%

Note: *PPS business considered

**PCC and CPD business considered

Leadership Indicators

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

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in value chain covered by the awareness programmes*
3	<p>PPL conducts programmes for supply chain partners to demystify sustainable procurement policy. The topics covered are as follows:</p> <ol style="list-style-type: none"> Climate and Environment: Energy and Emissions, water usage and conservation, waste management, circular economy for sustainable sourcing and traceability. Labor and Human Rights: Forced labor and child labor, governance structure and responsibilities, non-discrimination, freedom of association, accessibility, and local community. Business Integrity and Ethics: Business Integrity and fair compensation, animal welfare, data privacy and security, compliance with conflicts. Sustainable procurement: Material and procurement, social governance, and continual improvement. 	Not measured

*PPL revisited the supplier code of conduct and self-assessment questionnaire to include ESG criteria and is in the process of identifying critical suppliers.

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.

Yes, the Company's Code of Conduct for Directors requires Board members to avoid and to disclose actual and apparent conflicts of personal interest with the interest of the Company and to disclose all contractual interest, whether directly or indirectly, with the Company. Weblink: Under the 'Policies, Code & Compliances' tab at <https://www.piramalpharma.com/corporate-governance>

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

Essential Indicators

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

Type	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)	Details of improvement in social and environmental aspects
Research & Development (R&D)	34.17%	8.06%	1. Steam condensate recovery system installed.
Capital Expenditure (CAPEX)	6.5%	46.02%	2. Zero liquid discharge system installed, treated water is used for utility purpose. 3. Energy efficient scrubbers and exhaust systems installed. 4. Implemented energy conservation initiatives for HVAC systems. 5. SAP based material requisition system installed. 6. Automated systems and software installed

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

Yes, PPL has Sustainable Procurement Policy. The policy commits to implementing sustainability principles throughout the supply chain, integrating four key aspects: Climate and Environment, Labour and Human Rights, Sustainable Procurement and Business Ethics and Integrity. The policy is implemented in accordance with the supplier guiding principles and supplier code of conduct. The Company revisited the supplier code of conduct and self-assessment questionnaire to include ESG criteria and is in the process to identify and conduct capacity building activities for their critical suppliers. Further, the Company plans to conduct supplier audits and assist supplier on continual improvement across different pillars. PPL is also committed to the standards prescribed by Pharmaceutical Supply Chain Initiative (PSCI).

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

Unit of reporting (i.e by Quantity or by Value – please specify)	Percentage of inputs that were sourced sustainably
By Value	0.32%

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.

Due to the nature of the Company's business, PPL does not reclaim any products for reusing, recycling, and disposing at the end of life for plastics, e-waste, hazardous and other wastes, as it is not applicable.

However, the Company adheres to Extended Producer Responsibility (EPR) regulations by implementing plastic take-back and recycling initiatives for CPD business.

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

Yes, Extended Producer Responsibility is applicable to our CPD business vertical. The Company has obtained registration from the Central Pollution Control Board (CPCB) as a Brand owner in the name of PPL. The waste collection plan is in alignment with the registration obtained.



Business Responsibility & Sustainability Report

Leadership Indicators

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

No, the Company is in the process to conduct LCA for identified products during FY2024-25.

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 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.**

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).**

The Company being in the business of pharmaceuticals, places utmost importance on the safety and quality of its products, as its products directly affect the health of end-users. Therefore, the Company does not recycle any materials or chemicals for manufacturing purposes. Furthermore, the Company adheres to Extended Producer Responsibility (EPR) regulations by implementing plastic take-back and recycling initiatives for CPD business.

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:**

Due to the nature of the Company's business, PPL does not reclaim any products for reusing, recycling, and disposing at the end of life for, as it is not applicable.

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

Due to the nature of the Company's business, PPL does not reclaim any products for reusing, recycling, and disposing at the end of life for, as it is not applicable.

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance No. (B)	% (B/A)	Accident Insurance No. (C)	% (C/A)	Maternity Benefits No. (D)	% (D/A)	Paternity Benefits No. (E)	% (E/A)	Day Care Facilities No. (F)	% (F/A)
Permanent Employees											
Male	3998	3998	100	3998	100	NA	NA	3998	100	1639	41
Female	522	522	100	522	100	522	100	NA	NA	415	80
Total	4520	4520	100	4520	100	522	11.50	3998	88.45	2054	45
Other than Permanent Employees											
Male	129	129	100	129	100	NA	NA	0	0	71	55
Female	131	131	100	131	100	131	100	NA	NA	107	82
Total	260	260	100	260	100	131	50.38	0	0	178	68.46

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

Category	% of employees covered by										
	Total (A)	Health Insurance No. (B)	% (B/A)	Accident Insurance No. (C)	% (C/A)	Maternity Benefits No. (D)	% (D/A)	Paternity Benefits No. (E)	% (E/A)	Day Care Facilities No. (F)	% (F/A)
Permanent Workers											
Male	542	542	100	542	100	NA	NA	0	0	304	56
Female	14	14	100	14	100	14	100	NA	NA	0	0
Total	556	556	100	556	100	14	2.51	0	0	304	55
Other than Permanent Workers											
Male	2354	2354	100	2354	100	NA	NA	0	0	0	0
Female	243	243	100	243	100	243	100	NA	NA	0	0
Total	2597	2597	100	2597	100	243	9.35	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:**

