



Sustainability Report 2018-19

ABOUT THIS REPORT

A cohesive outlook of our triple bottom line performance

Glenmark is proud to present its initiatory Sustainability Report based on the Global Reporting Initiative's acclaimed and widely adopted GRI Standards. This report showcases our triple bottom line performance during our 41st year of enriching lives. Our Sustainability Report also provides a myriad of initiatives and endeavours that we have undertaken during this year towards ensuring a positive societal and environmental impact through progressive business consciousness.

REPORT CONTENT AND FRAMEWORKS USED

This report has been developed in accordance with the Global Reporting Initiative (GRI) Standards: Core option. The GRI reporting principles of stakeholder inclusiveness, sustainability context, materiality and completeness have been applied to define the content of this report. As this is our first sustainability report based on GRI standards there has been no restatement of information in this report. Details pertaining to the financial aspects of the entities which form a part of our organisation are available on our website:
<http://www.glenmarkpharma.com/investors/financial-results>

REPORTING BOUNDARY

Our Material Topics

- Managing our carbon emissions* ●
- Promoting diversity ● ●
- Community engagement ● ●
- Impact of climate change on health ● ●
- Energy efficiency ●
- Waste management ●
- Water management ●
- Enhancing availability and accessibility of medicines ● ●
- Employee health and safety ●
- Responsible supply chain ● ●
- Human resource development ●
- Promoting innovation ● ●
- Patient safety ● ●
- Business ethics ● ●
- Ensuring product quality ● ●
- Intellectual property rights ● ●
- Compliance and risk management ● ●

● Data covered - India ● Data covered - Overseas

*The coverage of the environmental data presented in this report is 80%.

REPORTING PERIOD

The report pertains to information from April 1, 2018 to March 31, 2019. For the purpose of comparability, information pertaining to the previous year has been provided across select parameters.

EXTERNAL ASSURANCE

Key data in this report has been externally assured by Bureau Veritas (India) Private Limited using ISAE 3000 standards (limited assurance). The assurance statement can be found on page No. 99.

FEEDBACK

We are open to any feedback and suggestions from all our stakeholders. This would help us further enhance our reporting standards. For any queries or to share your views with respect to this report, please contact:
sustainability@glenmarkpharma.com

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OUR VISION AND VALUES

We aim to emerge as a leading integrated research – based global pharmaceutical company.

Our company is based on values, inbuilt on a strong foundation of:

Achievement

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

Respect

We respect all our stakeholders.

Knowledge

We value knowledge, such that it empowers our people to find innovative solutions to manage and propagate change.

THE COMPANY AT A GLANCE

 **50+**
Countries with
Glenmark offices

 **14,000+**
Number of
employees

 **186** Million
Monetary value invested in
research and innovation in
FY 18-19

 **80+**
Number of countries
where the operations
takes place

 **6**
Number of
R&D Centres

 **16**
Number of
Manufacturing Units



CHAIRMAN'S MESSAGE

Dear Stakeholders,

We are proud to present our first GRI Standards based sustainability report corresponding to the year 2018-19. Through our business operations, this year we mark our 41st year of Enriching Lives and continue to stand by our vision to emerge as a leading pharmaceutical company, now with a stronger pillar of social and environmental responsibility. Our journey began with the core values of Achievement, Knowledge and Respect. Today, Glenmark is positioned as one of the leading global organisations in the pharmaceutical sector. To create a positive impact, our business, through a global strategy, now benefits the cardinal triple bottom line (Economic, Social and Environment).

We have been working towards our goal to emerge as a leading integrated research and innovation based global pharmaceutical company. In the past decade we have worked towards building several strategic resolutions, investments and efficient processes to develop new inventions, ingredients and therapies, thus enhancing the lives of patients, universally. We have emerged as a global pharmaceutical company with strong presence in drug discovery, Active Pharmaceutical Ingredients (API) and finished dose formulations. We have today established our research prowess in both novel small molecule and biologics research with molecules in different stages of development.

To keep up with the current risks, opportunities and challenges, we are working towards building cost-efficiency and prioritisation of products during development and after commercialisation, in order to maximise returns from each product launch. This includes an emphatic approach to build our business, particularly dominating our field of therapy by launching differentiated and unique products. We have invested in creating a strong and diversified product portfolio in the generics category as well. To align our operations with our strategic priorities we have established two wholly owned subsidiaries to consolidate our group vision and mission. Consequently, we have established "Glenmark Life Sciences" which will manage Glenmark's API business. We are also in the process of incorporating NewCo, a subsidiary that will be focused on novel therapeutics.

We believe that a Company's growth is not only limited to its economic performance but also to its social and environmental

performance, thus we track several key environmental indicators across our facilities to induce integrated research and holistic development. Our global state-of-the-art manufacturing facilities and research centres hold various certifications including ISO 14001:2015, 18001:2007 and regulatory body certifications such as USFDA, MHRA UK, WHO-GMP among others to ensure safe and officiated research and production. We place the utmost amount of importance on ensuring the health and safety of all our people, thus investing significantly in technology, processes, programs and trainings. Standing by our Company's motto of enriching lives, we work with communities through our Corporate Social Responsibility initiatives. Our major programs include enhancing the condition of child health and the promotion of swimming as a sport. We have touched more than 1.4 Million lives through our CSR programs. It gives me great joy to say that various social initiatives and causes were supported by the employees through our annual festival of philanthropy the "Glenmark Joy of Giving".

Our corporate culture and employees play a crucial role in helping us achieve our goals. We are equipped with highly talented, hardworking and diverse employees who are responsible for our success and we continuously invest in building their capacities to maintain a competitive edge.

Glenmark is at a crucial phase of growth and expansion. We are dedicated to building our research capabilities and strengthening our innovation centric approach to prepare for this phase of growth.

We hope you find this report informative. We are open to your suggestions and feedback which would enable us to learn and grow on our journey of sustainability.

With Best Wishes,

Glenn Saldanha

Chairman and Managing Director

GRI 102-14



ABOUT US

Glenmark Pharmaceuticals Limited is a global, integrated and research-driven pharmaceutical organisation. Established in 1977, we have always put our best foot forward to enrich lives for over four decades. Besides establishing the company as a brand in this journey, we have also set benchmarks and built a reputation among our stakeholders and peer companies. Our efforts have resulted in us being counted among the top 80 pharmaceutical companies globally*.

OUR BUSINESS DIVISIONS

Our business is primarily based on Branded and Generic formulations, Active Pharmaceutical Ingredients (APIs) and Novel Molecular Entities (NMEs) and specialty products. We strive to create a novel roadway that would benefit, inspire, shape and develop the society around us.



Formulations Development and Marketing

A. Branded Formulations

Brand building in selected therapies

Oncology | Respiratory | Dermatology

Major markets served in

India | Russia | Latin America | Asia | Africa | Central and Eastern Europe

B. Generic Formulations

Substitution Model

Semi Solids | Solids | Hormones | Controlled substances | Injectables

Major markets served in

North America | Western Europe



Active Pharmaceutical Ingredients (APIs) Manufacturing & Marketing

A. Captive Consumption and external sale

Leadership positions in multiple products | Filed over 300 Drug Master Files (DMFs) in various markets

Major markets served in

North America | Europe | Japan | India | Latin America



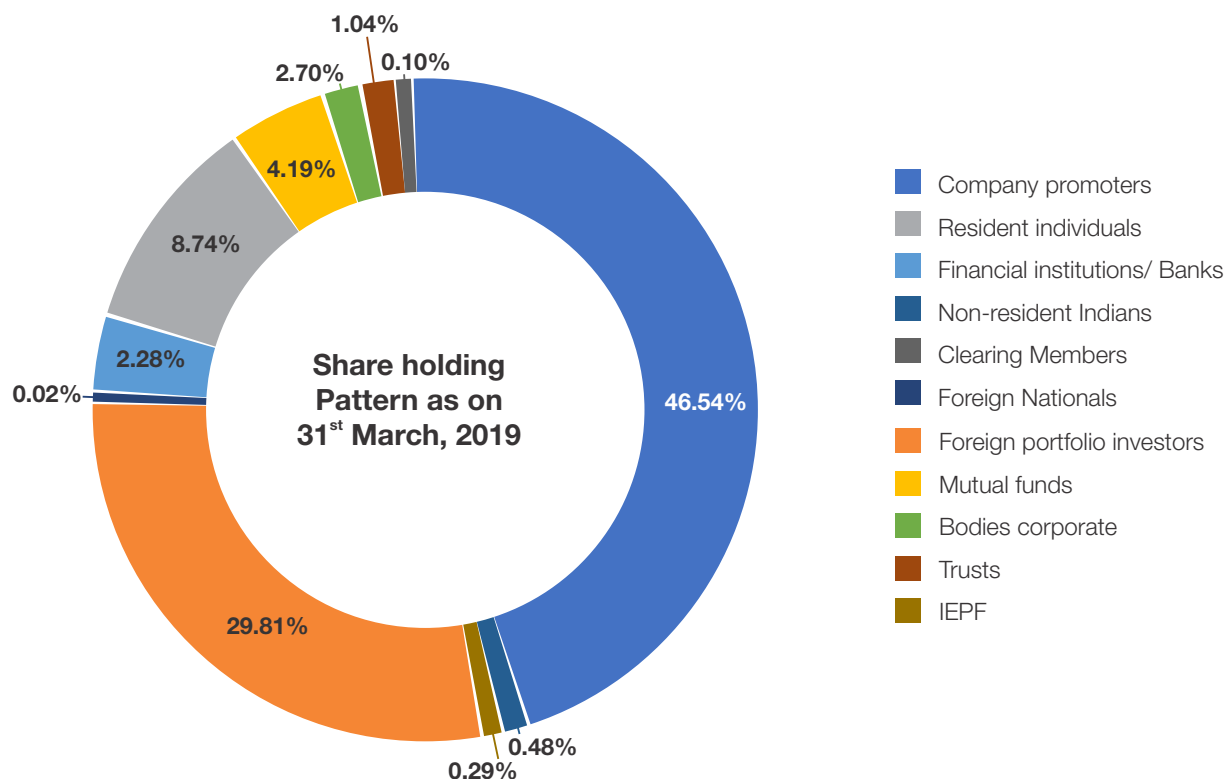
Novel Molecular Entities (NMEs) & Specialty Products

A. Small molecules and complex biologics

Out licensed seven molecules to five partners

Major markets served in

Switzerland | India | USA



OUR PRODUCTS, OPERATIONS AND PRESENCE



Headquartered in Mumbai, our work and operations are spread across over 80 countries.



Over 14,000 employees from 60 different nationalities are working in the sector of dermatology, respiratory, oncology, cardiology and anti-diabetic therapeutic areas and producing 6,000 plus products at Glenmark.



Moreover, in recent years we have emerged as a leading player among global research organisations in the discovery of new molecules both NCEs (New Chemical Entity) and NBEs (New Biological Entity).

We have six R&D centres across India, Switzerland and the US of which three are dedicated to New Molecular Entities (NMEs).



PERFORMANCE HIGHLIGHTS

India



One of the fastest growing companies in the Indian pharmaceutical industry

Consumer care business recorded a strong and steady growth of

~29%

'Remogliflozin etabonate'

Announced launch of a novel, patent protected and globally researched SGLT2 inhibitor "Remogliflozin etabonate" in April 2019

Europe

Region witnessed multiple new product launches across all key markets



North America

21

Products Launched

Generic business witnessed the launch of 21 products and received approvals for **25 Products**



Specialty business forayed into branded dermatology segment by acquiring rights to seven products from Exeltis, USA, Inc. Additionally, plans are underway to commercialise Ryaltris through partners

ROW Africa, Asia & RCIS

Asian region

~20%

Overall growth in operations

African region

>30%

Overall growth in operations

Operations in Russia recorded a value growth in excess of

8%

vis-à-vis overall retail market growth of

5.8%



In April 2019, Russia business received approval to market **Momate Rhino NS (Mometasone Furoate 50mcg)** as an OTC product

OUR NEWLY INCORPORATED SUBSIDIARIES

To galvanize our innovation driven approach we have incorporated a wholly owned subsidiary named Glenmark Life Sciences (GLS). We are also in the process of incorporating a US based innovation focused subsidiary, NewCO to anchor our efforts of sharpening our innovation driven approach. GLS has helped us fortify our API business. The company supplies over 135 molecules to 200+ customers in around 80 countries.

NewCO is currently being incorporated as a subsidiary. It is planned that the company will have its headquarters in the USA and R&D centres across USA, Switzerland and India. The company will focus on discovery and development of novel, first-in-class treatments in the areas of Immunology, Oncology and Pain. The company's strong capabilities in Novel Biologic Entities (NBEs) and New Chemical Entities (NCEs) will be the foundation on which its business strategy will be built. During FY 2018-19, Glenmark has invested approximately USD 113 Million in this company. Additionally, NewCo intends to raise capital in the US within the next 12-18 months to fund the development of its pipeline and future growth plans.

OUR PARTNERSHIPS AND RELATIONSHIPS

We build mutually beneficial partnerships with Government, industry and regional communities that contribute to a progressive future of the pharmaceutical industry. We are also active members of the following organisations and forums:

- 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)

Our Key industry partnerships:

- Helsinn Group
- Celon Pharma
- Pharma Medico
- Sequirus
- Yuhan Corporation
- Grandpharma (China) Co. Ltd.
- Harbour BioMed
- True North



AWARDS

Awards received in the field of Economic, Social and Environment:

Glenmark's Indore facility won the CII safety, health and environmental excellence & innovation award, 2018



Greentech Safety Award, 2018 won by Glenmark's 4 manufacturing facilities – the facilities won gold category awards

18th Annual Greentech Environment Award – Indore



Safety award by Grow Care, 2018 - Nalagarh

Featured in the 2nd edition of ETChallenger2Good



Featured in the 4th Annual Inclusive Business List 2018

Golden Peacock Award for Innovative Business Leadership, 2018



Ankleshwar facility receiving Greentech safety award in gold category



Baddi facility receiving Greentech safety award in gold category

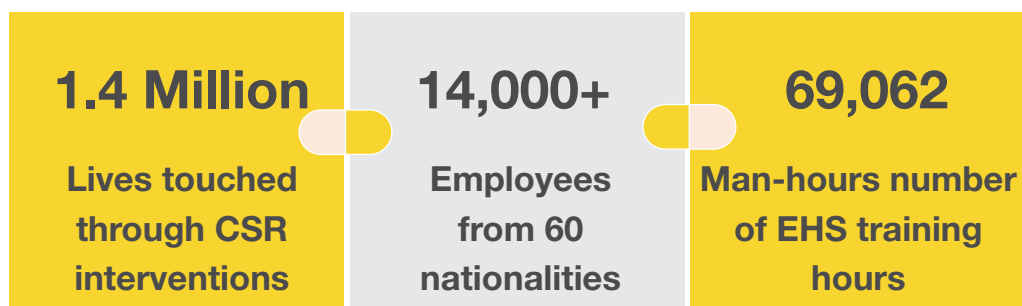


Indore facility receiving the CII safety, health and environmental excellence & innovation award, 2018



Nalagarh facility receiving Greentech safety award in gold category

SUSTAINABILITY PERFORMANCE AT A GLANCE



CORPORATE GOVERNANCE

Good corporate governance, good corporate citizenship and exemplary personal conduct are three important principles of corporate behaviour. Our code of conduct forms the foundation of corporate governance and is essential in achieving our long term corporate goals.



