



JAGSONPAL PHARMACEUTICALS LIMITED

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

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

August 09, 2023

The Department of Corporate Services- Listing BSE Ltd , Phiroze Jeejeebhoy Towers, Dalal Street Mumbai-400 001 Scrip Code: 507789	The Department of Corporate Services- Listing National Stock Exchange of India Ltd Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E) Mumbai – 400 051 Symbol: JAGSNPHARM
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Subject: Business Responsibility and Sustainability Report for the financial year 2022-23

Dear Sir/ Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015, please find enclosed the Business Responsibility and Sustainability Report (“BRSR”) for the financial year 2022-23 which forms an part of the Annual Report for the financial year 2022-23.

We request you to take the above on record.

Thanking you,

For **Jagsonpal Pharmaceuticals Limited**

Abhishek Joshi
Company Secretary & Compliance Officer

Encl.: A/a



Business Responsibility and Sustainability Report 2022-23

Section A: General Disclosures

I. Details of the listed entity

1	Corporate Identity Number (CIN)	L74899DL1978PLC009181
2	Name of company	Jagsonpal Pharmaceuticals Limited
3	Year of incorporation	1978
4	Registered office address	T-210 J, Shahpur Jat, New Delhi - 110049 (India)
5	Corporate office address	Plot No. 412-415, Nimai Tower, 3 rd Floor, Phase-IV, Udyog Vihar, Gurugram -122015, Haryana (India)
6	E-mail	info@jagsonpal.com
7	Telephone	+91 124 4406710
8	Website	www.jagsonpal.com
9	Financial year for which reporting is being done	FY2023
10	Name of the stock exchange(s) where shares are listed	Bombay Stock Exchange National Stock Exchange India Limited
11	Paid-up capital	₹130,990,000/-
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Mr. Abhishek Joshi Designation: Company Secretary & Compliance Officer Telephone no.: +91 124 4406710 Email ID: cs@jagsonpal.com
13	Reporting boundary	Standalone basis

II. Products/services

14. Details of business activities (accounting for 90% of the turnover):
The company is engaged in the marketing, distribution of pharmaceutical formulations.
15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Pharmaceutical formulations	21004	96%

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:
- Registered Office in New Delhi
 - Corporate Office in Gurugram, Haryana
 - Warehouse in Ghaziabad, Uttar Pradesh

17. Markets served by the entity

A. Locations	Number
National (States)	29
International	2

- B. **Exports** – The Company exports Active Pharmaceutical Ingredient (API) to USA and South Korea. API business contributes 4% to the total turnover.
- C. **Customers** – The customers are important stakeholders in the business. The Company's customer base includes, Health Care Professionals and Government Institutions.

IV. Employees

18. Details as at the end of Financial Year

Particulars	Male	Male %	Female	Female %	Total Employees
Permanent Employees	925	98%	15	2%	940
Other than Permanent Employees	-	-	-	-	-
Differently Aabled Employees	-	-	-	-	-
Workers	-	-	-	-	-
Total Employees	925	98%	15	2%	940



19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors (including MD)	6	2	33%
Key Managerial Personnel (CFO and CS)	2	0	0%

20. Turnover rate for permanent employees and workers

FY	Total Employees as on March, 31	Total Male Resignations	Total Female Resignations
2020-21	1,115	227	3
2021-22	1,060	375	8
2022-23	940	462	5

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

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

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ subsidiary/ associate/joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
As on March 31, 2023, Company does not have any Subsidiary, Associate and Joint Venture Company.				

VI. CSR Details

- Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes
- Turnover (in Millions) - ₹2,367.14
- Net worth (in Millions) - ₹1,588.90

VII. Transparency and Disclosures Compliances

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

	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY2023 Current Financial Year			FY2022 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	-	-	-	No	-	-	No
Investors (other than shareholders)	info@jagsonpal.com	-	-	No	-	-	No
Shareholders	cs@jagsonpal.com	2	0	No	3	0	No
Employees and workers	info@jagsonpal.com	0	0	No	2	2	Both the cases are subjudice
Customers	customercare@jagsonpal.com . Consumers can raise a concern via post, email (customercare@jagsonpal.com) and reach out to us directly via telephone (+91- 124 406710). Also, the consumer can reach out to the Company through official communication channel available on our website www.jagsonpal.com	18	0	No	26	0	No
Value Chain Partners	info@jagsonpal.com	-	-	No	-	-	No

Note: All the complaints were related to the packaging of products only.