Category	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Cost incurred on well-being measures as a % of total revenue of the Company	1.04%	1.31%

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

Sr.	Benefits	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
		No. of employees covered as a % of total employees*	No. of workers covered as a % of total worker	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 worker	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	99.91%	100%	Y	99.88%	100%	Y
2	Gratuity	100%	100%	Y	100%	100%	Y
3	ESI	15.86%	2.88%	Y	19.80%	0.17%	Y
4	Others (Please specify)	NA	NA	NA	NA	NA	NA

*Includes permanent employees

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.**

PPL ensures that its offices are accessible to differently abled employees and workers, in compliance with the Rights of Persons with Disabilities Act, 2016. By providing an inclusive workplace, the Company fosters engagement and support among all individuals. This is facilitated through the provision of necessary infrastructure and facilities such as ramps, and specially designed restrooms at the premises. Steps are being taken to provide similar facilities at the operating sites.

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, PPL's Human Rights Policy underscores its firm commitment to providing equal opportunities for differently abled employees and workers. Firmly rooted in principles of non-discrimination, the Company does not differentiate based on race, color, religion, caste, gender, age, marital status, disability, nationality, or any other criteria. Competency, experience, and future potential serve as the sole determinants for employment, promotion, and skill enhancement within the Company. The web-link to the Policy is under the 'Policies, Code & Compliances' tab at <https://www.piramalpharma.com/corporate-governance>.



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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%	90.16%	NA	NA
Female	91.70%	61.54%	NA	NA
Total	99.50%	88.27%	NA	NA

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.

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	Yes	
Other than Permanent Workers	Yes	<ul style="list-style-type: none"> PPL has a comprehensive grievance mechanism including a Vigil Mechanism and designated email for reporting Human Rights grievances.
Permanent Employees	Yes	<ul style="list-style-type: none"> Prevention of Sexual Harassment Policy includes an Internal Committee for prompt resolution.
Other than Permanent Employees	Yes	<ul style="list-style-type: none"> The Company provides a robust anonymous reporting platform 'SpeakUp' for confidentially reporting concerns.

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

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Permanent Employees						
Male	3998	0	NA	0	0	NA
Female	522	0	NA	0	0	NA
Total	4520	0	NA	0	0	NA
Permanent Workers						
Male	542	523	96	560	544	97.14
Female	14	12	86	14	13	92.86
Total	556	535	96	574	557	97.04

8. Details of training given to employees and workers:

Category	FY 2023-24 (Current FY)					FY 2022-23 (Previous FY)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees										
Male	3998	3998	100	3518	88	4567	3249	71.14	3621	79.29
Female	522	522	100	491	94	550	389	70.73	550	100
Total	4520	4520	100	4009	89	5117	3638	71.10	4171	81.51
Workers										
Male	542	542	100	542	100	560	560	100	560	100
Female	14	14	100	14	100	14	14	100	14	100
Total	576	576	100	576	100	574	574	100	574	100

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

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	% (D/C)
Employees						
Male	3998	3632	91	3646	3427	94
Female	522	479	92	424	390	92
Others	0	0	0	0	0	0
Total	4520	4111	91	4070	3817	94
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

10. Health and safety management system:

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)
 Yes, the Company has a globally harmonised Environment, Occupational Health and Safety Management System implemented across all its manufacturing sites. Additionally, 70% of Indian sites are certified with ISO 14001, and ISO 45001.
 What is the coverage of such system?
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
 - PPL has an EHS policy and well-defined guiding principles for reporting work-related hazards, prominently displayed across all sites.
 - Hazard Identification and Risk Assessment (HIRA) is conducted for all routine operations to provide a high-level overview of the risks and mitigation strategies such as adopting innovative technologies or improving safety protocols & systems.
 - Job Safety Analysis (JSA) is conducted at all sites for all non-routine operations.
 - Process risks & hazards associated with deviations from normal operating conditions are identified & assessed through Hazard and Operability (HAZOP) studies. These are conducted periodically and during any process change with the respective functions. The Company uses the software tool like Hazapro to conduct Process Hazard Analysis (PHA)
 - Monitoring and Review: Periodic inspection, audits (both internal and third party) are conducted at regular intervals to review the effectiveness of safety measures which have been ideated and implemented.
 - Documentation & Compliance: A Risk register is maintained and updated on periodic basis. All risks and opportunities to improve, are documented and tracked, which is bound with personnel KPIs and overall performance of the plant.
 - The introduction or modification of processes/equipment follows a rigorous Change Management procedure initiated by the area owner or project manager. The evaluation of health and safety aspects includes:
 - Checklist Method: Using a detailed checklist to identify potential hazards.
 - Detailed Process Hazard Assessment: Conducting HIRA/HAZOP Studies to evaluate risks and identify precautions.
 - Supporting Data Review: Analysing relevant data to understand operational risks.
 - Field Review: Conducting on-site assessments for practical considerations.
 - Based on these evaluations, necessary hazard controls and risk mitigation measures are identified to minimise associated risks.