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CORPORATE GOVERNANCE

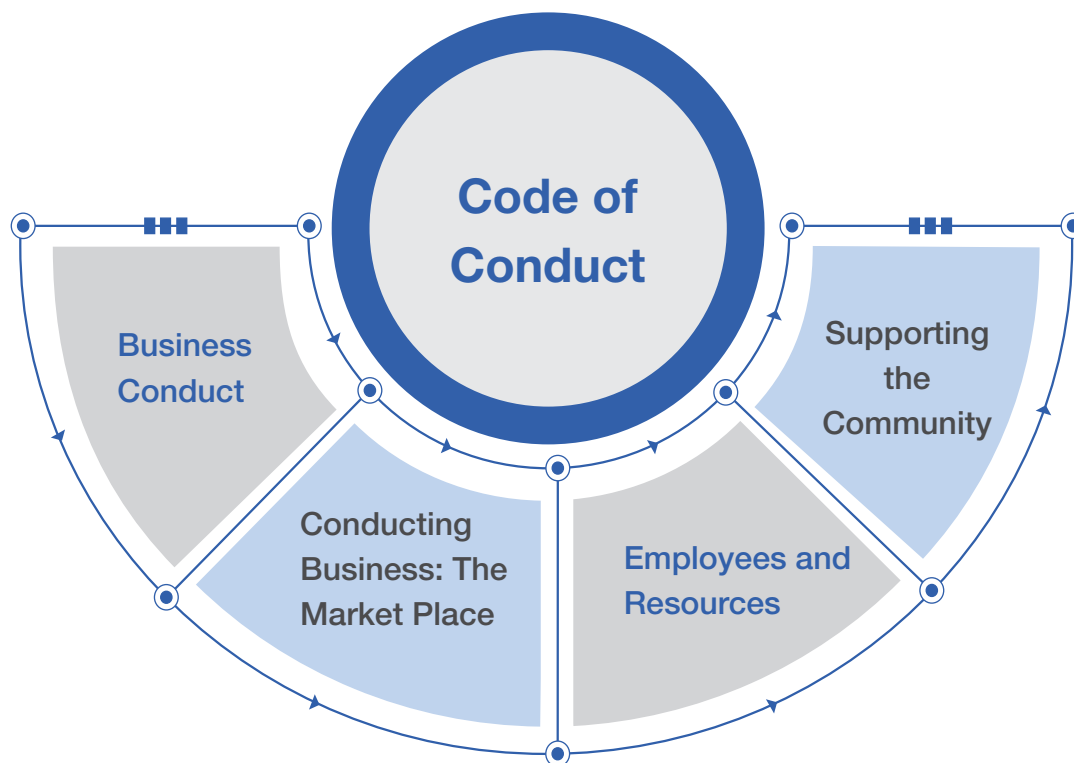
Our code of conduct forms the foundation of corporate governance and is essential in achieving our long term corporate goals. The code is based on three important principles of corporate behaviour i.e. good corporate governance, good corporate citizenship and exemplary personal conduct.

Glenmark believes in the philosophy of “Trusteeship”. Thus, the code of conduct aims to assist top management at our Company to efficiently conduct business and meet all the concerns of our stakeholders.

Our Code of Conduct emphasises on:

1. Business Conduct
2. Conducting Business: The Market Place
3. Employees and Resources
4. Supporting the Community

We strictly adhere to our Code of Conduct which is applicable to our top management and all our employees globally.



BOARD OF DIRECTORS

Our Board of Directors are entrusted with the responsibility of driving the organisation towards good governance. They are responsible for the management, orientation and performance of the company, while actively implementing their fiduciary duties and roles. The diversity of our board members through varied ideologies and cultures support the evaluation of problems from a unique and creative point of view. Our Board comprises of 25% female and 75% male members.



Mr. Glenn Saldanha

Chairman and Managing Director



Mrs. Cherylann Pinto

Director – Corporate Affairs



Mr. V. S. Mani

Executive Director and Global CFO



Mr. Rajesh V. Desai

Non-Executive Director



Dr. Brian W. Tempest

Non-Executive Director – Independent



Mr. Bernard Munos

Non-Executive Director - Independent



Mrs. B. E. Saldanha

Non-Executive Director



Mr. Julio Ribeiro

Non-Executive Director - Independent



Mr. Sridhar Gorthi

Non-Executive Director - Independent



Mr. Milind Sarwate

Non-Executive Director - Independent



Mr. D. R. Mehta

Non-Executive Director - Independent



Ms. Saira Ramasastry

Non-Executive Director - Independent

For other details regarding our Board of Directors, refer to our Annual Report 2018-19

COMMITTEES OF THE BOARD

As per the Listing Regulations, various committees of the Board with their brief responsibilities are given below. Each of these Committees have specific goals and objectives in accordance with the company's evolving strategies.

Audit Committee	<ul style="list-style-type: none"> • It is formed in pursuance of Regulation 18 of the Listing Regulations and Section 177 of the Act. • The primary objective of the committee is to monitor and provide effective supervision of the management's financial reporting to ensure accurate and timely disclosure with the highest level of transparency, integrity and quality of financial reporting. • All possible measures have been taken by the Audit Committee to ensure objectivity and independence of the independent auditor.
Stakeholders Relationship Committee	The committee has been constituted to review and resolve shareholder grievances including complaints related to the non-receipt of share certificates, non-receipt of balance sheet, non-receipt of dividend, etc.
Nomination and Remuneration Committee	<ul style="list-style-type: none"> • The role of the committee is to delegate the board's responsibilities related to nomination and remuneration of the company's executive/ non-executive directors. • The committee identifies persons who are qualified and may be appointed for the top and senior management. • Devise a policy on Board Diversity • Formulate criteria for evaluation of Independent Directors and the board • Compensation policy aims at enabling the Company to attract and retain the best talent. It is also linked to individual and team performance as they support the achievement of corporate goals. • Board performance evaluation is carried out annually which appraises the performance of directors.
Risk Management Committee	The company has a risk management framework to identify, monitor, mitigate and minimise risks and also to identify business opportunities.
Corporate Social Responsibility Committee	It oversees and advocates activities to be carried out under the CSR Policy adopted by Glenmark.

GOVERNANCE ON SUSTAINABILITY

We at Glenmark, are committed towards social responsibility and protecting the environment, human health and safety across all our operations globally. We have adopted two policies which govern our Sustainability practices - Environment, Health and Safety (EHS) and Corporate Social Responsibility (CSR). We ensure stringent adherence to all applicable EHS laws. Our senior management is constantly focusing on the betterment of our EHS performance, thus

providing a safer and healthy workplace, conserving natural resources, preventing pollution, reducing carbon emission intensity, protecting biodiversity, conserving ecology and designing facilities that minimise environmental impact for the long term sustainability of our Company.

A high-angle, top-down photograph of seven business professionals (four men and three women) sitting in a circle on a light-colored tiled floor. They are all smiling and holding hands, creating a sense of unity and teamwork. The individuals are dressed in professional business attire, including suits, blazers, and ties. The lighting is bright and even, casting soft shadows on the floor. The text is centered over the group.

**Integrity
Knowledge
Respect
Trust**



BOARD PERFORMANCE EVALUATION

The Company has devised a Performance Evaluation Framework and Policy, which sets out a mechanism for the evaluation of the Board and the Directors. Performance evaluation of the Board and the Directors was carried out through an evaluation mechanism in terms of the aforesaid Performance Evaluation Framework and Policy.



REMUNERATION PROCESS

The Nomination and Remuneration Committee determines the compensation payable to Directors and recommends it to the Board. All Board-level compensation is approved by shareholders and separately disclosed in the financial statements. Remuneration of the Executive Directors consists of a fixed component and a performance incentive. The annual compensation of the Executive Directors is approved by the Nomination and Remuneration Committee, within the parameters set by the Shareholders.

The remuneration of the Executive and Non-executive Directors of the Company is decided by the Board on the terms and conditions recommended by the Nomination and Remuneration Committee.



ETHICS AND INTEGRITY

There are various policies and procedures in place to safeguard our integrity at the helm of legitimate practices. These policies represent our values and corporate culture which form the platform for our businesses to excel. They have an integral role to play in ensuring ethical business activity and advising our employees against any prejudiced business practice. If in case of any malpractice, the policies help our stakeholders bring incidents to our notice for further necessary action.

Our Code of Conduct plays a prime role in ensuring a strong foundation of ethics and integrity at our company. It lays down various principles of ethics and compliance, applicable to senior management and employees.

All our policies can be accessed at
<http://www.glenmarkpharma.com/about-us/governance>



WHISTLE BLOWER POLICY

This policy has been framed in accordance with provisions of the SEBI LODR Regulations, Companies Act, 2013 and The Securities and Exchange Board of India Act, 1992. It is one of the vigil mechanisms to report concerns or grievances. The administration of the vigil mechanism is ensured through the Audit Committee. The Whistle Blower Policy adopted by us is available on the website and can be viewed through the link below.
http://www.glenmarkpharma.com/sites/all/themes/glenmark/pdf/governance-policies/whistle_blower_policy.pdf

During the year under review, there were no critical concerns raised by our stakeholders.

RISK MANAGEMENT

To ensure effective identification and mitigation of risks, we have implemented an ERM (Enterprise Risk Management) programme through which we regularly review, monitor and assess the significant risks across our business. This helps us ensure that there is a system of internal controls in place. The system comprises:

- Policies and procedures
- Communication and training programmes
- Supervision and monitoring
- Processes for escalating issues to the appropriate level of senior management

The listing agreement with the stock exchanges mandates the identification, minimisation and periodical review of the risks. Though it may not be possible to address each and every risk, certain cardinal risks and uncertainties that might affect our business are below:



Delivering commercially successful new products



Ensuring product quality



Supply chain continuity



Product pricing



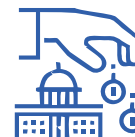
Compliance with relevant laws and regulations



Changing global political and economic conditions



Compliance with financial reporting and disclosure requirements



Compliance with tax law



Compliance with anti-bribery and corruption legislation



Potential litigation



Product liability litigation



Sales and marketing litigation



Managing environmental, health, safety and sustainability



Information technology



Revenue concentration





Delivering commercially successful new products

Today, the pharmaceutical and healthcare market is quite competitive. Product innovation, technological advancements and price intensifications are some crucial points which can turn a business upside down. We can't always assure the delivery of commercially successful novel products in time, as discovering and developing new products involves research, is monetarily and time intensive with the possibility of uncertain results. In addition, the increase in cases of awareness, duplicity, frauds, safety and assessment has led health authorities to make the rules and regulations more robust and vigilant towards gaining approvals on products.

To overcome the above risk, we have adopted our own R&D business model based on smaller units in an attempt to encourage greater entrepreneurialism and accountability for our scientists. We review both product development and external collaborations. Later targets are selected post extensive screening and research across parameters.



Ensuring product quality

We take utmost care in ensuring the safety of medicinal products in order to protect the patient from contaminants. A failure to affirm product quality can have implications of the highest degree. Inadequate good manufacturing practices and governance of quality during product development can even cost a life.

To maintain our consistency in providing quality products we have adopted for a single Quality Management System (QMS) that defines corporate quality standards and systems for business units associated with pharmaceutical products and R&D investigational materials. The QMS is periodically updated based on experience, new regulations and improved scientific understanding. We also have aligned a team of quality and compliance professionals with each business unit. Our staff is also trained to assure the global standards and implement a risk based approach to assess and manage our third party suppliers.



Supply chain continuity

Our supply chain plays a key role in the overall sustainability of our company. Failure to abide by the compliance standards of manufacturing facilities or by key supplier services and materials could lead to product recall or seizures, interruption of production, delays and revoking of license.

Our supply chain model considers and mitigates the above risk. Our high revenue and critical products are heavily stocked up as backup arrangement. We have also hired reputed clinical trial agencies for monitoring and auditing of our clinical trial sites. For critical units, dual sourcing is practiced. For some key ingredients, where dual sourcing cannot be practiced, the relation between the supply chain is been protected from unanticipated disruptions.



Product pricing

Adequate pricing of the product is dependent on the demand, value, pricing laws and regulations, peer market pressure and other factors around the world.

We have designed our measures to reduce costs and improve the efficiency of our products, thus supporting growth in the opportunistic fields. We constantly strive to work towards improvised products which can fetch better pricing.



Compliance with relevant laws and regulations

Risk arising from non-compliance with laws and regulations might affect the company and its performance, in a temporary or permanent manner. Strict regulatory expectations such as those introduced through the rise of emerging markets, increase the chance of risk in product profile or withdrawal.

Glenmark is driven by the company's Internal Control Framework (ICF), which helps us to adhere to periodically revising legal and regulatory norms. The Company's senior management governs the activity of the regulatory team and system of principles, policies and accountabilities to ensure that it is compliant of all norms.



Changing global political and economic conditions

As our company is functioning globally, the risk of exposure to various external political and economic conditions is extremely high. Moreover, natural disaster also has its stand against the company and employees too. Such undeniable and uncontrollable conditions would adversely affect the Company's revenues, results of operations and financial condition.

Our Company's portfolio and geographic footprint assist us in mitigating our exposure to any specific localised risk to a certain degree. The external uncertainties are carefully considered when developing strategy and reviewing the performance.



Compliance with financial reporting and disclosure requirements

Annual risk is associated with financial reporting and disclosure and changes to accounting standards. The disclosures should be as per the legal norms as it is reviewed by stock exchanges.

To counter act against the compliance risk, we keep ourselves updated with the latest developments by associating with external reputed auditors and advisors.





Compliance with tax law

Tax laws and policies are constantly updated and revised. We continuously monitor the changes in tax policies in key jurisdictions to deal proactively with any potential future changes in tax law. We engage with legal advisors and counsels to review tax legislation and applicability to the company.



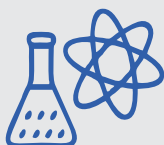
Compliance with anti-bribery and corruption legislation

The company operates in a number of markets with a high risk of corruption. Failure to adhere to applicable laws might lead to fines, prosecutions, debarment, reputational damage, etc. To be compliant and fight against corruption, we have taken steps to develop a policy on Anti-Bribery/ Anti-Corruption (ABAC). We have initiated steps to make our stakeholders aware of our policies through training programmes and group discussions. This reporting period, there have been no incidence of corruption or bribery.



Potential litigation

Being a global company, Glenmark deals with several complex legal and regulatory environments that vary among various jurisdictions that the Company operates in. Failure to comply with any applicable laws, rules and regulations in these jurisdictions may result in legal proceedings. Any evolution of the laws might lead our prior product and conduct into legal pursuit. Hence, the products released are processed through appropriate clinical trials and procedures to avoid litigations.



Product liability litigation

The development of our products undergo pre-clinical and clinical trials to determine the safety and efficacy of the products for use. When drugs are widely introduced into the market place, third parties may perform an analysis of published clinical trial results, which may not necessarily be accurate or meaningful. It may raise questions regarding the safety of pharmaceutical products which may be publicised by the media and may result in product liability claims. This might adversely affect the revenues of the company. In some cases, the company may voluntarily cease marketing a product or face declining sales based on concerns about efficacy or safety, even in the absence of regulatory action.



Sales and marketing litigation

Glenmark takes a conscientious approach for product development and its distribution. The Chief Medical Officer of the Company is responsible for medical governance, while the Company formalises processes for proactive risk/dispute management. The legal team also trains the employees on strategies to reduce our litigation exposure.



Managing environmental, health, safety and sustainability

Inefficient management of this risk might lead to significant damage to people, environment and communities in which our Company operates and disappoint stakeholder expectations and regulatory requirements.

We have vigilant and robust procedures which pursue and eliminate hazards. Our workplace environment is designed to make our employees feel valued, respected, empowered and inspired to achieve our goals. Our continuous ongoing efforts in environment sustainability has reduced our water consumption, hazardous waste and energy consumption.



Information technology

Computer systems are very much vulnerable to potential breakdown, malware attacks, etc. Post investing heavy capital in data security, it is next to negligible to provide assurance that our efforts will prevent the breaches or breakdown of the systems. To counter act and to avoid helpless circumstances, we have taken steps to have proper backup and system security in place so as to avoid any mishap of data.



Revenue concentration

Market penetration of our diverse products has a very significant role in revenue generation. Regional needs of a particular product vary across geographies, hence failure to have adequate market penetration may affect long term growth and market share.

We have a project management team which continuously oversees the short and long term needs of various locations. Strategies are developed based on region wise interaction and research in further building our product pipeline. The business plans are drawn up with an in-built mechanism to de-risk the concentration of revenues from a few customers and regions.



STAKEHOLDER ENGAGEMENT & MATERIALITY

Stakeholder engagement lies at the heart of our value creation journey.





