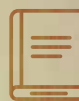


# ENRICHING LIVES



**CORPORATE RESPONSIBILITY REPORT FY 2016-17**



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# Enriching Lives

**EVERY ACTION THAT WE TAKE AT GLENMARK, IS DRIVEN BY OUR MISSION OF ENRICHING LIVES ACROSS THE GLOBE. WE CONTINUALLY WORK TOWARDS FULFILLING THIS AMBITION BY FINDING NEWER AND BETTER WAYS OF DOING THINGS WITHIN OUR OPERATIONS AND BEYOND.**

Glenmark has improved the lives of millions of patients by offering safe and affordable medicines for nearly 40 years. Our determination to find cures to unmet medical needs has helped our company evolve into a leading research driven organization. It is accompanied by our unwavering commitment to good corporate governance, operational excellence, and employee welfare. Multiple checks ensure that the Company adheres to the highest principles of corporate governance within our business as well as all in our interactions with external stakeholders.

At the operational level, our commitment is reflected in efforts to minimize our environmental impacts and ensuring the well-being of all employees.

While we continue to implement various projects for creating a cleaner natural environment and safer working conditions at our manufacturing facilities, we are steadily enhancing our focus on Environmental, Social and Governance (ESG) aspects at a strategic level. Our well established policies and procedures form the bedrock of all our actions, and will guide us in adopting future roadmaps and enhancing our external communications in the days ahead.

Our Corporate Social Responsibility initiatives provide us an opportunity to bring a positive change to the lives of the less privileged. These well-established programs enable us to magnify our reach in the communities we are a part of globally, in our quest to create a healthier and happier world.

The steadfast commitment of our leadership and an unwavering focus on our shared values and purpose continue to drive us forward in our journey of Enriching Lives.



# Chairman's Message

DEAR FRIENDS,

**WE HAVE MADE SIGNIFICANT PROGRESS IN OUR TRANSFORMATION INTO A GLOBAL, INNOVATION-LED, INTEGRATED PHARMACEUTICAL COMPANY.**

This transformation is well reflected in our expanded wealth creation, manufacturing footprint, international operations, and employee base globally. The foundations of this growth story are the vision and values our company was built on, and a motto which unites all members of our organization with a common purpose – Enriching Lives. It is this shared objective of creating positive impact on people around the world, which ensures that responsibility and sustainability are integral aspects of everything we do as a company.

In order to continue on our growth trajectory, in the years to come, we have laid down a strategic roadmap that focusses on innovation. Apart from creating long-term sustainability for the business and healthy returns for our investors and shareholders, this incessant focus on innovation will help us find cures for the world's unmet medical needs.

The fuel for our growth has been the talent, energy and commitment of our people. The strength of our global team lies in the diversity of cultures, knowledge, ideas and experience, and also in the singularity of values and vision of creating a healthier and happier world. Our people are at the heart of everything we do and we continually make efforts to nurture their talent, ensure their well-being and build an inspiring workplace.

Being cognizant of the environmental impacts of our operations and adopting measures to mitigate and/or prevent the negative externalities is another important facet of our business responsibility. We continue to explore and adopt opportunities to make our processes more resource and energy efficient. Moving beyond the stage of meeting the regulatory compliance, we have made Environment, Health and Safety (EHS) considerations integral to the performance reviews of our existing manufacturing units as well as in the conceptualization of upcoming projects.

At Glenmark, we are sensitive to the needs of a world faced with innumerable health challenges. Our Corporate Social Responsibility (CSR) initiatives are focused on meeting the unmet health and nutrition needs of the most vulnerable and disadvantaged



section of the society, thereby complementing our central vision of creating a healthier and happier world. Our CSR programs, which run across different geographies of our company's global footprint, are enthusiastically supported by our employee volunteers, program partners and other multi-lateral agencies. Along with these, we also have set up the Glenmark Aquatic Foundation with an objective to promote swimming in India and to raise the country's profile in the international sporting arena. Our swimmers have achieved accolades at both national and international levels.

I warmly invite you to read about all the efforts we have made in the pursuit of our vision to Enrich Lives. I hope you will find this report informative, and welcome your suggestions as we resolutely move forward in this journey.

Best Regards,

**Glenn Saldanha**  
Chairman and Managing Director





# ABOUT GLENMARK

## Introduction

**GLENMARK IS A LEADING GLOBAL INNOVATIVE PHARMACEUTICAL COMPANY COMMITTED TO THE CAUSE OF ENRICHING LIVES WORLDWIDE.**

Our vision is to discover possibilities and make lives of patients better across the globe by developing cures for unmet medical needs. We have a rich pipeline of innovative molecules in various phases of development which are targeted in areas of oncology, respiratory and dermatology. Our molecules, in development, include Novel Biologics Entities and Novel Chemical Entities - all of which are first in class globally. In addition to novel monoclonal antibodies, Glenmark has developed its proprietary technology platform 'BEAT®' for

the production on Bi-Specific Antibodies which will provide next-generation targeted biologics for cancer therapy.

Our Generics business spans across multiple geographies with the US being our largest market followed by India. Our effort is to make high quality affordable medication accessible to patients across the world. Through our generics medicines we impact over 100 million patients each year globally. We are also a global supplier of high quality API products and a preferred partner for pharmaceutical companies worldwide. Our 13,000 employees globally are dedicated towards our goal of enriching lives globally.

## Our Vision & Values

### VISION:

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

### VALUES:



#### Achievement

We value achievement of objectives and consistently strive towards our vision with perseverance



#### Knowledge

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



#### Respect

We respect all our stakeholders



Our 13,000+ employee force from 60 nationalities are dedicated towards achieving our goal of enriching lives globally

## Glenmark's Business Divisions

### FORMULATIONS DEVELOPMENT & MARKETING

#### BRAND BUILDING IN SELECTED THERAPIES

Oncology, Respiratory, Dermatology

#### KEY GEOGRAPHIES

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

Additional segments in some markets:  
Cardio-metabolic in India, Central Nervous System in Central Eastern Europe

#### SUBSTITUTION MODEL

Semi-solids, Solids, Hormones, Controlled Substances, Injectables

#### KEY GEOGRAPHIES

North America & Western Europe

### ACTIVE PHARMACEUTICAL INGREDIENTS MANUFACTURING & MARKETING

#### CAPTIVE CONSUMPTION & EXTERNAL SALES

- Leadership position in multiple products
- Filed over 190 Drug Master Files (DMFs) in various markets

#### KEY GEOGRAPHIES

North America, Japan, Europe, India, Latin America

### NOVEL MOLECULAR ENTITIES & SPECIALITY

#### SMALL MOLECULES AND COMPLEX BIOLOGICS

Out-licensed 7 molecules to 5 partners

#### KEY FACILITIES

**SWITZERLAND:** Dedicated research & development centre for biologics

**INDIA:** Discovery & development of New Chemical Entities, Formulation Development

## Corporate Governance

#### GLENMARK HAS BEEN BUILT ON THE PILLARS OF INTEGRITY, KNOWLEDGE, RESPECT AND TRUST.

At Glenmark, we operate at high ethical standards and are committed towards building an organization on the foundation of our core values.

The Glenmark Code is the backbone of our Corporate Governance and outlines the principles that govern us in a constantly changing business environment. It guides our functioning by setting standards for business conduct in the market place. The Code is applicable to all Glenmark employees and members

of the Company's Board of Directors. Each one of us is responsible for compliance with the standards and values articulated in the Glenmark Code. Based on this, we are in the process of adopting a detailed handbook comprising of the policies for each jurisdiction, customized in accordance with relevant and applicable laws and regulations that further guide our day to day behavior and conduct.

**The Glenmark Code articulates core ethical standards applicable to all of our activities across the following broad aspects:**



## Business Conduct

- Honest and Ethical Conduct
- Conflict of Interest
- Gifts, Meals, and Entertainment
- Accuracy and Integrity of Books, Records, and Accounts
- Records and Information Management
- Protection of Glenmark Assets
- Communications
- Privacy of Personal Information



## Conducting Business: The Market Place

- Marketing Integrity
- Patient Safety
- Product Quality and Safety
- Interaction with Health Care Professionals and Entities
- Interaction with Government Officials
- Antitrust and Competition
- Insider Trading
- Protecting the Environment
- Political Contributions and Participation
- Anti-Money Laundering
- Anti-Bribery and Anticorruption
- Public Disclosures
- Execution of Agreements
- Global Trade Compliance



## Employees & Resources

- Equal Employment Opportunity
- Employee Health and Safety
- Discrimination and Harassment Reporting
- Abuse of Drugs and Alcohol



## Supporting the Community

- Corporate Social Responsibility

# Policy Advocacy and Industry Engagement

We actively participate in industry discussions and policy advocacy pertaining to the pharmaceutical sector through our membership in various industry forums and associations, including:

- Bombay Chamber of Commerce & 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)

Further details about Glenmark are available at: <http://www.glenmarkpharma.com/about-us/overview>





ENRICHING LIVES THROUGH

# INNOVATION & OPERATIONAL EXCELLENCE

**AT GLENMARK, RESEARCH AND DEVELOPMENT IS AT THE CORE OF EVERYTHING WE DO. IT IS AN ENABLING FACTOR IN OUR PURSUIT TO ENRICH LIVES GLOBALLY BY MEETING THE UNMET MEDICAL NEEDS.**

Our continuous efforts have resulted in a strong pipeline of novel molecules focused on our three key therapeutic areas of oncology, respiratory and dermatology. We have made our mark in the discovery of novel molecular entities by out-licensing our molecules to large multinationals. Glenmark is among the very few companies from emerging markets to execute multiple deals on novel molecules.

Quality is of paramount importance to us and stringent checks go into every product we manufacture. Our principles of excellence and the emphasis to ensure a culture of uncompromising quality, has earned us a remarkable reputation with our customers and regulatory agencies around the globe.

## Research & Innovation

**AT GLENMARK, WE FIRMLY BELIEVE IN BRINGING A BIT OF THE FUTURE INTO OUR PRESENT.** This belief underpins our strategy of transforming ourselves into an innovation-led organization. The results of our consistent focus on research and innovation are

now becoming apparent as we have a rich pipeline of specialty and novel molecules focused on our core areas; Oncology, Respiratory and Dermatology. By 2025, we anticipate that specialty and innovative products will contribute 30 per cent of revenues.

### Overall Novel Molecular Entity (NME) and Specialty Pipeline

EVENT	MOLECULE	MoA/CLASS	INDICATION	STAGE
ONCOLOGY	GBR 1302	HER2 X CD3	Breast & Gastric Cancers	<div><div></div><div></div><div></div><div></div><div></div></div>
	GBR 1342	CD38 X CD3	Multiple Myeloma	<div><div></div><div></div><div></div><div></div><div></div></div>
	GBR 1372	EGFR X CD3	Colorectal Cancer	<div><div></div><div></div><div></div><div></div><div></div></div>
	GBR 8383	OX40R Agonist	Multiple Cancers	<div><div></div><div></div><div></div><div></div><div></div></div>
DERMATOLOGY	GBR 830	OX40 Antagonist	Atopic Dermatitis	<div><div></div><div></div><div></div><div></div><div></div></div>
RESPIRATORY	GRC 39815	---	CPOD, IPF	<div><div></div><div></div><div></div><div></div><div></div></div>
	GSP 301	Steroid + AH	Allergic Rhinitis	<div><div></div><div></div><div></div><div></div><div></div></div>
	GSP 304	LAMA	COPD	<div><div></div><div></div><div></div><div></div><div></div></div>
	GBR 310	Biosimilar	Asthma, CIU	<div><div></div><div></div><div></div><div></div><div></div></div>
PAIN	GRC 27864	mPGES-1	Chronic Pain	<div><div></div><div></div><div></div><div></div><div></div></div>

Pre-clinical
  Phase 1
  Phase 2
  Phase 3
  Approval

As of May 2017

Our focus on these therapy segments is based on their significant size, rapid rates of growth, and our cumulative experience and track record in brand-building and consumer-focused innovations in these segments across emerging markets. We also see a vast unmet need across these therapy areas for

better, more economical and/or more convenient therapies. Importantly, these therapy areas help us to realize our strategy of straddling the value chain from end-to-end both in terms of products and capabilities.

