

CSR REPORT

Corporate **Social** Responsibility



Enriching Lives by Creating a Healthier and Happier World

CHAIRMAN'S MESSAGE



Dear All,

At Glenmark, our philosophy has been that of enriching lives across the world. The pharmaceutical products that we make are directly responsible for improving health and quality of life of

over 100 million people in 70 countries. Enriching lives is the purpose that unites over 8500 Glenmarkians across the globe.

And now, we are poised to take this credo to the next level - that is to enrich lives in the community. We have therefore decided to step up our corporate social responsibility efforts to address some of the most pressing issues faced by society today. While in the past, Glenmark has been involved with various causes, we were primarily funding initiatives and participating in drives focusing on disaster relief.

Going ahead, we will have greater focus on certain areas where we can create maximum impact. Over the past one year we have done a lot of research to identify our focus areas and after detailed study, selected two - Child Health (especially in the age group of 0 to 5), and Sustainable Livelihoods.

In a country that is grappling with the problem of a burgeoning population, child health requires significant attention. Focused interventions are

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required in order to meet the UN Millennium Development Goal (4) of reducing Child mortality by 2015.

While we start three projects in India this year, we also hope to start at least one project in an international location in the area of child health.

We have also done substantial work in the area of sustainable livelihoods and have already initiated three projects. We hope to keep up the momentum on the work that we are doing and look forward to improving the lives of many more.

This is the beginning of our efforts; we hope that in due course, we are able to contribute significantly in addressing these two issues and in the process enrich many more lives.

Best Regards,

Glenn Saldanha
Chairman & MD

OVERVIEW

At Glenmark, we enrich the lives of millions globally, have manufacturing facilities and R&D centers across the world and our product offerings reach innumerable geographies. But what makes us global is our belief in a world without boundaries; a world where borders don't stop us from leading the world towards a healthier future. And while we strive to achieve this through our business, our approach to corporate social responsibility cannot be different.

Our entire approach to CSR has been built around the philosophy of enriching lives. In the past, we have made substantial donations and contributions to various causes. But going ahead, we would like to remain focused on chosen areas and continue to invest in these areas so that we can bring a change in the long term. Our CSR effort would be to impact communities around the world within our limited resources and where we see a need in our chosen areas, so that we are not restricted by boundaries and we are truly able to enrich lives of communities across the world.

Based on the above, we have defined our vision and mission for CSR which is as follows:

CSR Vision

- Enriching Lives to create a Healthier and Happier world

CSR Mission

- To be a responsible organization
- To empower the marginalized (urban and rural) by generating sustainable livelihoods through vocational training programmes, getting them into the mainstream, and thus contributing to the overall economic growth in operating countries
- To focus on child health the foundation for a healthy world (Flagship initiative)



SUSTAINABLE LIVELIHOODS

“But if you can create an honorable livelihood, where you take your skills and use them and you earn a living from it, it gives you a sense of freedom and allows you to balance your life the way you want” - Anita Roddick

As a pharmaceutical company, we are constantly working towards building healthier communities; however the first step to achieve this would be to provide them with a sustainable means of livelihood.

To address this issue, we have identified and initiated three different models. These three projects are not only different in terms of their target population but also in terms of their approach:

To address this issue, we have identified and initiated three different models. These three projects are not only different in terms of their target population but also in terms of their approach:

1. **‘Project Sambhav’** meaning ‘Possible’. This project is focused on the possibility of giving a sustainable livelihood for school drop outs. It aims at providing wage based employment opportunities through a skill development vocational training programme.
2. **‘Project Jode’** meaning ‘Connect’. This project is focused on connecting to the poorest of the poor - the tribal population. The project aims at developing skills of tribes to create water resource structures so that they have adequate food grains through the year thus ensuring their food security, and earn an additional income by growing cash crops.
3. **‘Project Swadheen’** meaning ‘Independent’ or ‘Self reliant’, it is focused on making the differently - abled self reliant and productive.