23. Overview of the entity’s material responsible business conduct issues

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

Some material issues identified are as follows –

Sr. No.	Material issues	Indicate whether risk or opportunity	Management approach	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Prevention of bribery and corruption	Risk	The Company is stringent towards the prevention of bribery and corruption. External and Internal Stakeholders are encouraged to highlight any malpractices in the company.	Negative
	Data protection and Cybersecurity	Risk	The Company has installed data protection system in its network including cloud backup facility. There exists 3-2-1 Data Protection and Recovery Plan; three copies of server data, two different types of media, and one air-gapped copy located offsite.	Negative
2.	Occupational Health and Safety	Risk	The Company believes that providing a safe and healthy work environment to its employees is critical for their overall well-being.	Negative
	Training and Development	Opportunity	Employees are prepared for in-house career development opportunities. Periodic leadership development initiatives goes a long-way towards learning and development of an individual.	Positive
3.	Supply Chain Management	Risk	The Company has a network of suppliers and channel partners which exposes the Company to disruption risk. During the on-boarding process, detailed background checks are undertaken to ensure mitigation of the risk.	Negative
4.	Product Quality and Patient Safety	Risk	The Company understands its responsibility to provide quality products. The Quality Assurance team proactively review complaints and work towards redressing them in an effective manner.	Negative

Section B: Management and Process Disclosures

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

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



1. Principle-wise Policies and Procedures

Principle	Particulars	Policies
P1	Ethics and Transparency	Whistle Blower Policy, Code of Conduct, Policy for Determination of Materiality of Events, Policy on Related Party Transactions, Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information and Information Security Policy exist to ensure an ethical business environment that is devoid of corruption and guarantees transparency.
P2	Sustainable and Safe Product	The Company ensures optimum utilisation of resources and keeps sustainability in mind while performing day-to-day operations. The Company has a well-resourced Quality Management team and is committed to identifying and managing quality complaints to help safeguard its consumers.
P3	Well-being of Employees	The Company believes employees are its biggest assets and ensures fair evaluation including reward and recognition of performing employees.
P4	Responsive to Stakeholders	The Company through its policies addresses concerns and protects the interests of internal as well as external stakeholders.
P5	Respect for Human Rights	The Company promotes equal opportunities to individuals irrespective of any gender, influence and ensures compliance of the same through its Policy on Prevention of Sexual Harassment of Women at Workplace.
P6	Environment Protection	The Company makes regular efforts to adopt appropriate energy conservation measures by leveraging technology and digitisation, to reduce its carbon footprint as much as possible. The employees are also sensitised to prevent wasteful usage of natural resources.
P7	Public Policy Advocacy	The Company provides inputs to policies falling under the gambit of pharmaceuticals industry. However there exist no defined policy.
P8	Inclusive Growth	The Company's CSR policy covers activities focused on Education and Livelihood along with Health and Sanitation.
P9	Concern and Value for Customers	The Company has established an effective feedback loop mechanism with involvement of concerned stakeholders.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Ethics and Transparency	Sustainable and Safe Product	Well-being of Employees	Responsive to Stakeholders	Respect for Human Rights	Environment Protection	Public Policy Advocacy	Inclusive Growth	Concern and Value for Customers
1. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
a. Has the policy been approved by the Board? (Yes/No)	Yes (as applicable)								
b. Web Link of the Policies, if available	https://www.jagsonpal.com/investor-relations								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes (as applicable)								
3. Do the enlisted policies extends to your value chain partners? (yes/no)	Yes (As Applicable)								
4. Name of the national and international codes/certifications/ labels/standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity with defined timelines, if any	All the contract manufacturing units, manufacturing drug products for Jagsonpal, comply with the national standards i.e. Schedule-M as per the Drugs and Cosmetics act 1940.								



5. Specific commitments, goals and targets set by the entity with defined timelines, if any	This is not applicable since the company doesn't operate any manufacturing facility thereby limiting the ability to set goals and targets for third parties.
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met	Not applicable
Governance, leadership and oversight	
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	The company pays equal emphasis on the sustainable business growth and has therefore initiated structured CSR activities aligning with Jagsonpal's corporate strategy. The Company is focused on making a substantial impact in society by working on a defined set of activities with a commitment to women's welfare which is in line with the company's area of operation.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)	<ul style="list-style-type: none"> • Director Identification Number (DIN): 06805265 • Name: Mr. Manish Gupta • Designation: Managing Director
9. Does the entity has a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (yes/No) If yes, provide details.	<ul style="list-style-type: none"> • Director Identification Number (DIN): 06805265 • Name: Mr. Manish Gupta • Designation: Managing Director

10. Details of review of NGRBCs by the company

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the board/any other committee (P1 to P9)	Frequency (Annually/Half-yearly/quarterly/any other-please specify) (P1 to P9)
Performance against above policies and follow up action	The necessary changes to policies and procedures are implemented accordingly. Any non-compliances are flagged for appropriate action.	Relevant policies are reviewed periodically
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The company has no cases of non-compliances reported during the last financial year.	The Company revises the set of statutory requirements relevant to the NGRBC principles as per the statutory compliance changes put forward by the market regulator.
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No	



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

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

Section C: Principle-wise Performance Disclosure

This section is aimed at helping companies demonstrate their performance in integrating the Principles and Core Elements of the National Guidelines on Responsible Business Conduct (NGRBC).