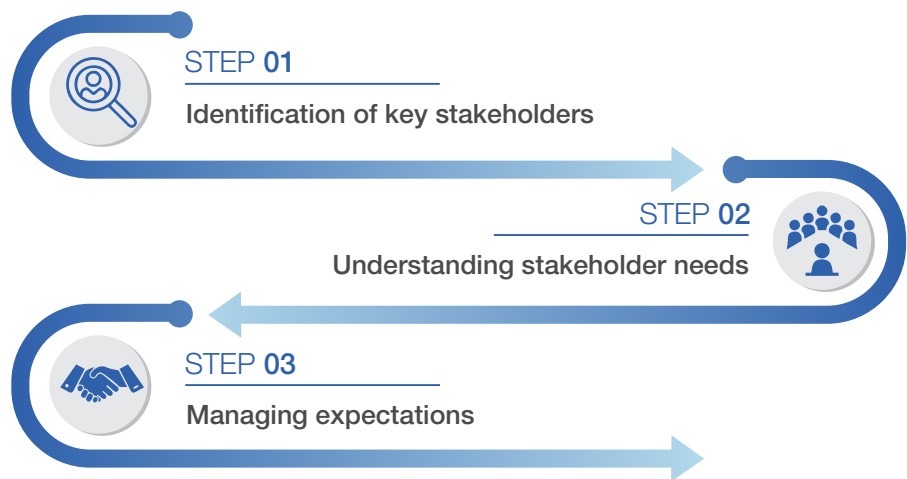
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STAKEHOLDER ENGAGEMENT & MATERIALITY

Stakeholder engagement lies at the heart of our value creation journey. We understand that our business does not operate in a silo but functions in an environment influenced by multiple stakeholders. We are committed to be open and transparent in our communication with all our stakeholders in disseminating information in a fair and timely manner.

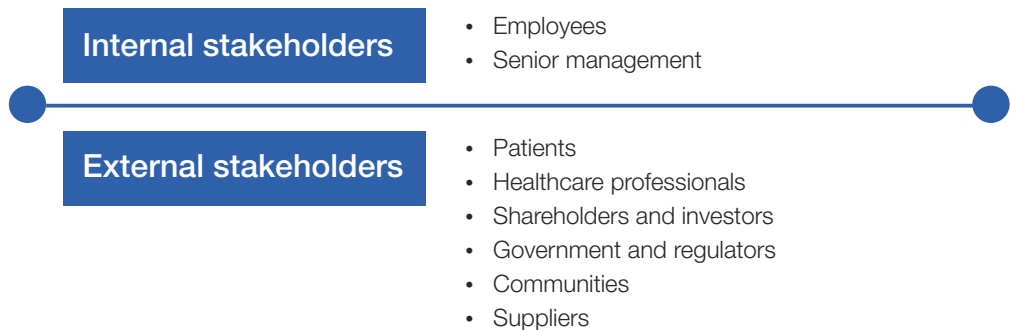
Our stakeholder engagement process involves



We at Glenmark identify key stakeholders as groups that could be affected by our decisions, as well as those that have an ability to influence our operations. During this year, we interacted with our stakeholders through varied platforms to understand their growing requirements and concerns. Based on the feedback received during our engagement process,

we realigned our approach and business strategy to work towards meeting their expectations. The interactions with the stakeholders did not reveal any significant concerns regarding our practices and operations. We have received 113 shareholder complaints of which all were resolved as of year-end.

We have identified our key internal and external stakeholders as follows:



MATERIALITY

Our materiality assessment exercise is guided by the GRI Standards and has been a key factor in enabling us to understand our triple bottom line related risks. We have undertaken this exercise, to identify key topics that substantively impact our ability to create value.

Our material topics have evolved through top management discussions, external benchmarking and internal stakeholder inputs. The aspects have also been weighted against Glenmark's specific parameters such as:

- The dynamic global regulatory market
- The competitive landscape
- Achieving sustainable value creation

One of the key objectives of the materiality assessment is to help us align the needs and aspirations of our stakeholders with our business priorities in the context of sustainability. Our key external stakeholders such as regulators, the Government, healthcare professionals and the communities at large strongly influence our approach to assess material topics through various means. We value the multitude of internal and external stakeholder perceptions and strive to capture the whole spectrum of perceptions. Hence, we adopt an inclusive and holistic approach in our materiality assessment.

The first step in the process was to identify and prioritise key stakeholders who could take part in our materiality assessment exercise. Internal stakeholders identified included senior management and employees, while external stakeholders included our suppliers and NGO partners. We used various means of communication to help us gauge how our stakeholders perceive the impact of various sustainability linked issues in the context of core business objectives. We finally used a materiality tool to overlay stakeholder perceptions with business priorities to arrive at the final list of material issues. The identified material issues form our overall business strategy and guide our performance to ensure we create social, environment and economic value of equal measure.

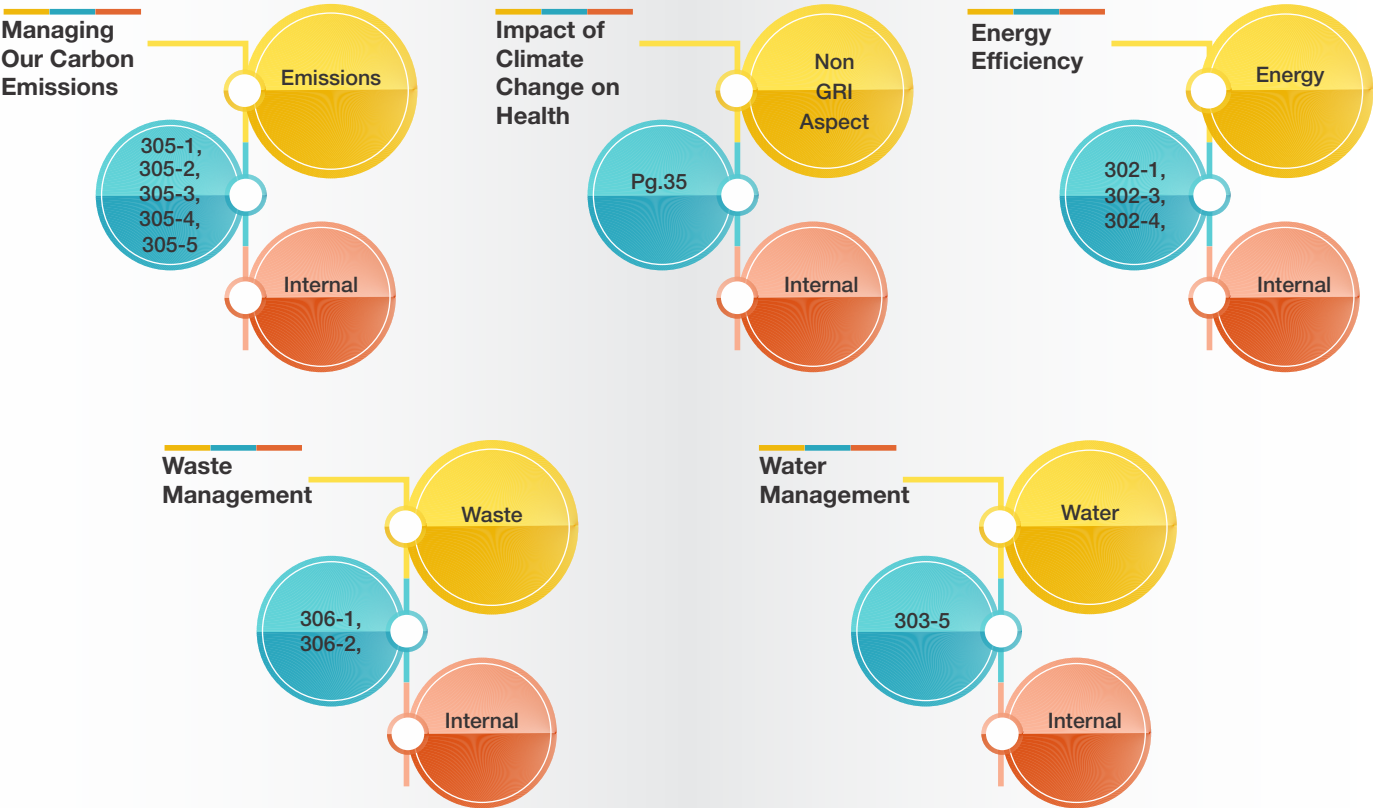


Our list of material topics include

ECONOMIC



ENVIRONMENT



SOCIAL



ENVIRONMENTAL FOOTPRINT MANAGEMENT

Our commitment to the well-being of the planet is engrained in our code of conduct. Our code of conduct ensures that our operations are compliant to environmental laws and regulations and aligned to international best practices.





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ENVIRONMENTAL FOOTPRINT MANAGEMENT

OUR APPROACH

Environmental concerns spanning from air, water and soil pollution to climate change are etched on the global landscape. Resource availability is scarce and quality of resources have been compromised by irresponsible human activities.

We at Glenmark recognise the gravity of these rising environmental concerns. We strive to actively contribute to the pursuit of rescuing humanity from the impending vortex of disasters which could be imminent in the absence of global action. Being a pharmaceutical company our core purpose is to contribute to the good health and wellbeing of people and communities at large. As quality of natural services play a vital role in maintaining good health of people we believe it is our responsibility to ensure that our operations don't impair the quality of natural resources in any way. We recognise that management of environmental risks and impacts can have far-reaching impacts beyond our operational boundaries. Having operations in over 80 countries we are committed to being a responsible global citizen.

Our commitment to the well-being of the planet is engrained in our code of conduct. Our code of conduct ensures that our operations are compliant to environmental laws and regulations and aligned to international best practices. We ensure that our strategies take cognizance of deficiencies in our sustainability practices to aid in continually stepping up our standards. We have a comprehensive Environmental Health and Safety (EHS) policy which focuses on the overall wellbeing of the environment with a focus on natural resource conservation, waste minimisation, pollution prevention and de-carbonisation of our operations. We have adopted ISO 14001:2015 (Environmental Management System) and 75% of our facilities are ISO certified. We have set a target to achieve ISO certification in 88% of our facilities by 2021. In the current reporting period we have had no instances of non-compliance to environmental laws and regulations, this is in line with the ethos of our code of conduct and EHS policy. Additionally, this reporting period we made a capital investment of INR 19.06 Million in energy conservation projects.

Our operations closely interact with various components of the biome including air, water, soil and the natural ecosystem. We are conscious of our environmental footprint and at the core of



our sustainability strategy is our vision to minimise our consumption of natural resources while maximising productivity by leveraging cutting edge technologies. Keeping in mind our influence on the biome and the economy we have identified our key thrust areas of action. Our thrust areas touch all the aspects of the biome we interact with including air, water and soil. The atmosphere, water resources and soil in turn interact closely, polluting one resource is tantamount to polluting the other which then culminates in having far reaching impacts on the ecosystem. Hence the sphere of influence of our strategy spans from specific resources to cover the welling of the whole biome.

Mapping our key thrust areas to components of the environment

ATMOSPHERE

- Reducing carbon emissions
- Energy efficiency
- Responsible supply chain
- Waste management

WATER

- Water management
- Waste management

ECOSYSTEM

- Managing our carbon emissions
- Energy efficiency
- Waste management
- Water management
- Responsible supply chain
- Impact of climate change on health

SOIL & LAND

- Waste management



ATMOSPHERE

The dependence of the global economy on fossil fuels has resulted in large amounts of carbon dioxide being emitted into the atmosphere which has disturbed the fine balance and led to climate change of unprecedented scale and magnitude. We are in times where we have started to experience the physical impacts of climate change. In the spirit of our global citizenship and recognition of the material risks climate change poses to our organisation; contributing to climate action is one of our key agendas. Our climate strategy focuses on managing our carbon emissions, enhancing energy efficiency and preparing for the impacts of climate change on health. We see the risks and the opportunities climate change presents to us.

This strategy aims to build the resilience of our organisation to climate risks while realising the opportunities of transitioning to a low carbon future for the pharmaceutical sector. As waste is one of the key sources of methane emissions our waste management strategy also contributes to climate change mitigation and maintaining air quality.



THE ECOSYSTEM

The wellbeing of the ecosystem is reliant on the quality of air, water and soil. Hence all our thrust areas together ensure the wellbeing of the ecosystem as a whole.



WATER

Globally, water is a scarce and precious resource. In India, 163 Million people lack access to safe water *. We are committed to the cause of conservation of water. We have inculcated a culture of water usage optimisation throughout our value chain and follow the 3R principle of Reduce, Reuse, and Recycle to optimise our water usage. Our thrust areas of water and waste management contribute towards conservation of water quality and quantity.



SOIL & LAND

We recognise that land is going to be a constraint resource in the times to come. It plays a pivotal role in ensuring food and energy security. Appropriate handling and disposal of waste is important to ensure waste disposal does not block areas of land that can be put to more productive use. It has been estimated that at least 33% of the waste generated globally is not handled and disposed in a sustainable manner **. Our waste management approach is centered on the premise of waste minimisation and ensuring safe handling and disposal of waste. We have used innovative technologies to manage our waste and are on a quest to explore more such options to minimise the impact of our waste on the environment.

* water.org

** Worldbank group



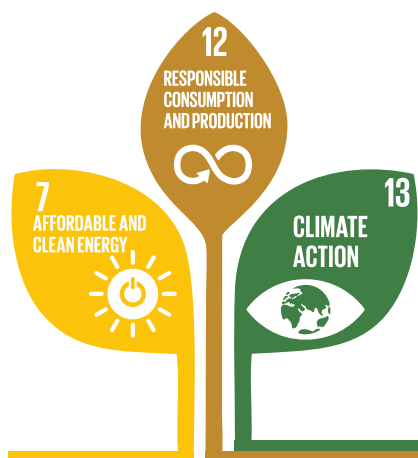
OUR CLIMATE STRATEGY

We live in times where science has unequivocally evidenced the progressive warming of the planet. Climate change is a reality today and we at Glenmark are dedicated to contribute to the transition to a low carbon economy. Climate change presents the following risks:



Our strategy aims at building the resilience of our organisation to these risks while contributing to global climate change adaptation and mitigation efforts. We have aligned our strategy to global best practices and nationally determine contributions to be able to positively contribute to the country's climate change strategy.

SDGs IN FOCUS



MANAGING OUR CARBON EMISSIONS

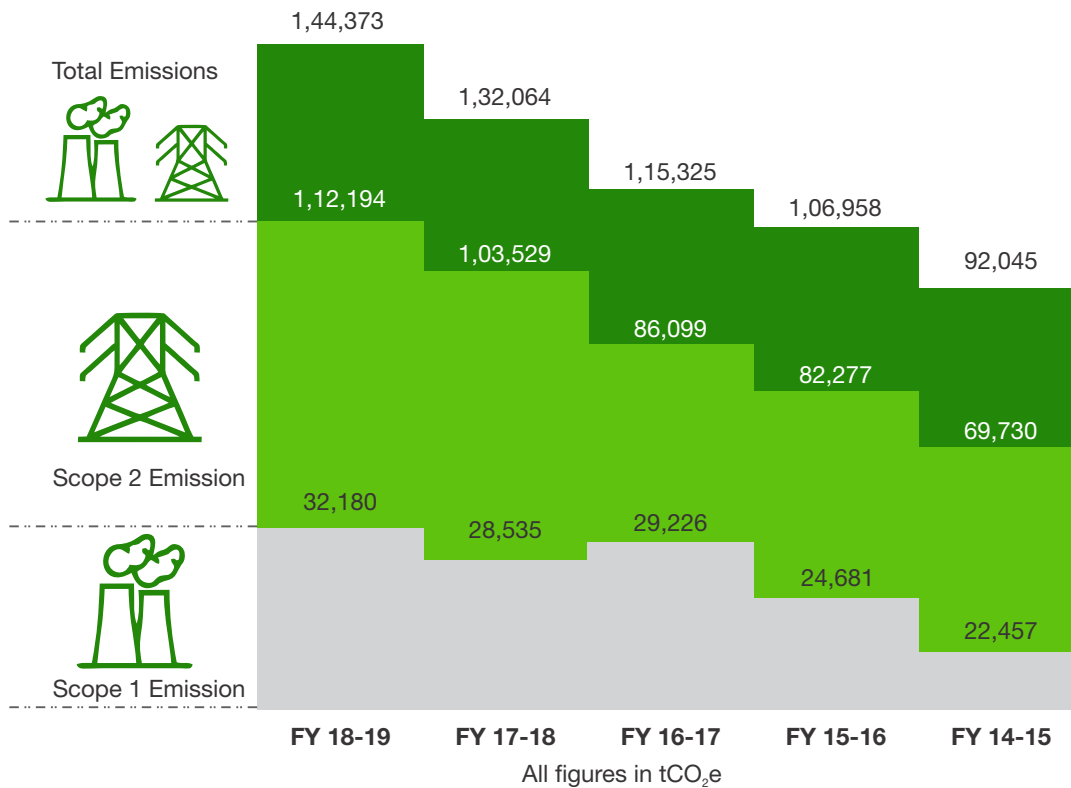
At the core of our climate strategy is managing our carbon emissions. A key component of our carbon management strategy is monitoring our energy consumption and the GHG emissions. Once we have tracked our performance we roll out initiatives to reduce our carbon emissions and mitigate the impact of carbon already emitted. Our approach to managing carbon emissions encompasses:

- Shifting to renewable energy
- Creating carbon sinks through tree plantation
- Enhancing energy efficiency

We track Scope 1 emission which are direct emissions arising from sources/assets owned or controlled by the company and scope 2 emissions which are indirect emissions arising from purchased energy. This year we have embarked on the journey of tracking our Scope 3 emissions recognising the importance and opportunities of tracking this category of emissions. We believe tracking scope 3 emissions is important to discern avenues for further GHG reduction. In the current reporting period our total scope 3 emission was found to be 770.23 tCO₂ equivalent.