1. Project Sambhav

(Sustainable Livelihood project for the unemployed youth)

This project has been implemented in Nashik district of Maharashtra, India. Even though, the city has been witnessing significant investments in terms of industrialisation, lack of market oriented technical education has resulted in high unemployment rate. In this scenario, youth who do not have any educational qualifications and lack technical skills, rarely find a job. This has a detrimental impact on society as they begin to stray.

Project Sambhav began on 15th September 2010 with the objective of providing unemployed youth an



Ribbon Cutting by Mr Kiran Patil, Plant Head Nashik (GPL)

opportunity to earn a sustainable livelihood by providing them various skill development courses based on industries requirements.

The center was formally inaugurated on 6th January 2011 by Mr. Phulse, Regional officer Maharashtra State Pollution Control Board (MSPCB). Various other government dignitaries, along with senior representatives from GPL - Nashik, R&D center - Sinnar, Glenmark Corporate Office - Mumbai and our partner organization KWSA attended it.



For this project we have partnered with Kherwari Social Welfare Association (KSWA), a NGO primarily working in the field of providing vocational training to the school drop outs in urban and rural areas. Glenmark has adopted their training center at Nashik. The center trains 16-25 year olds into different trades - Auto repair, Mobile repairing, Computer course - Basics MS Office, Nursing and Customer Relations and Sales (CRS). All these programs are custom designed so that after they graduate from the program they would have skills required by the industry and could be productive as soon as they get a job.

Through this center at Nashik we would be generating a livelihood for 600 individuals in this year who are mainly within the 16-25 age group.

Our Way Ahead:

In the coming year, we would be introducing new courses at the center. These courses would be designed as per the industry requirement at Nashik. We also plan to reach out to more number of youth this year. Our target is to enroll at least 700 school drop outs, which would be a 40% increase over the previous year and provide them with an opportunity to earn their livelihood. Besides this, we would also be working on developing their life skills. Life skills are extremely important as they lead to personality development and grooming for the individual. This holistic approach helps the individual to adjust to industry set up and puts them at par with the rest of the youth.

Through this initiative we also plan to involve our employees at the Nashik plant by organizing guest lectures for students at the center, student visits to the plant and organizing different community events with students & employees.



Students undergoing vocational training at the center in Nashik.

Desired Impact: Through this initiative, we are impacting the lives of urban youth especially school dropouts and providing them a skill so that they are productive. If we impact 700 individuals in this year, then we would also be positively impacting the families of these individuals.

2. Project Jode

(Sustainable livelihood program for the Tribals)

India is home to largest number of indigenous people (around 85 million) in the world, who are still untouched by the lifestyle of the modern world. These communities are among the poorest of the poor and have primary dependence on forests as their traditional means to earn a livelihood.

However, industrial development and deforestation in some of these areas has disrupted their lifestyles and uprooted them, thus making their traditional skills redundant and impacting the livelihood, pushing them further below the poverty line.

Understanding this issue, Glenmark initiated a project with PRADAN (Professional Assistance for Development Action) in the state of Orissa, India. The project is focused on tribal farmers and the objective is to ensure food security of 2000 families in the first phase. To start with, we are investing in improving the existing land and water resources based on Integrated Natural Resource Management. At the same time, the project would build capacities of the farmers to develop these structures, which would help them earn

The project in its first phase is focused on ensuring food security of tribal farmers, while in the second phase it would encourage farmers to earn an additional income by adopting improved technologies and practices in farming and allied activities.



Signing of the MOU

a sustainable livelihood. They would also make a small contribution on their own so that there is community ownership of the project.

Second phase of the project would involve income generation by either growing cash crops or through rural livelihoods such as pisci-culture and sericulture.

The project was initiated on 18th January 2011 by the signing of MOU by Mr. A S Mohanty, Executive Director, Glenmark Pharmaceuticals and Mr. Soumen Biswas, Executive Director of PRADAN.

The first step of the project was to develop a detailed implementation plan (DIP) within two months with the villagers. This involved the following:

1. Multiple rounds of discussions were carried out to make the villagers understand the project objectives, processes and its implementation.
2. Village level resource mapping, ownership mapping, transit visit by the experts, and activity plan finalization has been done by the villagers with the support of PRADAN.
3. Village development committee (VDC) has been formed for the 3 villages. These committees will plan & monitor the quality of work.
4. One village level accountant has been selected by the VDC to maintain accounts at village level.