## Key highlights of our Research & Development capabilities

### 5 R&D Centers

Across India and Switzerland

### BEAT®

Our proprietary platform for production of bispecific antibodies at our Switzerland R&D Center

### Successful out-licensing

of 7 molecules to 5 companies, receiving a total of USD 217 million up-front and milestone payments cumulatively

## Patents Granted (till March 2017)

NCE / NBE 649

NDDS 30

API 40

TOTAL 719



### CASE STUDY

#### REVOLUTIONIZING ASTHMA AND COPD TREATMENT, THE GLENMARK WAY

As per WHO estimates 2007, globally there are 300 million people suffering from asthma, and it is expected to increase further by 100 million by 2025. Out of this, India is home to about 35 million asthmatics with about 40% patients having an uncontrolled asthma and over 60% having partially controlled asthma. It is estimated that this leads to about 2,50,000 deaths per year globally and 57,500 deaths per year in India. These numbers are alarming and reducing them depends on how well the medications and treatments are improved.

Glenmark has always led the way when it comes to innovation. We take pride in our innovative products and services that set industry benchmarks. Another step in this direction is the pan-India launch of 'Digihaler – India's first Digital Dose Inhaler (DDI)'. This next-gen inhaler provides accurate digital dose counter along with low dose warning indicator to enable Asthma and Chronic Obstructive Pulmonary Disease (COPD) patients track adherence to their therapy. It is a known fact that patient's



compliance is a worldwide challenge in any chronic disease treatment, especially in Asthma and COPD condition, where daily preventative medication is crucial for its treatment. Implication of non-adherence leads to poor control symptoms, worsening of the quality of life, high mortality rate and so on.

Digihaler effectively addresses this issue of pseudo-adherence & tail-off phenomenon which are the leading causes of poor therapy outcome.



## WHAT MAKES DIGIHALER BETTER THAN EVERYTHING ELSE?



### ACCURATE ELECTRONIC DOSE COUNTER

to inform about the exact number of doses remaining.



### LOW-DOSE WARNING INDICATOR

when 20 or less than 20 doses remain, the low dose indicator red light would glow to alert to buy a new device.



### TAIL-OFF EFFECT

protects from complications & hazards and helps achieve better clinical results and disease control.



### HIGH PRECISION TRACKING DEVICE

which enables to track adherence to therapy.



### AVAILABLE AT NO EXTRA PRICE

Costs the same as conventional inhalers.



### VALUE FOR MONEY

Ensures that the inhaler is not discarded before the drug is completely exhausted.

## Quality & Compliance

At Glenmark, quality is of paramount importance and stringent checks go into every product we manufacture. Our principles of excellence and the emphasis to ensure a culture of uncompromising quality, have earned us a remarkable reputation with our customers and regulatory agencies around the globe. This is reflected in the multiple accolades and recognitions conferred upon us over the years.

**WE HAVE 16 GLOBAL, STATE-OF-THE-ART MANUFACTURING FACILITIES WITH MULTIPLE SITES APPROVED BY VARIOUS REGULATORY BODIES SUCH AS THE U.S. FDA, MHRA UK, WHO-GMP, CANADIAN TPD, SOUTH AFRICAN MCC AND ANVISA OF BRAZIL.**

We consider patient safety as our highest priority and the responsibility of all our employees. A dedicated Global Pharmacovigilance team is tasked to achieving and maintaining operational excellence to fulfil our responsibility towards patient safety and regulatory compliance.

**The mission of Glenmark's Global Pharmacovigilance is to 'Create a best in class organization that is patient focused and dedicated to providing safe, effective and affordable treatments to meet unmet medical needs'.**

To achieve our mission, we maintain a close collaboration with different stakeholders involved in the use of our medicine (healthcare professionals, health authorities and patients). Our safety experts (medical and scientific professionals with wide-ranging healthcare, clinical, regulatory and safety experience) continually evaluate the benefits -risks of our products and work closely with our stakeholders to implement appropriate measures to minimize risks and ensure patient safety.

## Doctor Awareness and Patient Education in India

**TAKING A STEP BEYOND PRODUCT PROMOTION,** we have taken various initiatives to enhance the knowledge of doctors in different therapy areas

and conducted several awareness programs for patient education:



### DACNE Masters

experienced dermatologists educate college and school students on Acne in a simple patient-friendly language.



### Ascoril Coughology

initiative that provides interesting insights for doctors on the art and science of navigating cough.



### The GEEX

(Glenmark Enabled Expert Exchange) is a unique platform for the fraternity of dermatologists in India to share their clinical acumen, expertise and experience while managing patients with acne in day to day clinical practice.



### Patient Education

and detection camps for disorders and diseases impacting large population like iron deficiency screening of over 10,000 patients under the banner of Iron Mom Clinics and Bone Mineral Density screening of more than 1.5 Lac patients.



### Fungal Free Nation

is an innovative concept which focusses on conducting in-clinic education on diagnosis of various skin conditions for family physicians. Over 15,000 in-clinic programs were conducted in a year.



### Educational Initiatives

to spread awareness about hypertension during the Hypertension Control Month, involving more than 8,000 doctors and covering close to 1 million patients.



At Glenmark, quality is of paramount importance and stringent checks go into every product we manufacture



ENRICHING LIVES THROUGH

# LEARNING AND LEADERSHIP CULTURE

**WE AT GLENMARK BELIEVE THAT OUR WORKFORCE IS THE KEY  
DRIVER OF OUR SUCCESS.**

Our employees align their actions to our motto of enriching lives and helping to create a better world each day. To enable this we provide our employees with an environment where they can thrive and achieve their full potential.



## Introduction

**AT GLENMARK WE FOSTER A CULTURE OF SUSTAINABLE HIGH PERFORMANCE.** Fuelled by our constant focus on building capability, we design learning interventions which form the foundation for our vision of innovation. This ensures growth for both our employees and the organization.

As an equal opportunity employer we provide a level playing field for employees from diverse social, cultural, and ethnic backgrounds. We ensure compliance with all applicable human rights rules and regulations in all the geographies where we operate.

### SNAPSHOT OF OUR WORKFORCE IN INDIA:



**TOTAL EMPLOYEES**

**10,994**



**CONTRACTUAL/TEMPORARY EMPLOYEES**

**732**



**WOMEN EMPLOYEES**

**827**

## Employee Engagement

**AN ENGAGED WORKFORCE IS INTEGRAL TO OUR CULTURE OF HIGH PERFORMANCE.** As our employees drive our journey of growth, innovation and sustainability to the next level, it is important that we build an organization that is a great place to work. We partner with various global firms to

enable listening to our employees and then driving their opinions into action in a collaborative manner. These actions vary from interventions that enhance manager capability, to process improvements, to building camaraderie at work and are driven with a high focus by leadership.

### Engagement Framework

The engagement framework built in partnership with a leading global HR consulting firm is delivered under the I SAY banner, the slogan of which reflects our inclusive approach to employee engagement - Building Better Together. The I SAY revolves around three themes:



**Speak Positively about the organization**



**Want to remain a member of the organization**



**Inspired to exert discretionary effort to deliver results**

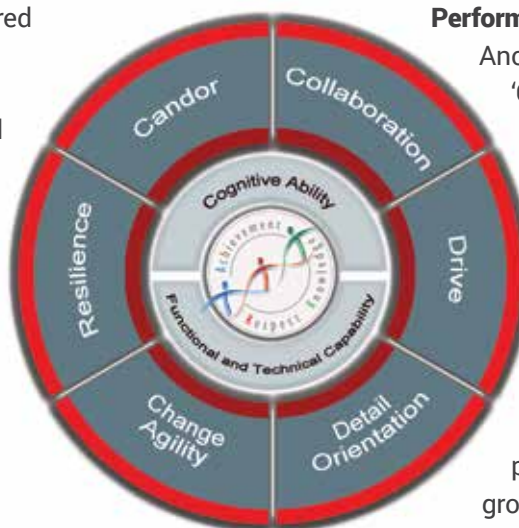
Apart from these three central themes we focus on over 25 factors that drive engagement – these range from Learning and Development to Employee Benefits.

## Learning and Development

### THE GLENMARK CENTRE FOR LEARNING LIES AT THE HEART OF OUR LEARNING AND DEVELOPMENT INITIATIVES.

Basis an in-depth analysis of our learning needs, we provide structured learning programs across the organization. Aimed at building a learning organisation that is rooted in continuous development, structured learning programs are developed for every employee basis an in-depth analysis of learning needs.

We employ multiple proven methodologies to enable the success of our employees across various levels to create, acquire, transfer knowledge, and also to modify behaviours. Our development program includes a blend of classroom programs, case studies, action learning projects and e-learning, which is supported by a coaching approach to performance development. In line with this we have also introduced the Glenmark Talent Model which will enable us to adopt a clear and



consistent approach to recruiting, developing and engaging our talent.

### Performance Management System:

Anchored around the motto of 'Clarity through Conversations', the performance management system at Glenmark aims to support our high performance philosophy. The process is based on transparency and open dialogue, and provides empowerment and accountability to employees and managers. We also have a few programs that focus on a specific group of employees, some of these are:

- **SHARP** (Safety, Hygienic, Alertness, Responsibility and Professionalism): An initiative for aligning Glenmark's operations towards 'All Time Readiness'
- **Development Centre**: Designed for various roles across the organization with an objective of building a talent pipeline for the future.

## Employee Recognition

### GLENMARK'S RECOGNITION PROGRAM GOES BEYOND JUST APPRECIATING OUR EMPLOYEES, IT LOOKS TO MOTIVATE AND INSPIRE.

Rewarding discretionary effort is a vital part of maintaining our high performance culture. Every contribution is important and our range of recognition platforms enable us to reward employees, from small but impactful achievements to the successful delivery of complex programs.

### AWARDS HIGHLIGHT FOR FY 2016-17

<b>CHAIRMAN'S EXCELLENCE AWARD</b>	<b>13</b> INDIVIDUAL EXCELLENCE AWARDS	<b>12</b> TEAM EXCELLENCE AWARDS
<b>209</b> BUSINESS EXCELLENCE AWARDS	<b>1,092</b> SPOT AWARDS	



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







**ENRICHING LIVES THROUGH**

# ENVIRONMENTAL SUSTAINABILITY & SAFETY FIRST CULTURE

**ENVIRONMENTAL CRISES, SUCH AS GLOBAL WARMING AND CHANGING CLIMATE, NATURAL RESOURCE SCARCITY AND ENVIRONMENTAL QUALITY DEGRADATION ARE RAPIDLY BECOMING A PART OF OUR GLOBAL REALITY.**

Businesses can play an important role in helping address these challenges through their technological might, innovative spirit and human capital. Creating a safe working environment and ensuring the good health of its employees are other related critical aspects of the corporate responsibility of businesses.

At Glenmark, building a safety first culture and taking proactive steps to minimize and mitigate our impact on the environment is integral to our vision of enriching lives. Our actions are guided not only by the regulatory requirements and business risk mitigation but also by our commitment to give back and contribute to the well-being of our stakeholders, community and the nature.



## Introduction

**OUR COMMITMENT IS ANCHORED IN OUR ENVIRONMENT, HEALTH AND SAFETY (EHS) POLICY AND OCCUPATIONAL HEALTH AND SAFETY (OHS) POLICY** which goes beyond not just meeting the regulatory requirements but also is aimed at achieving operational excellence and building the right culture. As a responsible corporate citizen, we give a high degree of importance to EHS considerations in every business decision and operational activities.

Our corporate policies reflect the vision of our leadership and a strong governance system based on a clear strategic roadmap.

We have been successful in building EHS related knowledge, capabilities and infrastructure at our existing facilities and have embedded EHS considerations in our upcoming projects from the stage of conception.