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

The Code of Conduct is the guiding principle to conduct business ethically by abiding the values and expectations set forth within the Code.

The Company is a science-driven, patient-focused organisation which adheres to internal policies and is in compliance with applicable local laws, regulations, industry codes and requirements.

Essential Indicators

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

All employees received training on how to conduct themselves as per their roles and responsibilities, during the Induction Training, with 829 employees attending the Prevention of Sexual Harassment (POSH) training in FY2023

Segment	Total number of trainings and awareness programmes held and Topics / Principles covered under the trainings	% age of persons in respective category covered by the awareness programmes
Board of Director and Key Managerial Personnel	After appointment of directors, the Company provides a comprehensive board induction kit which captures company-specific information at a broad level. This is followed by management discussion. The Board of Directors sign off on a Code of Conduct annually.	100%
Employees other than BOD and KMPs	Employees undergo various training programmes including prevention of sexual harassment, ethical business practices, prohibition of insider trading etc.	88%
Workers	Not applicable (Since the Company is not operating any manufacturing plant)	-

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

	Monetary				Has an appeal been preferred (yes/No)
	NGRBC Principle	Name of the regulatory enforcement agencies/ judicial institutions	Amount (in INR)	Brief of the case	
Penalty/Fine	P1 – Ethics and Transparency	BSE and NSE	20,000	Delay in Prior Intimation to the Stock Exchange	No
Settlement	-	-	-	-	-
Compounding Fee	-	-	-	-	-
Non-Monetary					
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.

The Company is committed to conducting business by abiding the highest ethical standards. All forms of bribery and corruption are prohibited. The Company conducts business in adherence to all statutory and regulatory requirements. To counter risk related to bribery and corruption, the Company has a Code of Conduct, Code of Practices and policies like Whistle Blower Policy. The said policies are available at <https://www.jagsonpal.com/investor-relation>.

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

There were no such instances in FY2023.

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

No complaints, with regard to conflict of interest, were received in FY2023.

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 conflict of interest.

Not applicable.

Leadership Indicators

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

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

2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board

The Company's approach to avoiding/managing conflict of interest, involving members of the Board, is embodied within the Code of Conduct. The Company assesses all its activities for potential conflicts and ensures that any actual, potential or perceivable conflicts are declared and resolved before the initiation of any task or project.

Further, the Board of Directors sign off on a Code of Conduct on an annual basis.

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

The Company prioritises patient safety by ensuring the quality, safety, and reliable supply of the products. From sourcing raw materials to following a rigorous quality manufacturing standards, the Company maintains leading quality standards throughout the supply chain. The commitment towards patients and consumers drives to implement extensive controls for detecting, evaluating, and communicating benefits, risks, and potential safety concerns associated with the products. The procedures adhere to leading Good Manufacturing Practices (GMP) and other quality standards outlined.

Essential Indicators

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

No such capital expenditure has been made in FY2023.

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

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

- b. If Yes, what percentage of inputs were sourced sustainability?

Not applicable since the Company does not control sourcing of input materials for its contract manufacturer.

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

The Company have the processes in place to safely dispose of all the damaged and hazardous waste through incineration.



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

While the Extended Producer Responsibility (EPR) does not apply to the entity's activities, the Company is committed to environmentally sustainable waste management practices. In line with the guidelines set by the Central Pollution Control Board (CPCB), the Company ensures the proper disposal of all types of waste. These include expired and damaged goods, which are handed over to government-approved vendors for recycling or incineration, depending on the appropriate method. By adhering to these waste management processes, the Company prioritise responsible and eco-friendly practices in its operations.

Leadership Indicators

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

NIC Code	Name of Product/Service	% of total Turnover contributed	Boundary for which the life cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (yes/No) If yes, provide the web-link
Not applicable (since the Company has not operating manufacturing plant)					

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

Name of Product/Service	Description of the risk/concern	Action Taken
Not applicable (since the Company has not operating manufacturing plant)		

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

Indicate input material	Recycled or re-used input material to total material	
	FY2023 Current Financial Year	FY2022 Previous Financial Year
Not applicable (since the Company has not operating manufacturing plant)		

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

The Company has implemented a robust process for the return of expired and damaged products which are then disposed of through authorised waste management agencies, specifically through incineration. Certificates are obtained as part of the quality control measures to ensure there is no possibility of expired or damaged products re-entering the market. This stringent process mitigates the potential risks to consumer health that may arise from consuming expired or damaged products.

