

Enriching Lives



**CORPORATE
RESPONSIBILITY
REPORT
FY 2015-16**



REPORT CONTOUR

This report describes our approach towards the mission of enriching lives and presents key highlights of the efforts undertaken by us.

The initiatives described in this report pertain to both our business operations as well as those beyond our operational boundary. Building upon our previous social and environmental responsibility reports, we have also presented the cumulative impact of several of our existing initiatives.

The reporting period for the information contained in this report, unless otherwise stated, is the financial year ending March 31, 2016. The reporting boundary of the Environmental Responsibility section is limited to our operations in India. The Corporate Social Responsibility section describes our initiatives undertaken in communities globally within clearly defined focus areas.

This report fulfils the Securities and Exchange Board of India (SEBI) mandate regarding the Business Responsibility Reporting (BRR) for FY 2015-16, as stipulated under Clause 55 of the Listing Agreement. A content index of the BRR disclosures is presented at the end of the report.

Further details of the company's corporate governance and business performance during the reporting period are available in our Annual Report FY 2015-16 on our website.

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ENRICHING LIVES



The motto of 'Enriching Lives' is a common thread that binds everything that we do at Glenmark. It is a simple, succinct and unambiguous expression of our collective passion, which conveys our organizational mission of creating a happier and healthier world. Enriching Lives is a belief we put into action by continually striving to find new ways of doing things. New ways that echo the needs and aspirations of a new world.

Our commitment to enriching lives manifests itself in every aspect of our business. We aspire to make products that are innovative, low cost and enable people to lead an ailment free and healthy life. A strong focus on good corporate governance, operational excellence and quality provides the necessary foundation in our quest to become a world-class pharmaceutical company. We endeavor to provide an excellent employee value proposition that equips our employees to contribute to our vision.

Mitigating and decreasing the environmental impact of our operations is another important way by which we follow our motto of enriching lives. We practice

this locally and globally, with the aim to improve the environmental quality and use natural resources sustainably. Our commitment to the betterment of people's lives in the larger society allows us to extend our Corporate Social Responsibility far beyond our operations and direct stakeholders.

All the above distinct but intertwined elements of our motto of Enriching Lives are a reflection of our commitment to the values our company was founded on. This report describes our efforts towards meeting the objective of creating value while enriching lives.

“Enriching Lives is a belief we put into action by continually striving to find new ways of doing things that echo the needs and aspirations of a new world.”



CHAIRMAN'S MESSAGE



Dear Friends,

As a global integrated growing organization, we are constantly exploring ideas that contribute to sustainable ways of enriching lives. We stay aware of and adapt to the changing world around us, so that we can bring optimum value to all our stakeholders. Our motto - Enriching Lives, provides us with the lens with which we view our thoughts and actions. In this report, we share with you our journey of responsible business in FY 2016; our performance and achievements especially around environment and social aspects that we believe are integral to our existence and ethos.

Research and Innovation are at the centre of our business. As an organization, our market capitalization as on March FY 2016 was USD 3.6 billion, with 7 innovative molecules in advanced and pre-clinical stages of development. Our state-of-the-art manufacturing and research centres globally hold various certifications including ISO 14001:2004, 18001:2007 and regulatory body certifications such as US FDA, MHRA UK, WHO-GMP to name a few. We continue to invest in our infrastructure and operations as we continue to grow our business footprint. We have also been relentlessly stepping up our quality benchmarks across our research and manufacturing facilities to ensure that our products, processes and infrastructure meet international expectations.

People-Planet-Society are the backbone of our business. We strongly believe in the power of our people who consistently fuel our growth. We nurture talent and provide learning and development opportunities to ensure capability building. We continue to conserve resources while increasing efficiency through various infrastructure initiatives and programs that have saved water, material and energy. For us at Glenmark, the safety of our employees, business partners and

other stakeholders come first at all times. We aim to build and sustain a 'Safety First' culture across all our operations by investing in best in class safety infrastructure.

Our belief that children are the future of a nation has led us to focus our CSR interventions on improving Child Health. We have worked towards reducing infant and child mortality by reducing malnutrition, increasing immunization and improving sanitation practices. We have also worked towards providing sustainable livelihoods and access to healthcare. Over the years, through our efforts we have positively impacted over 6,83,000 lives across India and Kenya. This year, through our Joy of Giving Festival, our employees across 30 locations in 16 countries celebrated this festival of philanthropy. The Glenmark Aquatic Foundation, set up with an objective to promote swimming in India and raise the country's profile in the international sporting arena, has started bringing in accolades at international levels.

I am happy to share with you the encouraging trends and impact across our actions in the area of People-Planet-Society throughout this report. I welcome your suggestions, as we continue on our journey of being a responsible and sustainable organization that brings value to all our stakeholders and enriches lives globally.

Best Regards,

Glenn Saldanha

Chairman and Managing Director

“As a global integrated growing organization, we are constantly exploring ideas and actions that contribute to sustainable ways of enriching lives”

ABOUT GLENMARK



We are a leading research driven, integrated, global pharmaceutical organization, relentlessly striving to make the lives of patients better across the globe since 1977. Listed with Indian stock exchange since 2000, Glenmark has a current market capitalization of approximately USD 3.6 billion.

In the pursuit of enriching lives, Glenmark has rapidly evolved into a global organization and a leading player in the discovery of novel molecules. We are actively engaged in the development of New Chemical Entities (NCEs) and New Biological Entities (NBEs), in our Research & Development centers in India and Switzerland.



HIGHLIGHTS



Amongst

80

top pharma companies in the world*



8th

rank among pharma companies in Asia **



10th

rank among pharma companies based out of emerging markets ***



Fastest

growing among top 20 pharmaceutical companies in India ****



11

finished dosage plants in four countries



05

API plants in India for commercial and captive requirements



01

biologics manufacturing site in Switzerland



07

innovative molecules in advanced clinical and pre-clinical stages of development

Based on closing pricing on NSE as on 31 May 2016 * SCRIP Rankings 2016 ** Excludes Japan *** Includes countries like Brazil, Russia, India, China and South Africa **** In terms of retail formulation sales (Source: IMS)

Vision

“

To emerge as a leading integrated research-based global pharmaceutical company

This vision is built on the foundation of the following three values:



We value Achievement of objectives and consistently strive towards our Vision with perseverance



We value Knowledge such that it empowers our people to find innovative solutions to manage change



We Respect all our stakeholders

Business at a Glance

OUR BUSINESS IS PRIMARILY STRUCTURED into Drug Discovery & Development, Branded and Generic Formulations, and Active Pharmaceutical Ingredients (APIs). Our fast growing formulations business services the requirements of developed markets such as the United States and Europe. We have also built a strong presence in the branded generic formulations segment across emerging economies like India, Russia and Brazil. With a presence across the value chain, we market APIs to regulated and semi-regulated markets. Our Drug Discovery has 2 New Chemical Entities (NCEs) and 5 New Biological Entities (NBEs) which are in various stages of pre-clinical and clinical development. It is this global footprint that helps us in our mission of enriching lives worldwide.

Drug Discovery

We believe innovation is the only way to build a truly global organization that delivers outstanding results. In line with this belief, our ground-breaking drug discovery efforts are focused on the therapeutic areas of inflammation, pain and oncology.

Branded Formulations

In pursuit of the mission of enriching lives, our Branded Formulations business has grown from strength-to-strength in the emerging markets globally, focused on the therapeutic areas of dermatology, anti-infective, respiratory, cardiology, diabetes, gynecology, oncology and the central nervous system.

Generic Formulations

Our Generic Formulations business primarily comprises of the U.S and Western Europe. Our U.S business is the largest market for us with more than 100 products authorized to distribute and approximately 60 pending approvals with the U.S. FDA. We also have a strong presence in the UK and are the fastest growing generics company in Germany.

Active Pharmaceutical Ingredients

Our API division partners with leading global generic companies, supporting through advanced process chemistry skills and innovative intellectual property. We are a market leader for many API products in semi-regulated markets and regulated markets.



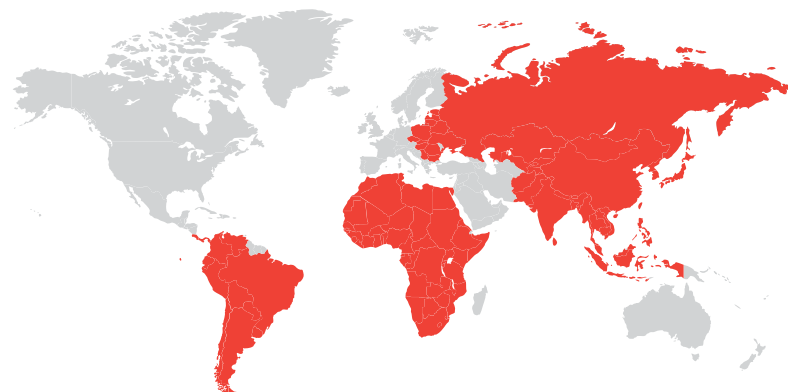
FORMULATIONS DEVELOPMENT AND MARKETING

BRANDED FORMULATIONS

Brand building in selected therapies

Key geographies

India, Russia & CIS, Latin America, Asia, Africa, Central Eastern Europe

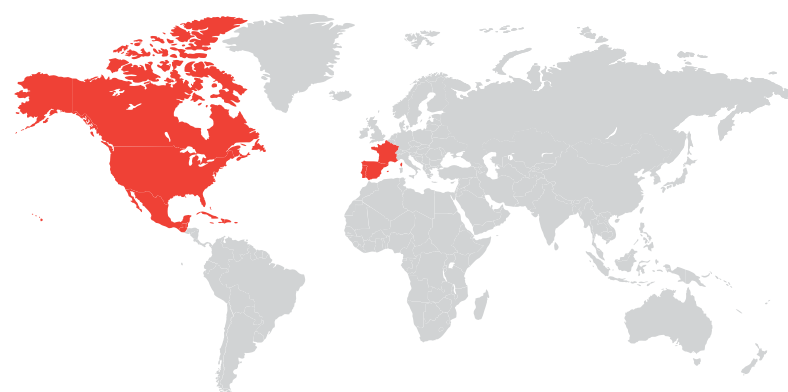


GENERIC FORMULATIONS

Substitution model

Key geographies

North America, Western Europe



API MANUFACTURING AND MARKETING

Captive consumption and external sales

Key geographies

North America, Europe, Japan, India, Latin America, Russia, Africa, China



NEW MOLECULAR ENTITY (NME) & SPECIALTY

Small molecules and complex biologics

Key Facilities

Switzerland (NBE)

Dedicated research and development center for biologics

India

Discovery and development of NCEs, Formulations, and API R&D



REVENUE GENERATING SEGMENTS

INVESTING FOR THE FUTURE

The Maps are used for visual representation only

Corporate Governance

GOOD CORPORATE GOVERNANCE is a key tenet of our approach to good corporate citizenship. At Glenmark, we have adopted a codified Code of Conduct to fulfil our corporate responsibilities, achieve financial objectives and create long term value for all our stakeholders. Our stakeholders include shareholders, customers, employees, suppliers and the communities in which we operate, amongst others.

Our Code of Conduct is applicable to the board of directors, senior management and employees.

Signed by the Chairman, the Code lays down policies in four broad areas that include business conduct, conducting business in the market place, employees and resources, and supporting the community.

We conduct training programs for all our employees to enhance awareness and ensure adherence to the Code of Conduct.