### SOCIO-ENVIRONMENT IMPACT METER FY 2016-17

#### WATER CONSERVATION

**208**  
Million Liters  
Saved



Amounts to annual drinking water requirement of more than  
**1,13,000 PEOPLE**  
in rural India

#### ELECTRICITY CONSERVATION

**2,980**  
Megawatt-Hours  
Saved



Can light up more than  
**31,000 RURAL HOUSEHOLDS**  
for one year

#### WASTE MANAGEMENT

**65**  
Metric Tonnes  
Co-Processed



Resulted in reduction of more than  
**72 TONNES**  
of carbon emissions

#### FUEL CONSERVATION

**2,787**  
Kilo Liters  
Saved



Equivalent to more than  
**18,000 TREES**  
planted

• 5 liters per person per day for rural areas based on [http://www.nih.ernet.in/rbis/india\\_information/drinking.htm](http://www.nih.ernet.in/rbis/india_information/drinking.htm) • 96 KHW per year for rural house hold consisting of 5 persons based on [http://www.worldenergyoutlook.org/media/weowebsite/energydevelopment/weo2011\\_energy\\_for\\_all.pdf](http://www.worldenergyoutlook.org/media/weowebsite/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/>

# ENVIRONMENT HEALTH & SAFETY SNAPSHOT FY 2013-17



## CERTIFICATIONS

OHSAS 18001  
CERTIFIED

5 facilities\*

ISO 14001  
CERTIFIED

11 facilities



## GREEN COVER

TREES PLANTED

29,000+



## OHS

MOCK DRILLS

130+

TOOLBOX TALKS

8,000+

PPE ISSUED

29,800+



## PRODUCTION

PRODUCTION

49,000+ MT



## WASTE GENERATION



WASTEWATER

800+ ML

HAZARDOUS WASTE

15,290+ MT

SPENT SOLVENT

35+ ML



## RESOURCE MNGT / RECYCLING



## RESOURCES



WATER SAVED

730+ ML



WATER USED

2,190+ ML



ELECTRICITY SAVED

15,000+ MWh



FUEL USED

31+ ML



SOLVENT RECOVERED

20+ ML



ELECTRICITY  
USED

3,90,000+ MWh



HAZARDOUS WASTE  
CO-PROCESSED

370+ MT



BIODIESEL  
USED

1,200+ kl



E-WASTE RECYCLED

12+ MT



MANURE FOR  
GARDENING

19+ MT



WASTEWATER  
REUSED

740+ ML

ML : Million Liters kl : Kilo Liters  
MT : Metric Tonnes MWh : Megawatt Hours  
PPE : Personal Protective Equipment

\* includes facility in Czech Republic

## Safety First Culture

**SAFETY OF OUR EMPLOYEES IS AN INTEGRAL PART OF OUR ETHOS.** Over the past several years, we have raised our safety standards by investing in infrastructure, implementing new safety initiatives and providing focused safety trainings to all our employees. This has enabled us to move to a proactive safety culture.

As a part of our framework for safety management, we have communicated our safety standards and requirements to all our contractors and vendors in the form of an agreement. This has been accepted and endorsed by the respective parties. This is a significant step as they are an important stakeholder in our journey of building a safe working environment.

### Safety Training Programs:



INDUCTION FOR ALL EMPLOYEES ACROSS LOCATIONS



JOB SPECIFIC SAFETY TRAININGS



MOCK DRILLS



SAFETY CONVERSATIONS

In the reporting year, more than 43,000 man-hours of EHS training was provided to our employees



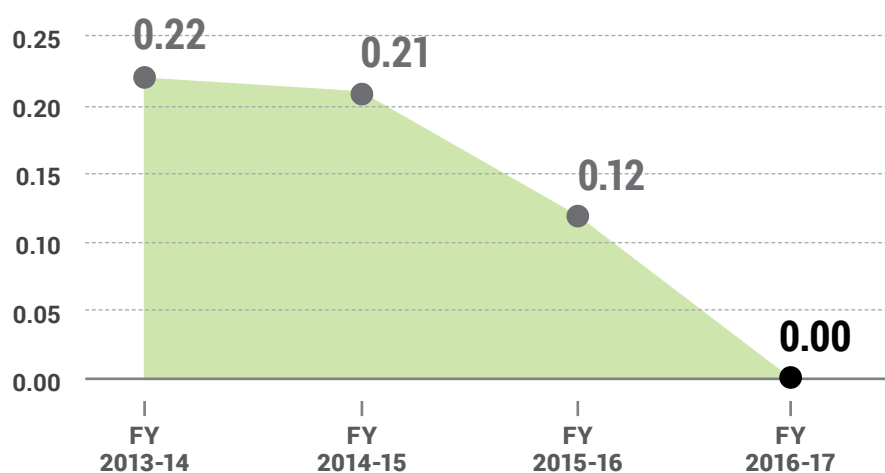
Employees being trained on use of self contained breathing apparatus

### REPORTABLE INCIDENTS

(per Million Man-Hours Worked)

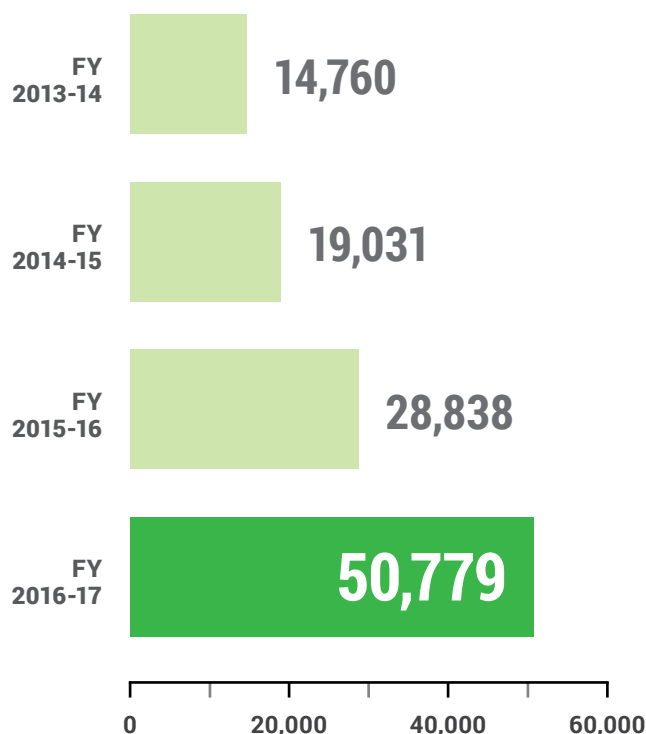
TOTAL REDUCTION

0.22



## EHS TRAINING

(Number of participants)



Employees being trained to use fire extinguisher as part of safety training

## Reducing Risk through Near Miss Reporting

Identifying and reporting near miss incidents provides valuable learning for preventing potential accidents and injuries. In order to build a culture of proactive learning and risk prevention, a campaign on near miss - 'Report the Almost' - was run across all our facilities. As part of the campaign, various awareness initiatives were taken to increase the awareness about near misses and encourage its reporting. These involved the effective use of e-mailers, informative posters and other engagement activities. Messages from the Chairman & Managing Director, Director - Corporate Affairs and President - Operations, underlining the significance of near miss reporting, were also shared with the employees.

The campaign was very well received by the employees and achieved excellent results. We were able to achieve reporting rate of more than one near miss per employee and were successful in addressing 89% of it.

### NEAR MISS REPORTING AT PLANTS:

<b>NASHIK</b>	<b>265</b>	<b>BADDI</b>	<b>544</b>
<b>NALAGARH</b>	<b>250</b>	<b>SIKKIM</b>	<b>105</b>
<b>GOA</b>	<b>1002</b>	<b>INDORE</b>	<b>659</b>
<b>ANKLESHWAR</b>	<b>944</b>	<b>AURANGABAD</b>	<b>403</b>
<b>DAHEJ</b>	<b>112</b>	<b>KURKUMBH</b>	<b>54</b>
<b>MOHOL</b>	<b>116</b>	<b>TOTAL</b>	<b>4,454</b>



## Focused Safety Programs to Enhance Performance

As part of our long term plan to improve our safety performance by adopting safety best practices, we analyzed the safety incident data of the last three years from our facilities to identify areas that required attention. Based on this analysis we have identified 16 specific elements on which we are running focused programs in a gradual manner. In FY 2016-17, we rolled out programs for four of these elements, namely Contractor Safety, Chemical Safety, Working at Height Safety and Lock-Out Tag-Out System Safety.

We followed a multi-step approach which began with an initial assessment of the current practices and identifying the gaps with respect to our Safety Management System requirements. Each facility

has developed a multi-year action plan to achieve an all-time compliance to the requirements for each of these elements. While the programs are ongoing in nature, a year end assessment was made to establish the performance of the facilities. This assessment helped us ascertain the progress of individual plants while also allowing us to benchmark performance across the company and identify opportunities for learning and future course correction.

In the coming year (i.e. FY 2017-18), we plan to initiate programs on Electrical Safety and Confined Space Safety, in addition to the ongoing four programs.



Demonstration of spill management kit as part of chemical safety training

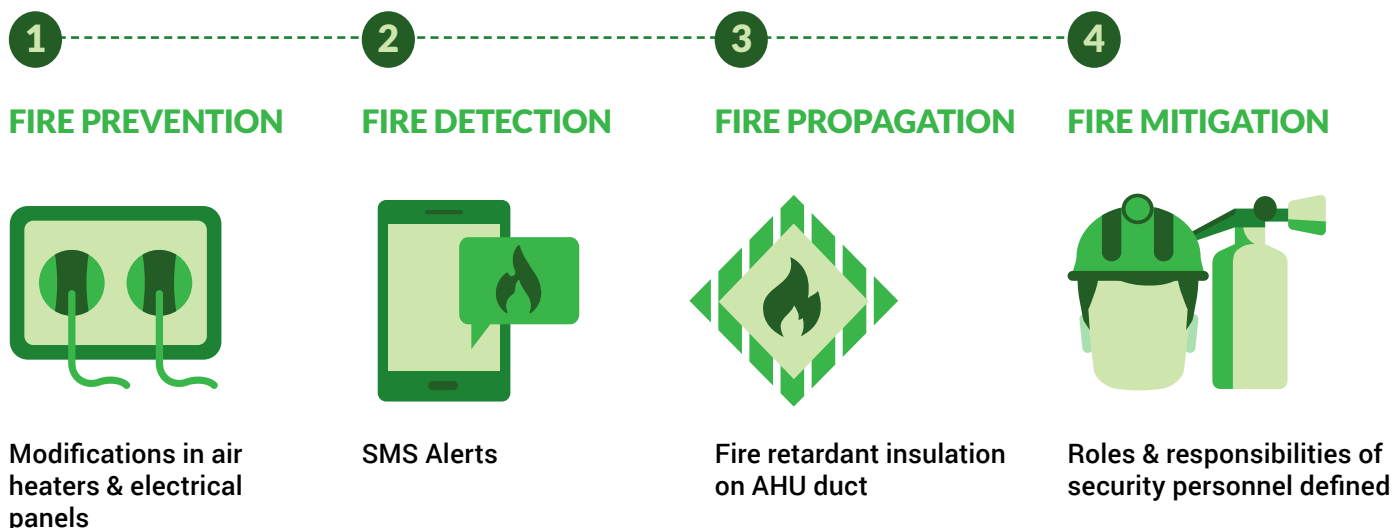
## Proactive Fire Risk Assessment

We continually explore opportunities for reducing safety hazards and mitigating risks at our facilities. As a part of this drive, a fire safety risk assessment was conducted internally at our formulation facilities. This assessment included identification of potential fire sources, fire detection, limiting fire propagation and providing mitigation measures to minimize losses. The dehumidifier electrical panels and air heaters in the Air Handling Units (AHUs) were identified as potential fire sources.

Modification of the dehumidifier electrical panels, provision of additional controls in the air heaters and

insulation of AHUs ducts with non-flammable nitrile rubber based insulation was provided.

Another innovative initiative adopted is a Short Message Service (SMS) based fire alarm system which helps reduce the response time and allows closer monitoring in case of any fire incidents. The contractual agreements with security agencies at all our facilities has been revised to include safety related roles and responsibilities of security personnel. This ensures faster response time to mitigate any potential losses in a fire incident.