Quantum of expired goods and damaged goods sent for disposal:

FY2022: 2,055 Kg (2.055MT)

FY2023: 4,675 Kg (4.675 MT)

Since the Company is in the business of marketing of pharmaceuticals products, wherein usage of recycled goods can have negative impact on the health of individuals, the Company has very limited usage of recycled materials.

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Applicable	Not Applicable



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

Essential Indicators

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

The Company has implemented a set of measures for the overall well-being of employees by extending policies such as health and life insurances, accident insurance and maternity benefits to all the employees. Details of which are mentioned below:

Category	Health Insurance		Life/Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities		Total (A)
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
Permanent Employees											In compliance with the provisions of the Maternity Benefit Act
Male	925	100	925	100	-	-	925	100			925
Female	15	100	15	100	15	100	-	-			15
Total	940	100	940	100	15	100	925	100			940
Other than Permanent Employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Category	Health Insurance	Life/Accident Insurance	Maternity Benefits	Paternity Benefits	Day Care Facilities
Permanent Employees					
Other than Permanent Employees	Not Applicable (since the Company doesn't operate any manufacturing facility, limiting the role of workers in the existing set up of the company.)				

2. Details of retirement benefits, for Current FY2023 and Previous FY2022

Benefits	FY2022		FY2023	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
Provident Fund	100	Y	100	Y
Employees' State Insurance	46	Y	62	Y
Gratuity	100	N	100	N

3. Accessibility of workplaces

While the Company does not currently have any differently-abled individuals in employment. However, its Corporate Office in Gurugram, Haryana is fully accessible to accommodate differently-abled employees. The Company has taken measures for a barrier-free environment, allowing for easy navigation and accessibility for individuals with different abilities. The commitment to inclusivity extends to creating a workspace that welcomes and supports diverse talents.

4. Equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016

The Company values diversity and treat all employees equally. The Company's aim is to create a workplace where all employees feel engaged, believe in teamwork and are proud of their contribution to the growth of the organisation.

The recruitment policies do not discriminate among potential candidates. The candidates are evaluated and selected on the basis of their competencies and requirements of the role for which their candidatures are being considered.

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 (%)	99	99	-	-
Female (%)	100	100	-	-
Total (%)	100	100	-	-

Note: Workers (Not applicable, since the Company is not into manufacturing unit)

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

The Company has developed an open work environment, wherein any stakeholder/employee irrespective of hierarchy, has freedom to access the functional heads, human resource and identified key management personnels (KMP) to report genuine concerns.

In addition to that, a Whistle Blower Policy has been formulated on concerns about unethical behaviour, actual or suspected fraud or violation of the Company's Code of Conduct and Ethics. Anyone inside or outside the Company can raise concerns, confidentially and anonymously, without fear of retaliation and the same are addressed as per the guidelines mentioned in the company's Whistle blower policy.

The Company has zero tolerance for sexual harassment at the workplace and is in compliant with the provisions relating to the POSH Act (Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace), 2013. The Company has an Internal Complaints Committee for investigating POSH-related matters. The Company also conducted periodic awareness programmes which sensitise employees on such issues.

The Company addresses all such concern seriously and conduct formal investigations wherever required. If investigations show an employee has intentionally breached the company policies, necessary action is taken following the company's guidelines.

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

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

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

8. Details of training given to employees and workers

The various trainings conducted by Learning and Development function, throughout the FY2023 include:

- Role/ Function-based specific training and Skill Upgradation training: 17 sessions were conducted which were attended by 601 participants including both existing and newly inducted employees. The key areas in which such training was conducted included Communication, Detailing and In-Clinic Performance skills, Managerial skills, Objection Handling and MS-Excel skills.
- 56 Induction programmes have been conducted for 359 newly inducted employees to cover job specific requirements.
- Sessions on POSH have been conducted which covered 829 employees.

In the FY2022:

- 37 Managerial Skill Development programmes have been conducted covering 387 participants
- 19 Induction programmes have been conducted for 207 newly inducted employees

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

The Company has a transparent system which is based on the Management by Objectives principle. The performance cycle for employees is from April to March. During the year, the employee receives continuous feedback on his/her areas of improvement from the Reporting Manager. The increase in remuneration is dependent on the overall performance of the Company and not only on the individual performance of the employee.