The project would see the development of rainwater harvesting structures of different nature depending on the type of land and requirement of each farmer, multiple cropping patterns and increased ownership of farmers over the project.

Our Way Ahead:

By the end of the second year, we plan to ensure the food security for 2000 families. Most importantly, they will now have a sustainable livelihood. After the completion of this initiative, Glenmark will look to spread awareness about this project so that it is implemented in other parts of the state and the country.

Desired Impact: Ensuring food security and income for the tribal people of the Kolnara block so that they become self reliant. The project is applicable to all rural areas in the country and can be replicated across the country easily.



Concept of seeding of project by professional



Resource mapping by villagers



5% model created by farmer



Farmpond asset creation is in progress

3. Project Swadheen

(Enabling the differently abled to lead a productive life)

It is important to promote inclusive development and Glenmark believes that all should be part of the same society and be given an opportunity. Keeping this in mind, Glenmark has partnered with Bhagvan Mahaveer Viklang Sahayata Samiti (BMVSS), better known as the 'Jaipur Foot' to rehabilitate the individuals who have lost their limbs and give them an opportunity to lead a productive life. Through our association with Jaipur Foot, Glenmark supported the rehabilitation of around 3500 individuals who were able to walk once again and thereby lead a productive life.

Our Way Ahead:

Glenmark would be continuing to support sustainable livelihood programmes for the differently - abled and expand to include vocational training programs in the future.

Desired Impact: To make an effort in some way to promote inclusive development in society such that every individual in the society is given a fair opportunity to earn their livelihood.

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Beneficiaries of Jaipur Foot



Healthy Children Healthier World

CHILD HEALTH

“Children are our future, and their mothers are its guardians. And yet, this year alone, more than half a million women will die in pregnancy or childbirth. Almost 11 million children will die before they reach the age of five - 4 million of them in the first month of life. Almost all these deaths will happen in developing countries. A large number of them could be prevented” - KOFI ANNAN

A child's health encompasses the physical, mental, emotional, and social well - being right from infancy through adolescence. (0-14). The developmental changes that a child experiences as they grow up are strongly influenced by various factors including events that take place during prenatal (during pregnancy), neonatal (0-28 days) and post natal stages (till 1 year) until the age of 5. These early years of a child's life lay the foundation for its physical and emotional well - being in the years to come.

Two important indicators of child health, which also indicate health of the community, are:

1. Infant Mortality Rate (IMR): 0 - 1 year olds
2. Child Mortality Rate (CMR): 1 - 5 year olds

Across the globe, in terms of child mortality, Asia and Africa are the two most affected regions and within these, the rural and tribal regions have a high IMR and CMR.

Glenmark has decided to take on the cause of child health by aiming to reduce the IMR and CMR, thereby addressing the most important and sensitive indicator of community health.

Project Kavach

(Healthier Children Healthier World)

On one hand, India is one of the fastest growing economies in the world and at the same time the country is trailing in its efforts to meet the target UN Millennium Development Goal 4 (MDG) of reducing Child Mortality to 42 per 1000 live births by 2015. Significant effort is required to reach this target. Glenmark believes that the first step to address child health is by first ensuring child survival. To understand the core issues with respect to child survival in India at the grassroots, the following methodology was applied:

- Understanding the Magnitude of the Issue in India: We researched child health in the country for around four months to understand the key issues and interventions by government, NGOs and corporate funding agencies in the child health area.
- Studying interventions by the H4 institutions and their work on maternal and child health- World Health Organization (WHO), United Nations Family Planning Association (UNFPA), United Nations Children's Education Fund (UNICEF) and World Bank (WB) are nodal agencies that are working on child and maternal health issues in developing countries and hence, it was important to know the strategies they have adopted and the issues they have encountered while working in India.
- Visiting local NGOs working on child health in India: It was important to meet different civil society organizations and see their work in India especially in the states which have high IMR and CMR such as Madhya Pradesh, Orissa, Rajasthan and Uttar Pradesh. These organizations know the local communities where the issue exists and hence have tailor made their interventions accordingly.