## Building Safety into Projects

A critical element of achieving safety first culture is to ensure that risks during construction of new project are minimized. In FY 2016-17, construction and refurbishment work was undertaken at our sites in Ankleshwar, Goa, Nashik, and Indore. A detailed planning exercise was conducted before the execution of the construction work. This helped us identify the key safety levers that would ensure smooth and safe execution of work. Communicating our safety standards, practices and expectations to the contractors at the sites in the flag off meetings helped them align with our goal of safety first culture. Project safety executives were deployed as an additional company resource to supervise project activities at the sites.

This helped in successful completion of the work without any loss time injury on account of good safety practices like work permit system, use of appropriate PPEs and signage as well as regular safety trainings were stringently followed. A customized template was developed for reporting the statistics related to each site, enabling

comparison of performance across the sites while also acting as a tool to inspire the contractors and workers to improve their site's performance.

**A total of 7,97,049 safe working hours achieved across the four sites during the project activities. The efforts put in by the sites were appreciated by our company.**



Putting safety first at our project sites

## Monitoring Performance to Drive Excellence

An important aspect of our journey towards achieving EHS excellence is to closely and continually monitor our performance. This allows us to identify areas that need attention and consequently make course correction in our strategy. To this end, we have developed and deployed a safety matrix across all our plants in order to effectively monitor and analyze our safety performance. It is a dashboard that tracks the

performance across several leading and lagging indicators, including average EHS training man-hours per employee, near-miss per employee, reportable accident rate, recorded incident rate and incident severity rate. 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. This performance is measured against the target set for each parameter.

## Sustainability in Water Use

**WATER IS ESSENTIAL FOR THE SURVIVAL OF ALL LIFE FORMS AND SOCIO-ECONOMIC DEVELOPMENT.** There are no alternatives to water thus making it an irreplaceable resource. We at Glenmark, are cognizant of the environment challenges around water and hence sustainable use of water is an important aspect of our environmental responsibility. We have adopted multiple ways to minimize and mitigate our impact on the environment on account of water withdrawal and wastewater disposal.

In line with this philosophy, we have undertaken several measures across our facilities by imbibing the **3Rs principle (Reduce, Reuse and Recycle)** to reduce water use, improve water use efficiency and decrease the load of wastewater released. We have built rain water harvesting structures at our facilities in Goa, Taloja and Mahape, and set up groundwater recharging systems at Goa, Indore,

Nalagarh and Baddi. We have also adopted better processes for equipment cleaning and hot water generation that have helped reduce our water consumption in absolute terms. The use of state-of-the-art wastewater recovery systems at our facilities in Dahej, Ankleshwar, Aurangabad and Mohol have further brought down our fresh water consumption. During FY 2016-17, because of new construction projects the specific water consumption has increased marginally.



**92% wastewater recycled**  
in FY 2016-17



**208 million liters**  
of water saved in FY 2016-17

### SPECIFIC WATER CONSUMPTION (kl/kg)



FY  
2012-13



FY  
2013-14



FY  
2014-15



FY  
2015-16

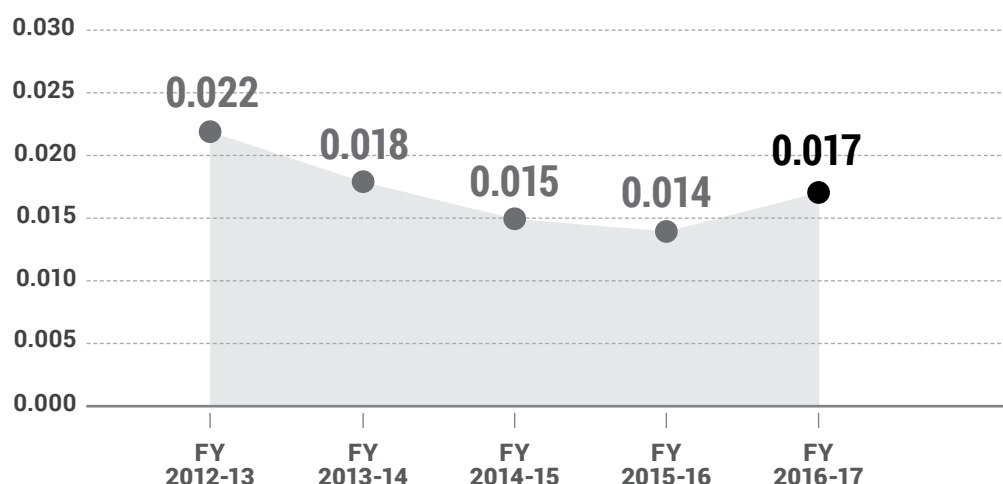


FY  
2016-17

**TOTAL  
REDUCTION**  
**0.015**  
kl/kg

### SPECIFIC WASTEWATER GENERATED (kl/kg)

**TOTAL  
REDUCTION**  
**0.005**  
kl/kg





## Energy Efficiency and Renewable Energy

**AS PART OF OUR CONTINUOUS EFFORT TO HELP ADDRESS THE CHALLENGES POSED BY CLIMATE CHANGE AND THE RAPID DEPLETION OF NATURAL RESOURCES, WE HAVE TAKEN DEFINITIVE STEPS TOWARDS REDUCING OUR DEPENDENCE ON FOSSIL FUELS.** This is being achieved by shifting towards renewable sources of energy such as solar, hydro power and biodiesel. In FY 2016-17, 4.63% of our electricity demand was met by renewable sources of electricity i.e. solar and hydro power.

We have installed a 100 kWh rooftop solar plant at our R&D Center in Mahape and we also source hydropower from the grid to meet our electricity needs. Three of our facilities namely, Nashik, Mohol, and Kurkumbh have biodiesel based boilers, which have consumed more than 794 kl of biodiesel. Our CO<sub>2</sub> emissions due to the use of fuel and electricity in our operations stand at 8,918 MT and 1,09,159 MT respectively. This translates into total emissions of 1,18,077 MT, while the specific emission value stands at 8.615 (MT CO<sub>2</sub> /MT production).

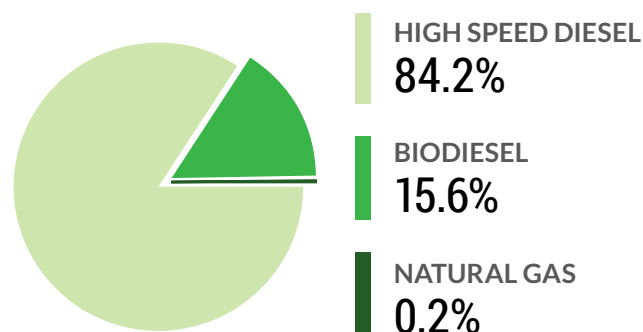
In line with our strategy of achieving more productivity with lesser inputs, we have identified various energy conservation measures and efficiency improvement areas across all facilities. A case in point is the use of energy efficient lighting

that has been made mandatory for all new projects, while we are also gradually replacing traditional lighting at existing facilities.

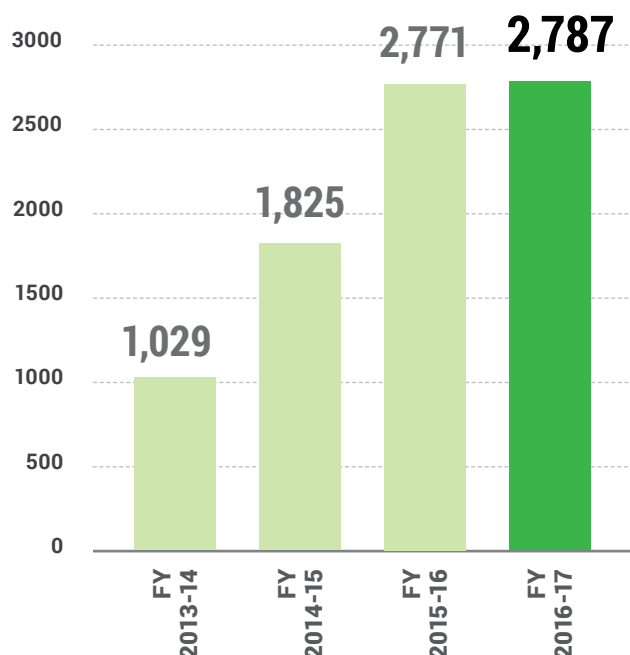
Some other examples of energy efficiency initiatives undertaken by us are:

- **Maintaining a power factor of >0.99 through use of harmonics filter, fixed capacitor panel, capacitor bank, and panel auto operation**
- **Use of Variable Frequency Drives (VFD) in chiller plants, air handling units, and storage tanks**
- **Installation of auto cut-off steam valves**
- **Use of pressure transmitters and pneumatically operated pumps**

### DIRECT ENERGY FUEL MIX



### HIGH SPEED DIESEL SAVED (kl)



Biodiesel based boiler at our Nashik facility



## Goa Facility

### A JOURNEY TOWARDS ENVIRONMENTAL SUSTAINABILITY

Our Goa facility has adopted several environmental initiatives and has demonstrated visible progress on several performance metrics:



**289 MT**

hazardous waste  
co-processed since  
FY 2014-15



**17%**

reduction in specific  
power consumption  
since FY 2012-13



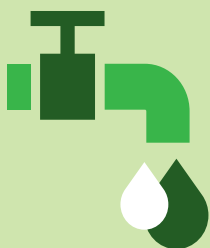
**935 MWh**

amount of power saved  
since FY 2012-13



**110 ML**

amount of water saved  
since FY 2012-13



**31%**

reduction in specific  
water consumption  
since FY 2012-13



**56%**

reduction in specific  
effluent generation  
since FY 2012-13



**65%**

reduction in specific  
fuel consumption  
since FY 2012-13



**5370 kl**

fuel saved since  
FY 2012-13

## Managing Waste Responsibly

**SOUND WASTE MANAGEMENT PRACTICES NOT ONLY HELP IN REDUCING THE QUANTITY OF WASTE THAT NEEDS TO BE DISPOSED, BUT ALSO DECREASE THE REQUIREMENT OF VIRGIN NATURAL RESOURCES.**

Accordingly, we have adopted a well-defined strategy for waste management that focusses on decreasing

our waste generation and environmentally sound disposal practices. The most important step in our waste handling process is the segregation of waste into different types, which makes recycling and disposal easier and more efficient. We have created separate collection, storage and disposal processes for domestic waste, e-waste, biomedical waste and hazardous waste at all our sites.

### WASTE DISPOSAL SYSTEM





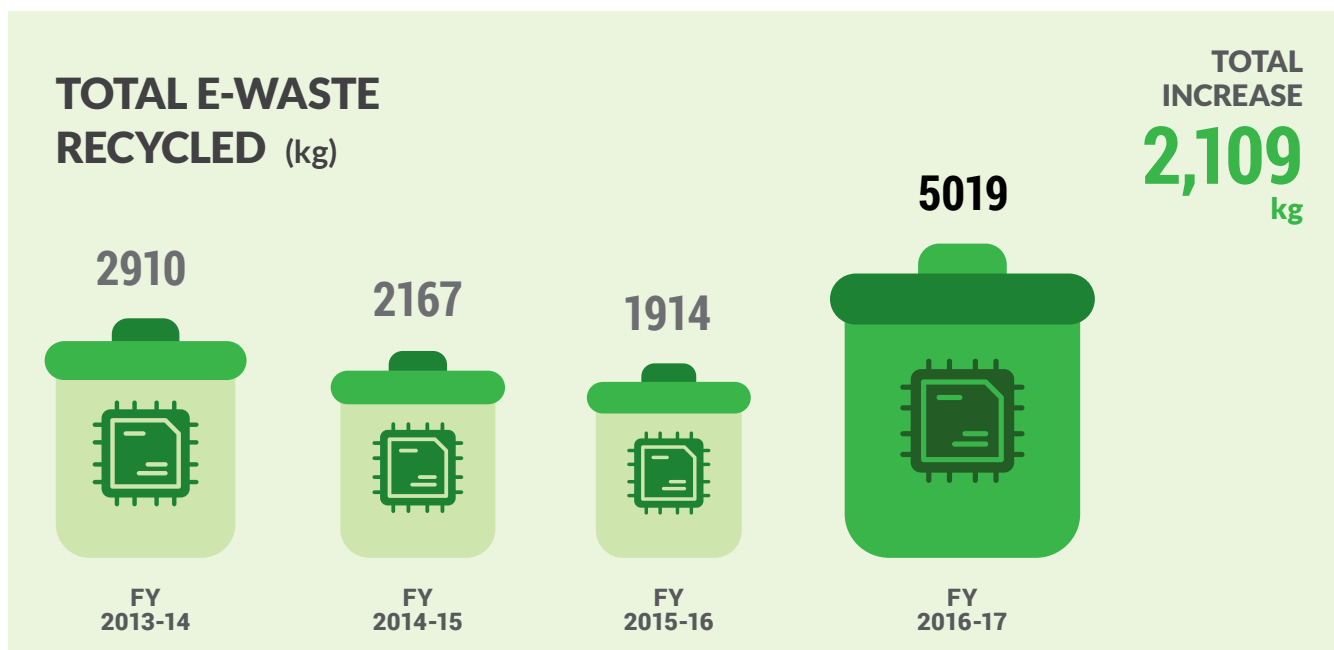
Dedicated waste storage yard at our Aurangabad facility

The bio-medical waste generated at our clinical research center in Sanpada and R&D centers at Taloja and Mahape is handled and stored safely before being disposed at an authorized disposal facility. On the other hand, the organic waste generated in our canteens and gardens undergoes vermi-composting wherein it gets converted to rich manure, which is used for in-house gardening at the manufacturing facilities.