The Code lays down our guiding principles and pertinent ideologies on the following aspects:



Honest & Ethical Conduct



Conducting Business with Integrity



Insider Trading



Antitrust & Competition



Anti-Money Laundering



Anti-Bribery & Anti-Corruption



Equal Employment Opportunity



Product Quality & Safety



Employee Health & Safety



Discrimination & Harassment Reporting



Protecting the Environment



Supporting the Community

We have a process that enables our employees to escalate any non-compliance, which is then investigated and closed promptly. Further details regarding our Corporate Governance can be found on our website.

www.glenmarkpharma.com/about-us/governance

Policy Advocacy and Industry Engagement

WE PARTICIPATE ACTIVELY IN policy advocacy and discussions on issues pertaining to the pharmaceutical industry through several industry forums and associations. These include:

- Bombay Chamber of Commerce and Industry (BCCI)
- Confederation of Indian Industry (CII)
- Indian Pharmaceutical Association (IPA)
- Pharmaceuticals Export Promotion Council of India (Pharmexcil)
- Federation of Indian Chambers of Commerce and Industry (FICCI)
- INDIA-CIS Chamber of Commerce and Industry
- Indian Drug Manufacturers' Association (IDMA)

ENRICHING LIVES THROUGH

INNOVATION AND OPERATIONAL EXCELLENCE

At Glenmark, we believe in enriching the lives of our stakeholders and the community at large through innovation and continually finding newer ways of doing things - big or small. An incessant focus on innovation and being on the leading edge of technology equips us to directly help people globally to live healthier lives.

The innovation spirit enables us to create sustained value and returns for our business partners and shareholders. It also instills a sense of pride and accomplishment among our employees.



Introduction

INNOVATION - THE CENTRAL PILLAR OF OUR MISSION, is firmly embedded in all our business decisions, investments and activities. In line with our motto to deliver innovative treatments to meet the unmet medical needs of the world, our drug discovery efforts are focused on the critical areas of pain/inflammation, respiratory, dermatology and oncology among others. The emphasis on research-led innovation is reflected in our robust pipeline of novel molecules as well as numerous patents.

We are committed to achieving and maintaining operational excellence in all the spheres of our business activities worldwide. This provides us with the right environment for pursuing innovation and helps us achieve the highest levels of quality and

“Glenmark has 5 state-of-the-art Research & Development Centers, out of which 04 are in India and 01 is in Switzerland

operational efficiency. We endeavor to continually identify and implement opportunities for enhancing our operational excellence. Such initiatives enable us to decrease our environmental impacts and make some of our external stakeholder processes, such as supplier bidding, more effective and transparent.

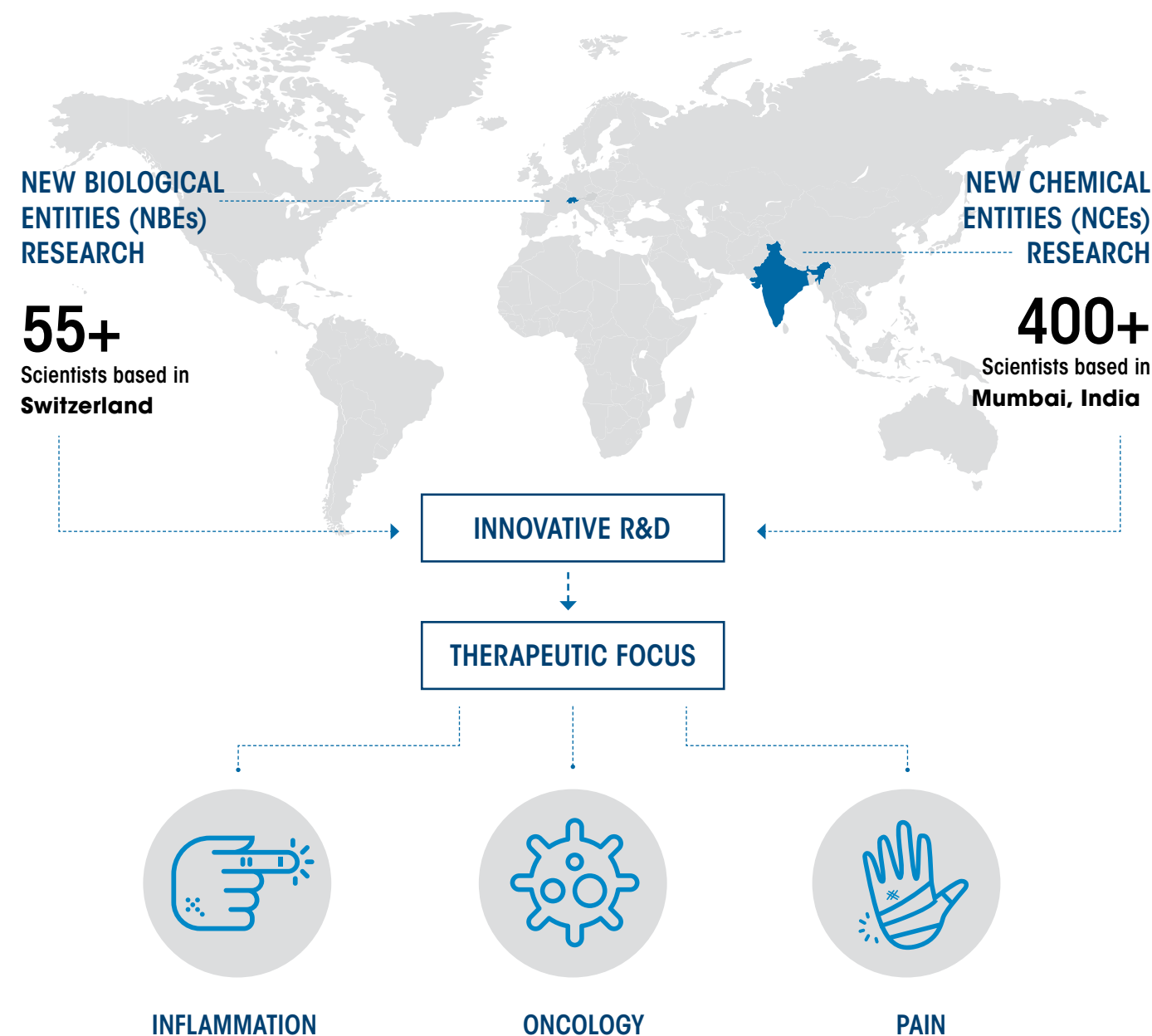
Research and Innovation



Our state-of-the-art Research & Development Centre in Neuchâtel, Switzerland.

OUR COMMITMENT TO RESEARCH and innovation is underpinned by a dedicated, world-class infrastructure. Glenmark has 5 state-of-the-art Research & Development (R&D) Centers, 4 in India and 1 in Switzerland. Here are key points pertaining to our research and innovation prowess:

- Leading player in the discovery of new molecules both NCEs and NBEs
- Robust pipeline of 7 molecules – 2 NCEs and 5 NBEs in various stages of pre-clinical and clinical development
- 7 out-licensing deals have been struck with global pharma majors with a total revenue of \$217 million
- Focus on discovery of molecules that are first-in-class



CASE STUDY

BEAT®

AT GLENMARK, WE HAVE DEVELOPED A PROPRIETARY BEST-IN-CLASS PLATFORM, BEAT® that streamlines the design and development of bi-specific antibodies. For the past 20 years, bi-specific antibodies have presented a challenge to the industry, as all bi-specific formats developed until recently have had stability and/or manufacturing issues. With the invention of BEAT® technology, our scientists have now overcome these hurdles and are able to efficiently engineer and manufacture bi-specific antibodies.

GBR 1302 is our first clinical development candidate in oncology emerging from our BEAT® platform. It is a bi-specific antibody which, when commercialized will revolutionize the treatment paradigm in breast cancer and will pave the way for discovering more effective treatments in other forms of difficult-to-treat cancers. GBR 1342 is the second bi-specific antibody that has emerged from our BEAT® platform, which is also our second clinical candidate targeting an oncology indication.



CASE STUDY

TENELIGLIPTIN

Another highlight in our gamut of generic products that reflects our motto of enriching lives is the launch and sale of Teneligliptin in India. Teneligliptin is an advanced therapeutic option for diabetes available at affordable cost that has transformed diabetes treatment in India.

- According to the International Diabetes Federation (IDF), approximately 65.1 million patients are suffering from Diabetes in India and by the year 2035, this number is expected to grow up to 110 million patients
- Teneligliptin is a selective DPP4 inhibitor that is used in the treatment of Type 2 Diabetes Mellitus, when satisfactory improvement cannot be achieved through diet and exercise, or in combination with diet and exercise
- As per the American Diabetes Association guidelines of 2014, DPP-4 inhibitors have few side effects, but their costs may be a barrier
- Glenmark's Teneligliptin considerably reduces the cost of diabetes treatment per day for Gliptin therapy
- Glenmark's Teneligliptin enables patients who are on alternative therapy (on account of treatment cost) to move to the advanced Gliptin therapy, thus providing access to better medical outcomes.

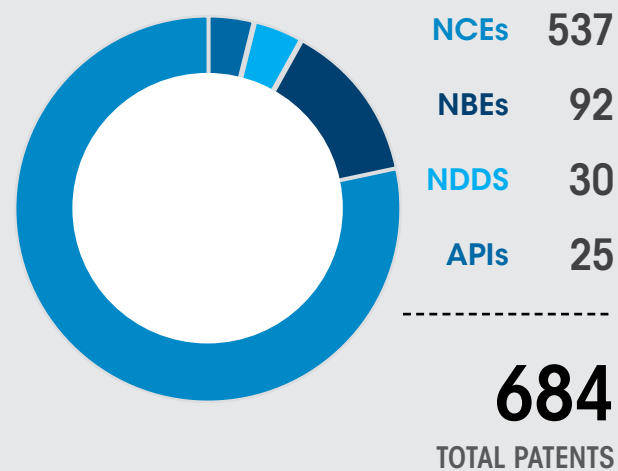
Intellectual Property

RECOGNIZING THE IMPORTANCE OF PATENTS and intellectual property in regulated and semi-regulated markets, our Intellectual Property Division has been increasingly stepping up its efforts to create and protect the intellectual property of the company.

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We have more than **600 granted patents in over 70 countries** covering innovations in NCEs, NBEs, Novel Drug Delivery Systems (NDDS), APIs and Biologics.

PATENTS GRANTED (till May 2016)



Customers and Stakeholders

AT GLENMARK, WE ARE RECEPTIVE to the needs of our customers and are driven to create long-term shareholder value. We have a structured pharmacovigilance (PV) policy and procedure to address any stakeholder complaint. The organization takes several measures to ensure that all stakeholder complaints are received and addressed promptly. Stakeholders can share their

grievances with us through various channels. All complaints received are categorized into Adverse Events (AE) or Product Quality Complaints (PQC), which are then addressed as per defined protocol. Further, we adhere to all applicable local regulatory requirements and promptly respond to any queries from competent local authorities.

Quality and Operational Excellence

PHARMACEUTICALS IS A HIGHLY REGULATED

INDUSTRY, this encourages us to think innovatively about varied aspects of operational excellence such as process improvements, material and process quality as well as waste minimization. We have undertaken several internal projects in our quest to achieve and maintain operational excellence. These internal projects have led to operational benefits while continuing to meet the stringent quality standards. We have adopted internationally accepted standards of product quality, purity, efficacy and safety across all our operations.

Eleven of our manufacturing facilities are ISO 14001:2004 certified, while one is OHSAS 18001:2007 certified. Our manufacturing facilities are approved by regulatory bodies such as the US FDA, MHRA UK, WHO-GMP, Canadian TPD, South African MCC and ANVISA of Brazil.

We conduct regular training programs to ensure that our employees implement higher standards to exceed expectations.