In the FY2022:

- o Total employees eligible for performance review: 771
- o Male employees reviewed: 759
- o Female employees reviewed: 12

In the FY2023, Annual Performance Reviews are to be initiated. However, mid-year appraisals were introduced for sales personnel across India. 297 (Male - 294 & Female - 3) employees qualified for mid-year appraisals.



10. Health and safety management system:

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

There are no direct occupational health and safety risks considering the nature of the business. However, the Company is committed to responsibly conducting its operations to protect its employees and the environment from any work-related hazards. The employee physical and mental well-being continue to be of top priority for the Company.

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

Regular checks are undertaken to identify the potential work related hazards and the Company undertakes initiatives to mitigate the impact of such risk towards its employees.

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

Employees are encouraged to highlight potential safety risks.

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

The company conducts full body health checkup for early diagnosis and overall well-being of the employees. All employees have sufficient health and life insurance as they are covered under Group Mediclaim Insurance, EDLI. Term Life Insurance and Group Accidental Insurance policies. Additionally, employees are also given the option to cover their immediate dependents like spouses and children as well as parents under the Company's Group Mediclaim Policies.

11. Details of safety-related incidents:

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

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

The Company always complies with directives issued by the concerned authorities and ensure a safe and hygienic work environment for its employees.

- a. In November 2022, the Company shifted to its new Corporate office in Gurugram which is well-equipped with all safety measures, ergonomically furnished and accessible to differently-abled people as well.
- b. Regular checks are conducted in the office premises to ensure the maintenance of safety standards along with periodic awareness activities, guidelines and advisories to employees on key risks on health and safety.

14. Number of complaints on the made by employees and workers.

- a. Working conditions
- b. Health and safety

No complaints have been filed, in the current year or the previous year, relating to working conditions, health and safety.

**15. Assessments for the year**

Health and safety practices

The Company has entered into preventive periodic maintenance contracts which include firefighting arrangements at the corporate office.

Working Conditions

The Company complies with all laws and regulations relating to fair working conditions and labour laws.

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

This is not directly applicable given the nature of business. However, the Company took various measures, which are covered in response to above-mentioned points.

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

The Company has the following policies for the life insurance of employees: EDLI Policy, Group Term Life Insurance Policy etc. which are settled on a priority basis in case of any mishappening.

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

The Company believes in hiring right amount of human resource basis assessment of the candidate's competencies and requirements of the job. Thereafter, once the employee has joined, the learning and development function diligently works towards upskilling the workforce to align with the evolving business environments.

Hence, instances of termination due to job redundancies or due to employees not having the required skillset happen only in exceptional cases.

3. Details on assessment of value chain partners

All the value chain partners are subject to risk assessment on induction. The outcome of such assessment indicates the risks associated with dealing with such vendors on various parameters like environment, health and safety, confidentiality, crisis management, anti-bribery and anti-corruption guidelines etc. and the mitigation actions are mutually worked out. Further, background checks are conducted which help in early identification of any concern areas associated to dealt with such vendors.

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

As part of the Company's on-boarding process for the contract manufacturers, various risks including health and safety and labour rights are assessed. The contract manufacturers are evaluated on their existing policies and procedures for dealing with issues relating to child labour, fair wages, sexual harassment and discrimination. It is ensured that the third-party contract manufacturing sites are in compliance with requisite working conditions and EHS guidelines.

In FY2022: No physical audits or assessments were carried out due to the COVID pandemic.

In FY2023: No cases of significant deviations from the desired safety practices and appropriate working conditions were found. In cases of minor deviation, our technical team worked with the stakeholders involved to implement the corrective action required.

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

Jagsonpal's continued focus on the quality of product delivery and attention towards expectations and concerns of its stakeholders has enabled us to earn their trust and respect. This has not only added value to its relationships with the stakeholders but has also brought success and sustenance to the business. Despite having multiple stakeholder groups, the engagement and feedback mechanisms help us to stay connected and abreast about their requirements.

Essential Indicators

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

The Company has laid down certain set of guidelines and principles which all the stakeholders have to abide by. These requirements are focused around the ethics and integrity which are of paramount importance to the organisation. Such requirements are a precursor and has to be followed by all the stakeholders without any compromises irrespective of the importance, its concerned stakeholder hold for the organisation. The Company's continued focus on these two parameters has enabled us to earn stakeholder's trust and respect. This has not only added value to its relationships with the stakeholders but has also brought success and sustenance to the business.