Glenmark Focus

We will be working along the objectives developed by National Rural Health Mission, India, on reducing the IMR and CMR with focus on nutrition, immunization, sanitation and hygiene. We decided to start interventions in the worst affected states where IMR and CMR were higher than national average. The states identified were: Madhya Pradesh (tribal area), and Rajasthan (rural area). As child health is an issue in every part of the country, we also wanted to work in an urban area. So, we have narrowed down on Mumbai where the magnitude of child health problem is significant especially in the slums. We hope to design and implement a unique initiative to address this issue.

Child Health - Concern Area

Low birth weight, infectious diseases, diarrhea and dehydration and persistent malnutrition are the main reasons for high infant mortality and child mortality rates in rural and tribal areas.

Strategy

While we need to address this issue, we understand that we have limited resources to make an impact. Hence, we have designed a unique model, which will involve Glenmark, a local NGO and the Government to address child health issues in the targeted areas. The main issues that will be addressed to bring down the IMR and CMR are malnutrition, immunization and sanitation. By focusing on these three issues, we feel that IMR & CMR can be brought down substantially.

A substantial amount of time would be, to implement a Behavior Change Communication (BCC) initiative in the targeted areas, which will spread awareness about sanitation and malnutrition. Behavior Change Communication (BCC) is a process of any intervention with individuals, communities and/or societies to develop communication strategies to promote positive behaviors which are appropriate to their settings. This in turn provides a supportive environment that will enable people to initiate and sustain positive and desirable behavior outcomes.



A child in Severely Acute Malnourished (SAM) condition



Grassroot NGOs conducting capacity building workshops for mothers and caregivers



Our Way Ahead:

In the coming year, we would be identifying our project partners in the three states of Madhya Pradesh, Rajasthan and Mumbai, and launch our projects in India. Besides India, our work would also expand to other vulnerable regions across the globe especially Africa and Latin America.

HEALTHCARE SERVICES

Project Amrut

(Donating medicines to those who cannot afford medication)

Glenmark has taken the initiative to distribute free medicines to Americares (India), Niramaya Health Foundation and Sri Satya Sai Hospital and other grass root level not-for-profit organizations working in the domain of public health. These basic medicines are given at no cost to the needy who cannot afford to pay for medication. These NGOs organize health camps and the doctors who are present at these camps examine patients and prescribe these medicines accordingly.

Besides giving medicines on a regular basis to charitable organizations, Glenmark also donates



Medical relief being provided at Ladakh (Americares)

medicines to disaster struck areas. In August 2010

Glenmark donated medicines to those affected by the flash floods in Leh & Ladakh, North India and in March 2011, we donated medicines to Americares for relief measures for the massive earthquake that struck Japan.

Our Way Ahead:

We will define a structured process which would enable us to expand our reach to donate medicines to the needy and make the programme more sustainable.

Project Darwaaza

(Reaching the last mile)

Due to inadequate healthcare infrastructure in India, millions of people in the country do not get access to even basic medicines. The gaps are not only in terms of lack of physical infrastructure but also insufficient number of healthcare professionals and para medical staff.

Glenmark has begun an initiative for rural

Maharashtra where we are supporting Satya Sai International and other NGOs working in urban & rural health in terms of organizing health camps, reaching out to patients in far flung areas through Mobile Medical Units. In this year through this initiative, we are aiming to cover around 25,000 patients.

Our Way Ahead:

The mobile van will start functioning from August 2011 and has a target to reach out to at least 30,000 patients for both rural and urban areas annually from Mumbai and Thane region.

Desired Impact: Provide access to free and good quality primary health care.

ENVIRONMENT

At Glenmark, we are aware of the intricate interdependency of our environment, and its impact on our sustained success. With the aim of ensuring long term sustainability, the Company has put up structures and systems to improve our environment standards continuously. In-line with the same, we are focusing on 3 critical initiatives:

Energy & Water Conservation

We have undertaken an energy conservation drive across all our plants and aim at significant reduction in energy consumption levels in the coming years. Various water conservation measures have also been implemented across all plants. Our water conservation drive last year has resulted in a saving of 32000KLs of water.