With the aim of reducing the e-waste generated, we encourage refurbishment of old electronic and electrical equipment. However, if this is not possible we ensure that all our discarded equipment are

recycled safely by authorized recyclers, who process them in an environmentally safe manner and extract valuable material from the e-waste. **In the reporting year, we recycled 5,019 kg of e-waste generated through the authorized recyclers.**

As an environmentally responsible company, we continually look at optimizing the packaging configuration of our products to reduce the quantity of material required. We design packaging in a way that allows us to minimize the quantity of packaging material required, without compromising its functionality and meeting the regulatory requirements related to the product.



## Resource Conservation through Solvent Recovery

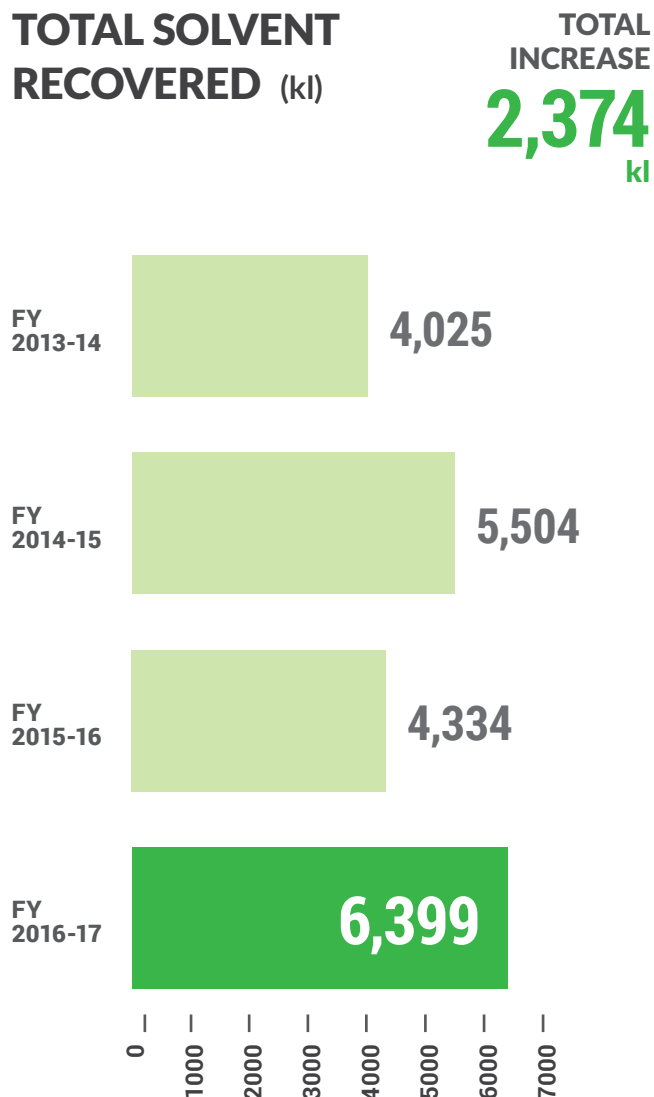
**OUR STATE OF THE ART SOLVENT RECOVERY PLANTS HAVE HELPED IN OPTIMIZING THE RAW MATERIAL REQUIREMENTS WHILE REDUCING THE WASTE THAT IS GENERATED.** These have been set up at our API facilities in Ankleshwar, Dahej and Aurangabad to recover and recycle the spent solvent, which is used after stringent quality checks. The rest of the spent solvent, which is not recycled in-house, is sold as a by-product to designated third party processors authorized by statutory authorities.

We are also focusing on developing new products in a manner that the use of organic solvents in

the formulation is avoided. This is achieved by the use of direct blending-compression method and water granulation method. We have also developed analytical methods, like the one that employs High Performance Liquid (HPLC) column, that require less hazardous solvents.

**In the reporting year, we recovered and recycled more than 6,300 kl of the spent solvent.**

### TOTAL SOLVENT RECOVERED (kl)



Solvent Recovery Plant at our Aurangabad facility



## EHS MANAGEMENT SYSTEM

**OUR INTERNAL EHS MANAGEMENT SYSTEM IS THE CORNERSTONE OF OUR STRATEGY AND ACTIONS,** and is based on the ISO 14001 (Environmental Management System) and OHSAS 18001 (Occupational Health and Safety Management System). Based on the Plan Do Check Act (PDCA) cycle, our EHS management system ensures that a phase-wise approach is followed in any given scenario while acting as an effective process improvement guide. We also attach significant

importance to external certification of our facilities. Our external certifications:

- **5 OHSAS 18001 Certified facilities. In FY 2016-17, our Ankleshwar facility, two facilities at Goa and our Czech facility were certified.**
- **11 ISO 14001 Certified facilities. In FY 2016-17 our facilities at Indore & Nashik were recertified.**

## SAFETY AND ENVIRONMENT WEEK CELEBRATIONS

As part of our continuous efforts to raise awareness about the safety first culture and environment conservation, we celebrated the Safety and Environment Week across all our facilities.

### Safety Week Celebrations included:



POSTER DISPLAYS



STICKERS AND DANGLERS



RALLIES



QUIZ CONTESTS



FIREFIGHTING



FIRST AID TRAINING



HAZARD IDENTIFICATION

### Environment Week Celebrations included:



AWARENESS DRIVES



TREE PLANTATION DRIVES



ESSAY WRITING



POSTERS



GREEN IDEA CONTESTS



INTRANET QUIZ



INFOGRAPHIC EMAILER



GOA



DAHEJ



MOHOL



MAHAPE



ANKLESHWAR



AURANGABAD

Various activities being conducted as part of Safety & Environment Week Celebrations across our facilities

# ENVIRONMENT & SAFETY PERFORMANCE\*

## ENERGY



ELECTRICITY SAVED THROUGH  
ENERGY EFFICIENCY INITIATIVES

15,013 MWh



RENEWABLE  
ENERGY USED

16,445 MWh



REDUCTION IN SPECIFIC HSD  
CONSUMPTION

49.87%



HSD SUBSTITUTED  
BY BIODIESEL

1,294 kl

Reduced carbon emissions by 37,751 MT

## ENVIRONMENT HEALTH & SAFETY



ISO 14001  
CERTIFIED

11 facilities



OHSAS 18001  
CERTIFIED

5 facilities\*\*



EHS TRAINING  
CONDUCTED

79,493 hours



ONLINE ENVIRONMENT  
MANAGEMENT SYSTEM  
IMPLEMENTED

3 facilities

No reportable incidents recorded



## WATER



POTENTIAL OF GROUNDWATER  
RECHARGE SYSTEMS

205 ML



WASTEWATER  
RECYCLED

92%

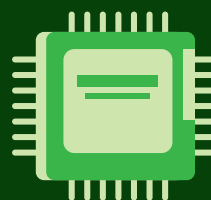
Quantity of freshwater saved equivalent to annual drinking water requirement of 1,13,000 people in rural India

## WASTE



HAZARDOUS WASTE  
CO-PROCESSED

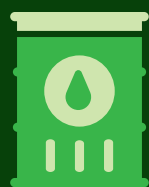
372 MT



E WASTE SENT TO  
AUTHORISED RECYCLERS

12,014 kg

Reduced carbon emissions by 415 MT

SOLVENT  
RECOVERY

SPENT SOLVENT RECOVERED  
& RECYCLED IN-HOUSE

61%

TREE  
PLANTATION

TREES  
PLANTED

29,264

20 ML of spent solvent saved  
from being discarded

2082 MT of sequestration  
potential

ML : Million Liters kl : Kilo Liters MT : Metric Tonnes kg : Kilograms MWh : Megawatt Hours

\* Base Year FY 2012-13 \*\* includes facility in Czech Republic





ENRICHING LIVES THROUGH

# CORPORATE SOCIAL RESPONSIBILITY

**AS A RESPONSIBLE CORPORATE CITIZEN, WE ARE COGNIZANT OF OUR ABILITY, MEANS AND INFLUENCE TO DRIVE A POSITIVE CHANGE IN THE SOCIETY AT LARGE.**

Creating a healthier and happier world is our key mission, which we steadfastly strive to achieve through our Corporate Social Responsibility (CSR) initiatives. Our commitment to the betterment of people's lives, allows us to extend our CSR activities far beyond our operations and direct stakeholders. Our CSR ethos complements our approach to doing business responsibly and demonstrates our unwavering commitment to giving back to the society.

## Introduction

**IN LINE WITH OUR CSR POLICY**, our community initiatives focus on improvement of child health and improving accessibility of healthcare facilities to the most underserved and vulnerable sections of the society. Other focus areas include promotion of swimming as a sport in India and enabling inclusive development of the society through sustainable

livelihoods and promotion of education. As part of our global employee volunteering initiative, 'Glenmark Joy of Giving', our employees across the globe devote their time and efforts to contribute to the society and bring a smile to the lives of the less privileged.

## 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 & Poultry, 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, Digital Technology, Mobile health care units for children.



**8,70,000+**

lives touched through our child health interventions



**1,54,000+**

children reached out to through nutrition, immunization and sanitation interventions



**29,900+**

malnourished children reached



**72,500+**

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:** Increase awareness, facilitate early diagnosis and provide right treatment.



**10,000**

children screened for asthma and other respiratory illnesses



**Donated medicines**

through our partners



## GLENMARK AQUATIC FOUNDATION

**AIM:** To achieve podium finishes in swimming at International Meets.

**APPROACH:** Enhance the ecosystem of swimming in India.

**INTERVENTIONS:** Centers of Excellence, Sponsorship of National Events and Coach Education.



150

medals won at national and international meets



1,880+

swimmers trained

## SUSTAINABLE LIVELIHOOD

**AIM:** Promote inclusive development.

**APPROACH:** Providing an opportunity to the youth to earn while they learn, and rehabilitating the differently-abled to help them lead an independent & productive life.

**INTERVENTIONS:** Learn & Earn initiative, providing artificial limbs, fitments and calipers.



900+

trainees enrolled



15,000

differently-abled lives improved

## 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:** Digitalized Classrooms, Distribution of Smokeless Stoves, Donation of food grains and school requirements, Health Camps, Awareness Creation Rallies, Setting Up Libraries, Competitions and Sessions to Educate On Health, Nutrition and Hygiene.



4,500

employees participated



35

locations



20

countries

“  
**21,000 man hours of  
voluntary service offered by  
our employees over the years.**

## Child Health

**ACCORDING TO AN ARTICLE RELEASED BY THE WORLD HEALTH ORGANIZATION (WHO)** in 2016, 249 million children, which is about 43 percent of children under the age of five in low-and middle-income countries are at an elevated risk of poor development due to extreme poverty and stunting. Research has shown that the development of a child's brain is faster in the first two-three years than at any other time in life. If they are not provided the right nutrition and care at this stage, the children suffer a lifetime of disadvantage.