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c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	<p>Yes, PPL has defined EHS policy and principles of this policy are displayed across the site at predominant locations and also training is imparted to all the stakeholders. Systems and processes in place for workers to report any work-related hazards in multiple platforms stated below:</p> <ol style="list-style-type: none"> Shift Start Tool Box Talks Departmental Safety Committee meetings Statutory Safety Committee Meetings Contractors safety Committee meetings Town hall meetings Peer behaviour observation and feedback programme The Company has digitised lagging indicators (first aid injuries, incidents) and leading indicators (Near misses, substandard condition, and acts) reporting through 'My Safe' portal, an EHS digital platform, to facilitate reporting and communication across locations globally. Automatic company-wide sharing of Learning from incidents Project "Light House" is rolled out to improve the safety cultural transformation at site
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	<p>Yes, the Company offers access to non-occupational medical and healthcare services through Occupational Health Centres (OHC) separately from medical claim, disability, and mental well-being programs. The site OHC facilities are equipped with manpower and resources to fulfil basic first aid requirements for both occupational and non-occupational health services.</p>

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

Safety Incident/Number	Category	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Lost Time Injury Frequency Rate (LTIFR) (per one Million-person hours worked)	Employees	0	0.27
	Workers	0.30	0.63
Total recordable work-related injuries	Employees	0	2
	Workers	2	4
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

The Company prioritises a safe and healthy workplace through:

- EHS Policy: Maintaining a comprehensive EHS policy with clear guiding principles.
- Regulatory Compliance: Adhering to OSHA guidelines and local regulations for safety.
- Risk Assessment: Conducting thorough risk assessments and implementing control measures.
- Training Programs: Offering comprehensive safety training and education initiatives.
- Engineering Controls: Implementing engineering controls to minimise exposure to risks.
- Hygiene Standards: Enforcing strict hygiene and cleanliness standards across facilities.
- PPE Provision: Providing appropriate PPE to employees for protection against hazards.
- Emergency Response Plans: Developing and updating emergency response plans regularly.
- Health Monitoring: Conducting periodic health monitoring for employees exposed to hazards.
- Continuous Improvement: Encouraging feedback and participation for ongoing safety enhancements.

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

Topic	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	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	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

14. Assessments for the year:

Topic	Percentage of plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

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.

All the safety related incidents are investigated as per Incident Investigation Procedure of the Company, and the Corrective and Preventive Action (CAPA) generated are executed. The CAPAs generated out of risk assessments are attended by providing hierarchy of controls.

Leadership Indicators

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

- Employees (Yes/No): Yes
- Workers (Yes/No): Yes

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

Yes, internal audits are conducted to ensure that the statutory liabilities are deducted and deposited by the Company's value chain partners.

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:

Category	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 FY)	FY 2022-23 (Previous FY)	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Employees	0	0	0	0
Workers	0	0	0	0

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

Yes

5. Details on assessment of value chain partners:

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	1.9%
Working Conditions	1.7%

Note: This data is for PCC and PPS business



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

Essential Indicators

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

PPL has identified key internal and external stakeholders through analysis of stakeholder groups that could have potential impact or influence on or by the business operations. PPL commits to actively engage with the stakeholders to understand their key expectations and develop strategies to address them.

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 & Marginalised Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors and Shareholders	No	Investor calls, investor presentations, conferences, one-on-one meetings, Annual Reports, press releases, Company website, Annual General Meeting, liaising through Registrar & Share Transfer Agent	Monthly, Quarterly, Half Yearly, Annually, Need-based	<ul style="list-style-type: none"> Financial performance Responsible investment Ethical business conduct Long-term business growth Risk management Corporate governance Brand management Shareholder queries
Government and regulators	No	Legal filings, industry representations, forums	Quarterly, Half-yearly, Annually, Event-based	<ul style="list-style-type: none"> Regulatory compliance Participation in public policy Corporate governance Disclosures
Employees	No	Online surveys, townhalls, newsletters, policies, training and development, employee engagement	Monthly, Quarterly, Half Yearly	<ul style="list-style-type: none"> Environment, Health and safety Training and learning Career progression Growth opportunities Recognition Job security Fair remuneration Diverse, inclusive, and enabling work culture Work-life balance
Patients and customers	No	Surveys, web portals, performance review meetings, customer meetings and audits	Monthly, Half yearly, Annually	<ul style="list-style-type: none"> Accessibility and affordability of healthcare Product quality and safety Data privacy and security Value added services. Patient and customer experience Supply chain management
Industry, Organisations and NGOs	No	Industry forums	Need based	<ul style="list-style-type: none"> Partnership for CSR project implementation
Community	Yes	CSR projects, employee social impact, awareness programs	Continuous, Need based, Annually	<ul style="list-style-type: none"> Contributions for community welfare Adherence to community expectations and needs

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 follows a holistic approach. Effective consultation processes between stakeholders and the Board on economic, environmental, and social topics involve identifying key stakeholders, gathering input through various channels, analyzing feedback, and presenting comprehensive reports to the respective committees of the Board. In cases of delegation, a structured reporting system ensuring feedback is communicated effectively. The Board considers this input alongside other information in decision-making, leading to policies and initiatives that address stakeholder concerns. These processes promote transparency and inclusivity, enabling informed decisions that align with stakeholder expectations across economic, environmental and social dimensions.