Solvent Recovery

In the year, we have made significant investments into our solvent recovery systems and aim at achieving more than 95% solvent recovery rates for our key plants.

Employee Sensitization

There is a regular drive for enhancing the awareness amongst all employees, contractors and visitors about our safe practices to protect the environment.

In the year, the Company also finished the implementation of its Environmental Management System and received ISO 14001: 2004 certification

for the formulations plant at Goa, India. Various programs undertaken as a part of the certification were: Improvement in Green belt, Power and Water Conservation, Waste Minimization and Employee Training.

GGL, GOA-ISO 14001:2004



The Reverse Osmosis (RO) Plant



The Effluent Treatment Plant (ETP) at our Ankleshwar unit (GGL)

EMPLOYEE VOLUNTEERING

In line with our philosophy of enriching lives, it was important we gave our employees an opportunity to interact and spend atleast a few hours or a day with the less-fortunate. This, we felt, would not only enrich the lives of the less-privileged but would also be a very satisfying experience for our employees.

On the eve of International Volunteering Day (4th December 2010), we started our Employee volunteering programme for our various locations in India. Nearly every employee in India was given an opportunity to spend a day with the community and the entire activity was organized by the CSR cell. Over ten NGOs were identified in over ten different locations in the country and along with the respective HR departments, an employee volunteering activity was organized in each location. Around 500 volunteers across our different locations in India participated in this activity. The CSR cell also organized an activity for employees in Argentina.



Volunteering: Mumbai

NGO Partner: Pragati Pratishtan

Place: Jawahar village in Thane District

Activities: Painting competition for children who could not hear or speak, Donating toy libraries for school children and organizing sports for the children

Baddi and Nalagarh

NGO Partner: Rural center for Human Interest (RUCHI)

Place: Solan district

Activities: Building rubble blocks for check dam and cleaning the dams



Nashik

NGO Partner: Kherwari Social Welfare Association

Place: Palshi village, Nashik district

Activity: Making a kitchen garden, and playing games with villagers

Ankleshwar

NGO Partner: Gram Nirvan Kelwani Mandal

Place: Thava Bharuch District

Activity: Check dam building with sandbags and also planting trees



Mohol and Kurkumbh

NGO Partner: Nav Nirman Nyas

Place: Pargaon Salu Malu, Tal. Daund, Dist. Pune.

Activity: Organic farming, vermi-culture



Indore

NGO Partner: Anubhuti Vision Sewa Sansthan

Place: Indore

Activity: Playing games with the differently - abled

Goa

NGO Partner: El Shadai

Place: Mapusa, Goa

Activity: Spent an entire day with orphan children organising various sports



Argentina

NGO partner: Garrahan House

Activity: Fun activities with children living with cancer

Our Way Ahead:

We will continue to organize employee volunteering activities across India locations and would spread this to overseas international units.

Desired Impact: Employees should realize that the organization is serious about CSR and also, this kind of activity is a fulfilling and satisfying experience for them.

Corporate Social Responsibility@Glenmark Global

Across our locations, employees have done their bit for the community. We provide you a quick glance of some of the initiatives.

Glenmark USA

Glenmark Generics USA took part in the Annual Aubrey Lewis Football Classic to raise money for educational, therapeutic and social needs of people with disabilities.



Japan Earthquake Relief Measure:

On 11th March 2011, major earthquake '2011 Tohoku Earthquake' hit Japan.



As a disaster relief measure, Glenmark Generics Inc. USA immediately came forward to donate medicines to Americares. (A non-profit disaster relief and humanitarian aid organization providing immediate response to emergency medical needs in the United States and around the world).

Glenmark Russia

Glenmark Russia launched ECO Concept with a mission "Our small and simple ECO Step towards a health and harmonious world". The mission stands for 3 ECO principles -

- 1) Start with yourself-Healthy body-Healthy mind
- 2) Help Others
- 3) Save Our Nature