Recognizing the gravity of this issue, we have identified child health as one of the key focus areas of our CSR efforts. Our interventions enrich the lives of

children by focusing on three main target areas: **Immunization, Right Nutrition and Sanitation.**

This has given birth to the child health initiatives of Glenmark Foundation, which encompass interventions around these three target areas. The primary aim of these initiatives is to protect a child's health during the initial stages of life, which is most crucial period for a child's development. This is achieved by improving the key health indicators in children through numerous interventions at different stages for both the mother and the child. These interventions effectively ensure that expectant and new mothers as well as their children remain healthy.



### PROJECTS COMPLETED SUCCESSFULLY

#### Child Health Project, Sanganer, Rajasthan

High prevalence of malnutrition and insufficient coverage of immunization and awareness programs had led to significantly high rates of infant and child mortality in this region. To deal with this issue, we partnered with the NGO, Society for Integrated Development Action Research and Training (SIDART) to start a child health initiative. Over the course of

four years, a number of innovative interventions led to an improvement in the key health indicators across 166 villages in the region. The project was then handed over to the village panchayats after equipping them with the requisite skills to sustain the project.

#### IMPACT:



**1,74,000**

lives enriched through child health interventions



**90% reduction**

in malnutrition level



**96% increase**

in coverage of immunization, sanitation facilities and institutional delivery





Villagers attending a capacity building sessions conducted by our field staff

## Maternal & Child Health Project, Nalagarh, Himachal Pradesh

In order to address the issue of maternal and child health in the region, we partnered with the NGO, Institute for Global Development to develop and implement focused programs on reproductive,

maternal, new born, child, and adolescent health (RMNCH+A) issues. To complement these programs, community level awareness drives and training manuals for frontline health workers were developed.

### IMPACT:



84%

institutional delivery



78%

Immunization coverage



1,80,000

lives enriched including 23,000 children below 5 years of age and 6000 pregnant and lactating women



Mothers, caregivers and children attending a health awareness session



## ON-GOING PROJECTS BEING IMPLEMENTED

### Child Health Project in Remote Forest Areas of Madhya Pradesh

We, along with our NGO partner, Spandan Samaj Seva Samiti, initiated this project with the aim of improving the status of child health in the tribal villages of Khalwa block. Post the success in Khalwa (Khandwa district), the project has been scaled up to Khaknar (Burhanpur district) and Bhimpur (Betul District) to cover a total of 180 villages.

As a part of this project a number of initiatives are undertaken with primary focus on the areas of reducing malnutrition, ensuring complete immunization, and promotion of good sanitation and hygiene practices. The main focus of the project is to recover a child to healthy status within the village itself and significant efforts have been made to integrate the locally available resources as a part of the project. This has been very successful and has led to more impactful outcomes. The initiatives undertaken include backyard nutrition gardens,

backyard poultry, health camps, home visits for monitoring and counselling on various issues of child health, ambulatory care service, community crèches and role-model anganwadi. We have also partnered with the Women & Child Development Department of the government to monitor severely underweight children and high risk mothers in the identified villages.

A workshop was organized to announce the positive impact of this project. The event was attended by Shri Devendra Verma, Member of Legislative Assembly (MLA), Khandwa; Shri Harish Yadav, Vice President, Janpad Panchayat Khalwa, District Khandwa and other dignitaries from the government along with other stakeholders from the community. The event also saw unveiling of the 'Community based Malnutrition Management Manual', which was developed to share the best practices in dealing with malnutrition within the community itself.



Beneficiaries of our backyard nutrition garden intervention

#### IMPACT:



**2,00,000**

lives enriched through child health interventions



**10,000**

malnourished children reached out



**13,700**

pregnant & lactating women benefitted



**2,600**

mothers of malnourished children were provided support to develop backyard nutrition gardens



**More than 60%**

of the families in the villages have reverted to growing traditional crops and millet that has ensured availability of more food and nutrition round the year

## STORY OF CHANGE

### Sudama, Madhya Pradesh

Sudama's mother gave birth to him at their home, without proper medical aid. He was born very weak and severe malnutrition affected his development. As a result, he was unable to walk straight and could not make it to the anganwadi, half a kilometer away. Our frontline staff and ambulatory care team visited Sudama regularly and also counselled his family.

His father was provided support to grow drought resilient traditional crops and vegetables. As a result the family not only grew enough for their own consumption, but also earned by selling the surplus. The family is happy as Sudama has shown steady improvement and has begun to walk slowly.

## Holistic Improvement of Child Health, Mumbai, Maharashtra

The slums in Marol, Mumbai are home to a large number of children who suffer from various health issues due to the socio-economic condition of their families as well as lack of knowledge about healthy practices. In association with our NGO partner, Niramaya Health Foundation, we have been running a child health project in this area. The project has now been expanded to include 11 new communities in the area, thus reaching out to a total of 19 communities.

The intervention aims to educate and improve health seeking behavior amongst the community by following a structured approach. The interventions

undertaken include health awareness and education sessions, health libraries for the communities, demonstration of nutritious recipes, health marker days, and medical camps with distribution of health supplements. We have also introduced the Annaprashan program for infants when they turn 6 months old, besides forming Mahila Aaraogya Samiti (MAS) teams to promote community participation in health programs at all levels, including planning, implementing and monitoring. We also conducted a cleanliness drive program in the community to highlight the importance of keeping the surroundings clean.



Women participating in a health awareness drive

**IMPACT:****250+**

children recovered to healthy status

**40**

new peer leaders identified and trained

**8,900+**

people benefitted from 75 health libraries

**1,020+**

pregnant and lactating women benefitted

**1,170+**

people benefitted from 11 health camps

**7,500+**

people benefitted from healthcare sessions conducted by peer leaders

**STORY OF CHANGE****Vijay, Mumbai**

Five year old Vijay, who hails from the Marol slums, was suffering from severe malnutrition when he was first examined by our team. It was found that he was not being fed homemade nutritious food and proper hygiene was not being maintained in the house. Our team gave him 3 months of Iron-Folic Acid (IFA)

supplements and deworming tablets. Besides, his mother was regularly counselled about the factors associated with growth and development, and importance of balanced diet and personal hygiene. Regular counselling and supplements helped him achieve healthy status.

## mMitra, Impacting Women's Lives through Innovation, Mumbai, Maharashtra

Combining the strength of correct medical information and the convenience of digital technology, we aim to address the issues of infant and maternal health. Along with our NGO partner Armman and Sion Hospital, Mumbai, we run the mMitra project to provide timely preventive healthcare information to pregnant women and new mothers.

Through the effective use of mobile based voice messages, relevant information on antenatal and neonatal care is provided to the enrolled women. The language of the voice messages is selected by the woman herself, which ensures that she accurately understands the information conveyed through them. These messages are sent twice weekly during pregnancy, once every day in the first week post-delivery and once every week till the child becomes one year old.



Newly enrolled beneficiaries of our mMitra project



**IMPACT:****19,000**

women have been enrolled in the program since its inception

**8,450+**

mothers were newly enrolled in the last year

**STORY OF CHANGE****Anita, Mumbai**

Anita, a resident of Govandi, Mumbai was expecting her second child and had enrolled for the mMitra service during one of her hospital visits. She found the guidance to be very useful. The mMitra service made her aware about the correct nutritional

requirements and the importance of immunization during pregnancy. She said that she felt more confident due to the regular mMitra calls and also referred it to some of her friends who were expecting a child.

## Lishe Bora Mtaani, Improving Child Health in the slums of Nairobi, Kenya

The densely populated Kibera slums in Nairobi are home to communities which suffer from prolonged malnutrition and low immunity. This adversely affects the development of children and leaves them at a high risk of contracting diseases. To address these problems we have initiated the project 'Lishe Bora Mtaani', in partnership with the NGO partner, Carolina for Kibera. As a part of this project, we have implemented initiatives like Water, Sanitation and Hygiene (WASH), Integrated Management of Acute Malnutrition (IMAM), door step health screening and mobile based awareness and reminder service. Apart from these, we conduct training sessions for volunteers and staff at the community health center. The project has achieved an increased rate of exclusive breast feeding for the first 6 months among care givers who have gone through the health sessions. The project also has recorded 95% sustained health post discharge of the severely malnourished children.

Expanding the coverage of our child health project in the Kibera slums to include the Silanga area, we have rolled out new community-based nutrition and growth monitoring programs. The main objective is to reduce stunting among local children under the age of five. This objective is being achieved by improving the nutritional status, access to health

services and health and hygiene practices of the target population.

Activities being undertaken include community based sensitization and growth monitoring sessions, individual counseling on child-care practices, and training on hygiene and nutrition for caregivers at daycare centers. Nutrition screening drives to identify malnourished children and provide them with supplements are also held from time to time.



Children at our nutrition center



Nutritious food being served to children at our center

#### IMPACT:



**9,250+**

children screened for malnutrition



**17,110+**

children benefitted from Vitamin A and deworming supplementation



**9,000**

children and women benefited from health camps and community growth monitoring and promotion



**13**

training sessions benefitting over 800 pregnant and expectant women

#### STORY OF CHANGE

**Beatrice Atieno, Nairobi, Kenya**

James, the elder child of Beatrice was very weak when our frontline workers saw him for the first time. He was treated at the nutrition center which helped him in becoming healthy. While at the nutrition center, Beatrice learnt about the

importance of nutrition during pregnancy. She was also made aware about the significance of exclusive breastfeeding for newborns. As a result, her second child was healthy and he has been achieving all the development milestones on time.

## IMPACTING LIVES THROUGH INITIATIVES IN NEW REGIONS

In our endeavor to increase the coverage of our child health initiatives, we have identified new regions based on the following criteria:

- Occurrence of diseases as per government records
- Number of beneficiaries from target population of women and children
- Areas in proximity with the tentative project locations

- Level of coverage of healthcare facilities
- Accessibility of the villages

As an outcome of this exercise two regions, East District of Sikkim and Bharuch District of Gujarat, were identified and a healthcare need assessment was conducted in these regions.

### Health on Wheels for Children, East District, Sikkim

The topography and harsh weather conditions of this region, coupled with the poor economic conditions of the population, have led to a number of health problems for the locals, especially women and infants. Health issues like acute respiratory infection, pneumonia, and asthma are common among infants, while lack of knowledge about reproductive health and post-natal care affect the health of women. Inaccessibility of Primary Health Sub Centers and anganwadis further affects their health.

To address these issues we, along with our NGO partners Voluntary Health Association of Sikkim and Inclusive India Foundation, have launched a project called 'Health on Wheels for Children'. To begin with, it is being implemented in six identified villages. 'Health on Wheels for Children' is a mobile health delivery service which reaches out to children below six years, along with pregnant and lactating women

and makes quality healthcare services available at their doorstep. The delivery unit is equipped with medicines and consists of one doctor, one coordinator, one multipurpose health worker, two female health workers, and a driver.

In addition to the mobile health delivery service, the project also aims to improve awareness among adolescent girls, pregnant women and lactating mothers about nutrition, immunization and sanitation through customized Information-Education-Communication (IEC) activities.

**The 'Health on Wheels for Children' delivery unit was flagged off in the presence of Dr.T.Laden, Chief Medical Officer – East District, Sikkim, Dr.T.K.Rai, Joint Director, Drugs & Cosmetics Division, Health Department, Mr. G. M. Subba, Deputy Director, Women & Child Welfare Department, along with other dignitaries from the government.**



The launch of our mobile healthcare delivery unit 'Health On Wheels For Children' in Sikkim



**IMPACT:****2,050+**

people benefitted from 161 health camps

**25**

Integrated Child Development Services centers covered to provide healthcare services nearest to the beneficiaries

**1,020+**

children in the age group 0-6 years benefitted

**STORY OF CHANGE****Ashish, Sikkim**

Nineteen months old Ashish was critically ill when our 'Health on Wheels' team saw him for the first time. Looking at his critical condition, the team immediately started his treatment in the mobile health delivery unit itself. After the first hand

treatment helped the condition of the child stabilize, he was referred to a higher facility. The child recovered completely after getting medical attention at the hospital.