2. List stakeholder groups identified as key for the entity

Stakeholder Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Patients and consumers	Face to face meetings, Webinars, Social media pages, Posters	Need based	Disease awareness programmes are organised to educate the general public including patients about the signs, symptoms and diagnosis, treatment and prevention options for a disease to foster better patient outcomes through prevention, early diagnosis and management to minimise or slow disease progression and complications.
Healthcare Professionals (HCPs)	Face to face meetings, Emails, Webinars, Social media pages, Posters, Doctor networking platforms, etc.	Daily	Keep the HCP abreast with the latest information on disease management. To provide avenues for HCPs to discuss and deliberate on latest data, clinical challenges and multidisciplinary expert discussions intending to help in improving treatment outcomes for the patients. Ensuring responsible sales and marketing practices, in compliance with local laws and applicable industry codes, while interacting with HCPs.
Investors and Shareholders	Annual General Meetings, Emails, Newspaper, Advertisement, Website, stock exchange intimation.	Quarterly	To stay abreast of developments in the Company, Performance of the Company and address concerns/grievances
Communities and NGOS	Emails, physical meetings, website and other digital platforms.	Need based	Implementing and monitoring the CSR activities
Government and Drug Regulators	Emails, Regulatory Agency communication.	Need based	Policy and Regulatory Matters, pricing of medicines and other regulatory approvals
Suppliers and Distributors	Emails, physical meetings	Daily	Quality of material, commercial and technical terms of payment and delivery
Employees	Email, town halls, team meetings.	Daily	Daily work related interactions.

Leadership Indicators

1. Provide the process for consultation between stakeholders and the board on economic, environment and social topics or if consultation is delegated, how is feedback from such consultation is provided to the board.

Refer to Q1 answer of essential indicators.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No).

Refer to Q1 answer of essential indicators.

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

The Company engages with marginalised communities through its CSR initiatives in 2 areas:

- o Education and Livelihood
- o Health and Sanitation



The CSR Committee of the company conducts impact assessments of its CSR initiatives. Through its ongoing projects, Company is focussing on the following areas:

- Promotion of Menstruation Hygiene
- Environmental Cleanliness

The Company is building toilets, in collaboration with Sulabh International Social Service Organisation, with emphasis around women schools and public place.

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

The Company is committed towards protection of human rights and condemns discrimination, harassment, unreasonable behaviour of any kind. The Company promotes a culture of fairness and believes in providing equal employment and growth opportunities to all persons thereby ensuring dignity of labour. The Company's policies like Prevention of Sexual Harassment, Whistle Blower Policy, Code of Conduct etc. are designed in a way so as to protect dignity and human rights of employees.

Essential Indicators

- Employees and workers who have been provided training on human rights issues and policies of the entity.**
Employees are given training on how to conduct themselves responsibly as Jagsonpal employees, in accordance with their roles and responsibilities, during the Induction Training itself. Besides periodic training on prevention of misconduct at workplace, employees are trained on prevention of sexual harassment as well to sensitise them towards gender diversity.

Category	FY2023 Current Financial Year			FY2022 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent Employees	940	829	88%	-	-	-
Other than Permanent Employees	-	-	-	-	-	-
Total	940	829	88%	-	-	-
Workers (Not applicable, since the Company is not into manufacturing unit)						
Permanent Workers	-	-	-	-	-	-
Other than Permanent Workers	-	-	-	-	-	-
Total	-	-	-	-	-	-

Note:

- Label A indicates the total no. of employees as on March 31st, 2023
- Label B indicates the no. of employees eligible to attend the posh training as per their joining date.

- Details of minimum wages paid to employees and workers, in the following format**

Category	FY2023 Current Financial Year					FY2022 Previous Financial Year				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		B	% (B/A)	C	%(C/A)		E	% (E/D)	F	%(F/D)
Permanent										
Male	925	-	-	925	100%	1046	-	-	940	90%
Female	15	-	-	15	100%	14	-	-	14	100%
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers (Not applicable, since the Company is not into manufacturing unit)										
Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-



3. Details of remuneration/salary/Wages (In Millions)

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (including MD)	4	10	2	0
Key Managerial Personnel (CFO and CS)	2	3.09	0	0
Employees other than BOD and KMP	922	0.32	15	0.47

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

The General Manager, human resource is responsible for ensuring proper implementation of people related matters and addressing human rights issues caused by the business.

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

The Company's General Manager, Human Resource ensures that all employees and other relevant stakeholders, are able to voice concerns and report misconduct without inhibitions. The concerned committee, pertaining to policies and processes like POSH, Whistle Blower Policy, Code of Conduct etc. deals with matters of sexual harassment, unethical and inappropriate conduct. Utmost sensitivity and complete confidentiality is assured to those reporting such concerns.