GRI 103-1, 103-2, 103-3

SUMMARY OF GHG EMISSIONS (SCOPE 1 AND SCOPE 2)



Our net energy consumption for this reporting period stood at 10,14,582 GJ . As we have been expanding our operations and scaling up production we use specific energy consumption as an indicator of the energy intensity of our operations. We have taken a myriad of measures to enhance energy efficiency at the operational level which has translated to an overall reduction in the energy intensity of our operations. This achievement has served as an impetus to set more ambitious targets for energy efficiency.

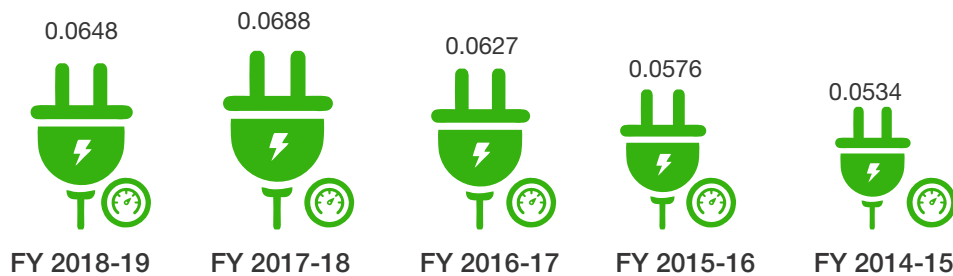
5.8% ↓

drop in our specific energy consumption this year compared to the previous reporting period.

10,14,582 GJ


net energy consumption

SPECIFIC ENERGY CONSUMPTION (GJ/ KG)

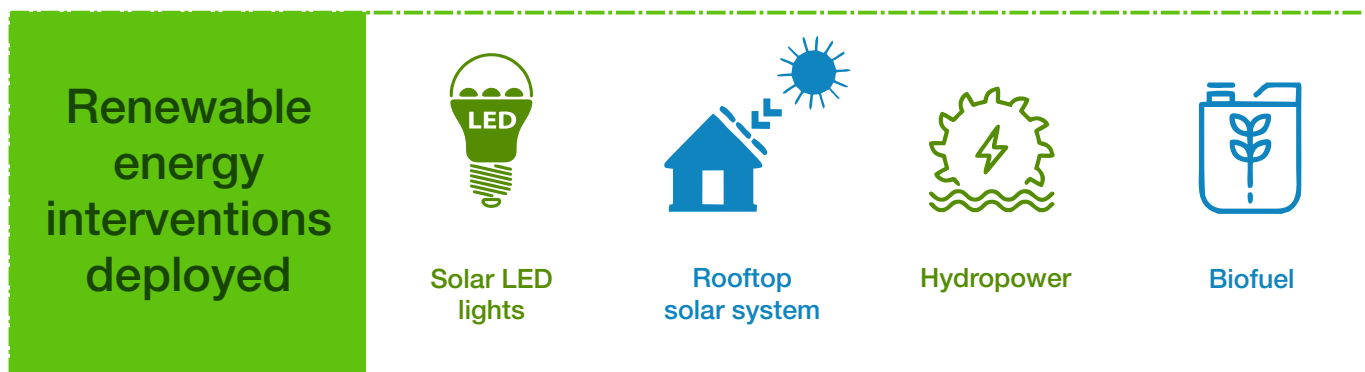


DECARBONISING OUR OPERATIONS WITH RENEWABLE ENERGY

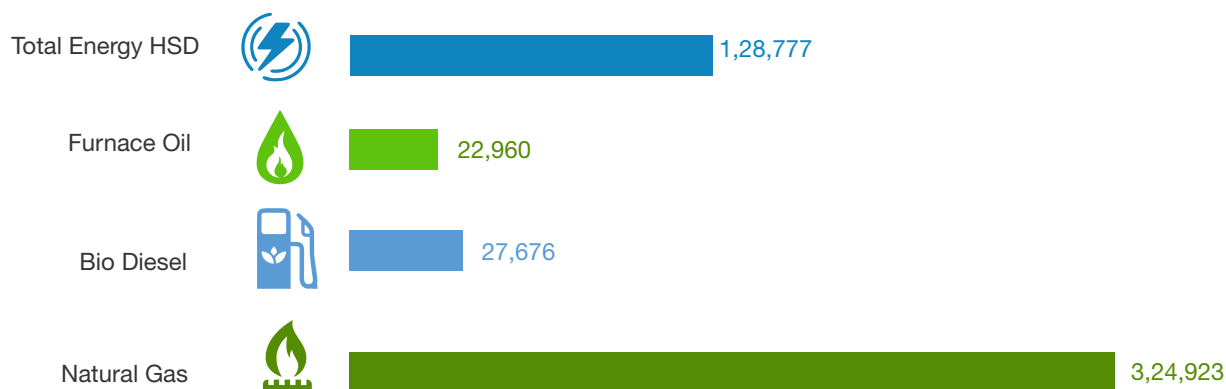
We are cognizant of the continually changing regulatory landscape in the context of climate change. We have identified that for our organisation scope 2 emissions are significant. Scope 2 emissions are attributed to purchased energy from non-renewable sources. To reduce our scope 2 emissions we are in the process of shifting to alternative forms of energy. We aim to decarbonise our operations by adopting renewable energy sources. In this effort we are using Hydropower from open access sources in our Taloja and Mahape operations; installed a 100 kWp roof top solar system at Mahape and have also installed solar LED lights in our Kurkumbh and Mohol operations, which successfully generated 1,18,550 kWh power in FY 18-19.

3% 
of our electrical energy is
derived from renewable
sources

Further, in terms of fuels utilised we are gradually shifting to more sustainable options. Natural gas is widely regarded as a transition fuel. Hence we have increased our reliance on natural gas in the quest to shift to more sustainable fuel options. We have sifted to using Biofuel in our Nashik, Kurkumbh and Mohol facilities instead of traditionally used diesel.



FUEL MIX FY 18-19 (in GJ)



PLANTING TREES: CREATING CARBON SINKS

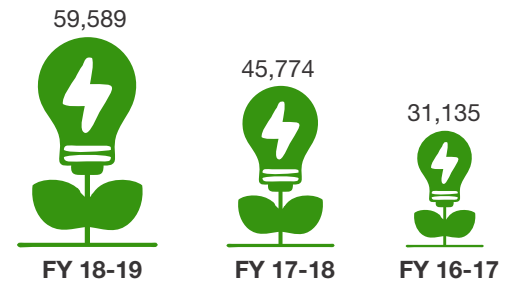
Rapid urbanisation and industrialisation has had a detrimental impact on the green cover. We recognise the important role trees play in maintaining air quality and acting as carbon sinks. We hence conduct tree plantation drives to plant trees and contribute to increasing the green cover.













OUR APPROACH TO ENERGY EFFICIENCY

We have been committed to enhancing our energy efficiency. We believe at source minimisation of energy usage plays a pivotal role in energy usage optimisation. Towards this effort in the current reporting period we made a capital investment amounting to INR 19.06 Million towards energy conservation efforts. This investment resulted in a net cost saving of 46.44 Million and energy saving of 59,589 GJ.

TOTAL ENERGY SAVED (GJ)



In this fiscal year, we have rolled out more than 30 initiatives across our manufacturing facilities in India that deploy clean technological interventions to enhance energy efficiency. Some of the key initiatives are:

-  Replacement of conventional lighting systems with energy efficient LED lights
-  Variable frequency drive (VFDs) installation in Air Handling Units (AHUs), air compressor, utility pumps and other utilities
-  Use of power factor controller to maintain power factor >0.99
-  Installed Air Compressor at centralised location and modified air network for effective operation and utilisation of air compressors (Goa)
-  Installed Heat Recovery System on 10 TPH Gas fired boiler (Ankleshwar), Economiser on condenser for boiler (Dahej), and Installed Steam Condensate Recovery System to reduce fuel consumption in boiler (Indore)
-  Installed Natural Day light system in utility sections (Baddi)
-  Installed Electrical Heaters for water storage tanks of Injection section (Baddi)
-  Installed Air Compressor at centralised location and modified air network for effective operation and utilisation of air compressors (Goa)
-  Conducted compressed air audit to arrest air leakages of compressed air network (Indore and Baddi)
-  Reduced power consumption by operating low capacity air compressor during lean compressed air demand (Sikkim)



IMPACT OF CLIMATE CHANGE ON HEALTH

In our efforts to contribute to climate change adaptation we have chalked out a strategy to prepare for the impacts of climate change on health. Extreme weather events are set to increase the load on the health care system. A changing climate will also result in a change in the demographics of many diseases especially vector borne diseases. The frequency of incidence of water borne diseases such as diarrheal diseases will be exacerbated. Heat stress linked fatalities and diseases will also be on the rise. This means the pharmaceutical sector must be prepared to meet the increase in demand while ensuring operations are not compromised by the physical impacts of climate change. Our strategy focuses on:



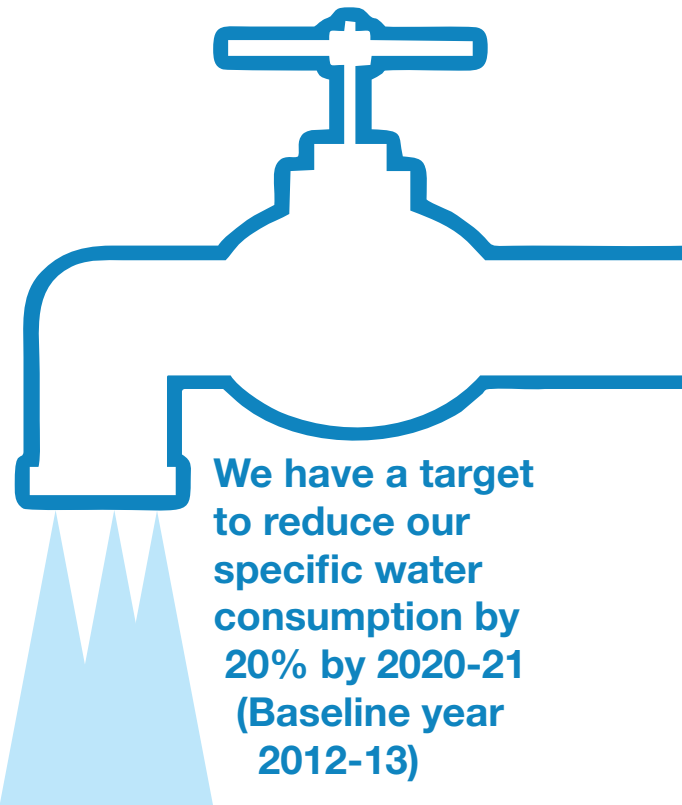
Building resilience of our manufacturing facilities to the physical and transitional risks linked to climate change



Climate proofing the supply chain



R&D on climate linked diseases

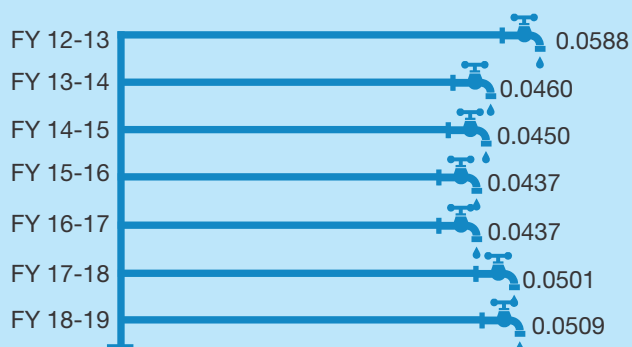


We have a target to reduce our specific water consumption by 20% by 2020-21 (Baseline year 2012-13)

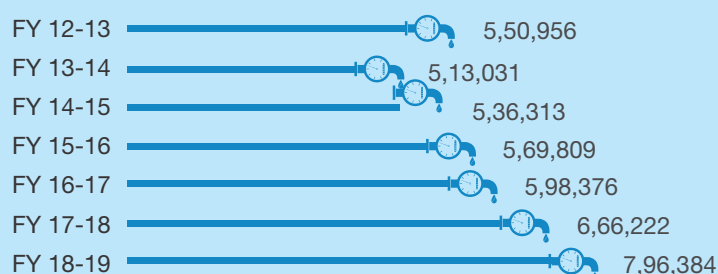
WATER MANAGEMENT

Water stress has been projected to increase in the times to come. We recognise our reliance on water and the scarcity of the resource. We are hence committed to conserve water to ensure enough water can be channelised to the people who need it the most. We believe optimising water usage is also crucial to build resilience in our operations to periods of water stress. This reporting period we have consumed 7,96,384 KL of water. In terms of specific water consumption despite our increase in production level and expansion we have maintained a specific water consumption of 0.05 KL/Kg

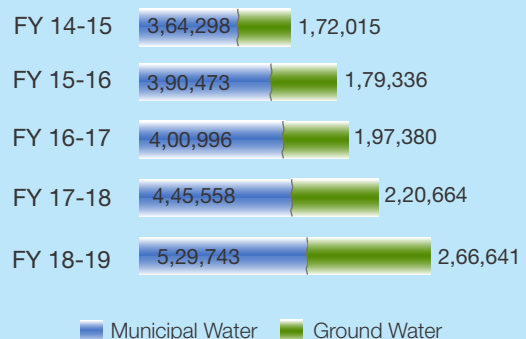
SPECIFIC WATER (KL/KG)



TOTAL WATER CONSUMPTION (KL)



WATER WITHDRAWN BY SOURCE (KL)



We are putting forth dedicated efforts to ensure water usage minimisation in our operations and abide by the 3R principle. We have rolled out various initiatives to ensure the conservation of water such as:

- Rainwater harvesting
- Ground water recharging system
- Effluent treatment/ recycling facilities
- High-pressure water cleaning system
- Condensate recovery system

SDGs IN FOCUS



GRI 103-1, 103-2, 103-3, 303-5



WASTE MANAGEMENT

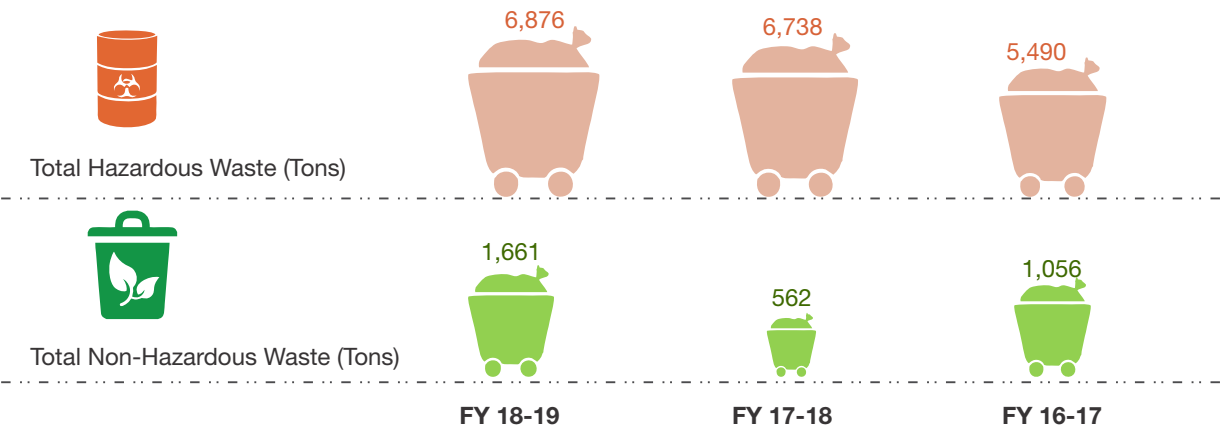
Managing waste is imperative to avoid water, air and soil pollution. Waste incineration has been noted as the 3rd largest contributor to GHG emissions in India*. Additionally, it has been noted that at the current rate of waste disposal the net area required to dump waste will be equivalent to the area of the 5 most populous cities in India. Improper waste disposal could lead to toxic material leaching into groundwater. This can result in groundwater contamination which can have far-reaching impacts on the ecosystem. In recognition of these serious risks of improper waste handling the Indian Government has laid out various rules and regulations to ensure safe handling and disposal of waste.