At Glenmark, we have adopted a single Quality Management System (QMS) that defines corporate quality standards and systems for the business units

associated with pharmaceutical products as well as R&D investigational materials. The QMS covers the complete product life cycle. The QMS is periodically updated based on experience, new regulations and improved scientific understanding. Further, it ensures that our operations comply with the cGMP (Current Good Manufacturing Practices), requirements globally.

At Glenmark, we look at quality as a culture that is built through continuous coaching and training programs for all employees. The quality culture enables us to implement higher standards that go beyond compliance. The emphasis on quality is reflected in the robust learning and development programs for our employees across the organization.



Supply Chain Sustainability

AS A GOOD CORPORATE CITIZEN, one of our key priorities is to conduct business in a transparent and seamless manner. In this context, we have undertaken a strategic move from traditional bidding to e-bidding as part of our supplier bidding process. This is a first of its kind initiative at Glenmark, which is now implemented across the organization. This e-bidding process has enabled us to achieve greater transparency in the procurement process including developing an electronic database of suppliers. Additional benefits of this operational excellence initiative include decrease in our paper consumption that contributes towards conservation of natural resources.

Another initiative undertaken by us in our procurement process is an increased focus on Good

Manufacturing Practice (GMP) supplier audits and implementation of Corrective and Preventive Action (CAPA) at the supplier end. This initiative has helped Glenmark in reducing the rejection rate of incoming raw material from 0.4 in FY 2014-15 to 0.3 in FY 2015-16.

During the reporting year, our Senior Leadership initiated a communication on Glenmark's Environment Health and Safety (EHS) policy to our priority suppliers. This is an important first step in creating awareness on sustainability among our suppliers.

When it comes to sourcing of packaging material, we strive to promote local vendors who are able to meet our quality norms. This creates positive impact on the local economy and reduces the environmental footprint associated with long-distance transportation.

ENRICHING LIVES THROUGH

LEARNING AND LEADERSHIP CULTURE

At Glenmark, we believe our human resources are integral to our growth and success. Our people are inspired and driven by the motto of enriching lives, and contribute every day to create a healthier and happier world.

As a growing organization, we are able to provide a growth driven, thriving environment to our employees, enabling progressive and purposeful careers that enrich lives.



Introduction

IN A WORLD WHERE advances in learning make daily leaps, knowledge is a fast moving target. That is why we maintain an unwavering focus on upgrading knowledge. This enables our people from diverse backgrounds to think afresh and deepen their domain expertise swiftly. We invest in skill development and leadership training for our employees at all levels. The drive for knowledge enables our people to play a critical role in achieving our strategic objectives.

We strive to provide a workplace that respects the diversity in culture, backgrounds, skills and experience of our global workforce. We are an equal opportunity employer committed to fostering diversity in the workplace, and are committed to practicing a culture of respect and dignity. We stringently adhere to all applicable human rights and workers' rights laws in the geographies, where we operate.

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We invest in skill development and leadership training of our employees at all levels, which in turn helps them play a critical role in achieving our strategic objectives.

A SNAPSHOT OF OUR WORKFORCE IN INDIA



10,563

TOTAL NUMBER OF EMPLOYEES



3,295

EMPLOYEES HIRED ON TEMPORARY/ CONTRACT BASIS



648

WOMEN EMPLOYEES

Employee Engagement

AT GLENMARK, WE ACTIVELY ENGAGE WITH OUR EMPLOYEES at all levels through a variety of formal and informal means. Our employee engagement initiatives follow the 3C Model of Connect – Communicate – Celebrate. **Some of the employee engagement activities undertaken by us include:**

- Regular town-halls with employees
- Drop boxes for employee feedback & suggestions
- Quarterly newsletter
- TAB (Take a Break) – monthly engagement activities
- Festival celebrations

In addition, we seek feedback from our employees through various means including quick surveys, mid-year reviews and training effectiveness assessments. As an organization, we also conduct periodic employee engagement surveys (branded as 'I Say') to design our short-term and long-term engagement plans.



Employees enjoying a game of volleyball and tug of war as part of Fun Week celebrations



Learning and Development

IN LINE WITH OUR COMMITMENT to empower our employees with the requisite knowledge, skills and attitude to excel, 'The Glenmark Centre for Learning' has been created with the objective of focused high quality learning and skill building. We follow a state of the art process to provide structured learning to

our employees in an effective manner. The process involves:

- **Learning Need Analysis (LNA)**
- **Structured programs based on LNA**
- **Training Analytics**

At Glenmark, we are also focused to develop our employees and coach them at all levels to build a robust pool of talented resources. Some of our contemporary practices to build competency across employee levels include:



Competency Framework

Creating a robust Competency Framework for Leadership, Sales and the Research & Development cadres to aid focused hiring and development across levels throughout the organization.



Action Learning

Developing and deploying a unique model for Line Managers in sales at Glenmark through a development program on the 'Action Learning' methodology. This program focuses on coaching sales representatives and first line managers on better science-based detailing, territory planning, goal setting and reviews.



E-Learning

Introducing competency based annual e-learning curricula in 7 different languages for employees based at various locations across the globe.



Transition to People Managers

Initiatives focusing on capability building and coaching conversations to develop functional managers into people managers at various levels.

Few of the customized group- specific interventions are:

SHARP (Safety, Hygienic, Alertness, Responsibility and Professionalism): An initiative for aligning Glenmark's operations towards 'All Time Readiness'. Our view of all time readiness is to build an intrinsic culture of quality. Glenmark has developed and deployed all the necessary standard operating procedures as per cGMP (Current Good Manufacturing Practices), GLP (Good Laboratory Practices) and GDP (Good Documentation Practices).

Career Path Development Centre: Designed for various roles across the organization with an objective of building a talent pipeline for the future.

GlenEagles: A flagship Leadership Development Program designed to develop and train potential future leaders in-house. It is an intensive program based on blended learning approach with a mix of training, coaching and action projects.

Employee Recognition

GLENMARK BELIEVES in recognizing and appreciating the good performance of our people, as it boosts the morale of the high performers and aligns employee achievements with the company's goals, values and mission. Our Reward and Recognition Policy provides specific guidelines on recognizing specific, unique, value added and critical performance within and beyond the defined performance objectives. Our rewards framework extends to all full-time employees across our global operations, including the

subsidiary companies.

'UExcel'- our global rewards and recognition platform, aims to recognize excellence as well as create aspirational benchmarks that motivate individuals and teams to perform better. It allows us to uphold and reinforce our organizational values. Further UExcel fosters a culture of breakthrough performance and collective celebration of achievements across all levels and areas of operation.

Overview of UExcel and Awards Highlight from FY 2015-16

CHAIRMAN'S EXCELLENCE AWARD

Extraordinary efforts towards fulfilling the goals and values of the company

15
Individual Excellence Awards

01
Best New Employee Award

06
Team Excellence Awards



BUSINESS EXCELLENCE AWARD

Exceptionally high quality work

365
Team Awards

49
Individual Awards

SPOT AWARDS

Significant achievements that have enhanced company performance

1,550
Individual Awards



Employee excellence being recognized by our Chairman & Managing Director, Glenn Saldanha

ENRICHING LIVES THROUGH

ENVIRONMENTAL RESPONSIBILITY AND SAFETY FIRST CULTURE

Even though the world today is divided by boundaries that separate us into different nations and regions, we all are a part of the same natural environment. Nature is a shared resource which provides us with all that we need to lead a happy and fulfilling life on this planet. Any kind of harm done to it affects all the inhabitants of this planet, directly or indirectly. In such a scenario, it becomes imperative for us as global citizens to do our part towards protecting Mother Nature.

At Glenmark, we endeavor to continually identify and implement initiatives to reduce our environmental footprint across our operations. This is yet another important way in which we strive to fulfil our mission of enriching lives of our employees, our neighborhoods, the global community and the future generations.



Introduction

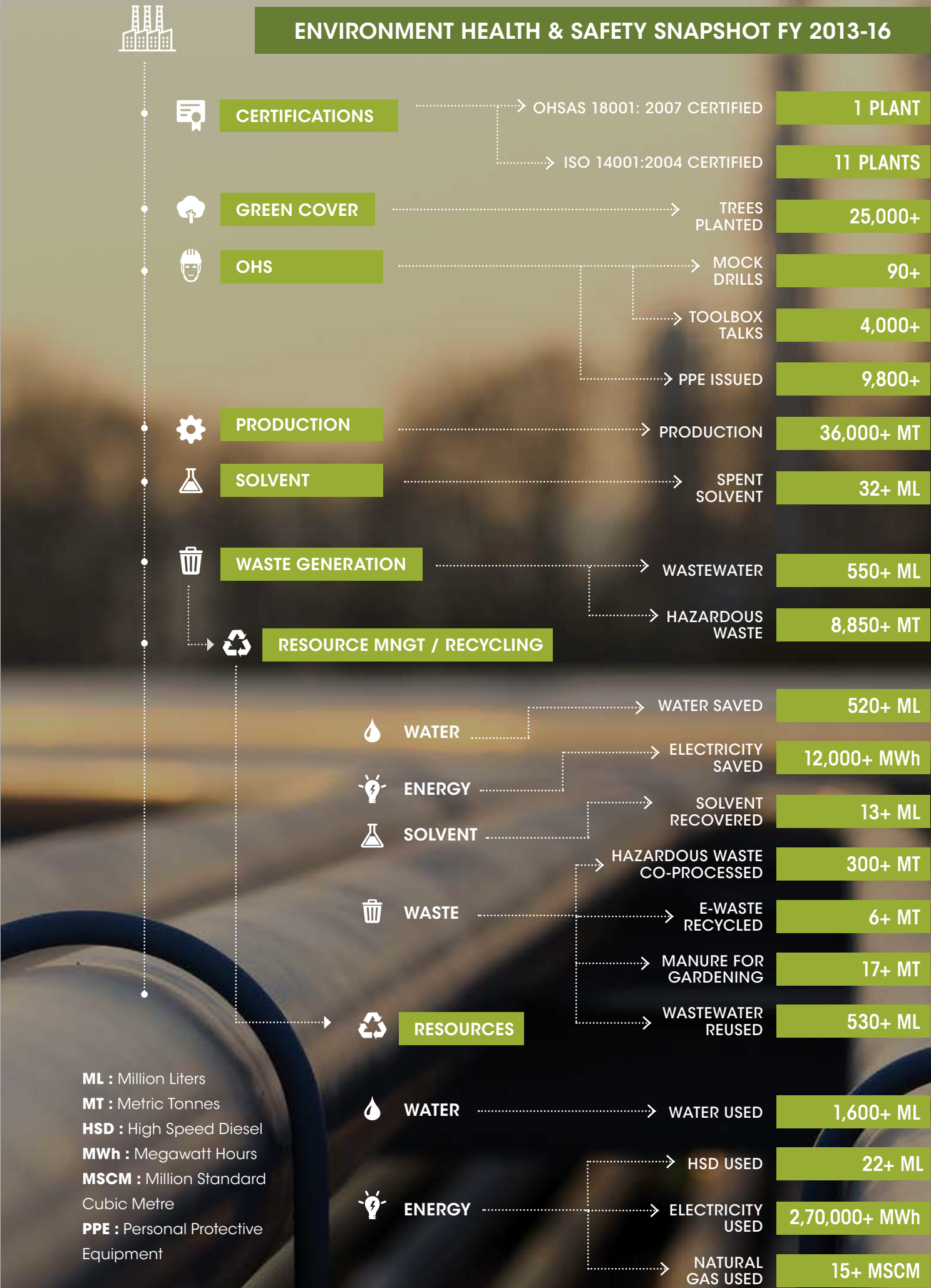
WHILE THE IMMEDIATE BENEFIT of our environmental initiatives is better environmental quality for our employees and those living in the immediate vicinity of our plants, the global nature of our atmosphere also means that some of the environmental benefits go beyond our local communities. For example, decreased used of virgin natural resources and non-renewable energy sources ensures that there is more left behind in the nature for use of future generations.