## Maternal and Child Health 1000 Days Program, Ankleshwar, Gujarat

Villages in this region suffer from lack of sanitation facilities, post-natal care and awareness about proper nutrition and hygiene practices. To deal with these issues, we, along with our NGO partner Inclusive India Foundation, have initiated a program to highlight the importance of the first 1000 days of a child's life. Care during this period is crucial and instrumental in preventing malnourishment and reducing morbidity as well as mortality. The program aims to prevent malnourishment, while promoting immunization and good hygiene and sanitation practices.

Use of digital technology is an effective way of ensuring that the program achieves these objectives. During home visits, our frontline workers collect data regarding the mother and child's key health indicators in a tablet. This system is complemented by door to door counselling of pregnant and lactating mothers regarding the importance of good nutrition, on time immunization and proper hygiene practices. We have also introduced Growth Cards that help mothers to track the improvement in their child's health.



Monitoring of health indicators by our health workers during a home visit

**IMPACT:****25**

villages covered through this intervention

**1,910+**

children in the age group 0-3 years

**4,200**

people benefitted from sanitation and health camps

**STORY OF CHANGE****Bhumika, Gujarat**

Twenty-five years old Bhumika was found to be anemic, with low levels of hemoglobin during her pregnancy. She was counselled by our team about her status and was advised to take IFA tablets and food that is rich in iron. Besides, she was also suggested to visit the health camps at regular

intervals and get herself checked and immunized. After three months of regular follow-ups all her health indicators, including hemoglobin, were at normal level which ensured that she gives birth to a healthy child.



“

**We have identified child health as one of the key focus areas of our CSR efforts. Our interventions enrich the lives of children by focusing on three main target areas of Immunization, Right Nutrition and Sanitation.**

## CHILD HEALTH INTERVENTIONS



**CUSTOMIZED IMMUNIZATION CALENDARS** for tracking vaccination schedules



**HEALTH LIBRARIES** for making health related literature available to local communities



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



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



**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



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



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



**MOBILE HEALTH CARE UNITS** to provide access to healthcare facilities to mothers and children in remote areas



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



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



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



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



**COMMUNITY CRÈCHES** for infants of daily wage laborers



**DIGITAL TECHNOLOGY** to record and track key health indicators of the mother and child



## Access to Healthcare

### WE AIM TO MAKE HEALTHCARE AVAILABLE TO THE MOST UNDERSERVED SECTIONS OF THE SOCIETY

through donation of medicines. Taking this forward, we launched the 'Childhood Asthma Intervention & Referrals' (CAIR) initiative. The foundation along with Americares India partnered with hospitals in Bengaluru, Kochi, Bhubaneswar, Nagpur & Lucknow, to reach out to underprivileged children between the age group of 0-16 years and their families through special intervention and referral.

During the screening stage, children were mapped for further investigation, treatment or consultation, as asthma is a variable disease that requires repeated follow ups and consultations to control it. These children were provided correct treatment and medicines at an affordable rate, which ensured their continuous treatment.

**As part of the project 10,000+ children from the underserved urban slum communities were targeted through various activities.**

### Process Overview of CAIR:



**SCREENING THE CHILDREN FOR ASTHMA AND OTHER RESPIRATORY AILMENTS**



**PRESCRIBING MEDICINES TO OVERCOME AND CONTROL THEIR ILLNESS**



**CREATING AWARENESS ABOUT CORRECT SIGNS, SYMPTOMS, & PRACTICES FOR RECOGNIZING AND MANAGING ASTHMA AT PARENTAL LEVEL**



**REFERRING IDENTIFIED PATIENTS TO NEARBY CHARITABLE OR PARTNER HOSPITALS**



Beneficiaries at one of the CAIR screening camps

## SUMMARY OF THE ACTIVITIES UNDERTAKEN AS PART OF CAIR:

NUMBER OF  
CHILDREN SCREENED

10,000+

NUMBER OF  
CAMPS CONDUCTED

160+

NUMBER OF  
ASTHMATICS

199

NUMBER OF CHILDREN TREATED  
FOR OTHER RESPIRATORY AILMENTS

1,680+



## STORY OF CHANGE

Meronika

When doctors examined 13 year old Meronika, she was found to have cough, rhinitis and extensive rhonchi bilaterally. She had been wheezing for the past 5 years, but was not on medication. After examination, she was admitted and treated for

bronchitis at a partner hospital. She responded to treatment and was discharged once she was in a stable condition. Currently she is on inhaler therapy and has been advised frequent follow ups.

## Sustainable Livelihoods

**WE AT GLENMARK BELIEVE THAT BY CREATING LIVELIHOOD OPPORTUNITIES** for the less privileged section of the society, we not only help

them in becoming self-reliant, but also provide them an opportunity to contribute towards the nation's growth.

### 'Learn & Earn' Initiative

Livelihood opportunities in India are affected by the twin problems of shortfall in the number of jobs being created and lack of required skill sets in individuals joining the workforce. This results in a scenario of rising unemployment rates along with low employability. To bridge this skill gap the government has introduced a Learn & Earn scheme called the 'National Employability Enhancement Mission' (NEEM).

In line with the NEEM framework, the Learn & Earn initiative of Glenmark aims to enhance the employability of the youth through 'On the Job Training', while simultaneously making them financially independent. In association with Yashaswi Academy for Skills, we have trained over 900 students across our manufacturing plants at

Baddi, Aurangabad, Goa and Prithampur in India. Under this initiative, the trainees undergo 3 to 24 months of apprenticeship where they enhance their skills while working alongside experienced employees. This results in better employment opportunities for the disadvantaged but aspirational youth, especially in the rural areas.

Another initiative, undertaken in collaboration with Bhagwan Mahaveer Viklang Sahayata Samiti (Jaipur Foot), provides an opportunity to the differently-abled to lead their life in a more independent manner. As part of this initiative, we successfully rehabilitated 2,000 differently-abled individuals this year by providing them with artificial limbs, calipers, and fitments in the last year.

## Other Initiatives

### Promotion of Education

We believe education is the key to a bright and successful future for children. This belief is translated into action by our initiatives in the field of

education. We have made concentrated efforts to improve education standards in Maharashtra's tribal areas by making provision for better infrastructure.

### Round Table on Innovation against Malnutrition

In association with our partner Idobro Impact Solutions, we held a round table conference to create awareness on malnutrition and come up with potential solutions. People from different walks of

life like NGOs, industry and education institutes participated in the conference. They presented their views on the topic and deliberated on the possible solutions for this problem.

### Communication Catalyst 2017

During the Round Table, we also launched Communication Catalyst 2017, the Behavior Change Communication (BCC) strategy competition to create change for Malnutrition. Behavior is a very important aspect that needs to be addressed for an intervention to succeed in a community. The objective of Communication Catalyst was to channel the creativity and enthusiasm of students to identify communication strategies that lead to more positive health behaviors among low-income households. More than 100 teams from colleges across 21 cities in India participated in the competition.

11 shortlisted teams partnered with NGOs, applying Idobro's Multiplier Model. They tested and delivered innovative BCC strategies that addressed the needs of multiple stakeholders. Further, they were individually mentored by experts on the 'Design Thinking' approach, which entailed five major steps, namely Research, Analyze, Ideate, Prototype, and Test.

**5 finalist teams presented their strategies before a Grand Jury and competed to win the Communication Catalyst 2017.**



Cheryl Pinto, Director - Corporate Affairs along with co-jury members felicitating the winners of Communication Catalyst 2017



## Glenmark Aquatic Foundation

**SWIMMING HAS THE LARGEST SHARE OF FINALS AT THE OLYMPICS** and despite having a population of over a billion, India has never won a single Olympic medal in swimming. The Glenmark Aquatic Foundation (GAF) was set up with the aim of changing this and helping India achieve podium finishes in swimming at the Olympics and other international events. GAF believes that this aim can be achieved by transforming the ecosystem of swimming in India.



“Creating champions through swimming”



**Above:** Glenn Saldanha, our Chairman & Managing Director along with Neelakanta Rao Jagdale, President - Karnataka Swimming Association felicitating the winners of Glenmark 33rd Sub- Junior & 43rd Junior National Aquatic Championship 2016 **Below:** GAF swimmer Swadesh Mondal being presented with the gold medal at Thailand Age Group Swimming Championship 2017

## TO ACHIEVE THIS, GAF OPERATES IN THREE MAIN AREAS:

**1. Developing Centers of Excellence:** GAF, in association with the Maharashtra Government, has set up a Center of Excellence in Dharavi, Mumbai, while another center has been opened at the National Swimming Academy, Talkatora, in association with the Sports Authority of India. International coaches who have trained Olympians, and experienced Indian coaches train and mentor aspiring swimmers at these centers.

**2. Sponsorship of the junior, sub junior and senior national aquatic championship:** GAF has entered into a long term relationship with the Swimming Federation of India to provide better facilities to swimmers in the country.

**3. Coach education:** GAF aims to create a Coach Education Program to ensure standards of coaching improve in India.



Swimmers gearing up at the Glenmark National Aquatic Championship 2016 in Bengaluru, India.

## Achievements of Glenmark Aquatic Foundation



**1,880+**  
swimmers  
trained



**150**  
medals won at national  
& international meets

EVENT	YEAR	GOLD	SILVER	BRONZE	TOTAL
Glenmark GMAAA Age Group Meet	2016	63	45	26	134
MSAAA Age Group Meet	2016	29	33	20	82
Glenmark Sub Junior Nationals	2016	6	2	3	11
Glenmark Junior Nationals	2016	8	12	11	31
Glenmark GMAAA Senior Group Meet	2016	5	0	0	5
MSAAA Senior Meet	2016	5	4	2	11
School Nationals	2016	4	2	4	10
South Asia Aquatic Championships	2016	7	1	2	10
All India University Games	2017	0	0	1	1
Thailand Nationals	2017	1	2	3	6



## Glenmark Joy of Giving

**AT GLENMARK, OUR MOTTO OF ENRICHING LIVES IS PUT INTO ACTION BY OUR EMPLOYEES**, who care about the world that we live in and actively participate in our global employee volunteering initiative 'Glenmark Joy of Giving'. As part of this initiative, employees donate both financially and non-financially by devoting their time and effort to help their surrounding communities and bring a smile to the less fortunate.

Over the years we have built a movement where from one country during our first year, we now touch lives in over 20 countries.

**This year, 4,500 employees from over 35 Glenmark locations across 20 countries** have touched lives through the Glenmark Joy of Giving initiative.

The focus areas this year were causes related to children, the differently-abled and people suffering from life-threatening diseases. Other activities included donating smokeless stoves to tribal families, and building digital classrooms for municipal schools.