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

Yes, the Company conducted a materiality assessment to identify and prioritise key material topics (Environment and Social), to ensure sustainable business growth. To assess the importance of each topic, PPL identified stakeholder groups by prioritising them based on their ability to influence and be influenced by the business's performance and operations. PPL engaged with stakeholders through surveys and online questionnaires to rank each ESG topic according to its importance to PPL's business. The Company conducted interactions with the senior personnel to understand Environmental, Social, and Governance (ESG) topics relevant to PPL's business. This comprehensive approach allowed PPL to prioritise material topic and gain a deeper understanding of their significance. The outcome has also led to the development of the ESG Policy, highlighting policy commitments regarding key material topics, sustainability strategy, and a roadmap aimed at delivering on PPL's ESG goals and targets.

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

- Piramal Foundation partnered with the District Bureau of Employment and Enterprises in Ferozepur, Punjab, to conduct mid-training digital skill assessments for local youth under Mission Aagaz, showcasing the dedication to empowering marginalised communities through innovation and collaboration.
- Piramal Foundation introduced the Google Read Along (GRA) Application to Anganwadi Workers in Nawapur Block, Lahan Chinchpada Village, benefiting 114 attendees. This initiative fostered literacy and empowerment among vulnerable populations by equipping caregivers with practical tools and knowledge.
- Piramal Foundation introduced Yuva Seva Sadan (YSS), operating in Patna, Bihar to harness the potential of youth leadership to drive positive impact and uplift underserved communities.
- Piramal Foundation developed Mobile Medical Unit (MMU) and Static clinic, collectively known as Piramal Arogya Center, to deliver tailored healthcare services directly to remote communities. This initiative aims to extend quality primary healthcare, enhance antenatal care, improve community health awareness, and reduce complications related to diabetes and hypertension through early detection. Services include screening, diagnosis, and referral for communicable and non-communicable diseases, antenatal care, post-natal check-ups, and treatment for minor illnesses. Laboratory tests, health education, and childhood immunisations are also provided. The initiative's output results in improved access to healthcare, fewer complications, and reduced work disruption due to illness, serving nearly 3,17,343 people so far.

PPL contributes to certain projects of Piramal Foundation as part of its CSR endeavors.



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PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	No. of employees / workers covered (B)		% (B / A)	No. of employees / workers covered (D)		% (D / C)
	Total (A)			Total (C)		
Employees						
Permanent	4520	4520	100	3638	3638	100
Other than permanent	-	-	-	-	-	-
Total Employees	4520	4520	100	3638	3638	100
Workers						
Permanent	556	556	100	590	590	100
Other than permanent	-	-	-	-	-	-
Total Workers	556	556	100	590	590	100

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

Category	FY 2023-24 (Current FY)					FY 2022-23 (Previous FY)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	3998	NA	NA	3998	100	3646	NA	NA	3646	100
Female	522	NA	NA	522	100	424	NA	NA	424	100
Other than Permanent										
Male	129	129	100	NA	NA	150	150	100	NA	NA
Female	131	131	100	NA	NA	54	54	100	NA	NA
Workers										
Permanent										
Male	542	NA	NA	542	100	560	NA	NA	560	100
Female	14	NA	NA	14	100	14	NA	NA	14	100
Other than Permanent										
Male	2354	2354	100	NA	NA	1865	1865	100	NA	NA
Female	243	243	100	NA	NA	213	213	100	NA	NA

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration	Number	Median remuneration
Board of Directors (BoD)	7	Please refer to the 'Managerial Remuneration' section in the Board's Report	3	Please refer to the 'Managerial Remuneration' section in the Board's Report
Key Managerial Personnel	0*		1	
Employees other than BoD and KMP	3996	6,20,000	520	6,73,077
Workers	542	6,66,251	14	5,14,453

* Covered under BoD

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

Category	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Gross wages paid to females as % of total wages	11.97%	12.42%

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

Yes

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

The human rights approach focuses on addressing risks that could have significant impact on all the stakeholders and the locations in which the Company operate. The Company uphold human rights in all its business operations throughout its value chain. It endeavours to avoid human rights abuse and resolve grievances of the affected stakeholders effectively and for that it has several mechanisms in place.

Every employee bears the responsibility of maintaining compliance with human rights policy. Encouragement is extended to employees to raise any concerns with their respective manager, Human Resources, or through the anonymous reporting tool, SpeakUp. PPL diligently investigates any alleged violations of this policy and implements appropriate corrective measures as deemed necessary.