We endeavor to continually take initiatives broadly pertaining to the following areas: decreasing water footprint, reducing our emissions, increasing the energy efficiency of our operations, and efficient waste management. Another aligned aspect is our commitment to provide a safe working environment to all our employees, which apart from meeting the moral and legal obligations, also leads to enhanced productivity and workplace satisfaction.

SOCIO-ENVIRONMENT IMPACT METER FY 2015-16



• 5 liters per person per day for rural areas based on http://www.nih.ernet.in/rbis/india_information/drinking.htm • 96 KWH per year for rural house hold consisting of 5 persons based on http://www.worldenergyoutlook.org/media/weowsite/energydevelopment/weo2011_energy_for_all.pdf • 1 full grown tree sequesters 0.413 TCO2 based on <http://www.americanforests.org/assumptions-and-sources/#electricity> • Fuel based on the carbon emission factor calculated by IPCC <http://www.ipcc.ch/>



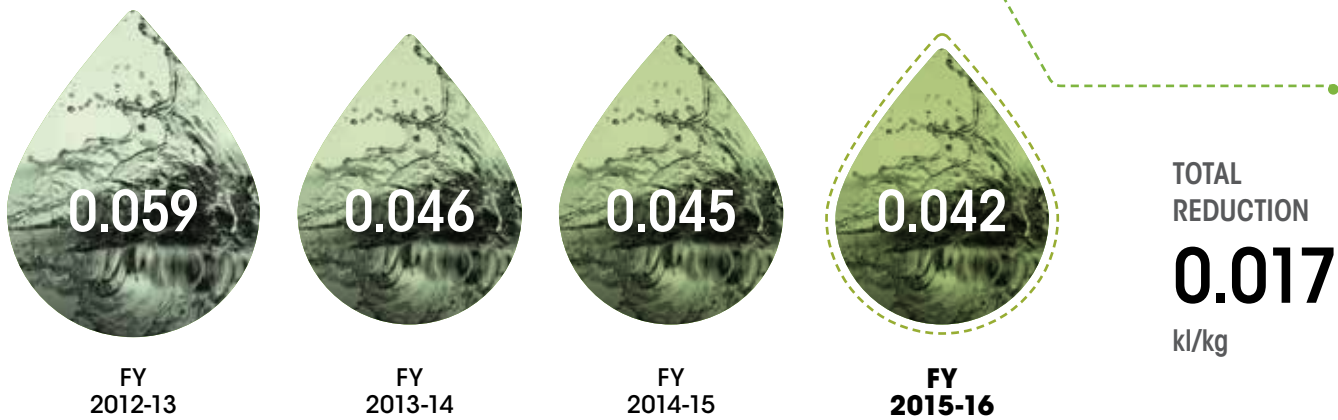
Water and Wastewater Management

WHILE WATER COVERS ABOUT 71% OF THE EARTH'S SURFACE, only a miniscule percentage of it is in the form of freshwater, and is available for direct use for human activities. As the global population and industrial use of water increases, the sources of fresh water come under stress, thereby reducing its per capita availability. The problem is even more severe in India, where rapid urbanization and population growth is juxtaposed against dwindling sources of water. We recognize the gravity of this problem and

are committed to doing our bit by reducing our water usage and improving water use efficiency.

We have taken a number of initiatives to reduce the amount of freshwater drawn and wastewater discharged by our facilities. We have imbibed the principle of 3R's (Reduce, Reuse, Recycle), which has helped us reduce our specific water consumption year after year.

SPECIFIC WATER CONSUMPTION (kl/kg)



In order to reduce the stress on natural sources of water, we have built rain water harvesting structures at our facilities in Goa, Taloja and Mahape, and set up groundwater recharging systems at Indore, Nalagarh and Baddi.

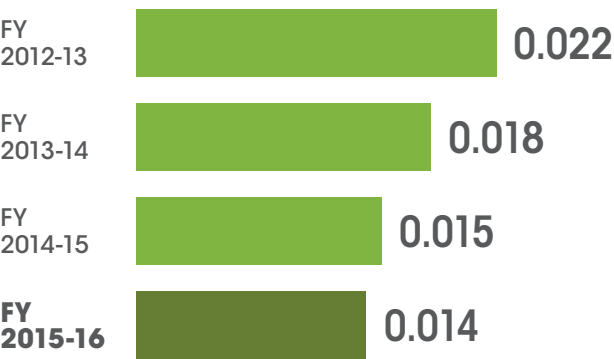
We have adopted a new high pressure water cleaning system that reduces the water consumption for equipment cleaning by more than 40%. By shifting to plate heat exchanger for the generation of hot water and by capturing the steam condensate, we have been able to reduce the water required for the process by 20%.

Over the years, we have continuously improved our processes to reduce the wastewater being generated at our facilities. The fact that our specific wastewater generation has been reducing every

year is a testimony to our success and commitment. In line with the 3 R's principle, we consider the wastewater generated during our processes to be a valuable resource and make efforts to utilize it effectively.



SPECIFIC WASTEWATER (kl/kg)



TOTAL REDUCTION

0.008
kl/kg



We have installed wastewater recovery systems at our plants in Dahej, Ankleshwar, Aurangabad and Mohol, which has brought down our fresh water requirement. Our state-of-the-art systems employ technologies like Reverse Osmosis (RO), Multiple Effect Evaporator (MEE) and Agitated Thin Film Drier (ATFD). The recovered water is used for flushing, gardening, boilers and cooling towers. Currently we are in the process of installing these technologies at our Kurkumbh plant and have established it as a norm for all our future plants.

“ We recycle about 98% of the wastewater generated at our facilities. Collectively, all these initiatives have helped us save more than 215 million liters of water during the reporting year.

CASE STUDY

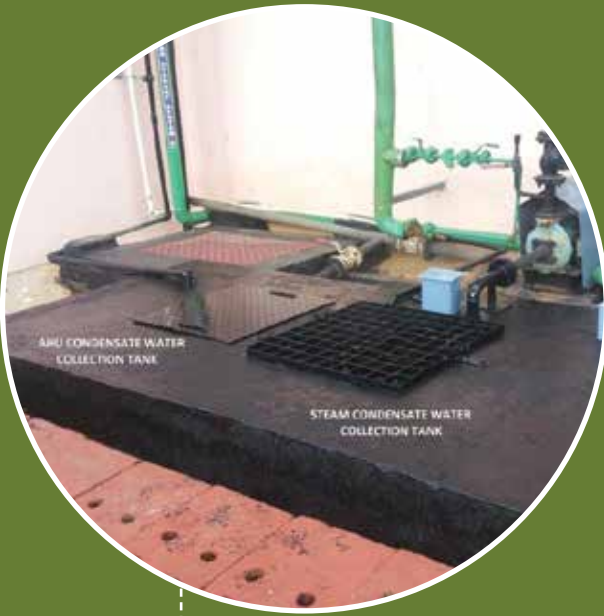
RECYCLING OF AIR HANDLING UNIT (AHU) CONDENSATE WATER FOR COOLING TOWERS AT HORMONE PLANT, GOA

STARTED IN: 18 JULY 2015

RATIONALE / DESIRED CHANGE: To implement the innovative idea of using water generated in AHUs due to condensation, which was earlier considered as waste. This was expected to reduce the fresh water consumption and wastewater generation.

DESCRIPTION: As part of our water conservation project, condensate water from 30 AHUs and a few split air conditioner units is collected in an underground water tank specially constructed for this purpose. The collected water is then pumped to the cooling tower to fulfil its fresh water requirements. To automate its working, the underground tank is provided with a level sensor that prevents any overflow.

OUTCOME: Everyday around 3.5 kl water having a temperature of 24°C is prevented from flowing to the Effluent Treatment Plant (ETP). The low temperature of condensate water has also helped improve the cooling tower's performance.



857 kl
Water Saved
FY 2015-16

Energy Efficiency at Glenmark

THE DIRECT CORRELATION BETWEEN increasing use of fossil fuels and global climate change has been well established by the scientific community. In such a scenario, it is vital for industries throughout the world to optimize their fuel consumption and tread the path of sustainable development.

As part of our environmental responsibility, we continually identify opportunities for adopting a less carbon intensive path as we grow as a company. This is being done by adopting a two pronged strategy. First, we have begun to diversify our energy mix by including low or no carbon emitting sources such as biodiesel, solar and hydro power. Second, we continually upgrade our equipment and processes to the latest energy efficient systems, thereby bringing

down our specific energy requirement. More than 10% of our electricity demand in the reporting year was met by electricity from renewable sources like solar and hydro power. After successfully introducing the biodiesel based boiler at our Nashik plant, we extended this project to our Mohol and Kurkumbh plants, thereby substituting a total of 435.4 kl of High Speed Diesel (HSD) with biodiesel.

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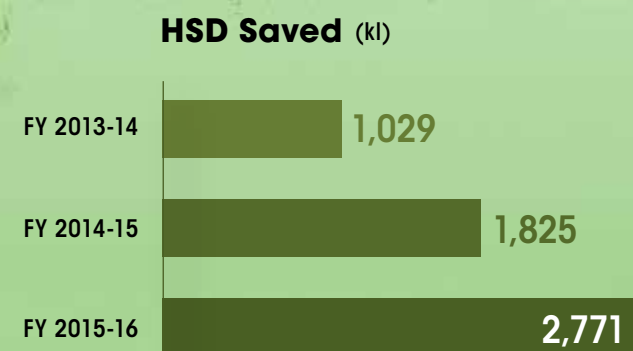
More than 3.6% of our electricity demand in the reporting year was met by electricity from renewable sources like solar and hydro power

DIRECT ENERGY FUEL MIX



“

A total of 435.4 kl of HSD was substituted with biodiesel at our Nashik, Mohol and Kurkumbh plants.



Rooftop solar plant at our Mahape R&D Center

Following are some of the other initiatives undertaken by us for decreasing our energy intensity:

- Replacement of conventional CFL by more energy efficient LED lighting
- Upgradation of chilled water generation unit by installation of electrically driven screw chiller instead of steam operated vapor absorption heat pump, resulting in saving of 3,60,000 SCM natural gas per year
- Installation of motion sensors and timers for lights, energy efficient Heating, Ventilation and Air Conditioning (HVAC) systems, enhanced heat recovery systems and new automatic power factor control panels that maintain the power factor at 1, which has decreased our electricity demand
- Efficient running of DG sets and boilers, which resulted in saving of 2,771 kl of HSD in the reporting year
- Installation of new energy efficient surface aerators in place of old aerators for the ETP at Ankleshwar, which reduced the power consumption of the aeration tank by 40%. This upgradation has resulted in saving of 80357 kWh of electricity in the reporting year



ENERGY ASSESSMENT TOOL: Innovative solution at Baddi Plant

THE ONLINE ENERGY ASSESSMENT tool is the first step in our structured approach to improve the energy efficiency of our plants. It is an online portal that leverages the power of digital technology to help us identify equipment, lighting and ventilation systems which consume the maximum electricity. This enables us in identifying areas/opportunities that can be explored for further improvements to reduce our energy consumption.