At Glenmark managing waste effectively is very important to us and we strictly abide by all the rules and regulations around waste management. We are committed to ensure at source waste minimisation. Our waste management strategy encompasses waste categorisation, segregation, minimisation, handling and safe disposal along with monitoring, regulation and control of the processes therein. We believe having a good understanding of the nature of the waste we generate is of key importance in enabling effective waste management. We have strict internal policies in place to ensure waste is collected only by authorised third parties who are registered with the regulatory authorities. At Glenmark we consider it our duty to ensure waste is disposed safely without causing any harm to the environment or the ecosystem.

* Scientific report, Nature

Our employees are at the forefront of our waste management strategy. As they are the executors of the strategy, raising awareness amongst them on waste handling, segregation and disposal is vital. We inculcate the value of “My waste my responsibility” in our workforce to ensure every employee involved with handling waste takes complete responsibility of its safe disposal. On the occasion of waste management week we organised a campaign, including events, initiatives, games etc. which were aimed at educating employees on our approach to waste management. This has helped us build awareness on themes of sustainable waste management and environment protection.

AMOUNT OF WASTE GENERATED BY CATEGORY



GRI 103-1, 103-2, 103-3, 306-2, 306-4

All figures in Tons

We have set very high standards for waste management and hence have rolled out multiple initiatives. Our waste management strategy encompasses initiatives around:

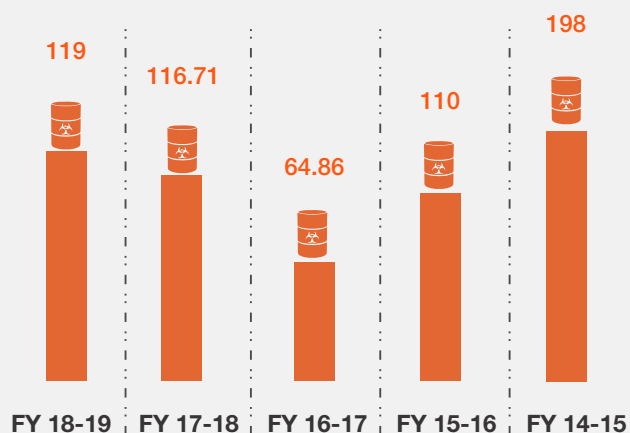
1. Prolonging the lifespan of products such as electronics by ensuring judicious use and regular maintenance
2. Recycling
3. Packaging waste minimisation
4. Innovative waste disposal strategies such as co-processing

We are committed to adopting sustainable means of disposing waste. Being a pharmaceutical company we generate hazardous and biomedical waste. We take utmost care while handling these categories of waste. A part of the hazardous waste is treated by co-processing it in cement factories. This reporting period we have co processed 119 MT of hazardous waste. The organic waste produced in our facilities is subjected to vermicomposting. The manure generated subsequently is used in the upkeep of our gardens.



We have a target to increase hazardous waste co-processing to 25% of the total hazardous waste disposed by FY 2020-21

TOTAL HAZARDOUS WASTE CO-PROCESSED (MT)

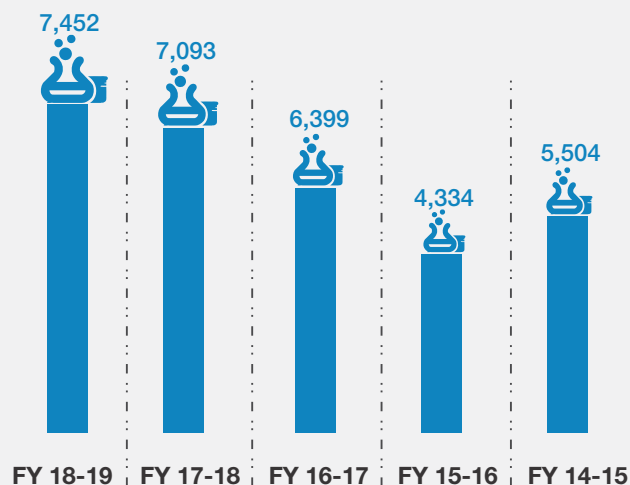


Stall displayed as a part of Waste Management Week campaign activities

SOLVENT RECOVERY

Resource usage optimisation is a very important aspect of our sustainability strategy. We have established solvent recovery systems in our Ankleshwar, Dahej and Aurangabad API facilities. The solvent recovery system enables us to recycle and reuse solvents while also contributing to waste minimisation.

TOTAL SOLVENT RECOVERED (KL)



SDGs IN FOCUS



EMPLOYEE ENGAGEMENT IN ENVIRONMENTAL CONSERVATION



Nalagarh



Mohol



Baddi



Indore



Aurangabad



Taloja

PRODUCT RESPONSIBILITY

Our primary focus has always been on leveraging innovation to provide affordable quality medicines to address unmet patient needs.





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PRODUCT RESPONSIBILITY

OUR APPROACH

At Glenmark, patients are at the crux of what we do and their needs guide us to what we should do next. Our patient centric strategy is built on our culture of innovation, operational excellence and commitment to deliver our products to patients who need it the most.

Having been in operation for over four decades we have built a strong base of experience, skillsets and expertise. We rely on this vast organisational knowledge base to guide our business in the right direction.

Our primary focus has always been on leveraging innovation to provide affordable quality medicines to address unmet patient needs. We have continuously invested in strengthening our research and development competencies to future proof our business and equip our workforce to devise innovative interventions to improve the lives of our patients. Our organisational culture of collaboration and entrepreneurship fosters a culture of innovation. Our employees play a central role in ensuring innovation is a constant in our operations. This guides our approach to exploring emerging and new concepts to anchor new product development to devise solutions for emerging patient needs.

Being an innovation driven company Intellectual property (IP) protection is very important to us. We respect the Intellectual property of all third parties and are committed to ensure that no violation of intellectual property rights occur. We have a dedicated Intellectual property team that governs the management of the company's IP. This team has laid out a detailed IP policy which outlines the basis for IP management within the company.

Our employees from concerned teams are trained frequently on various aspects of IP rights and amendments therein. Integration of various functional teams with the IP team is pivotal to ensure IP is managed effectively. Hence our IP team works closely with various internal teams to ensure that the sanctity of intellectual property is maintained at all times.



Glenmark's Manufacturing Facility in Monroe

GRI 103-1, 103-2, 103-3

At Glenmark, product quality and patient safety are of supreme importance to us. We see innovation at the nexus of product quality, safety and efficacy. Hence our innovation driven approach to drug development and manufacturing ensures that the fine balance between patient safety and efficacy is achieved while building high standards of quality at every stage of this process. This integrated approach has helped us build a strong relationship of trust with patients, practitioners and key stakeholders.

We take patient safety very seriously. Making sure that our patients trust us and have faith in our products is imperative for the sustainability of our business and our market success. Ensuring quality, product integrity and patient safety is a continuous process throughout the product development, manufacturing and delivery phase. We follow the highest standards of quality in our operations and are committed to continually improving our quality standards. Embedding patient safety concerns at every stage in our business operations ensures that the importance the organisation lays on it is engrained in our whole value chain. We comply with all applicable rules and regulations to ensure product quality and patient safety. This comprehensive and integrated approach to patient safety ensure that incidence of adverse events are minimised.

Our end goal is the wellbeing and good health of people. While we are dedicated to providing high quality medicines we recognise that it is important to educate communities on various ailments. Positive health seeking behaviour and awareness of diseases are an important facet of providing access to healthcare for people. We have floated various initiatives to enhance the awareness levels in the communities we serve. We are also dedicated to making drugs more affordable to people.



OUR JOURNEY SO FAR

We have been in the market for over 4 decades and some of our products have become household names today. We have built our competencies and developed a strong product portfolio addressing both chronic and acute diseases.

Our key areas of focus have been: respiratory, dermatology and oncology. Cardio-metabolic and pain management are our additional focus areas. In the Indian market we have also entered the OTC (Over The Counter) space with products such as VWash and Candid.



Our innovation oriented approach has often led us to create new markets. The launch of VWash, our intimate wash for women is an exemplar of our ability to create a niche. Being the first mover and having delivered to our customer's satisfaction has led us to being recognised as experts in the domain of intimate hygiene. We have leveraged this reputation to launch intimate wipes and sanitary napkins. Similarly, leveraging the success of our brand Candid we have also been the first movers in the domain of anti-perspirant powder with Candid Active, and calamine-based talc with Candid Renew.



Glenmark's OTC portfolio in India

GRI 103-1, 103-2, 103-3



OUR RESEARCH CAPABILITIES

Our vision has been to emerge as a research and innovation focused pharmaceutical company. In line with this vision we have been making dedicated investment towards R&D in the past decade. Our current R&D capabilities and achievements include:



A member of Glenmark's R&D Team in Switzerland

1. Six R&D centres (located in Switzerland, India and USA)
2. BEAT (Bispecific Engagement by Antibodies based on the T cell receptor): an innovative technology platform for bispecific antibodies production
3. Successfully developed 5 NMEs (Novel Molecular Entities)
4. Approved clinical trial sites in 20+ countries
5. Concluded 7 out-licensing deals with big Pharma companies

We have also gained recognition in the Novel molecules space. We have signed out-licensing deals with large multinationals such as Lilly, Merck, Sanofi, Teijin Pharma and Forest Labs. We strive to harness our research capabilities to make meaningful contributions to the lives of our patients.

OUR PRODUCT PIPELINE

Patient needs are at the core of our product development strategy. We have made substantial investments to build our research and development capabilities which has culminated in us having a strong product pipeline. Our product pipeline comprises of novel molecules and specialty products in immunology, oncology, pain management, respiratory and dermatology. We have also developed New Chemical Entities (NCEs) and New Biological Entities (NBEs) that are currently at different stages of preclinical or clinical development. Our product pipeline evidences our commitment to innovation focused on addressing urgent and emerging patient needs.

SNAPSHOT OF PRODUCT PIPELINE

Clinical Asset	Therapy	Potential Indication	Current Stage of Clinical Trial
GBR 830	Autoimmune Disease	Atopic Dermatitis	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
GRC 27864	Pain Management	Osteoarthritic Pain	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
GRC 17536		Painful Diabetic Neuropathy	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
GBR 1302	Oncology	Breast Cancer	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
GBR 1342		Multiple Myeloma	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
GRC 5xxxx		TBD	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>

Preclinical
 Phase 1a
 Phase 1b
 Phase 2a
 Phase 2b
 Phase 3
 Approval

MAKING QUALITY OUR HALLMARK

We believe quality of our products is one of the key pivots around which our brand value and trust with key stakeholders has been built. We have been dedicated to quality management and control since inception and our commitment to quality has been well recognised by customers and regulators alike. This reputation of a quality focused enterprise has been central in us emerging as a trusted brand in the Indian pharmaceutical landscape.

In our quest to achieve the highest standards of quality we strictly ensure compliance to all applicable regulations. We have 16 manufacturing facilities in different locations, this means we comply with some of the world's most stringent regulations. In essence, we are currently complying with norms of 35 different health authorities in various geographies and 9 of our facilities are US Food and Drug Administration (USFDA) approved.

Our approach to quality touches every facet of our operations. We recognise that a quality deficit at any stage of product development, manufacture or distribution could result in a cascade effect with detrimental impacts of unprecedented magnitude. Our uncompromising attitude to quality has led us to embrace an integrated quality management (IQM) strategy. By employing a holistic and comprehensive approach such as the IQM we are certain that quality is built into our products. We have inculcated a quality oriented culture at a pan

organisational and supply chain level. We abide by “quality by design” principles at the drug development stage, Current Good Manufacturing Practices (cGMP) at the manufacturing stage, Good Distribution Practices (GDP) at the distribution stage and Good Pharmacovigilance Practices (GVP) to ensure post marketing surveillance. Additionally, we have standard operating procedures laid out for all our operational activities. For us quality management is a continuous process and does not stop within the bounds of our facilities. To ensure products have been shipped under appropriate conditions we maintain data loggers which can help us ascertain shipping conditions. Similarly, we ensure that warehouses are compliant to good warehousing practices. Our robust monitoring system in turn employs stringent checks and controls to ensure each of our products meet the highest standards of product quality.

Maintaining product integrity is a very important aspect of our quality management system. We have employed a global track and trace project in this effort. Our Track and Trace Serialisation program tracks and identifies our medicines to ensure no counterfeit medicines reaches our patients.

Our patients also contribute in our quest to achieve our quality standards by providing feedback on the quality. We believe that quality management procedures must be continually revamped and must evolve to raise the bar higher continually to achieve the highest possible standards.

**Each product
is subjected to
an average of**

**2,000 to 2,500
tests even before
Commercialisation**

**120 tests from
raw material to
finished product
stage**

**An average of one
regulatory
inspection every
three days**

PATIENT SAFETY: STAYING ONE STEP AHEAD

When it comes to patient safety and satisfaction we at Glenmark like staying one step ahead. Patients are our most important stakeholders and ensuring their safety and well-being is a key priority area. We are dedicated to ensure that our products deliver the best outcomes to the patients while being completely safe. We have multiple checks and measures in place to ensure the safety of our patients. Throughout the product lifecycle we monitor and record the risks and benefits arising from the product. Transparency is one of the cornerstone values in our approach to patient safety. We believe it is important that regulators, customers and other stakeholders clearly understand the product specification, risks and the level of efficacy linked to the product. We ensure complete compliance with all applicable norms and regulations with regard to product safety.

Our organisation mission with regard to pharmacovigilance is to “Create a best in class organisation that is patient focused, dedicated to providing safe and effective treatments to meet unmet medical needs”.



We have a dedicated pharmacovigilance unit that is responsible for laying out processes for monitoring product safety and identifying and assessing any potential risk arising from a product. The unit has laid out a Pharmacovigilance (PV) strategy that focuses on processes, people and technology.

PROCESSES



Having the best in class processes and standard operating procedures plays a pivotal role in embedding product safety throughout the value chain. By employing the Hub and Spoke model we have been able to achieve centralisation of processes, this in turn has contributed to consistent implementation of procedures and policies. To optimise our process effectiveness and efficiency, we have adopted Six Sigma and Lean concepts which has led us to identify avenues for process improvement. Some of the process improvement strategies that were identified and addressed include:

1

Rolled out online modules on Annual Adverse Events and Product Quality Complaints' training for all Glenmark employees. This initiative has resulted in good documentation practices and enhanced commitment to compliance in the workforce.

2

Organised global safety data exchange agreement workshops to ensure compliance and increase the efficiency of drafting and reviewing standard PV agreements.

3

Facilitated partial automation of PV agreement drafting process. The automation was done with the help of Microsoft Excel. The tool that was developed has been named "PVA One Click Tool". This tool takes basic details from a contract and creates a PV agreement template. A 50% reduction in efforts for drafting PV agreements was achieved.

4

We have employed Global customer service centres called "Clearinghouse" to enable distributors and affiliates to report safety concerns, thereby providing best in class experiences to all our customers.

PEOPLE



Harnessing the potential of our human capital plays a pivotal role in the effective execution of organisational strategy and objectives. We believe that for ensuring product safety it is important to align every department with our pharmacovigilance strategy. We have established the Pharmacovigilance Unit to achieve pan organisational capacity building and orientation towards product safety. This unit has four key functional areas. Each of these functional areas are handled by subject experts who specialise in various aspects of product safety management. These functional areas cover core operations, compliance, training and branding.

1

**Safety
Evaluation and
Risk
Management
(SERM)**

2

**Global
Pharmacovigilance
Operations
(GPO)**

3

**Compliance
and
Training**

4

**Global
Affiliates
Relations**



TECHNOLOGY



On the technology front we have partnered with technology bigwigs and service providers to enable integration of technical knowledge and tools. To aid in process simplification and efficiency we have implemented advanced Excel linked interventions. Moreover, we continue to work with our IT team to identify processes where Artificial Intelligence, machine learning and automation could help inject efficiency and cost savings while maintaining our compliance and commitment to patient safety.

ENHANCING ACCESS TO HEALTHCARE

Providing access to healthcare has been one of our key focus areas. We believe that the product of our innovation must reach patients who need it the most. Our strategy of enhancing access to healthcare includes three key initiatives:



Enhancing the affordability of medicines



Donating free medicines to underserved communities



Awareness building and inculcating positive health seeking behaviour in communities

The core purpose of our business is to enrich lives by contributing to building the good health of our patients. Our baseline product portfolio comprises of generic drugs which are much more affordable than their branded counterparts. We have been dedicated to making affordable medicines that are effective and safe. We have grown from strength to strength in the generics space and have been ranked as the 14th generic manufacturer by prescription category in the US as of December, 2018. In the Indian market over 50,000 pharmacies stock our products enabling significant penetration in the market.