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

	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Discrimination at workplace	0	0	NA	0	0	NA
Child Labor	0	0	NA	0	0	NA
Forced Labor/Involuntary Labor	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:

Category	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	0
Complaints on POSH as a % of female employees / workers	0.2%	0
Complaints on POSH upheld	0	0

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

The Company is committed to fostering a workplace free from harassment and discrimination, maintaining a zero-tolerance policy towards any such misconduct. PPL is fully compliant with the Prevention of Sexual Harassment (POSH) guidelines, having established an Internal Complaints Committee (ICC) to swiftly address reported incidents. Furthermore, the whistle-blower policy ensures the protection of complainants from unfair practices such as retaliation, threats, intimidation, termination, suspension, disciplinary actions, demotion, transfer, denial of promotion, or misuse of authority that could hinder their ability to carry out duties effectively.



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

Yes, the Company integrates human rights requirements into its business agreements and contracts with vendors. PPL is dedicated to upholding and respecting fundamental human rights, as outlined in the United Nations' Universal Declaration of Human Rights (UDHR) and the UN Guiding Principles on Business and Human Rights. Compliance with the Company's human rights policy is a crucial component of the business agreements and contracts, ensuring alignment with the commitment to human rights.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labor	100%
Forced/Involuntary Labor	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – Sustainability	100%

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

During the reporting period, there was no significant risks and concerns arising from the assessments as highlighted in Question 10 above.

Leadership Indicators

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

No significant human rights grievances or complaints have arisen that would necessitate the modification or introduction of business processes.

2. Details of the scope and coverage of any Human Rights Due Diligence conducted.

As no significant human rights issues have arisen, the Company has not conducted Human Rights Due Diligence to date. Therefore, there are no specific details available currently regarding the scope and coverage of such due diligence activities.

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

Yes, PPL ensures that its offices are accessible to differently abled visitors, in accordance with the Rights of Persons with Disabilities Act, 2016. The Company strives to create an inclusive workplace where everyone feels engaged and supported, achieved through the provision of necessary infrastructure and facilities such as ramps and special restrooms on the premises. Steps are being taken to provide similar facilities at the operating sites.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child Labor	1.7%
Forced/involuntary Labor	1.7%
Sexual Harassment	1.7%
Discrimination at workplace	1.7%
Wages	1.7%
Others - please specify	1.7%

Note: This data is for PCC and PPS business

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

Essential Indicators

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

Parameter	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
From renewable sources		
Total Electricity Consumption (A) (GJ)	36,616	24,613
Total Fuel Consumption (B) (GJ)	1,28,477	1,33,239
Energy Consumption through other sources (C) (GJ)	-	-
Total Energy Consumption from renewable sources (A+B+C) (GJ)	1,65,094	1,57,852
From non-renewable sources		
Total Electricity Consumption (D) (GJ)	3,12,789	2,94,062
Total Fuel Consumption (E) (GJ)	3,60,164	3,04,307
Energy Consumption through other sources (F) (GJ)	-	-
Total Energy Consumption from non-renewable sources (D+E+F) (GJ)	6,72,953	5,98,370
Total Energy Consumption (A+B+C+D+E+F) (GJ)	8,38,047	7,56,222
Energy Intensity per Million INR of turnover (Total energy consumption / Revenue from operations in rupees) (GJ per Million INR)	19.09	21.96
Energy Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumption / Revenue from operations adjusted for PPP) (GJ per Million INR)	436.80	502.54
Energy Intensity in terms of physical output		
Energy Intensity (optional) – the relevant metric may be selected by the entity (GJ/product)	87.53	85.50

Note: 1. The PPP conversion factor 22.882 is as per OECD guidelines.

2. In accordance with the GHG protocol standard, FY2022-23 energy consumption has been revised due to improved data accuracy.

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 independent assurance was conducted for FY2023-24. However, environmental assurance was conducted for FY2022-23 by DNV Business Assurance Private India Ltd. The assurance for the current year will be published in the Sustainability Report FY2023-24 which will be released shortly.

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 Performance, Achieve, and Trade (PAT) Scheme of the Government of India. Therefore, there are no targets set under the PAT scheme to disclose achievement or remedial actions.

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

Parameter	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	62,072	1,30,765
(iii) Third party water	4,49,130	3,66,978
(iv) Seawater / desalinated water	-	-
(v) Others (Rainwater storage)	13,670	9,760
Total volume of Water Withdrawal (in kilolitres) (I + ii + iii + iv + v)	5,24,872	5,07,503
Total volume of Water Consumption (in kilolitres)	4,40,693	4,51,228
Water Intensity per rupee of turnover (Water consumed / Revenue from operations) (kl per Million INR)	10.03	14.74
Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (GJ per Million INR)	229.70	299.86
Water Intensity in terms of physical output		
Water intensity in terms of physical output	46.03	51.02
Water Intensity (optional) – the relevant metric may be selected by the entity (KL/product)	-	-

Note: 1. The PPP conversion factor 22.882 is as per OECD guidelines.

2. In accordance with GRI standard, total water consumption for FY2022-23 has been revised due to change in calculation methodology.