The online tool operates by recording per hour electricity consumption of the various equipment, along with their daily running times. It then calculates the total energy consumption of these equipment block wise, which is reconciled with the actual meter reading for each block at the plant. By focusing our efforts on the equipment that consume the maximum energy, we will be able to increase the efficiency of our plants. This will be achieved by either bringing operational control in these equipment or by replacing them with newer and more efficient equipment, lighting and ventilation system.

All the above efforts for lowering our energy use and enhancing the energy efficiency at our plants have led to decreased amount of greenhouse gases being emitted into the atmosphere, thereby contributing to the global efforts to prevent climate change.

Waste Management

INCREASE IN GLOBAL POPULATION, higher levels of income and rapid urbanization are causing a surge in the quantity of waste being generated worldwide. Lack of awareness about waste segregation, absence of focused waste reduction efforts and a dearth of waste handling facilities are only adding to this problem. As a result, large quantities of waste are dumped into open landfills, which tend to pollute the surrounding air, water and soil.

Our approach is to reduce the amount of waste generated at our facilities and adopt environmentally sound disposal practices for the waste, while meeting all applicable regulatory requirements. An important part of our waste handling process is segregating the different waste streams, which makes recycling and disposal easier and more efficient. We have separate collection, storage and disposal processes for domestic waste, e-waste, biomedical waste and hazardous waste at all our facilities.

Segregation at source is the first essential step for safe handling of hazardous waste. The hazardous waste generated at our facilities is collected separately and sent to Common Hazardous Waste Treatment Storage and Disposal Facilities (CHWTSDF) for safe disposal.

A novel practice that we have adopted since FY 2014-15 is to send expired and off-specification medicines to a cement factory for co-processing. These are completely burnt at an extremely high temperature inside the cement kilns, which extracts their intrinsic energy while rendering them harmless. The ash generated in this process becomes a part of the cement. This reduces the amount of fuel and other raw material required for cement production, while simultaneously reducing the amount of hazardous waste being sent to the common facilities for disposal. In the reporting year, 110 MT of hazardous waste generated by our facilities was co-processed.

As a responsible organization that values human health and safety, we ensure that the bio-medical waste generated at our facilities is disposed safely at an authorized disposal facility. In order to educate our employees, we display the procedure of handling and storage of bio-medical waste through posters.

Reducing the amount of waste that goes to a landfill is another area where we strive to decrease our environmental footprint. Our canteen and garden waste undergoes vermi-composting,



Separate hazardous waste storage area at our Goa facility

“
In the reporting year, 110 MT of hazardous waste generated by our facilities was co-processed.
”



wherein organic waste gets converted to rich manure, which is used for in-house gardening. What started out as a pilot at our Ankleshwar plant three years ago, has now been adopted by seven other facilities. We aim to adopt this initiative across all our facilities in the near future.

At Glenmark, we make conscious efforts to reduce the quantity of electronic components that are discarded. To this end, we encourage refurbishment of old equipment which increases its life and reduces the demand of virgin materials. We also ensure that all our discarded electronic components are recycled safely. This is done by handing over the used electronic components to authorized recyclers, who extract valuable materials from such discards in an environmentally sound manner. In the reporting year, we disposed 1,914 kg of e-waste generated at our facilities.

“
In the reporting year, we disposed 1,914 kg of e-waste generated at our facilities.
”

We select packaging configuration for our new products in a way that allows minimizing the quantity of packaging material required, without compromising its functionality and regulatory requirements related to the product. This leads to lesser packaging material requirement during commercial manufacturing.



CASE STUDY

ETP SLUDGE REDUCTION, NASHIK

STARTED IN: 20 JULY 2015

RATIONALE / DESIRED CHANGE: Use of Alum and Lime for primary chemical treatment in ETP generated huge quantities of chemical sludge. There was a need to reduce this hazardous waste as it increased the environmental burden and cost for the company

DESCRIPTION: Alum and Lime were replaced by Poly Aluminum Chloride and Caustic which are 100% soluble and help to lower chemical consumption through optimum chemical reactivity. The advantages of these coagulants include effectiveness over wide ranges of pH and raw effluent temperatures, zero chemical residue and lower chloride or sulfate residues. This resulted in lower final water TDS and lower sludge generation. A further reduction of the sludge weight was achieved with the help of sludge dewatering units, Filter Press & Decanter.

OUTCOME: Reduced chemical consumption and sludge generation at the ETP.



50%
reduction
in chemical
consumption

33%
(1,855 Kg)
reduction in monthly
sludge generation

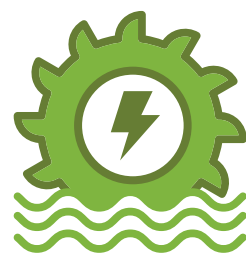
R&D Center, Mahape

A role model for environmental performance

CASE STUDY



OUR RESEARCH FACILITY LOCATED AT MAHAPE (near Mumbai) is equipped with the best in class infrastructure for discovery and development of NCEs. It has implemented several initiatives that aim to reduce its overall environmental impacts:

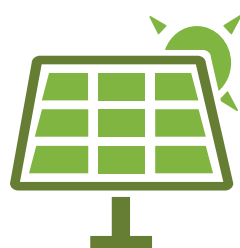


HYDROPOWER

sourced by entering into a purchase agreement with the hydropower producer

3,679 MWh

hydro-electricity sourced in the reporting year



ROOFTOP SOLAR PLANT

of 100 kilowatt-peak (kWp) capacity installed

73 MWh

electricity produced in the reporting year



RENEWABLE SOURCES

used at the facility

Over 60%

electricity sourced from renewable sources in the reporting year



REDUCED ELECTRICITY CONSUMPTION

by switching to **LED lights** and variable **frequency drives in HVACs**



UPGRADATION OF ETP AND STP

along with setting up an effluent collection and segregation system

16,850 kl

wastewater recycled in the reporting year



RAINWATER HARVESTING

structures set up to reduce fresh water

450 kl

of rainwater harvested in the reporting year



PLANTATION OF TREES

helps offset greenhouse gas emissions

250 trees

have been planted in the reporting year

ETP : Effluent Treatment Plant
STP : Sewage Treatment Plant
MWh : Megawatt Hours
kl : Kilo Liters

Solvent Recovery

IN LINE WITH THE 3R'S PRINCIPLE, we have adopted new methods to make our processes efficient, which includes setting up state of the art solvent recovery plants. This has resulted in lesser burden on the natural environment.

The new products that are being developed use direct blending-compression method and water granulation method that avoid the use of organic solvents in the formulation. Analytical methods have been developed that require less hazardous solvents. Organic solvent consumption has been reduced by using special analytical methodology that employs High Performance Liquid Chromatography (HPLC) column.

Solvent recovery plants have been set up at our API facilities in Ankleshwar, Dahej and Aurangabad. These plants recover and recycle the spent solvent,

“

In the reporting year, we recovered and recycled more than 72% of the spent solvent, amounting to more than 4300 kl.

which is used only after multiple quality checks. This reduces the demand for fresh solvent and in turn, the demand for fresh raw materials required to manufacture the solvent. The rest of the spent solvent, which we do not recycle in-house, is sold as a by-product to the Pollution Control Board authorized parties. This ensures that the toxic solvents do not cause any harm to the environment.



Two Solvent recovery plants located at our Ankleshwar facility

Safety

STATISTICS FROM THE INTERNATIONAL LABOUR ORGANIZATION show that, globally, 153 workers have a work-related accident every 15 seconds. Every day, 6,300 people die as a result of occupational accidents or work-related diseases that amount to more than 2.3 million deaths per year. Each year, an estimated 4 percent of the global Gross Domestic Product is lost due to poor occupational safety and health practices.

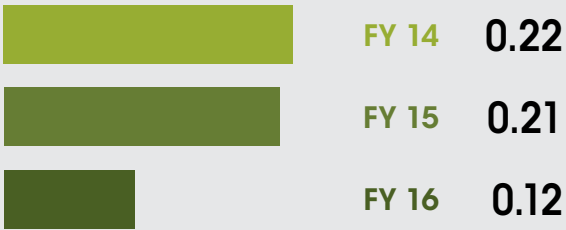
At Glenmark, we are fully committed to the well-being of all our employees and attach the highest level of importance to workplace health and safety. It is our firm belief that a safe working environment also improves productivity and contributes in creating a stress free atmosphere. In line with our Environmental, Health and Safety (EHS) and Occupational Health and Safety (OHS) policies, our focus is on minimizing occupational injury, preventing ill health and risks to our employees at the workplace.

We invest in safety infrastructure and strive to create a 'Safety First' culture across our operations. We have implemented a Safety Management System as per international standards. For all our operations across the organization, we have adopted the Globally Harmonized System (GHS) by the International Labour Organization (ILO) which follows a standardized 16 point Safety Data Sheet (SDS).

We have made considerable progress in our safety performance, and continue to raise the bar every year. We believe safety is a collective responsibility and every employee is equally responsible for creating

a safe working environment. Employees are made aware of the safety practices to be followed at the workplace right at the time of joining the organization, and are imparted regular trainings to upgrade their knowledge on safe working practices. In the reporting year, more than 36,000 man-hours of safety training was provided to our employees.

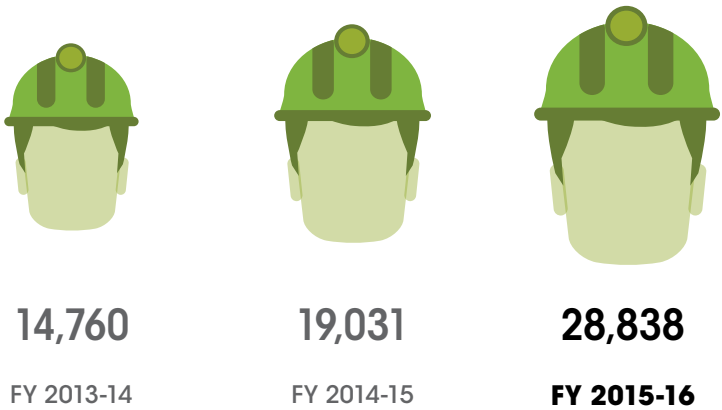
REPORTABLE INCIDENTS PER MILLION MAN-HOURS WORKED



TOTAL REDUCTION **0.10**

“ We invest in safety infrastructure and strive to create a 'Safety First' culture across our operations. **”**

NUMBER OF TRAINEES FOR EHS TRAINING



DOUBLED THE TRAINING HOURS

14,078



Employees being trained to use firefighting equipment as part of safety training

Safety Initiatives



Safety Programs

Following a detailed analysis of the safety performance at our plants for the past three years, we initiated various programs to enhance the safety culture at the plants. These safety programs pertaining to contractor safety, chemical safety, working at height safety and lock out tag out system. These programs are designed and implemented using a step wise approach, which includes initial assessment, action planning, implementation of actions planned and final assessment for achieving highest efficacy.



Toolbox Talks

These open talks conducted at the department level, encourage discussions about the status of safety practices in the facilities.



Personal Protective Equipment (PPE)

These ensure safety of our employees at the workplace. A new initiative in the reporting year includes introduction of anti-static clean room safety shoes at our Taloja R&D center. These clean room shoes provide our employees with protection from heat, chemicals and falling objects, while eliminating slip and trip hazards. In addition, the adoption of this initiative reduces the usage of plastic shoe covers, which in turn reduces the waste generated at the site.



Mock Drills

Periodic mock drills are conducted at all our facilities to ensure preparedness for emergency situations.