Ranked as the 14th generic manufacturer by prescription category in the US

Over 50,000 pharmacies stocking Glenmark products in India

With our focus of enhancing access to healthcare to the most underserved communities we have devised a strategy to ensure availability of our products across geographies. We have been able to achieve presence in 20 countries in the African region. We have also rolled out various programs and camps on important public health themes such as asthma detection, blood pressure monitoring and patient education initiatives. In our efforts to enable improved access to medicines we also distribute free medicines to underserved communities through our NGO partners. In recognition of the importance of healthcare in the event of a calamity, we have distributed free medicines to disaster affected areas, during 2018 Kerala floods. This reporting period we have donated medicines worth over INR 10 Million.

Raising awareness and inculcating positive health seeking behaviour is a key aspect of enhancing the access to healthcare. It is only when people are aware of an ailment that they will seek medical intervention. Additionally, through Glenmark Foundation we have rolled out multiple initiatives to enhance access to healthcare for the underserved communities.

SDGs IN FOCUS



A photograph of two individuals wearing blue cleanroom suits and hairnets, walking down a brightly lit, sterile hallway. The floor is highly reflective, showing clear reflections of the people and the blue door at the end of the corridor. An 'EXIT' sign is visible above the door. The overall atmosphere is professional and controlled.

IQM

Integrated Quality Management
Abiding by
“Quality by Design”
principles at the drug
development stage.

RESPONSIBLE SUPPLY CHAIN

It is our mission to embed operational excellence and sustainability in our supply chain.





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RESPONSIBLE SUPPLY CHAIN

We have presence in over 80 countries. Consequently, we have a complex web of suppliers, vendors and third parties who support us in our endeavour of enriching lives. We have a global network of over 500+ vendors spanning over 25 countries.

Our supply chain consists of raw material suppliers, Key Starting Material (KSM) suppliers, packing material suppliers, one time vendors, service vendors and equipment suppliers among others. We value each of our suppliers and strive to build a relationship based on transparency, trust and an expectation of delivering with the highest standards of quality. We are dedicated to find sourcing partners and other elements of our supply chain to enhance operational efficiency while driving resource usage optimisation.

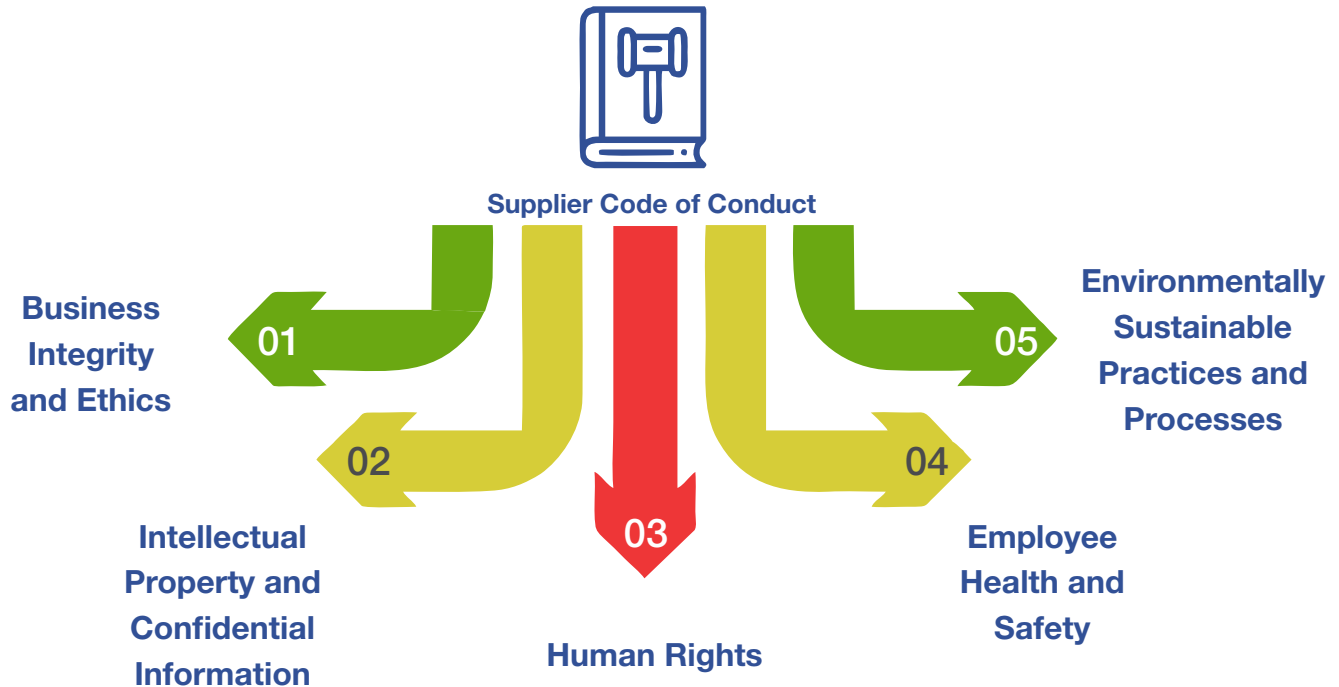


It is our mission to embed operational excellence and sustainability in our supply chain. Our global supply chain and demand planning team is responsible for the smooth functioning of the supply chain linked operations. The team continually reviews and amends supply chain practices and finds avenues to strengthen the capabilities of the supply chain.

A lapse in delivering with quality at any stage of the supply chain can lead to a domino effect with dire consequences to the company's revenue and performance. Additionally, supply chains are also subject to the scrutiny by regulators. We hence recognise the vitality of ensuring the highest standards of quality throughout our supply chain and strive to build the reliability of our supply chain. We launched project APEX – Accelerating Performance Excellence in Supply Chain in this effort to achieve inventory optimisation and process transformation.

The cornerstones of our supply chain design are ensuring constant and reliable supply, quality and security of our products. In recognition of the risks linked to supply chain disruptions we have a detailed supply chain risk mitigation strategy in place.

It is important for us to know that our suppliers and vendors share our values. With the vision of transforming our supply chain to a more sustainable and responsible network we have instated a supplier code of conduct to ensure our values of sustainability extends beyond the bounds of our facilities.



We are conscious of our environmental footprint at the supply chain level. We see our relationship with our sourcing partners and other entities of the supply chain as an opportunity to drive positive change and influence more enterprises to contribute to the journey towards a sustainable future. We actively communicate on various aspects of environment, health and safety practices to our suppliers to make them aware of our commitment to the cause. We encourage our suppliers to abide by our EHS compliance and our principles of recycling, waste management and environmental conservation. Locally sourcing our supplies is another strategy we have adopted to reduce our environmental footprint. Subsequently, 94% of our vendor spend is local.



Supplier's meet at Nashik



SUPPLIER ENGAGEMENT



Engaging with our suppliers and vendors is a very important aspect of ensuring that we have a shared vision with them. It is also important for us to receive feedback and suggestions from our suppliers to enhance synergies. In this effort we conduct supplier meets which provides a shared platform for us and our suppliers to discuss issues such as quality, cost reduction through innovation and sustainable practices. These engagements are also leveraged to ensure vendor compliance with cGMP and audit preparedness.

We value the success of our suppliers, vendors and other partners. To contribute to their success, on a quarterly basis we share tentative forecasts and market growth projections with our key vendors and suppliers. Jointly we analyse capacities and our tentative requirements. Accordingly we collaborate with key vendors for increasing their production capabilities. To ensure our suppliers meet certain standards the global supply chain team has rolled out an initiative wherein vendors are rated on price, quality, delivery and services on a quarterly basis. These ratings are then shared with the vendors for feedback.

MANAGING SUPPLY CHAIN RISKS



We identify supply chain risks based on assessing vendors' quality, vendor filings, supply constraints, past and current audit reports from regulators and stability reports. We also closely monitor our supplier's manufacturing facilities to identify potential supply based risks. We perform audits periodically, every 3 years for all our API suppliers. Additionally, we have various statutory and regulatory audits including USFDA, MHRA amongst others.

We also ensure that our suppliers meet certain set standards. There is a detailed checklist that suppliers are required to fill in and a set of documents that they have to furnish before they can be on boarded as our supplier. Suppliers are required to evidence that they possess GMP certificate, ISO certificate, and GMO certificate among others.

Our supply chain risk mitigation strategy encompasses a myriad of measures such as maintaining safety stocks, backup supplies, dual sourcing and an inventory strategy in the absence of dual sourcing.

SDGs IN FOCUS



Our complex web
of suppliers,
vendors and third
parties support us
in our endeavour
of
Enriching lives.



WORKFORCE MANAGEMENT

At Glenmark, ensuring employee wellbeing, success and safety is of prime importance to us.

ЦИКЛОВАЯ
КОНФЕРЕНЦИЯ
2018





IN THIS CHAPTER

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WORKFORCE MANAGEMENT

At Glenmark, ensuring employee wellbeing, success and safety is of prime importance to us. We aim to cultivate a vibrant and diverse workplace with collaboration, inclusiveness, knowledge sharing and passion ingrained in its functioning.

We provide state-of-the-art infrastructure and capability building opportunities to our employees to enable them to achieve their professional and organisational goals. Our entrepreneurial culture in turn helps our employees ideate and remain creative in their approach resulting in innovative solutions that translates to our market success.

We pursue a holistic approach while managing the health and wellbeing of our employees. We focus on all spheres of wellbeing including physical, mental and emotional. Training and experiential learning are at the core of our human resource strategy. Effectively combining technology and strategy has led to our organisation having a robust occupational health and safety system in place. Our human capital is governed by a detailed human resource policy and SOPs. They cover a wide range of topics from training and development to employee grievance redressal.



25%

Female representation at the board level



71,000+

Training man-days



Zero

cases of occupational disease or fatalities

PROMOTING DIVERSITY

At the core of our human resource management approach is the philosophy of “equal opportunity for all”. Diversity is a top driven agenda at Glenmark as our Board is represented by 25% women. We are committed to enhance diversity across the organisation in terms of gender, caste, religion, region, physical appearance, disability and sexual orientation.

The diversity of our workforce helps our employees learn how to collaborate across various cultures, ethnicities and ways of life which is vital to their all-round development. Cohesion in our workforce is catalysed by our four value pillars: Team work, Achievement, Respect and Knowledge.

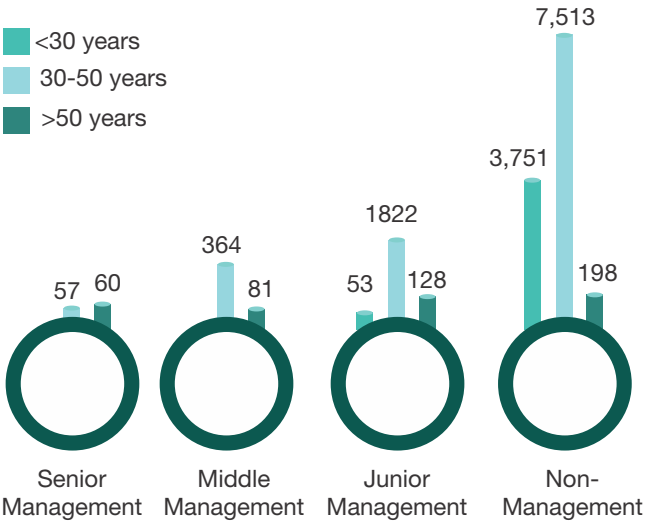


Glenmark Switzerland Team

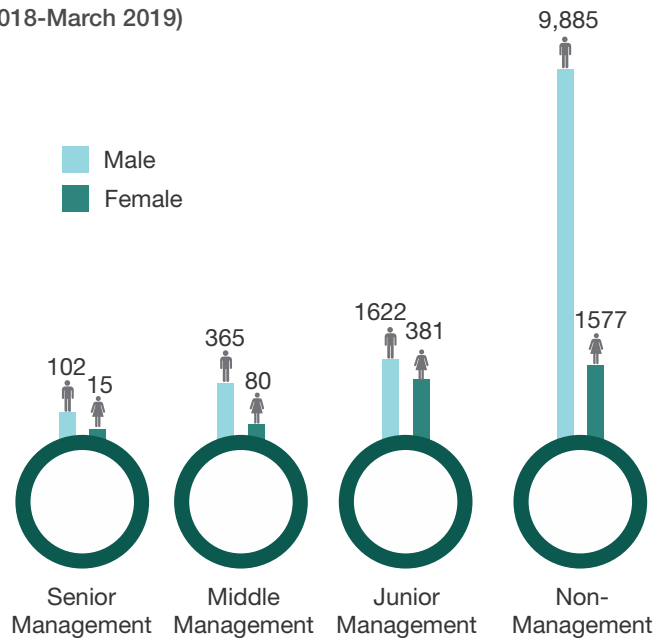
GRI 404-1, 405-1, 102-7, 102-8

WORKFORCE DIVERSITY BY AGE AND GENDER (April 2018-March 2019)

■ <30 years
■ 30-50 years
■ >50 years



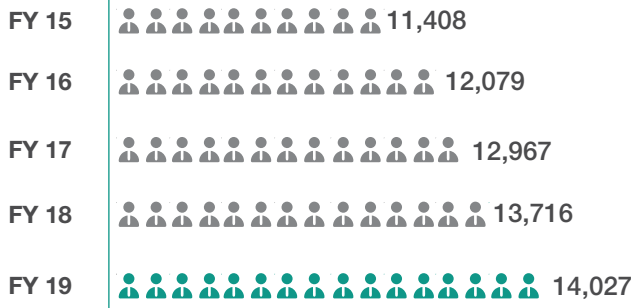
■ Male
■ Female



We attract some of the brightest minds across the industry and we value the expertise and ideals they bring to our organisation. Our hiring process anchors smooth induction of

our employees into the Glenmark culture. Initiatives such as buddy programs and joining kits have been rolled out to ease employees into the Glenmark community.

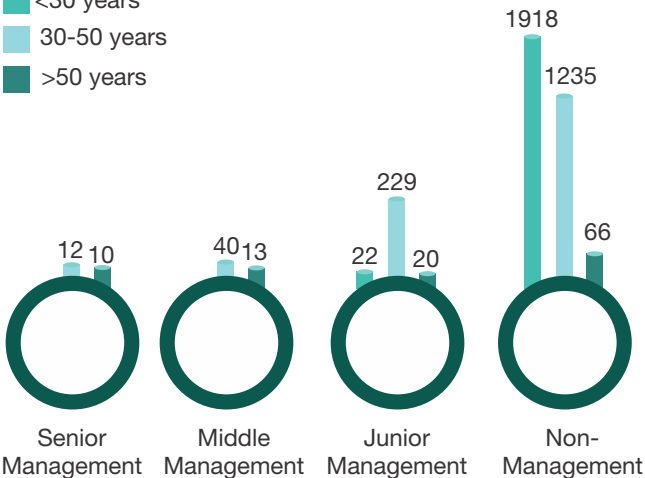
OUR GROWING WORKFORCE – EMPLOYEE STRENGTH



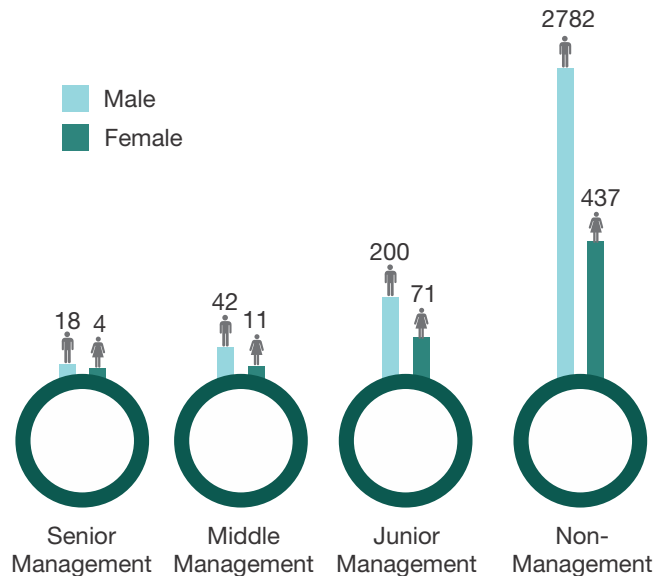
Glenmark Czech and Slovak Team

NEW JOINERS DIVERSITY (April 2018-March 2019)

■ <30 years
■ 30-50 years
■ >50 years



■ Male
■ Female



GRI 401-1, 401-2, 405-1



We have a comprehensive employee benefit plan which includes Parental leave, Group Mediciam Policy, Group Personal Accident Insurance, Group Term Life Insurance, Travel Insurance, Leave benefits, National Pension Scheme, Meal vouchers, Provident Fund, and car lease among other benefits to all our employees. For our women workforce, we have policies on Prevention of Sexual Harassment and a robust Grievance Redressal mechanism to ensure they feel safe at all times.