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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 independent assurance was conducted for FY2023-24. However, environmental assurance was conducted for FY2022-23 by DNV Business Assurance Private India Ltd. The assurance for the current year will be published in the Sustainability Report FY2023-24 which will be released shortly.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Water discharge by destination and level of treatment (in kilolitres)		
i. To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
ii. To Groundwater		
- No treatment	-	-
- With treatment – (please specify level of treatment)	-	-
iii. To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
iv. Sent to third parties		
- No treatment	-	-
- With treatment – CETP	84,179	-
v. Others- Please specify: Land		
- No treatment	-	-
- With treatment- tertiary treatment	-	56,275
Total water discharged (in kilolitres)	84,179	56,275

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 independent assurance was conducted for FY2023-24. However, environmental assurance was conducted for FY2022-23 by DNV Business Assurance Private India Ltd. The assurance for the current year will be published in the Sustainability Report for FY2023-24 which will be released shortly.

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

All plants of the Company follow standard protocols for wastewater recycling. The wastewater from Indian API sites undergoes treatment in the Zero Liquid Discharge (ZLD) Plant, while other sites comply with local regulations for wastewater treatment. The ZLD coverage across PPL sites is 33% of all Indian sites.

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

The Company's emission-levels are monitored in compliance with applicable regulations and are well-below the permissible limits.

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 independent assurance was conducted for FY2023-24. However, environmental assurance was conducted for FY2022-23 by DNV Business Assurance Private India Ltd. The assurance for the current year will be published in the Sustainability Report for FY2023-24 which will be released shortly.

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

Parameter	Unit	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Total Scope 1 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	43,383	39,996
Total Scope 2 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	62,210	58,077
Total Scope 1 and Scope 2 Emissions	tCO ₂ e	1,05,593	98,073
Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations)	tCO ₂ e / Million INR	2.41	2.85
Total Scope 1 and Scope 2 Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations adjusted for PPP)	tCO ₂ e / Million INR	55.04	65.17
Total Scope 1 and Scope 2 Emissions Intensity in terms of physical output	tCO ₂ e/product	11.03	11.09
Total Scope 1 and Scope 2 Emissions Intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/GN	-	-

Note: 1. The PPP conversion factor 22.88 is as per OECD guidelines.

2. Biogenic emissions are 13,324 tCO₂e and 12,848 tCO₂e for FY'23 and FY'24 respectively

3. In accordance with the GHG protocol standard, FY2022-23 Scope 1 & Scope 2 GHG emissions have been revised due to improved data accuracy.

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 independent assurance was conducted for FY2023-24. However, environmental assurance was conducted for FY2022-23 by DNV Business Assurance Private India Ltd. The assurance for the current year will be published in the Sustainability Report for FY2023-24 which will be released shortly.

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

PPL purchased third party hybrid power at two of its sites, that resulted in 2869 TCO₂e emission reduction. Moreover, PPL has several energy efficiency, water reduction and resource management projects lined-up as part of decarbonisation plan and will be completed in the coming years.

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

Parameter	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	161.02	211
E-waste (B)	7.72	10
Bio-medical waste (C)	20.34	25
Construction and demolition waste (D)	-	-
Battery waste (E)	13.09	8
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	7,692.53	7,029
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	7,257.70	2,817
Total (A+B + C + D + E + F + G+ H)	15,152.40	10,100
Waste Intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT per Million INR)	0.34	0.29
Waste Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT per Million INR)	7.90	6.71
Waste Intensity in terms of physical output		
Waste Intensity in terms of physical output	1.58	1.14
Waste Intensity (optional) – the relevant metric may be selected by the entity (MT/product)	-	-



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For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
(i) Recycled	9,560.8	2,018
(ii) Re-used	0	1
(iii) Other recovery operations (Composting)	0	1,009
Total	9560.80	3,028

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
(i) Incineration	1,359.56	266
(ii) Landfilling	179.13	3,911
(iii) Other disposal operations (Co-processing)	3758.27	2,938
Total	5,296.96	7,115

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, independent assurance was conducted for FY2023-24. However, environmental assurance was conducted for FY2022-23 by DNV Business Assurance Private India Ltd. The assurance for the current year will be published in the Sustainability Report for FY2023-24 which will be released shortly.

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.

The Company has implemented highly effective waste management practices, focusing on responsible disposal and recycling. Most of the non-hazardous waste generated during the reporting year was successfully diverted through authorised recycling vendors and co-processing with the cement industry. This commitment to waste diversion aligns with regulatory requirements and reflects the Company's dedication to environmental sustainability.

The selection of authorised vendors for waste recycling was conducted with meticulous due diligence, ensuring compliance with all relevant regulations and standards. This approach not only enhances environmental stewardship but also contributes positively to the circular economy by reintegrating materials back into productive use.

At all Company sites, the 5R waste hierarchy—reduce, reuse, recycle, recover, and rethink—is rigorously followed for waste management. This holistic approach aims to achieve a net reduction in waste generation by prioritising waste prevention and resource efficiency. Employees and vendors are actively encouraged to embrace the principles of reuse, thereby minimising the need for disposal, and promoting a culture of waste reduction and sustainability throughout the organisation.

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:

None of the operations or offices are situated 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:

In FY2023-24, the Company did not conduct environmental impact assessments of projects undertaken by the entity.