All occupational health and safety incidents/accidents are reported as per the corporate standard operating procedure. Lost Time Injuries Frequency Rate (LTIFR) (per 2,00,000 man-hours) for the last three years (2013-2016) is reported to be 0.46 on a combined basis for formulation and API facilities. The LTIFR is lower than

the incident rates noted in the average incident rate for pharmaceuticals and medicine manufacturing (employment size of 1000+) i.e. 1.3 for 2014 as reported by Bureau of Labor Statistics, USA. All injuries were duly investigated to identify root causes and corrective actions implemented.

Safety Week and Environment Week celebration

In order to raise awareness about the importance of environment and safety, we celebrated the World Environment Week and National Safety Week across all our facilities. The environmental celebrations included tree plantation drives, mass awareness drives, essay writing and poster making competitions. We also centrally organized employee engagement activities on the intranet including, quiz, slogan

writing, photography and green idea contests. Leaflets recognizing innovative green initiatives were distributed during the week across facilities.

During the National Safety Week, we focused on the Near Miss campaign across all our facilities. Further, we organized a competition amongst our facilities to report the highest number of near miss incidents.



Employees participating in the sapling plantation drive as part of Environment Week celebrations



CASE STUDY

NEAR MISS

What is a Near Miss? A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so.

STARTED IN: 2 DECEMBER 2015

RATIONALE / DESIRED CHANGE: Encourage the employees to report incidences of near miss and build a proactive safety culture. This helps to take a preventive measure to reduce the number of accidents.

DESCRIPTION: A simple process to report near miss incidences was put in place to encourage the employees to report all such incidences. Each member of the plant's EHS team was given a target to report a minimum of three near miss incidences every week, which were used as examples for other employees. Employee awareness campaigns were conducted with the help of posters, e-mailers and engagement activities. Also, messages from the Chairman & Managing Director, Director - Corporate Affairs and President - Operations highlighting the importance of near miss reporting were shared with the employees.

OUTCOME: Employees became more aware about the benefits of reporting near miss incidences and there was a sharp increase in the number of such incidences being reported.

In 3 months, the number of near miss incidences reported per month increased from

119 to 464

Safety Matrix

To keep track of plant safety performance, we have introduced a safety matrix at all our plants. The parameters tracked in the safety matrix are Reportable Accident Rate, Recorded Incident Rate, Incident Severity Rate, Near Miss/Enrolled Employees and Training Man-Hours/Enrolled Employees. The safety matrix displays the plant's performance in each parameter for Month-To-Date (MTD), Year-To-Date (YTD) and the last financial year. There is also a target set for each parameter against which the plant's performance is measured. This simple tool has proved to be very effective in monitoring and comparing the safety performance across plants.

EHS Management System

Our EHS management system follows ISO 14001:2004 (Environmental Management System) and OHSAS 18001:2007 (Occupational Health and Safety Management System) standards. Based on the Plan Do Check Act (PDCA) cycle, our EHS management system ensures that a step wise approach is followed in any given scenario while acting as an effective process improvement guide.

“

Eleven of our facilities are currently ISO 14001:2004 certified and one is OHSAS 18001:2007 certified.

Two additional facilities are currently undergoing the certification process for OHSAS 18001:2007.

Towards Safer Roads

As part of the National Safety Week celebrations at our Mohol plant, helmets were distributed to all the employees who rode two wheelers. The employees proactively collected funds to implement this initiative, with an aim to promote road safety among their colleagues.



ENVIRONMENT & SAFETY PERFORMANCE*

ENERGY



Electricity saved through
energy efficiency initiatives

12,034 MWh



Renewable
energy used

11,186 MWh



Reduction in specific
HSD consumption

9.74%



HSD substituted
by Biodiesel

500 kl

Reduction of 26,547 MT of carbon emissions

WATER



Potential of groundwater
recharge systems

205 ML



Reduction in specific
freshwater consumption

28%



Wastewater
recycled

98%

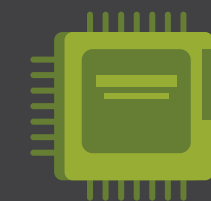
**Quantity of freshwater saved
equivalent to annual drinking
water requirement of 1,17,000
people in rural India**

WASTE



Hazardous waste
co-processed

308 MT



E-waste sent to
authorized recyclers

6,995 kg

Reduction of 343 MT of Carbon emissions

ENVIRONMENT HEALTH & SAFETY



ISO 14001:2004
certified

11 plants



OHSAS 18001:2007
certified

01 plant



EHS training
conducted

36,000 hours



Online Environment
Management System

03 plants

50% reduction in reportable incidents

SOLVENT RECOVERY



Spent solvent
recovered &
recycled inhouse

72%

**17 ML of spent solvent saved
from being discarded**

TREE PLANTATION



Number of
trees planted

25,157

**1445 MT of sequestration
potential**

*Base Year FY 12-13



ENRICHING LIVES THROUGH

CORPORATE SOCIAL RESPONSIBILITY

Creating a healthier and happier world is our key mission, which we steadfastly strive to achieve through our business activities. Our commitment and efforts are not only limited to improvements in our operations. As a responsible corporate citizen, we are cognizant of our ability, means and influence to drive positive change in the society at large.

Corporate Social Responsibility (CSR) is therefore yet another way in which we strive to enrich lives of people in the larger society. Our CSR ethos complements our approach to doing business responsibly and demonstrates our unwavering commitment to giving back to the society.




Introduction

OUR SOCIAL INITIATIVES, in line with our CSR policy are focused on improving child health and making healthcare accessible to the most disadvantaged and vulnerable sections of the society. We also focus on promoting swimming as a sport in India and encourage inclusive development, by providing artificial limbs to the differently-abled. As part of our global employee volunteering initiative - 'Glenmark Joy of Giving', our employees around the world devote their time and efforts to contribute to the society and spread cheer to the lives of the less fortunate.


CHILD HEALTH

AIM	Reducing infant & child mortality
APPROACH	Encouraging a positive health seeking behavior among pregnant women, mothers with infants, and caregivers towards right nutrition, good hygiene practices and ensuring complete immunization for children.
INTERVENTIONS	Ambulatory Care • Backyard Nutrition Gardens • Role Model Anganwadis • Community Crèches • Colored Beads • Immunization Calendars • Peer Educators Program • Health Libraries • Behavior Change Communication • Health Camps • Home Visits • Couple Counselling • Trainings And Workshops


IMPACT OVER THE YEARS




6,18,617
lives touched




1,22,324
children reached out through nutrition, immunization and sanitation interventions



26,608
malnourished children treated




12,514
children successfully immunized






62,981
pregnant & lactating women provided with healthcare


ACCESS TO HEALTHCARE

AIM	Provide access to healthcare facilities to the underprivileged
APPROACH	Making medicines available where they are needed
INTERVENTIONS	Donation of mobile healthcare units, medicines and medical equipment
IMPACT OVER THE YEARS	<div><div>Donated Medicines through our partners and also provided medicines to disaster affected regions like Tamil Nadu, Manipur and Nepal</div></div>




GLENMARK AQUATIC FOUNDATION

AIM	To achieve podium finishes in swimming at International Meets		
APPROACH	Enhance the ecosystem of swimming in India		
INTERVENTIONS	Centres of Excellence, Sponsorship of National Events and Coach Education		
IMPACT OVER THE YEARS	<div><div>59 medals at National and International Meets</div></div>	<div><div>1,025 swimmers trained</div></div>	
	<div><div>176 coaches trained</div></div>		

SUSTAINABLE LIVELIHOOD

AIM	Promote inclusive development		
APPROACH	Rehabilitating the differently-abled to help them lead an independent & productive life		
INTERVENTIONS	Providing artificial limbs, fitments and calipers		
IMPACT OVER THE YEARS	<div><div>13,000 differently abled lives improved</div></div>		

JOY OF GIVING

AIM	Opportunity for our employees to make a difference to the communities around them		
APPROACH	Employees are encouraged to supplement our efforts by contributing both financially and non-financially for social causes		
INTERVENTIONS	Health Camps • Awareness Creation Rallies • Setting Up Libraries • Shramdaan • Competitions and Sessions to Educate On Health, Nutrition And Hygiene		
IMPACT OVER THE YEARS	<div><div>4,000+ employees participated</div></div>	<div><div>30 locations</div></div>	
	<div><div>16 countries</div></div>		

Child Health

STATISTICS FROM THE WORLD HEALTH ORGANIZATION (WHO) show that 5.9 million children under the age of 5 died in 2015. More than half of these were preventable deaths that occurred due to lack of awareness and unavailability of timely medical interventions. We believe that healthy children are the foundation for a better tomorrow; hence child health is one of the key focus areas for our CSR efforts. Our interventions on child health revolve around three main target areas: Immunization, Right Nutrition and Sanitation.



'Project Kavach' is the flagship child health initiative of Glenmark Foundation, which aims to address the issue of infant and child mortality by improving the key health indicators in children. The word 'Kavach' means a shield, which symbolizes protection. As a part of this initiative, we have multiple interventions at different stages of life for the mother and the child. These interventions help in maintaining good health of expectant and new mothers as well as new born children and infants.

Direct healthcare interventions for children and women, Rajasthan

Back in 2011, the Sanganer area of Rajasthan had one of the highest rates of infant and child mortality. The causes were low levels of immunization, high incidence of malnutrition and lack of awareness among the locals about health and hygiene issues. To address this issue we, along with our Non-Governmental Organization (NGO) partner, Society for Integrated Development Action Research and Training (SIDART), initiated a child health project in this area. We undertook several initiatives that directly or indirectly addressed these issues, including Village Health Sanitation and Nutrition Committee (VHSNC) meetings, panchayat meetings, school rallies, health camps, immunization calendars, colored beads and

dedicated care giver training sessions, which were organized across 166 villages.

We achieved remarkable results over the project period of four years. In order to equip the village panchayats to continue the interventions independently, capacity building and dedicated 6 month training of panchayat members and frontline workers was initiated. **The project was handed over to the village panchayats on completion of these training programs. Key outcomes of this project over its four year period are listed below:**

- Malnutrition level brought down by over **90%**
- Increased the sanitation level from **24%** to over **96%**
- Increased the immunization coverage from **34%** to over **97%**
- Increased the institutional delivery from **60%** to over **97%**
- 1,74,000** lives enriched
- 26,000** children benefitted
- 3,101** malnourished children recovered to healthy status
- 2,493** pregnant and lactating women reached

Home visit by our health workers



Enriching lives of children belonging to the Korku tribe, Madhya Pradesh

Along with supporting 100 villages in the Kalwa Block, in FY 2015-16, we expanded our child health project to cover 50 more remote tribal villages in the Khaknar block of Madhya Pradesh, taking the total number to more than 150 villages. The objective of this project is to improve the status of child health by concentrating on the main focus areas of reducing malnutrition, ensuring complete immunization, and promotion of good sanitation and hygiene practices.

In association with our NGO partner, Spandan Samaj Seva Samiti, we have undertaken numerous initiatives like home visits for monitoring and counselling on various issues of child health, backyard nutrition gardens, health camps, ambulatory care service, role-model anganwadis, and community crèches. **These, along with innovative communication on behavioral change have helped us achieve the following outcomes in the reporting year:**



Children at the community crèche

- 30%** reduction in malnutrition levels
- 1,465** malnourished children recovered to healthy status
- 25** immunization camps organized
- 3,230** children fully immunized
- 3,500** children under age of **5** helped by **70** model anganwadis
- 1,324** patients reached by **17** Health Camps
- 2,650** families started backyard nutrition gardens
- 1,300** families switched to farming millets

STORY OF CHANGE








LALITA, BORN IN A SMALL FARMER'S FAMILY, weighed 4.2 kilograms and was severely underweight for her age. Our team assessed her to be malnourished and admitted her in our program. The team followed up the case with regular visits, growth monitoring and nutritional advice. The family was supported with vegetable seeds that enabled them to grow more than enough for their own consumption. This helped in improving the nutritional status of the child, while enabling the family to earn additional income by selling the surplus vegetables.