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

No complaints relating to child labour, forced labour, wages, sexual harassment and discrimination at workplace have been reported in the last financial year.

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

The Company prohibits retaliation against anyone who has reported any harassment or misconduct and is duty-bound to take disciplinary action including dismissal, if felt necessary by concerned committee, of any employee who threatens or engages in retaliation or harassment of complainant. Internal Complaints Committee has been constituted, for sensitively investigating Prevention of Sexual Harassment related matters, under POSH Act (Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace), 2013.

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

The Company collaborates with only those partners who resonate with our core values. Hence, while entering into business agreements and contracts with the third parties, their prior assessment is done regarding compliance on human rights matters like child labour, forced labour, non-discriminatory, safe and healthy workplace, minimum wages, working hours etc.

9. Assessments of the year

The Company internally assesses the systems and procedures to avoid non-compliances of any such matters.

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

Since there are no critically reported non-compliances, no corrective action has been required on account of internal assessments.

Leadership Indicators

1. 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, the Company's Corporate office in Gurugram is accessible to differently abled people. The premises has elevators and infrastructure that facilitates movement of differently abled visitors/employees.

2. Details on assessment of value chain partners:

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

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

The Company is committed to reducing its carbon footprint by adopting appropriate energy conservation measures wherever possible. The employees are also sensitised to prevent wasteful usage of natural resources. The Company has minimised paper-based transactions by consistently investing in technology and building a robust digital environment in the organisation. The Company is managing its day-to-day business activities such as finance and accounting, sales and marketing management,



supply chain and human resource operations through an Enterprise Resource Planning (ERP) solution and the reporting and daily task management of sales personnel across India is also being managed electronically.

Further, as far as waste disposal is concerned, all kinds of waste including expired and damaged goods are disposed of in a control environment using incineration facilities.

Essential Indicators

1. **Details of total energy consumption (in Joules or multiples) and energy intensity:**
114968 Units (kwh/kvah) has been the total electricity consumption at Corporate Office of Jagsonpal for the FY2023 and 103285 Units (kwh/kvah) has been the total electricity consumption at corporate office of Jagsonpal for the FY2022.
2. **Does the entity have any sites/facilities identified as designated consumers (DCs) under the Scheme of the Government of India?**
The Company does not have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.
3. **Provide details of the following disclosures related to water:**
The Company understands that water is the key to our survival and is an indispensable resource. Since the Company is into marketing and distribution of pharmaceuticals and does not have its manufacturing units, the Company's usage of water is restricted to human consumption purposes only. Efforts have been made that water is consumed judiciously in the office premises. The Company focuses on using water in a sustainable manner so that the needs of the present are met while also keeping the needs of the future in consideration. This helps in the efficient use of water by avoiding unnecessary water wastage and usage.
4. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**
Since the Company's usage of water is restricted to human consumption purposes only, the Company has not implemented a mechanism for zero liquid discharge.
5. **Please provide details of air emissions (other than GHG emissions) by the entity:**
Not applicable
6. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:**
Not applicable
7. **Does the entity have any project related to reducing Greenhouse Gas emissions? If Yes, then provide details.**
Not applicable.
8. **Provide details related to waste management by the entity:**
The Company products, nearing expiry dates or expired or damaged, are returned by the dealers/distributors to its Warehouse/ Clearing and Forwarding Agents and are categorised as waste.

The Company has adequate systems in place where such products are then sent for disposal via Authorised waste management agencies for incineration. Certificates are mandatorily obtained to ensure that there is neither risk of the expired/damaged products being returned back to the market nor there is any scope of these products getting discarded in an improper manner. This mitigates the risk of possible adverse impacts on consumer as well as environment health.

Quantum of expired goods and damaged goods sent for disposal:
FY2022: 2055 Kg (2.055MT)
FY2023: 4675 Kg (4.675 MT)
9. **Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**
Not applicable as the Company does not have any manufacturing unit.

The Company gets its product manufactured on a contract manufacturing basis. And the Quality Assurance department, does third party manufacturing plant audits at regular intervals and ensures that all the manufacturing units comply with the requirements of Central Pollution Control Board/State Pollution Control Board guidelines, and Hazardous and other waste (Management and Transboundary) Rules 2016.



10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required:
The Company does not have any offices in ecologically sensitive areas. Hence this parameter is not applicable.
11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:
As per the notification of the Ministry of Environment, Forests and Climate Change (MOEFCC) in India, an Environmental Impact Assessment (EIA) needs to be carried out for those industries which adversely affect environment. The Company does not require an EIA pre-clearance by the MOEFCC as it is into marketing and distribution of pharmaceuticals and does not have any operations which could have any adverse impact on the environment.
12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:
The Company complies with the requisite environmental law/regulations/guidelines in India and there are no non-compliances for FY2023.