SDGs IN FOCUS



In every aspect of our functioning; from opportunities in the workplace, recognition to remuneration, we have a fair approach and strictly forbid differential treatment based on all facets of diversity. Our focus on equal opportunity can be seen in our ratio of remuneration as well:

RATIO OF REMUNERATION (BY GENDER)

Description	Unit	FY 2018-19 Annual Total
Senior Management	Avg Total comp (Female : Male)	0.92
Middle Management	Avg Total comp (Female : Male)	0.91
Junior Management	Avg Total comp (Female : Male)	1.04
Non-Management	Avg Total comp (Female : Male)	1.18

Our average remuneration ratio is 81:80 (F:M)

ENGAGING AND RETAINING OUR TALENT

We have created multiple channels of communication and have rolled out initiatives to keep our employees engaged and motivated. We understand our employees' needs, aspirations and challenges through platforms such as town halls, I-Say, Leadership Connect, You First, employee feedback drop boxes, regular meetings between managers, HR and teams among others.



Women's day celebration at Glenmark, Goa Facility

I-Say

This is our periodic global employee survey and our primary source of engaging with our employees worldwide. The survey is based on the slogan “building better together” which resonates with our values of inclusiveness and collaboration. This platform enables every Glenmark employee to communicate their opinions, thoughts and feedback.



President's Field Connect Meetings

This initiative is aimed at increasing collaboration across geographies and enabling employees across to share their thoughts and challenges.



Leadership Connect

The leadership connect initiative is based on the 3Cs: Connect, Communicate and Collaborate. The main aim of this initiative is to enable employees across geographies and at all levels to be able to interact and share their thoughts with the company's senior management. This exercise helps the top management understand the workforce's aspirations while the employees assimilate the top management's vision for the company.



You First

This initiative is aimed at engaging with our field employees. The You First forum helps our field colleagues to discuss their operational issues. While we also receive continual feedback from our field employees through channels such as Town halls, this platform enables field employees to connect with the concerned person to discuss operational or administrative issues which often require technical expertise for resolution.



Celebrations

A key aspect of bringing our people closer is celebrating together. We believe in celebrating not just professional achievements and milestones but we take every opportunity to unite our workforce to come together to celebrate festivals and international events.



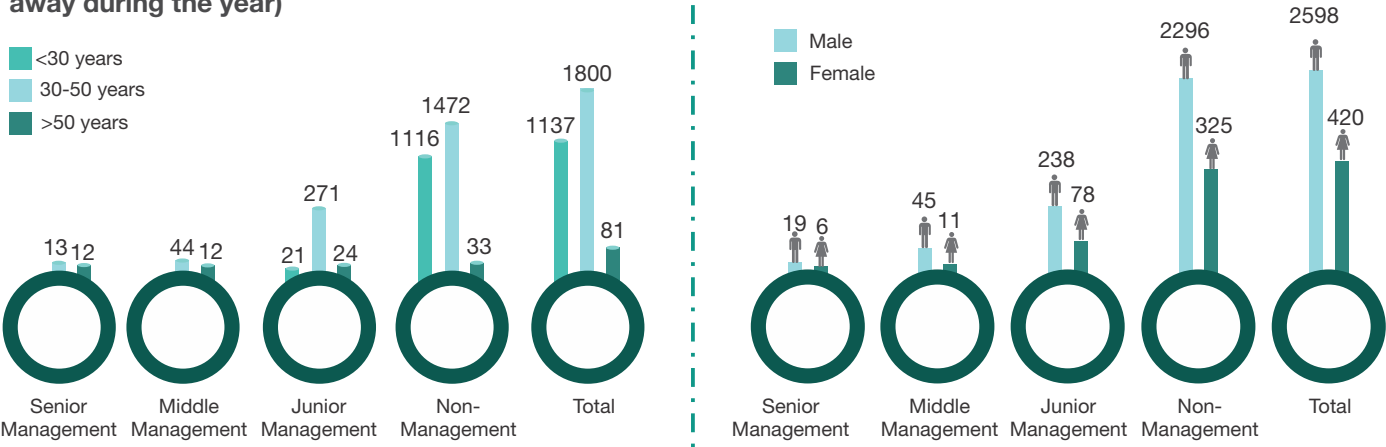
Employee Volunteering

We encourage our employees to come together to positively contribute towards the wellbeing of the community. Our initiative, “Glenmark Joy of Giving” enables employees to volunteer. Over the years our employees have globally volunteered for various causes to positively impact their surrounding communities.



The end goal of our engagement initiatives is to create a work environment that motivates and inspires our employees each day. Our employee engagement initiatives have been a key factor in enabling us to reduce our attrition rate.

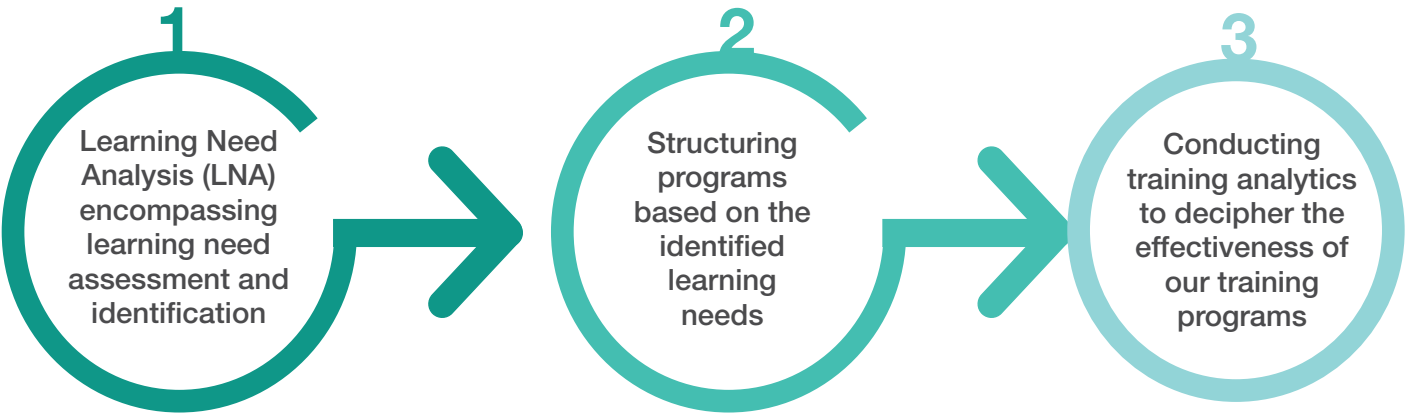
Total employee turnover (including retiring, resigning, terminated employees and those who have passed away during the year)



DEVELOPMENT OF OUR WORKFORCE

Once an employee joins Glenmark, we consider it our responsibility to actively contribute to their professional and personal developmental goals. We achieve this by continually providing training to our employees through capacity building workshops, specialised subject specific training programs, online training interventions and mentorship programs. This helps our employees explore their competencies and hone their skillsets. Our learning and development strategy is executed through a three step process:


71,000+
Man-days of training provided




The first step is to discern knowledge gaps. Learning need analysis is carried out by our centralised learning and development cell called the Glenmark Centre for Learning (GCL) and through interactions between business teams and the HR team. Once knowledge gaps have been identified we tailor targeted programs to bridge the gap and enhance our employees’ knowledge base and competencies. These programs are delivered through various mediums such as:



Classroom sessions



Instructor led virtual sessions



E-learnings and byte sized learnings

Our learning and development programs are delivered through various channels such as:

GLENMARK CENTRE FOR LEARNING (GCL)

- This is the centralised body at Glenmark that oversees the training and development at a pan organisational level
- GCL ensures that the workforce's skillsets and competencies are aligned to maximising business success
- The GCL rolls out learning and development interventions through various modes including digital and classroom based means



GLENMARK CENTRE FOR ACADEMIC TRAINING

- The target audience for this program are the sales field representatives
- The program is delivered as a two year blended learning curriculum which covers all requisite skillsets for these employees to step up to the next role



CAREER PATH DEVELOPMENT CENTER

- This center caters to employees at various roles and prepares them for their future role
- A key component of this intervention is a series of assessments
- The assessments are conducted by dividing employees into groups and engaging each group in a variety of exercises under the supervision of a group of experienced assessors who gauge the employees' competencies and suitability for a future role



We have also rolled out a variety of programs to anchor our employee learning and development agenda:

- **Managerial Effectiveness** – Leadership Edge Programs: Focused programs for the management team to hone their leadership skills
- **Glenmark GOLD**: This program is aimed at future leaders. The program utilises a holistic approach to leadership development encompassing training and action projects to prepare our employees to take on more responsibilities
- **ESSENCE**: This program focuses on continuous learning and has been rolled out at the Head Office

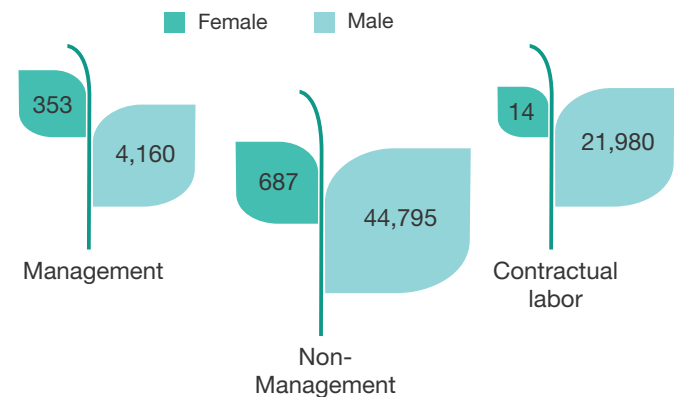


We have laid out a curriculum for each of our employees basis their roles and responsibilities. The curriculum touches all aspects of development including behavioural, operational and overall personal development. Our culture of collaboration and team work also encourages peer learning, knowledge and experience sharing. These aspects play a vital role in the all-round development of our employees. Understanding the effectiveness of our learning and development programs is important to improve our strategy. We use the Kirkpatrick model for measuring the effectiveness of our learning and development programs.

Our learning and development program also helps maximise our employees' performance. A key aspect of improving performance is feedback. We have an annual and interim performance review wherein each employee has a discussion with the manager on the employee's performance (100% of our employees receive performance review) . Goal setting for the next period is also accomplished through these reviews. Our performance reviews helps us orient each of our employees to enhance business output while nurturing their respective career development.

Incentivising good performance is key to keeping our workforce motivated. Our recognition/reward program U-excel enables us to appreciate employees who showcase exceptional performance, uphold our values and have contributed positively to our business's overall success. We have various awards under the U-excel program including the Chairman's Excellence Award, Business Excellence Award and Spot Awards.

Total number of hours of training received by employees



Our Chairman and Managing Director, Glenn Saldanha with the award winners

EMPLOYEE HEALTH AND SAFETY

Our operations are aligned to our EHS policy which lays emphasis on minimisation of occupation linked injuries and ill health. To help us progressively evolve our EHS practices we have adopted the EHS management systems based on the Deming Cycle of Plan Do Check Act (PDCA). We have adopted ISO 14001:2015 (Environmental Management System) and OHSAS 18001:2007 (Occupational Health and Safety Management System) standards. We have 13 ISO certified facilities (75% of our facilities) and 12 OHSAS certified facilities (69% of our facilities). We have set a target to achieve OHSAS certification in 88% of our facilities by 2021.

75%
ISO Certified
Facilities

69%
OHSAS Certified
Facilities

**Our safety
management system is
aligned with the British
Safety Council's 5 star
safety system**

KEEPING OUR EMPLOYEES HEALTHY

We focus on developing all-round wellbeing by giving equal emphasis on all aspects of good health. In this regard, we ensure employees undergo annual health check-ups. We have forged partnerships with diagnostic centres and hospitals to enable us to deliver this service to our employees. Additionally, we also encourage our employees to work towards their physical fitness by encouraging indoor games, conducting yoga sessions and organising sports day wherein all our employees are encouraged to participate. In view of the increased incidence of mental health issues worldwide we organise meditation and laughter sessions to help employees relax.

We also focus on ergonomics, daily diet and an exercise regime. We encourage our employees to adopt a healthier way of life through initiatives such as “my victories over me” contest introduced in our Russian operations. This contest provides employees a platform to showcase their achievements in endeavours such as quitting smoking or losing weight among others. Once the stories are shared winners' are selected through online voting.

Good work life balance is also of central importance for the overall wellbeing of our employees. We engage with the families of our employees with contests such as family selfie contest and bring family to office day. We have also floated innovative strategies in various geographies to help employees live a healthy life such as installation of healthy food vending machines, sponsoring corporate gym memberships, healthy food marathon and fun run among others.

**Zero cases of
Occupational disease
cases**



Glenmark Poland Team



Glenmark Germany Team



KEEPING OUR EMPLOYEES SAFE

Making employees feel secure in their workplace contributes to enhancing their productivity. We approach health and safety management with a multipronged approach and invest in cutting edge technologies and infrastructure to protect our workforce from potential risks. We strive to continually upgrade our systems aligned with international best practices and learnings from organisational experiences. Currently, our safety management system is aligned with the British Safety Council's 5 star safety system. Across our geographies of operation we have implemented the Globally Harmonised System (GHS) of the International Labour organisation.



Fire Safety Training

We have a formalised process for reporting on occupational illness. As per our records, no occupational illness cases have been reported for last 4 financial years.

Fire safety is an important aspect of our safety framework. To enhance the robustness of our fire safety system we have installed a water sprinkler system in class-A solvent farm in our Ankleshwar facility. We have also procured high pressure water mist and foam system to facilitate enhanced firefighting capability.

EHS TRAINING

Our EHS team conducts regular safety trainings at manufacturing facilities and R&D centres. These trainings are themed on topics such as process safety management, job safety analysis, industrial hygiene and first aid. Our trainings focus on equipping our employees with the expertise to handle the whole gamut of health and safety linked activities from hazard identification, pre-emptive strategies to preserving good health and administering first aid in the event of an accident. Our initiative SHARP (Safety, Hygienic, Alertness, Responsibility and Professionalism) is aimed at inculcating the "All time Readiness" mantra across our operations. In this regard we ensure our SOPs are consistent with Good Documentation Practices (GDP), Current Good Manufacturing Practices (cGMP) and Good Laboratory Practices (GLP).

Key topics covered in our EHS training sessions include:

- Process safety, powder safety and safety data sheets (SDS)
- ISO 45001 internal auditor course
- Process safety management
- Industrial hygiene
- Job safety analysis



EHS training sessions at different Glenmark locations

GRI 403-6, 403-10, 403-5

GLOBAL SAFETY PROGRAMS

In our pursuit to uphold the highest standards of safety in our operations we have adopted select global safety programs. We have rolled out 8 safety programs so far touching 8 identified risk avenues. We have a target of implementing 16 safety programs by 2023. The EHS division plays the role of a facilitator to roll out these programs and the onus of implementation is on the respective line functions. Fortnightly, annual and biannual reviews are conducted wherein performance of each facility is classified into different bands. This is done to track the progress of implementation and to help each facility enhance their performance on safety metrics. This exercise ensures safety practices are embedded in the standard operating procedures.



KEEPING OUR EMPLOYEES ENGAGED WITH THE SAFETY DIALOGUE

We use innovative means such as safety quizzes, activity and case study based learning to keep our employees stay engaged with our safety dialogue. Toolbox talks is one such initiative wherein we encourage employees to have formal and informal exchanges on safety aspects of their work. Similarly, mock drills are conducted on site to ensure emergency preparedness. Celebrating international events centred on themes of safety helps provide a platform to raise awareness on safety issues and reinforce the importance of abiding by our safety practices in the minds of our employees. We celebrated national safety day across our facilities to reiterate the importance of safety practices. We also celebrated World Safety and Health Day.