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

Yes, the Company is compliant with applicable environmental laws, regulations, and guidelines in India, such as the Water (Prevention and Control of Pollution) Act, the Air (Prevention and Control of Pollution) Act, the Environment Protection Act, and the Rules thereunder.

Leadership Indicators

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

The Company's facilities/plants do not operate in water-stressed areas.

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

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

PPL has evaluated scope 3 emissions for FY2023, FY2024 inventorisation is in process. The assurance for the current year will be published in the Sustainability Report FY2023-24 which will be released shortly.

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, an independent assurance has not been carried out by an external agency.

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

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 in 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	Energy Conservation	Green initiatives like installation of a higher capacity coal vibro-feeder, replacement of refrigeration cooling tower by V Bar fills design tower, upgradation of N2 plant operation sequence controller from timer based control to programmable logic control, installation of draft controller in boilers, replacement of V-Belt drives with flat belt drives in Air Handling Unit, improvement in steam condensate recovery, replacement of IE2 motors with IE 4 motors, etc.	Total annual savings of 15,03,856 KWH
2	Water conservation	Water conservation initiatives like re-use of Air Handling Unit sweating water in cooling tower, re-use of sanitized hot water to boiler feed, etc.	Total annual savings of 11,505 KL
3	Fuel savings	Resource efficiency initiatives like recovery of flash steam, Optimization of Diesel Generator (DG) set operation, improvement in steam condensate recovery system, etc.	- Total annual savings of 259 tonnes of fuel - Total annual savings of 50 tonnes of coal

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

The Company has implemented a robust and comprehensive Business Continuity Plan (BCP) designed to ensure the continuity of critical operations in the face of disruptive events, including natural disasters, technological failures, or other significant incidents that could impact normal business operations. This plan encompasses a range of emergency scenarios across the organisation and outlines a structured response, rescue, and recovery strategy.

As a crucial component of its business continuity measures, the Company has installed automatic fire suppression systems equipped with NOVAC system. This strategic installation is intended to swiftly extinguish fires within the compartments, enhancing the overall safety and resilience of the facility.

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?

PPL acknowledges the potential environmental impact of its value chain and is committed to mitigating adverse effects. The Company has set forth robust supplier management plan that emphasis on enhancing supplier diversity, conducting thorough risk assessments, and regularly reviewing supplier performance through an ESG lens.



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

PPL is in the process of rolling out a self-assessment questionnaire evaluating the environmental impact of the suppliers.

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:

2

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 / associations (State/National)
1	India Pharmaceutical Alliance	National
2	Confederation of Indian Industries (CII)	National

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

The Company conducts its business activities in a legally and ethically compliant manner, understanding the significance of competition law and its implications on the operations. Regarding anti-competitive or restrictive trade practices, the Company can confirm that there have been no complaints filed with the Competition Commission nor any suits against PPL. Therefore, there is no ongoing corrective action required at this time. PPL acknowledges the fundamental principles of competition law and has incorporated them as a specific component of its Code of Conduct (CoC). Consequently, every PPL employee is briefed on conducting business fairly and in adherence to competition regulations. Employees are required to undergo CoC training, followed by periodic refreshers, to ensure continued compliance.

Leadership Indicators

1. Details of Public Policy positions advocated by the entity.

PPL has not been involved in public policy advocacy.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

During the reporting period, none of the projects fell under the scope of mandated Social Impact Assessment (SIA) exercises.

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

Not applicable.

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

The Company interacts with the local community through its volunteers and employees as a part of its CSR programs. In addition to receiving direct feedback, the Company's grievance redressal mechanism also considers grievances raised by the community.

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

	FY 2023-24 (Current FY)	FY 2022-2023 (Previous FY)
Directly sourced from MSMEs/ Small producers	14%	23%
Directly from within India	24%	16.35%

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 (Current FY)	FY 2022-23 (Previous FY)
Rural	51.45%	50.42 %
Semi-urban		
Urban		
Metropolitan	48.55%	49.58%

Note: Rural, semi-urban and urban are combined as non-metropolitan. PPL is in the process of segregating the information for rural, semi-urban and urban as per SEBI guidelines

Leadership Indicators

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

Not Applicable.