### Joy of Giving INDIA



ANKLESHWAR



AURANGABAD



BADDI



DAHEJ



GOA





HEAD OFFICE AND INDIA FORMULATIONS



INDORE



KURKUMBH / MOHOL



NALAGARH



NASHIK



NAVI MUMBAI



SIKKIM



SINNAR

• **Ankleshwar:** Supported a children's tribal home with food grains • **Aurangabad:** Built Digital Classrooms for a municipal school and provided educational materials for underprivileged school children • **Baddi:** Supported the local school children with educational materials • **Dahej:** Donated books, food grains and clothes for the betterment of the local school children • **Goa:** Supported underprivileged children with educational materials • **Head Office:** Donated smokeless stoves & beautification of study centers near the city • **Indore:** Supported a charity working for the needs of special children • **Kurkumbh/Mohol:** Supported a shelter home by providing care for children affected by AIDS/HIV • **Nalagarh:** Supported local school children with educational materials • **Nashik:** Contributed essentials to a hostel for tribal girls • **Navi Mumbai:** Set up libraries for 5 balwadis in the tribal hamlets of Borivali National Park • **Sikkim:** Extended support towards the education of orphans • **Sinnar:** Supported the visually impaired



## Joy of Giving INTERNATIONAL



ARGENTINA



BRAZIL



CZECH



GERMANY



KAZAKHSTAN



MALAYSIA



MYANMAR



PHILIPPINES





RUSSIA



SOUTH AFRICA



SWITZERLAND



UKRAINE



USA



UZBEKISTAN

• **Argentina:** Supported a charity home • **Brazil:** Donated school supplies & personal hygiene items to a shelter home • **Czech and Slovakia:** Spread joy to orphan children  
 • **Germany:** Spread smiles on the faces of underprivileged children • **Kazakhstan:** Underlined their care towards children suffering from cerebral palsy and cancer  
 • **Malaysia:** Spread smiles in a home for the underprivileged • **Myanmar:** Spread smiles in a home for the underprivileged • **Philippines:** Spread smiles in a home for the underprivileged  
 • **Russia:** Spread happiness among orphan children by spending a day and fulfilling their wishes through a wish tree • **South Africa:** Supported a school for special children and youth with complicated disabilities • **Switzerland:** Underlined their care towards underprivileged cancer patients through a local association • **Ukraine:** Supported an orphanage with necessities for everyday use • **USA:** Supported cancer research, provided toys to children in need and collected funds for the local animal shelter • **Uzbekistan:** Supported the incapacitated children suffering from blood disorders



# Business Responsibility

## Report Content Index

SR. NO.	SEBI – BRR DISCLOSURE	RESPONSE / REFERENCE
<b>SECTION A: GENERAL INFORMATION OF THE COMPANY</b>		
1	Corporate Identification Number	L24299MH1977PLC019982
2	Name of the Company	Glenmark Pharmaceuticals Limited
3	Registered Address	B/2, Mahalaxmi Chambers, 22, Bhulabhai Desai Road, Mumbai 400026, Maharashtra, India
4	Website	www.glenmarkpharma.com
5	Email id	csr@glenmarkpharma.com
6	Financial year reported	1st April 2016 to 31st March 2017
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Pharmaceuticals
8	List 3 key products / services that the Company manufactures / provides (as in balance sheet)	The Company's key products/services and global market presence are described in the Annual Report FY 2016-17, under Business Review section of Management Discussion and Analysis
9	Total number of locations where business activity is undertaken by the Company	16 manufacturing facilities • 5 R&D Centres
10	Markets served by the Company	We have a global presence in over 80 countries with our key geographies being USA, India, ROW, Europe & LATAM.
<b>SECTION B: FINANCIAL DETAILS OF THE COMPANY</b>		
1	Paid up capital (INR)	28,21,68,156
2	Total turnover (INR)	91,856.81 Mn (Consolidated)
3	Total profit after tax (INR)	11,087.53 Mn (Consolidated)
4	Total spending on CSR as percentage of PAT (%)	1.64%
5	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
<b>SECTION C: OTHER DETAILS</b>		
1	Does the Company have any Subsidiary Company/ Companies	Yes

2	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 participate in Glenmark's Business Responsibility initiatives. A complete list of subsidiary companies is available in the Annual Report FY 2016-17.
3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company?	Glenmark's Business Responsibility initiatives do not extend to other entities. However, we encourage our external stakeholders, such as suppliers and contractors, to adhere to responsible business practices.

#### SECTION D: BUSINESS RESPONSIBILITY INFORMATION

1	<b>Details of the Director / Directors responsible for BR</b>	
1a	Details of the Director / Directors responsible for implementation of the BR (Business Responsibility) policy / policies	
	DIN Number	00111844
	Name	Mrs. Cherylann Pinto
	Designation	Director - Corporate Affairs
1b	Details of the BR head	
	DIN Number (if applicable)	00111844
	Name	Mrs. Cherylann Pinto
	Designation	Director-Corporate Affairs
	Telephone number	+91 22 4018 9999
	E-mail id	csr@glenmarkpharma.com
2	<b>Principle-wise (as per NVGs) BR policy / policies</b>	
	<p>As a responsible corporate citizen, Glenmark has adopted several internal policies that guide all aspects of our operations and business activities.</p> <p>These policies are in line with the NVG Principles, relevant global standards and industry best practices.</p> <p>Thematic areas of the NVG Principles:</p> <p><b>Principle 1:</b> Ethics, Transparency and Accountability.</p> <p><b>Principle 2:</b> Safety and sustainability throughout the life cycle.</p> <p><b>Principle 3:</b> Well-being of all employees.</p> <p><b>Principle 4:</b> Respecting interests of all stakeholders.</p> <p><b>Principle 5:</b> Promotion of human rights.</p> <p><b>Principle 6:</b> Protection of environment.</p> <p><b>Principle 7:</b> Responsibly influencing public and regulatory policy</p> <p><b>Principle 8:</b> Inclusive growth and equitable development.</p> <p><b>Principle 9:</b> Customer engagement</p> <p style="text-align: right;">..... contd.</p>	

**Details of Compliance:**

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/policies for	Yes								
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Yes								
3.	Does the policy conform to any national/ international standards? If yes, specify? (50 words)	The Environment, Health & Safety Policy conforms to ISO 14001 and OHSAS 18001 standards.								
4.	Has the policy being approved by the Board?	Yes								
	Has the policy being approved by the Board?	Yes								
5.	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Yes								
6.	Indicate the link for the policy to be viewed online?	www.glenmarkpharma.com								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes								
8.	Does the company have in-house structure to implement the policy/ policies.	Yes								
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes								
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Yes								

3

**Governance related to BR**

3a

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 assess the Company's BR performance annually

3b

Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

Yes, the company publishes the Corporate Responsibility Report for FY 2016-17 as per the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibility of Business'.  
**Hyperlink for the report:** <http://glenmarkpharma.com/responsibility/corporateresponsibilityreportFY17>

**SECTION E: PRINCIPLE-WISE PERFORMANCE**

P-1

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

We have policies, governance structures and procedures in place to ensure high level of corporate governance and ethics within our organization. The 'Glenmark Code' sets standards to ensure that we do the right things, at right time and in a right manner. Further details are available in the corporate governance section of the Annual Report FY 2016-17.

During the reporting year, the Company received 128 stakeholder complaints, of which all were resolved as of year end.



P-2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	We have embarked on a strategic transformation into an innovation-led organization, which will help us achieve our pursuit of meeting the unmet medical needs globally. A culture of uncompromising quality across all our manufacturing operations is another hallmark of our pursuit for excellence. We are also continually focused on decreasing the environmental impacts of our operations and products. For details, please refer to the 'Innovation and Operational Excellence' (pg 10) and 'Environmental Sustainability and Safety First Culture' (pg 20) sections.
P-3	Businesses should promote the wellbeing of all employees	<p>At Glenmark, we consider our employees to be our most valuable assets and key enablers in achieving our vision of emerging as a leading integrated research based global pharmaceutical company. Hence employee growth and well-being is central to Glenmark's growth story. A consistent focus on learning and development, creating a fair workplace with equal opportunities and proactive engagement initiatives are key aspects of our employee value proposition. For further details, please refer to 'Learning and Leadership Culture' section (pg 16).</p> <p>The Company has a recognized workers' union at its Nashik plant and 1% of the permanent workers are its members. No complaints pertaining to child labor, forced labor or involuntary labor were reported in FY 2016-17.</p> <p>4 complaints related to sexual harassment of women at workplace 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	Enriching Lives is a motto that guides all our decisions and activities, including our corporate social responsibility initiatives. These initiatives are aimed at creating positive impacts on the lives of the most disadvantaged and vulnerable sections of the communities where we operate. For further details, please refer to the 'Corporate Social Responsibility' section (pg 38).
P-5	Businesses should respect and promote human rights	Ensuring a workplace that is free of discrimination and upholding the fundamental human rights of all our employees are critical tenets of our business responsibility. We stringently adhere to all applicable statutory laws in the geographies that we operate. Our policies related to Equal Employment, Anti-Discrimination and Anti-Harassment cover all our employees. For further details, please refer the section 'Learning and Leadership Culture' (pg 16).
P-6	Business should respect, protect, and make efforts to restore the environment	<p>Protecting the natural environment is an important facet of our aim to enrich lives. We do this by continually seeking opportunities to make our processes more resource-efficient, using renewable energy sources and minimizing the release of wastes in the environment. At a strategic level, we have embedded various Environment, Health &amp; Safety (EHS) considerations in all aspects of our existing operations as well as in upcoming new projects. For details about our environmental initiatives please refer the section 'Environmental Sustainability and Safety First Culture' (pg 20).</p> <p>The Company does not have any Clean Development Mechanism (CDM) projects, but it has undertaken several initiatives which have led to reduction of greenhouse gas emissions under Scope 1 and Scope 2.</p> <p>The Company has adhered to the applicable standards and limits for emissions and waste prescribed by the respective SPCB / CPCB and did not receive any show cause notice which is pending as of end of FY 2016-17</p>

P-7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	As a responsible corporate citizen, Glenmark actively participates in policy advocacy on industry issues at various forums. For further details please refer the section 'About Glenmark' (pg 6).
P-8	Businesses should support inclusive growth and equitable development	Our Corporate Social Responsibility initiatives are designed around improving access to healthcare and promote well-being among the underserved and vulnerable sections of the society. Over the years, we have created significant impact through these initiatives and we continue to expand the geographical footprint of our programs. Further details about our initiatives can be found in the section 'Corporate Social Responsibility' (pg 38).
P-9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	<p>Our customer responsibility is reflected in the Company's innovation-driven growth strategy that seek to address the unanswered health challenges, developing affordable alternatives and helping enhance the healthcare access for the underserved sections. An incessant focus on quality and operational excellence ensures that our customers receive healthcare solutions that are safe, effective and responsibly produced. For further details please refer the section 'Innovation and Operational Excellence' (pg 10).</p> <p>There are no customer complaints not addressed and are pending as on the end of FY 2016-17. The Company complies with all applicable product labelling standards as per the laws of the land in all the markets that it serves.</p> <p>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 2016-17, except for the cases below:</p> <p>Case 1: On a complaint by a stockist with the CCI in July 2015 against pharma co.'s (including the Company and its C&amp;F agent) and the Trade associations, alleging refusal to supply medicines to them in spite of having all valid licenses and documents, CCI ordered the DG to investigate and submit a report. CCI clubbed this matter with other matters on a similar complaint against other pharma co.'s and local Trade associations. On submission of DG's report CCI has recently issued notices to the Company and some of its employees to submit their objections to the said Report. The Company is in the process of submitting its objections to the said Report and contesting the matter.</p> <p>Case 2: Upon a complaint filed by a stockist against the Chemist &amp; Druggist Association Goa (CDAG), Glenmark and another Company, alleging refusal to supply them drugs, the CCI passed an order imposing a penalty of Rs.10,62, 062/- on CDAG. No penalty was imposed on the Company. CDAG has appealed before the appellate body, COMPAT, against the said order which has been admitted for hearing on merits. Company is a party to the appeal. In the interim CDAG has been directed to deposit the penalty amount with CCI, to be maintained as fixed deposit till the final hearing and outcome of the matter.</p> <p>We undertake regular surveys of consumers and other stakeholders.</p>

## Recognizing the efforts of our NGO partners



A key element in the success of our CSR efforts are our NGO partners. To recognize their contribution we have institutionalized the 'NGO of the Year' award. The winner of this award is decided by third party evaluators who assess the performance of our partner NGOs on various parameters.

**Winner of the 'NGO of  
the Year' Award 2015-16:  
ARMMAN**

## Awards & Accolades FY 2016-17

**1**

**India Pharma Company of the Year Award 2016 at the India Pharma Awards 2017** organized by the Department of Pharmaceuticals, Ministry of Chemicals and Fertilizers, Government of India

**2**

**Plaque of Excellence by Goa Pollution Control Board** for Best Environmental Practices at the Goa manufacturing facility

**3**

**Greentech Gold Award 2016 for outstanding achievements in Safety Management** in Pharmaceutical Sector at the Goa manufacturing facility

**4**

**Greentech Silver Award 2016 for outstanding achievements in Safety Management** in Pharmaceutical Sector at the Baddi facility





[www.glenmarkpharma.com](http://www.glenmarkpharma.com) | [www.glenmarkfoundation.org](http://www.glenmarkfoundation.org) | [www.glenmarkaquatic.org](http://www.glenmarkaquatic.org)

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