Leadership Indicators

1. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.
The Company does not have operations in ecologically sensitive areas. Hence, not applicable.
2. 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:
Since the Company is into marketing and distribution of pharmaceuticals and does not have its own manufacturing units, the Company's carbon footprint is limited to the use of consumables such as paper, plastic, water and energy.
3. Does the entity have a business continuity and disaster management plan?
The Company has devised an effective business continuity plan to deal in case of any exigencies.
4. 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?
Since the pharmaceutical industry is regulated with respect to impact on the environment, there are no significant adverse impacts to the environment.
5. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.
All the contract manufacturers and suppliers are assessed at the time of on-boarding and then periodically for compliance of Good Manufacturing Practices.

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

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/associations.
The Company is not a member of any trade and industry associations.
b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.
As the Company is not a member of any trade and industry association. Hence, there is no list of top 10 trades and industry associations.
2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities
Neither any material instances have been reported nor any orders have been received from regulatory authorities on any issues related to anti-competitive conduct by the entity.



H. 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 year under review, the company did not undertake any Social Impact Assessments of projects.
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (RandR) is being undertaken by your entity.
Since the Company's core activity include marketing of pharmaceuticals, none of the Company's operations have resulted into community displacement.
3. Describe the mechanisms to receive and redress the grievances of the community.
Not applicable.
4. Percentage of input material (inputs to total inputs by value) sourced from supplier.
Not applicable.

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Nil	Nil

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:
Not applicable
3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)
No
(b) From which marginalised /vulnerable groups do you procure?
No
(c) What percentage of total procurement (by value) does it constitute?
Not Applicable

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

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

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

Name of Authority	Brief of the case	Corrective action taken
	-	-

6. Details of beneficiaries of CSR Projects:
Teenage girls in Punjab and NCR Residents



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

The Company is working towards providing affordable healthcare solution to women. While working on innovative solutions for affordable and quality healthcare, the Company ensures strict compliance to Good Manufacturing Practices (GMP) by the partnered contract manufacturers. This assures that the products are manufactured by abiding the highest standards of quality.

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
The Company has multiple mechanisms to receive and respond to consumer complaints and feedback. Consumers can submit their complaints/ feedback via email at info@jagsonpal.com; customercare@jagsonpal.com; Or call us at 0124-4406710 Or send us the written complaint at Jagsonpal Pharmaceuticals Limited, Plot No. 412-415, Nimai Tower, 3rd Floor, Phase-IV, Udyog Vihar, Gurugram -122015, Haryana (India)

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

Particulars	As a percentage to the total turnover
Environmental and social parameters relevant to the product	Not applicable
Safe and responsible usage	95%
Recycling and/or safe disposal	Not applicable - While the Company does not specifically mention any such details on its products, it complies with all statutory requirements of the Pollution Control Boards etc.

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

No consumer complaints relating to above mentioned were received during FY2023.

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

No product recalls relating to safety issues have been made during FY2023.

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

The Company has installed data protection system in its network including cloud backup facility.

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.

All the complaints received during the FY22-23 were related to packaging of the products. As the Company's products are being manufactured by contract manufacturers, hence manufacturers take corrective actions to avoid repetition of complaints. The Company's CQA conducts plant audits to evaluate the QMS prevailing at the manufacturing sites and ensures that requisite corrective and preventive actions are executed.

Leadership Indicators

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

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



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

- a. Sales representatives are equipped with Visual-aid for disseminating information to Healthcare Professionals (HCPs).
- b. The Company undertakes sessions on responsible usage of its medicines with Healthcare Professionals (HCPs) via webinars and conferences. HCPs are updated on science behind medicines during the CME/webinars.
- c. The dosage instructions for the prescriptive drugs, are directed by the physicians, based on examination of the patients. The product information is mentioned on the product packing which clearly contains directives of usage under guidance of a medical practitioner only.
- d. Product information leaflet used by medical representatives includes the generic name, composition, dosage form and strength, clinical particulars (e.g. therapeutic indication, method of administration), contraindications, special warnings and precautions on use and overdose etc.

3. 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.

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

- QR code, numbers and hologram strips for verification of genuineness of products.
- Products contain prescribing information leaflets, for ready reference by the healthcare professional/consumer, as per the regulatory requirement.

4. Provide the following information relating to data breaches:

- (a) Number of instances of data breaches along with impact.
- (b) Percentage of data breaches involving personally identifiable information of customers.

No incidents were reported in FY2023 related to data breaches.