LALITA, MADHYA PRADESH

Maternal & child health project in rural Himachal Pradesh

In association with our NGO partner, Institute for Global Development, we are working in the Nalagarh Block in Himachal Pradesh to address maternal and child health issues. We have developed and implemented focused programs on reproductive, maternal, new born, child, and adolescent health (RMNCH+A) issues. These programs have been supplemented by awareness drives, run at the community level by our peer leaders.





Through these initiatives we have been able to improve key health indicators of the local community and achieve the following results in the reporting year:

-  **5,721** pregnant & lactating women and mothers of **3-5** year old children in **20** villages sensitized
-  **78** malnourished children recovered to healthy status
-  **46** Panchayat Representatives, **64** Frontline Health Functionaries and **53** Peer Leaders trained
-  **11** Village Health Nutrition Day (VHND) programs organized
-  **702** people benefitted through **4** health camps
-  **54** newly married couples counselled
-  **2,460** people in **6** villages reached via mass awareness activities



Honorble Minister of Health and Family Welfare, Himachal Pradesh, Shri Kaul Singh Thakur unveiling the training module






A workshop was conducted to announce the impact of our child health project in Nalagarh over the past three years. The event was attended by the Hon'ble Minister for Health and Family Welfare, Himachal Pradesh, Shri Kaul Singh Thakur and other dignitaries from the government. This workshop also saw the launch of a training manual for frontline maternal and child health workers. **Our initiatives achieved the following outcomes over the past three years:**

-  Institutional delivery increased from **77% to 84%** and exclusive breastfeeding increased from **20% to 75%**
-  Complete immunization of children improved from **69% to 78%**
-  Impacted over **23,000** children below **5** years of age and **6,000** pregnant and lactating women
-  **1.80,000** beneficiaries impacted through this intervention

Holistic interventions to improve health of children - Maharashtra

Child health is not an issue that is restricted to the rural areas; in fact it has become a grave problem in the overcrowded urban slums. One such example is that of Marol in Mumbai. In association with our NGO partner, Niramaya Health Foundation, we have undertaken a child health project in this area. It follows a step-by-step approach of identifying the target group, educating and informing them about positive health-seeking behavior and introducing several novel service delivery mechanisms. Some of the interventions undertaken include medical camps with distribution of health supplements, health awareness and education sessions, health marker days, and health libraries for the communities.






In the reporting year, we covered **11 additional communities under this project which led to the following outcomes:**

-  **174** malnourished children recovered to healthy status
-  **2,623** people benefitted from **82** health libraries
-  **7,876** beneficiaries attended healthcare sessions conducted by peer leaders
-  **1,096** people benefitted from **18** health camps
-  **1,147** adolescents attended sessions on health related issues



Cheryl Pinto, Director-Corporate Affairs launching 'Niramaya Paushtik Ahaar'

To mark the completion of four years of this project and highlight its achievements, an event was held in Mumbai where Niramaya Health Foundation also launched a nutrition recipe book. This book will enable the mothers in the communities to prepare simple nutritious recipes, which is expected to improve the health of the children and lead to reduction in the prevalence of malnutrition. **The achievements of this project over the past four years are:**

-  Malnutrition levels have fallen from **50% to 9%**
-  Child Immunization levels have increased to **95%**
-  ANC/PNC registrations have increased to **100%**
-  **52** community women have been trained as peer volunteers
-  **25** health libraries initiated in the communities through peer leaders

STORY OF CHANGE

MANISHA, HIMACHAL PRADESH

MANISHA, A THREE MONTH OLD BABY GIRL born to migrant laborers, was identified by our Out Reach Worker Kirna, as a malnourished child who needed immediate help. Kirna counselled the baby's parents about the consequences of poor health and the way it impacts the overall development of the child.

A community volunteer regularly monitored her health along with providing her supplementary diet. Her parents were also taught to cook nutritious food using regular ingredients. Gradually, Manisha started to recover and today she is a healthy girl.

STORY OF CHANGE








MEERA, MUMBAI

MEERA, WHO WAS A BALWADI TEACHER enrolled herself as a Peer leader with our project. As a part of the training for peers, she was taught about maternal and child healthcare. These trainings were followed by exams in which she fared well and was awarded

certificates for her good performance. On the basis of these certificates and the knowledge gained, she was able to obtain a job as a Health Worker and is now able to support her family.

Improving child health in the slums of Nairobi, Kenya

Malnutrition and low immunity have affected the communities living in the slums of Nairobi, making them highly susceptible to diseases. Along with our NGO partner Carolina for Kibera, we are making efforts to address this problem with a special focus on improving the health of infants and children. Under the project 'Lishe Bora Mtaani', we employ effective strategies like Integrated Management of Acute Malnutrition (IMAM), Water, Sanitation and Hygiene (WASH), mobile messaging and regular health screenings to improve child health. **The positive impacts of our interventions in the reporting year include:**

-  **1,560** households visited for screening and education on hygiene and nutrition
-  **2,104** children screened for malnutrition
-  **1,220** malnourished children recovered to healthy status
-  **446** families reached during health sessions
-  **27** training sessions conducted for lactating and expectant women
-  **387** mothers with children below 6 months counselled on exclusive breastfeeding
-  **18,175** children benefitted from de-worming, vitamin A and micronutrient supplements



Home visit by our health workers



STORY OF CHANGE

JUSTIN, NAIROBI

JUSTIN PRINCE, A 17-MONTH OLD CHILD, was left at the day care center within the community while his mother would be at work. This led to deterioration in his health and he started falling sick time and again. When Justin was assessed at our nutrition center, it was found that he weighed only 7.8 kg, way below the recommended weight of 12 to 13 kg.

After three weeks of being at our nutrition center he weighs 9.1 kg and his mother believes that she is now well-equipped with the right information to support her baby, thanks to the nutritional counselling given to her.

mMitra: Impacting lives of the less privileged women through innovation- Maharashtra

To address the twin issues of infant and maternal health, we run the mMitra project along with our NGO partner Armman, and Sion Hospital, Mumbai. This is a unique initiative which combines the utility of modern technology with the power of accurate medical information to provide relevant preventive healthcare information at the right time. This information on antenatal and neonatal care is provided to pregnant women and new mothers via mobile based voice messages, free of cost. These short voice messages are sent in the language of her choice to each enrolled woman, twice weekly during pregnancy, once every day in the first week after birth and once every week till the child become one year old.

“**5,251 women have completed the program and received all the voice messages. This has helped them maintain their, as well as their child’s health. A total of 11,919 women have been enrolled for this initiative.**”



STORY OF CHANGE

SUPRIYA, MUMBAI

TWENTY THREE YEAR OLD SUPRIYA WHO WAS EXPECTING her first child was anxious as her family did not have any educated members. On one of her visits to the hospital, she filled the mMitra form. Soon she started receiving pregnancy related information on her phone and her anxiety related to pregnancy slowly started to fade away.

She said that she felt like mMitra was a wise old family member, who guided her with useful tips and Dos & Don’ts during her pregnancy. Thanks to mMitra, she became aware of the importance of nutritional supplements during pregnancy, which helped her and her baby stay healthy.



Our health worker explaining the enrollment process for mMitra

CHILD HEALTH INTERVENTIONS



CUSTOMIZED IMMUNIZATION CALENDARS for tracking vaccination schedules



BACKYARD NUTRITION GARDENS to ensure better nutritious diet for children in tribal families



PEER EDUCATORS PROGRAM for training women from within the community to act as peer educators, equipping them with basic knowledge, which they share with the members of their communities



BEHAVIOR CHANGE COMMUNICATION through exhibitions, sensitization & awareness programs, poster displays, focus group discussions & street plays



HEALTH CAMPS to address the immediate healthcare needs and ensure prevention of illness in the local communities



COUPLE COUNSELLING to provide a platform for young couples to gain the right information on reproductive health, safe pregnancy, use of contraceptives, and parenthood



COMMUNITY CRÈCHES for infants of daily wage laborers



HEALTH LIBRARIES for making health related literature available to local communities



NUTRITIONAL STATUS BEADS for visual identification of the nutritional status of children.



TRANSFORMING EXISTING ANGANWADIS into child friendly ones with toys, recreational materials and pre-school learning materials in the local language



AMBULATORY CARE to provide access to medical facilities to mothers and children in remote tribal villages



HOME VISITS to provide counselling on various health related topics and to increase the reach of our interventions



TRAININGS AND WORKSHOPS for Panchayati Raj Institutions members, frontline health workers, paramedical staff, medical officials, anganwadi workers and skilled birth attendants



CHILD HEALTH IMPACT SNAPSHOT FY 2015-16

COMMUNITY LEVEL INTERVENTION

LIVES TOUCHED **4,00,000+**

ADOLESCENT COUNSELLING

ADOLESCENTS BENEFITTED **3,400+**

HEALTH CAMPS

LIVES IMPROVED **3,500+**

PREGNANT WOMEN

HOME VISITS & CHECK UPS

WOMEN BENEFITTED **10,000+**

mMITRA

WOMEN ADVISED **11,900+**

INFANTS AND CHILDREN

MALNUTRITION

CHILDREN TREATED **3,000+**

IMMUNIZATION

CHILDREN COVERED **3,200+**

Access to Healthcare

IN OUR ENDEAVOR TO MAKE QUALITY HEALTHCARE

available to the needy and underprivileged, we work with our partner NGOs to donate medicines, mobile healthcare units and medical equipment. We have partnered with AmeriCares India Foundation and other NGOs working on healthcare, to provide medicines at no cost to the less privileged sections of the society. In the reporting year, along with AmeriCares, we helped to replace and upgrade the damaged medical equipment at the Government Hospital in the district of Thiruvallur, which was affected by the Chennai floods. We have donated medicines to disaster affected areas of Tamil Nadu, Manipur and Nepal.

Medicine donation camp



Sustainable Livelihoods

CREATING LIVELIHOOD OPPORTUNITIES for the less privileged section of the society is another way in which Glenmark enriches people's lives. Equipping the differently abled with prosthetics enables them in becoming independent and self-reliant.

“

2,000 lives enriched through sustainable livelihood in FY 2015-16

In collaboration with Bhagwan Mahaveer Viklang Sahayata Samiti (Jaipur Foot), we successfully rehabilitated 2,000 differently-abled individuals by providing them with artificial limbs, fitments and calipers, giving them an opportunity to lead a more productive life.



A beneficiary provided with artificial limbs

Other Initiatives

Promotion of Education

At Glenmark, we strongly believe in promoting education, and have been consistently working to provide better infrastructure facilities in the tribal areas of Maharashtra. We also initiated the 'Alex Shiksha Abhiyaan', through which we donated 10,000 notebooks, personally signed by eminent medical practitioners across India in collaboration with our NGO partner Atma. On 26th January 2016, these notebooks were distributed to the under-privileged school children of Mumbai's slums in the presence of Glenmark's Sr. Vice President, Mr. Sujesh Vasudevan and leading pediatricians of Mumbai.

Access to Clean Drinking Water in Sikkim

Clean drinking water is one of the basic needs of humans, however even today many people living in remote areas lack access to it. In our endeavor to improve people's lives, we have provided supply of clean drinking water to 40 households in Radhang village, located in the hills of Sikkim. This has eased the burden of locals who earlier had to walk miles to fetch water.