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

State	Aspirational District Info	Amount spent (In INR)
Andhra Pradesh	Alluri Sitharamaraju, Parvathipuram Manyam, Y.S.R. Kadapa	18,22,044
Arunachal Pradesh	Namsai	4,85,934
Assam	Dhubri, Goalpara, Barpeta, Hailakandi, Baksa, Darrang, Udalguri	39,70,455
Bihar	Sitamarhi, Araria, Purnia, Katihar, Muzaffarpur, Begusarai, Khagaria, Banka, Sheikhpura, Aurangabad, Gaya, Nawada, Jamui.	46,01,863
Chhattisgarh	Korba, MMAC, Mahasamund, Uttar Bastar Kanker, Narayanpur, Dakshin Bastar Dantewada, Bastar, Kondagaon, Sukma, Bijapur	61,30,712
Gujarat	Dahod, Narmada	5,82,279
Himachal Pradesh	Chamba	4,14,899
Haryana	Mewat	31,473
Jharkhand	Garhwa, Chatra, Giridih, Godda, Sahibganj, Pakur, Bokaro, Lohardaga, Purbi Singhbhum, Palamu, Latehar, Hazaribagh, Ramgarh, Dumka, Ranchi, Khuti, Gumla, Simdega, Pashchimi Singhbhum	1,08,99,921
Jammu & Kashmir	Kupwara, Baramula	12,68,906
Karnataka	Raichur, Yadgir	6,33,862
Kerala	Wayanad	9,12,575
Maharashtra	Nandurbar, Washim, Gadchiroli, Osmanabad	18,53,198
Madhya Pradesh	Chhatarpur, Damoh, Barwani, Rajgarh, Vidisha, Guna, Singrauli, Khandwa (East Nimar)	26,14,157
Nagaland	Kiphire	4,61,659
Odisha	Dhenkanal, Gajapati, Kandhamal, Balangir, Kalahandi, Rayagada, Koraput, Malkangiri, Nuapada, Nabrangpur	48,12,768
Punjab	Moga, Ferozpur	4,25,118
Rajasthan	Dhaulpur, Karauli, Jaisalmer, Sirohi, Baran	16,69,705
Tamil Nadu	Virudhunagar, Ramanathapuram	8,66,217
Tripura	Dhalai	6,32,256
Telangana	Kumuram Bheem, Jayashankar Bhupalapalle, Bhadradi Kothagudem	34,31,414
Uttarakhand	Udham Singh Nagar, Haridwar	5,68,229
Uttar Pradesh	Chitrakoot, Fatehpur, Bahraich, Shrawasti, Balrampur, Siddharthnagar, Chandauli, Sonbhadra	19,65,657
Sikkim	Soreng	5,69,601
Meghalaya	Ribhoi	6,64,481
Mizoram	Mamit	4,18,967
Manipur	Chandel	91,650

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

No, PPL's procurement policy ensures accessibility and local community engagement, respecting the rights of local communities and local development priorities.



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

Currently, the Company is not procuring anything from marginalised or vulnerable groups.

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

Currently, it constitutes zero percent.

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.

In the current financial year, PPL has not owned or acquired any intellectual properties based on traditional knowledge, thus no benefits have been derived or shared from such intellectual properties to detail.

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.

Since there are no intellectual properties owned or acquired based on traditional knowledge in the current financial year, there have been no adverse orders or disputes related to the usage of traditional knowledge. Therefore, no corrective actions have been taken or are underway in this regard.

6. Details of beneficiaries of CSR Projects.

Sr. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised group
1	Aspirational Bharat Collaborative (ABC), formerly Aspirational District Collaborative	1.5 Million people	90%

Note: Details with respect to the Company's contribution to the ABC are contained in the Annual Report on CSR activities for FY2023-24 which is annexed to the Board's Report.

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

Essential Indicators

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

PPL's businesses collectively ensure seamless customer support across their operations. Each division maintains support teams offering assistance for inquiries, feedback, and complaints.

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

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	NA
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

3. Number of consumer complaints

	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	NA	-	0	NA	-
Advertising	43	0	-	103	0	-
Cyber-security	0	NA	-	0	NA	-
Delivery of essential services	888	4	-	455	1	-
Restrictive Trade Practices	0	NA	-	0	NA	-
Unfair Trade Practices	0	NA	-	0	NA	-
Others	72	0	-	50	0	-

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

Voluntary recalls	Number	Reason for recall
Voluntary recalls	3	Reasons for Recall 1. Failure in environmental monitoring at manufacturing facility. 2. Leakage of bottles due to damage shipment. 3. Veterinary product was inadvertently distributed as a human product.
Forced recalls	-	

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 robust cyber security framework in place, which uses antivirus, anti-spyware protection and firewalls to protect against any possible breach. Additionally, the Company uses remote data back-ups, latest versions of software through secured computers and servers to mitigate the technology risks. The framework on cyber security is available on the Company's website at <https://www.piramalpharma.com/privacy-policy>

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.

Such occurrences did not happen during that period.

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

None.

Leadership Indicators

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

PPL has a diverse product portfolio categorized under three main business segments: Piramal Pharma Solutions (PPS), Piramal Critical Care (PCC) and Piramal Consumer Products Division (CPD). Information on products and services of the entity under these businesses is available on the website of the Company under the 'Businesses' tab at www.piramalpharma.com

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

PPL employs a multidimensional approach to inform and educate consumers about the safe and responsible usage of their products and services. This approach includes product labelling, patient information leaflets, collaboration with healthcare professionals, regulatory compliance, and customer support services.

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

The Company prioritises informing consumers about potential disruptions or discontinuations of essential services through clear communication channels and adherence to regulatory standards. PPL maintains contingency plans and transparent reporting practices, ensuring stakeholders are aware of any issues and the steps being taken to address them immediately. This approach aims to uphold trust, minimise service interruptions, and manage risks effectively.

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)

Yes, PPL provides product information to ensure consumer safety and responsible use as per local laws. PPL conducts surveys regarding consumer satisfaction with respect to the major products/services of the entity.