Round Table on Innovation against Malnutrition

Along with our partner Idobro, we held a round table conference on 'Innovation against Malnutrition' in September 2015. The Roundtable was attended by several individuals from academia, NGOs, government, industry and civil society. It aimed at enhancing community participation in reducing the rate of malnutrition and starting education campaigns with the involvement of youth. As a follow up, we held a competition for college students to develop a communication campaign that targets malnutrition through behavioral change. 84 students participated in this competition and presented new and innovative ideas to educate people about simple behavioral changes that can reduce the incidence of malnutrition.



Glenmark Aquatic Foundation

WE SET UP THE GLENMARK AQUATIC FOUNDATION (GAF) with the aim of India achieving a podium finish in swimming at the Olympics and other international events. To achieve this aim, GAF envisages improving various aspects of the ecosystem of swimming in India. GAF operates in 3 different spheres - firstly, setting up of a Centre of Excellence; GAF has set up a Centre at Dharavi Mumbai where swimmers are trained under experienced coaches. GAF has also tied up with the Sports Authority of India to open another centre at the National Swimming Academy at Talkatora. Secondly, sponsorship of the junior, sub junior and senior national aquatic championship to provide better facilities to swimmers as well as creating a long term relationship with the Swimming Federation of India. Thirdly, coach education; offering certification programmes by the American Swim Coaches Association in India. In addition, GAF provided awards to 10 swimmers and their coaches from the Age Group Nationals.



Winner being awarded by Mary Kom at the Glenmark Age Group National Championships in Pune



“Creating champions through swimming”

Over the past two years, the swimmers trained by GAF have made us proud at different national and international championships. At the 47th Singapore National Age Group Championship the swimmers trained by GAF brought laurels to the country by winning one gold, one silver and two bronze medals.



RUDRANSH MISHRA, MUMBAI

SUCCESS STORY

RUDRANSH MISHRA WON A GOLD AT THE 47TH SINGAPORE NATIONAL AGE GROUP CHAMPIONSHIPS. Rudransh had never participated in any National event before this meet. In a year of training at GAF he has moved from being a state level swimmer to an International gold medallist.



Winners being awarded by our Chairman & Managing Director, Glenn Saldanha and other dignitaries

Achievements of Glenmark Aquatic Foundation



1,025
SWIMMERS
TRAINED



176
COACHES
TRAINED



59
MEDALS
WON

EVENT	PARTICIPANTS	YEAR	GOLD	SILVER	BRONZE
47TH SINGAPORE NATIONAL AGE GROUP CHAMPIONSHIPS	---	2016	1	1	2
ASIAN AGE GROUP AQUATIC CHAMPIONSHIPS - BANGKOK	---	2015	1	1	1
NATIONAL CHAMPIONSHIP - AGE GROUP	06	2015	8	2	1
NATIONAL CHAMPIONSHIP - SENIOR	02	2015	0	0	3
STATE CHAMPIONSHIPS - AGE GROUP	06	2015	18	9	3
STATE CHAMPIONSHIPS - SENIOR	04	2015	4	3	1

Glenmark Joy of Giving

AS A PART OF OUR GLOBAL EMPLOYEE VOLUNTEERING INITIATIVE - 'Glenmark Joy of Giving', our employees voluntarily contribute either financially or in kind to selected causes. Our employees have impacted lives by volunteering to spend their time and efforts for communities around them. In the reporting year, our employees across the globe contributed and made a difference to the lives of the under privileged children, victims of natural disasters, children suffering from life altering diseases, the differently-abled, and the tribal population.



4,000+
employees participated



16
countries



30
locations

ANKLESHWAR



GOA



BADDI



Glenmark
Joy of Giving
INDIA

SINNAR



HEAD OFFICE & MAHAPE



MOHOL



KURKUMBH



DAHEJ



SIKKIM



NALAGARH



NASHIK



AURANGABAD



INDORE





Business Responsibility Report

Content Index

SR. NO.	SEBI – BRR DISCLOSURE	RESPONSE / REFERENCE
SECTION A: GENERAL INFORMATION OF THE COMPANY		
1	Corporate Identification Number	L24299MH1977PLCO19982
2	Name of the Company	Glenmark Pharmaceuticals Ltd.
3	Registered Address	B/2, Mahalaxmi Chambers, 22, Bhulabhai Desai Road, Mumbai 400026, India
4	Website	www.glenmarkpharma.com
5	Email id	csr@glenmarkpharma.com
6	Financial year reported	1st April 2015 to 31st March 2016
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Pharmaceuticals
8	3 key products/services manufactured/ provided by the Company	The key products of the company are described in the section 'About Glenmark'.
9	Total number of locations where business activity is undertaken by the Company	India, USA, UK, Germany, Russia, Poland
10	Markets served by the Company	We are present in more than 80 countries and our geographies are LATAM, USA, Europe, ROW and India. (no. of national locations)
SECTION B: FINANCIAL DETAILS OF THE COMPANY		
11	Paid up capital (INR)	28,21,66,156
12	Total turnover (INR)	76339.61 Mn (Consolidated)
13	Total profit after tax (INR)	7019.06 Mn.(consolidated)
14	Total spending on CSR as percentage of PAT (%)	1.69 %
15	List of activities in which the above expenditure has been incurred	Child Health, Access to healthcare, Sustainable livelihoods, Promotion of education and swimming in India
SECTION C: OTHER DETAILS		
16	Does the Company have any Subsidiary Company/ Companies	Yes
16	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	Yes, the subsidiary companies do participate in the Business Responsibility initiatives of the parent company. A complete list of the subsidiary companies is available in the Annual Report FY 2015-16.
17	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company?	The Company's Business Responsibility initiatives do not extend to third party entities. However, we encourage our external stakeholders, such as suppliers and contractors, to incorporate responsible business practices.

SECTION D: BUSINESS RESPONSIBILITY INFORMATION		
18	Details of the Director/Directors responsible for implementation of the BR (Business Responsibility) policy/policies	
	DIN Number	00111844
	Name	Ms. Cheryl Pinto
	Designation	Director-Corporate Affairs
19	Details of the BR head	
	DIN Number (if applicable)	00111844
	Name	Ms. Cheryl Pinto
	Designation	Director-Corporate Affairs
	Telephone number	+91 22 4018 9999
	e-mail id	csr@glenmarkpharma.com
20	Principle-wise BR policy/policies	
	We have a number of policies in place which are in line with the principles under the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business. All these policies have been formulated in consultation with the Board and have been signed by the competent authority. These policies have been communicated to the relevant stakeholders and are available to the employees on the company's internal web portal and publicly available at www.glenmarkpharma.com.	
	The Company has robust processes in place to ensure compliance with these policies. The company has formal processes in place to address any non-compliance. The top management of the company oversees the implementation of these policies.	
21	Governance related to BR	
	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year	The Board of Directors assesses the different aspects of the BR performance. The frequency of BR performance assessment is annually.
	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	Yes. This report serves as Glenmark's Business Responsibility Report for FY 2015-16 as per the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibility of Business'.
SECTION E: PRINCIPLE-WISE INFORMATION		
P-1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	Glenmark is committed to maintaining a high standard of corporate governance. The Company has adopted the 'Glenmark Code of Conduct' which lays down policies for its internal as well as external stakeholders. For further details please refer to the section 'About Glenmark' (pg 06). The company values its stakeholders and gives utmost importance to addressing stakeholder grievances. In FY 2015-16, we received 95 stakeholder complaints, all of which are resolved.

P-2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	Sustained focus on innovation and quality control has enabled Glenmark to deliver best in class drugs, while reducing the environmental impact of its operations. For further details about Glenmark’s efforts please refer to the sections ‘Innovation and operational excellence’ (pg 12) & ‘Environmental Responsibility and Safety Culture’ (pg 24).
P-3	Businesses should promote the wellbeing of all employees	<p>Employee well-being is vital to Glenmark’s growth story. We provide equal opportunities to all our employees across the globe. By focusing on learning and continual skill up gradation, we ensure that our employees continue to grow throughout their association with us. For further details on our employee centric initiatives please refer the section ‘Learning and Leadership Culture’ (pg 18).</p> <p>The Company strongly believes in providing equal opportunities and does not discriminate on the basis of handicap. We currently do not track the number of employees with disabilities.</p> <p>The company has a recognized workers’ union at its Nasik plant and 1% of the permanent workers are its members.</p> <p>No complaints related to child labor, forced labor or involuntary labor were reported in 2015-16. Two complaints related to sexual harassment were received and addressed in the reporting year.</p>
P-4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.	Glenmark believes in enriching lives through its business activities, as well through its CSR initiatives, that help the most vulnerable and disadvantaged sections of the society. Our CSR initiatives reflect our commitment towards giving back to the society. For further details about our initiatives please refer the section ‘Corporate Social Responsibility’ (pg 42).
P-5	Businesses should respect and promote human rights	Glenmark strives to provide a workplace which respects diversity and provides equal opportunity to all employees. We stringently adhere to all applicable human rights and statutory laws in the geographies we operate. For further details please refer the section ‘Learning and Leadership Culture’ (pg 18).
P-6	Business should respect, protect, and make efforts to restore the environment	As a responsible global company, we make continuous efforts to reduce the environmental footprint of our operations. We have undertaken a number of initiatives that have reduced our resource consumption and waste generated by our operations. For details about our environmental initiatives please refer the section ‘Environmental Responsibility and Safety Culture’ (pg 24). The company does not have any CDM project, but it has undertaken many initiatives which have led to directly and indirect reduction of greenhouse gas emissions. The company did not receive any show cause notice from CPCB/SPCB which is pending as of end of FY 2015-16.
P-7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	Glenmark is a responsible organization which participates in policy advocacy at various forums. For further details please refer the section ‘About Glenmark’ (pg 06).

P-8	Businesses should support inclusive growth and equitable development	Glenmark supports inclusive growth through its CSR initiatives, which help in improving the health of the marginalized sections of the society. Further details about Glenmark’s initiatives that promote equitable development can be found in the section ‘Corporate Social Responsibility’ (pg 42). In FY 2015-16 the company contributed Rs.119.23 Mn towards community development projects, the details of which can be found in the ‘Corporate Social Responsibility’ section of this report.
P-9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	Glenmark is a customer centric organization that gives the highest priority to providing best in class medicines to consumers in an ethical manner. The company follows a fair pricing strategy that makes high quality drugs more affordable for the poor. For further details please refer the section ‘Innovation and Operational Excellence’ (pg 12). There are no customer complaints that are pending as on the end of FY 2015-16. The Company complies with all applicable product labelling standards as per the laws of the land in all the markets that it serves. There are no stakeholder cases pending against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior as of end of FY 2015-16. The Company takes periodic feedback from consumers and other stake holders. Based on this feedback, the company works to improve its performance.

Recognizing the efforts of our NGO partners

Our NGO partners are a critical aspect in the success of our CSR efforts. To appreciate their contribution and hard work, we have institutionalized the ‘NGO of the Year’ award. To determine the winner, third party evaluators use various parameters to measure the performance of our partner NGOs.

Winner of the ‘NGO of the Year’ Award 14-15: Niramaya Health Foundation



Awards won by Glenmark in FY 2015-16:

- **5th Asia Best CSR Practices Awards 2015** - Concern for Health
- **5th Asia Best CSR Practices Awards 2015** - Women Leadership Award - Presented to Cheryl Pinto, Director - Corporate Affairs
- **Golden Peacock Environment Management Award 2015** for its environment sustainability initiatives at the Goa manufacturing facility
- **Innovator, Entrepreneur, Pharma Leader Award** by South Asian Chapter of American College of Clinical Pharmacology to Mr. Glenn Saldanha
- **Gold Patent Award 2014-15** in recognition of commendable contribution in Drug Discovery Category