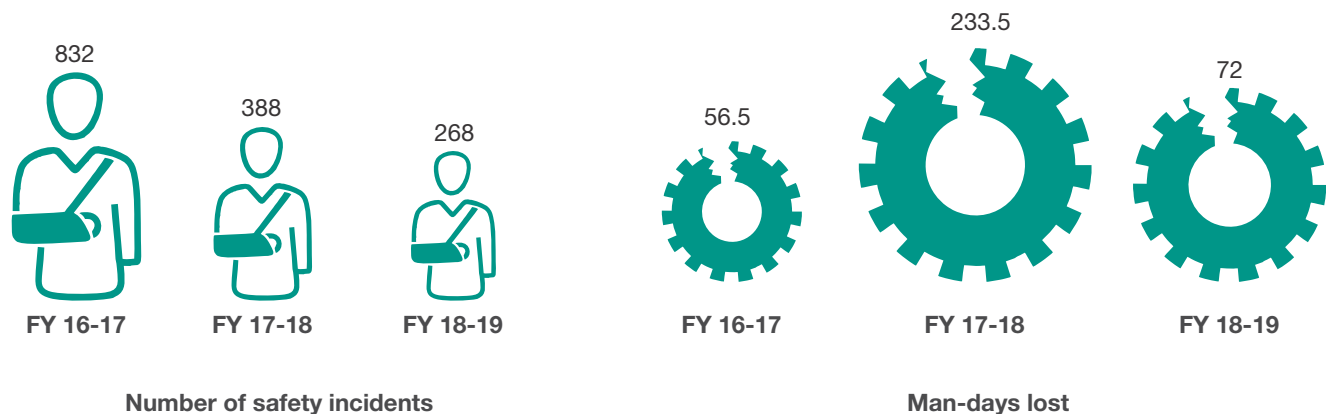
Employee activity as a part of safety training session

TRACKING AND MONITORING OF OUR SAFETY PROCEDURES

Near miss reporting is vital to inculcate a proactive approach to safety and enhance experiential learning within our organisation. These reports help put forth corrective and pre-emptive strategies in place to avoid the occurrence of accidents. To encourage our employees to report near misses we rolled out a campaign called "Report the Almost". This campaign has led to an increased number of near misses being reported year on year. We recognise this success as a step closer to increasing the robustness of our safety strategy.

We follow a safety matrix to help us monitor our safety procedures and map indicators that are leaders and laggards. The key parameters that we deploy in our matrix include Near Miss/Enrolled Employees, Training Man-Hours/Enrolled Employees, Reportable Accident Rate, Recorded Incident Rate and Incident Severity Rate. Each facility's performance on each of these parameters is tracked and targets are set to enhance performance. We also release daily safety reports to closely monitor our key health and safety indicators.





Employee category	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19
Total number of near misses reported	1,058	4,485	5,896	7,027
LTIFR (Lost Time Injury Frequency Rate)*	0.12	0.08	0.11	0.10

data includes contractors as well

AWARDS AND ACCOLADES

Our commitment to EHS has been evidenced by the various honour and accolades we have received recognising our exemplary performance in our safety systems.



1. Greentech Safety Award, 2018 won by Glenmark's 4 manufacturing facilities – the facilities won gold category awards
2. Glenmark's Indore facility won the CII Safety, health and environmental excellence & innovation award 2018
3. Awarded for Gold Safety award by Grow Care, 2018 - Nalagarh
4. 18th Annual Greentech Environment Award - Indore

PROTECTING HUMAN RIGHTS

At Glenmark honesty, integrity and compliance to applicable laws and regulations are the cornerstones of our core values and principles. These form the foundation on which our human rights policy has been built. We are committed to the protection of human rights and hence compliance to laws and regulation governing human rights has been given center stage in the policy. To safeguard the interests of our people we ensure our operations are aligned with the United Nations Universal Declaration of Human Rights.

Our employees are trained on all the aspects of our code of conduct to ensure that our core values and principles are entrenched in our workforce's functioning.

We strictly abide by the labour laws and regulations set out in each of our geographies of operations. In the effort of protecting human rights at a pan organisational level we forbid the use of child labour and have zero tolerance to discrimination or harassment of any sort. Further, employment with Glenmark is voluntary and we forbid any form of forced labour. Globally, about 2% of our employees are covered by collective bargaining agreements. We strive to provide safe and humane working conditions to every employee.



Glenmark Aurangabad Team



CONTRIBUTIONS TO THE COMMUNITY

Our mission of enriching lives to create a healthier and happier world, helps us drive positive change in the society.

Our activities are focused on creating long-term economic and social shared value. Over the years, we have developed mutual trust with the communities surrounding the regions in which we operate.





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CONTRIBUTIONS TO THE COMMUNITY

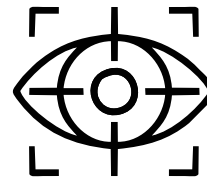
At Glenmark, we strongly believe in making substantial contributions to the community at large and fulfilling our social responsibility.

With our mission of enriching lives to create a healthier and happier world, we strive to drive positive change in the society. Corporate Social Responsibility (CSR) is ingrained into our business strategy and a number of initiatives have been undertaken to address crucial developmental challenges. Our activities are focused on creating long-term economic and social shared value. Glenmark recognises the impacts caused by our business operations on the surrounding local communities. We regularly engage with the communities to understand and address their challenges and concerns. There have been no potential or actual adverse impacts on the communities related to our operations.

Our CSR Policy highlights the objectives and focus areas of our community development activities. It also provides guidance for planning, implementation and monitoring of our CSR initiatives. The progress on various initiatives is monitored by the CSR Committee of the board.

CSR FOCUS AREAS

1	Child health	
2	Access to healthcare	
3	Sustainable livelihoods	
4	Promotion of swimming	
5	Promotion of education	
6	Glenmark Joy of Giving	



CSR Vision

Enriching lives to create a healthier and happier world

CSR Mission



GRI 411-1, 413-2, 103-1, 103-2

CSR COMMITTEE AND ITS RESPONSIBILITY

We at Glenmark have a board-level CSR Committee consisting of an Executive Director, an Independent Director and a Non-Executive Director . This committee ensures the implementation of the CSR policy as approved by the board. All our projects will be implemented through Glenmark Foundation, Glenmark Aquatic Foundation, other NGO partners, Government bodies and social institutions. We conduct need assessments of the projects before their implementation. Impact assessments of the completed projects is also carried out to review qualitative and quantitative impact on the communities. The monitoring of our ongoing projects ensures that the allocated CSR budget is only for the intended purpose.



Glenmark's CSR strategy is aligned to 9 key Sustainable Development Goals (SDGs) of the United Nations



OUR IMPACT OVER THE YEARS



CHILD HEALTH

- **14,30,000+** Lives touched through child health interventions
- **34,500+** Malnourished children reached
- **1,23,600+** Pregnant and lactating women served through various interventions
- **2,46,000+** Children reached out through nutrition, immunisation and sanitation interventions



ACCESS TO HEALTHCARE

- Donated medicines and conducted health camps across different states in India
- **475** Nebulisers donated to Kerala Medical Service Corporation Ltd. (KMSCL) during the 2018 Kerala floods



SUSTAINABLE LIVELIHOOD

- **1,500+** Trainees enrolled
- **20,000 +** Differently-abled lives improved



GLENMARK AQUATIC FOUNDATION

- **234** Medals won at National and International Meets
- **3,000+** Swimmers trained



GLENMARK JOY OF GIVING

- **6,000+** Employees participated
- **40+** Glenmark Locations
- **25** Countries
- **34,900 +** Man hours of voluntary service offered by our employees over the years

1. CHILD HEALTH



Themed around 'Healthy Children, Healthier World', Glenmark Foundation (the CSR arm of Glenmark Pharmaceuticals) is actively working towards improving maternal and child health.

Glenmark Foundation aims to encourage a positive health seeking behaviour among pregnant women and mothers with infants, and caregivers towards right nutrition, good hygiene practices and ensuring complete immunisation of children. Along with its NGO partners the Foundation has undertaken several community programs focused on reducing infant and child mortality among the vulnerable population groups. In our efforts to contribute to improving maternal and child health, Glenmark Foundation initiated Project Kavach. The word 'Kavach' means a shield, which symbolises protection. As a part of this initiative multiple interventions are undertaken at different stages of life of the mother and child.

MATERNAL AND CHILD HEALTH PROGRAM, GUJARAT

Glenmark Foundation, along with its NGO partner Institute for Global Development (IGD) launched the Gujarat chapter of Project Kavach in Bharuch District of Gujarat. As a part of this initiative multiple interventions have been undertaken to help maintain good health of expecting and new mothers as well as infants. The Government of Gujarat has significantly invested in improving the general health status of the villages in Bharuch. We envision this project to complement and supplement the Government's efforts.



The project was launched by Shri. O.P. Kohli, Hon. Governor of Gujarat in the presence of Mr. Ishwarsinh Patel, Minister of State and Mr. Dushyant Patel, MLA Bharuch

The main goal of this project is to promote holistic development of children under the age of 6 years through strengthening the capacity of caregivers and the community at large. A key aspect of the project is creating model Anganwadis and introducing innovative mobile diagnostic kits to provide door to door services to identify high risk pregnancies and help mothers adopt preventive measures. Capacity building of Anganwadi workers, ASHA workers, community members, local leaders and Panchayati Raj Institution leaders is an integral part of the project as this contributes to strengthening the competencies and functioning of the centres.

SDGs IN FOCUS



KEY HIGHLIGHTS

- 7,620+ pregnant and lactating mothers, children benefitted from the project interventions
- 940+ women provided effective antenatal care services in a timely manner
- 10+ Model Anganwadis created to enhance the learning outcomes, improve health and hygiene of children in the age group of 0-6 years



To augment the development of Anganwadis we regularly visit them in the 15 villages where the project is operational and share vital information with these centres. We also use this opportunity to help the centres screen children for malnutrition. Additionally, we conduct sessions to motivate parents to send their children to Anganwadis and highlight the importance of child health and development to the community.

The project was launched by Shri O.P. Kohli, Hon. Governor of Gujarat in the presence of Shri Ishwarsinh Patel, Minister of State, Shri. Dushyant Patel, MLA Bharuch and senior dignitaries from the Government along with stakeholders from the community. The occasion also marked the unveiling of the training module for the frontline health workforce that will ensure long term sustainability of the project.

SUCCESS STORY

Hiral lives with her family in Bharuch. She was pregnant with her second child when we first interacted with her. Upon an initial assessment we identified that she was underweight and had low haemoglobin levels. It was also noted that she was irregular with her Ante Natal Check-ups (ANCs). With the aim of improving her health we provided regular advice on various aspects of nutrition, physical exercises, ANCs etc. Our efforts and routine follow up resulted in her gaining weight and attaining an overall good state of health during her pregnancy.

MATERNAL AND CHILD HEALTH IN RURAL HIMACHAL PRADESH

The Himachal Pradesh chapter of 'Project Kavach' was set up in partnership with IGD. The key focus areas of the project are improving maternal and child health and well-being in the Solan district of Himachal Pradesh. The strategy used to accomplish the goals of this project include a Mobile Medical Unit – Health on Wheels for Children, outpatient services and family planning services.



Awareness building session for expecting and new mothers

Health on Wheels is deployed to remote areas in villages and provides basic diagnostic and referral services. Currently, villages of Baddi and Nalagarh are being covered.

SDGs IN FOCUS



KEY HIGHLIGHTS

- 7,200+ children (0 to 5 years) reached out through our various interventions
- 1,640+ people benefitted from the health camps
- 10,000+ people reached out through the sanitation campaign

This enables villagers in these remote areas to access medical care facilities which are unavailable to them otherwise. In tandem family planning services are being delivered to the community through institutionalised awareness, education, counseling and referral activities. We also work towards enhancing awareness in the community on hygiene and positive health seeking behaviour. To drive awareness and behavioural change on issues pertaining to maternal, neonatal and child healthcare we celebrate various events such as women's day, safe motherhood day, world population day, world breastfeeding week among others wherein we conduct various programs, events and sessions on themes of maternal and child healthcare.

A key function of our project is to identify and track high risk pregnancies. Post identification all the high-risk pregnancies are followed up with one to one counselling sessions, medical care through Community Health Centre (CHC) and mass awareness campaigns to ensure their good health and wellbeing.

CHILD HEALTH PROJECT IN REMOTE TRIBAL FOREST AREAS OF MADHYA PRADESH

This project has been implemented in partnership with Spandan Samaj Seva Samiti and is operational in 180 villages spanning the districts Khandwa, Burhanpur and Betul. The Project focuses on the Korku tribe which is a tribe vulnerable to malnutrition and high incidence of child malnutrition. We have adopted a multipronged approach to remediate the issue of malnutrition in the tribe, this has been achieved by rolling out the following interventions:

- Ambulatory Care
- Backyard Nutrition Gardens
- Backyard Poultry
- Revival of Millets
- Grain Banks



Beneficiary of child health intervention in Madhya Pradesh

SDGs IN FOCUS



KEY HIGHLIGHTS

- 2,800 + families provided with the backyard nutrition gardens
- 2,300+ malnourished children reached out
- 3,570 + pregnant and lactating women benefitted
- 2,500+ families in our supported villages have reverted to growing traditional crops and millets which has ensured availability of more food and nutrition round the year
- 540 women were engaged through 19 feeding demonstrations and exploring the traditional food recipes
- 1,460+ pregnant women and 1,840 malnourished children reached through the ambulatory care team
- 1,680+ children immunised
- 3,300+ households have borrowed grains from the Grain Banks till date



AMBULATORY CARE

This intervention identifies malnourished children and pregnant mothers and helps them come out of the state of malnourishment. The team conducts home visits wherein they provide relevant information and counselling to mothers on approaches to improve nutrition.



Malnutrition screening being conducted by the ambulatory care team

BACKYARD NUTRITION GARDENS

To facilitate consumption of a variety of vegetables that provide the whole spectrum of required nutrients and vitamins we distribute vegetable seeds and share information on cultivating the crops.



Backyard nutrition garden

BACKYARD POULTRY

This initiative enables families to rear poultry in their backyard. This strategy is aimed at addressing protein deficiency which is rampant in the tribal community.

REVIVAL OF MILLETS

The Korku tribe traditionally grew millets. However, they shifted to cash crops such as cotton and soya bean to enhance their income. By encouraging the community to go back to growing millets this intervention reduces their reliance on the market for their food and ensures that they consume a diet enriched with nutrients.



Millet plantation

GRAIN BANKS

The Korku tribe often faces shortage of grains especially in the months of September to December. This forces members of the community to borrow money at high rates of interest or migrate from their homeland. We set up community managed grain banks to address this challenge faced by them.

The Kukru tribe traditionally followed a nutritious diet. Our initiative “Diet Demonstrations” encourages the community to explore their roots and find answers to malnutrition from their traditional food habits. We facilitate women to come together and prepare traditional dishes and discuss the nutritional advantages with a focus on maternal and child nutrition.

Influencing the community leaders on all aspects of maternal and child health is imperative. We have put in efforts towards cultivating scientific temper among the Community Opinion Leaders by using various culturally relevant communication materials and methods to help them understand the causes and consequences of malnutrition and the right approach to deal with it.

SUCCESS STORY

Parvesh was found by our Ambulatory Care team in one of their outreach efforts. When the team found him he was just 18 months old and severely malnourished. His Mid Upper Arm Circumference (MUAC) measured just 9 centimetres and he weighed only 6.8 kilograms. This further affected his mobility. Our team administered ORS and multivitamins and admitted him to the Nutritional Rehabilitation Centre (NRC). Post treatment at the NRC, Parvesh weighed 9.6 kilograms and his MUAC stood at 12.8 centimetres. The team has continued to follow up on Parvesh's health status. They also helped Parvesh's family set up a Backyard Nutrition Garden to ensure he and his family have a nutritious diet and avoid future instances of malnourishment.

HOLISTIC IMPROVEMENT OF CHILD HEALTH, MUMBAI, MAHARASHTRA

This project is operated in partnership with Niramaya Health Foundation. It covers the area around Marol pipeline, Andheri Mumbai. The project caters to women (with a focus on pregnant and lactating mothers) and children under the age of 6. The key focus areas of the interventions are malnutrition, immunisation and sanitation. Additionally, the project also aims to inculcate positive health seeking behaviour in the target communities and lays emphasis on antenatal and postnatal care. The project strategy is centered on the Behavior, Change, Communication (BCC) model. The project adopts multiple means to achieve its objectives including health check-up camps, home visits, counselling, group sessions facilitated by community health workers, peer educators and other awareness building exercises.

HEALTH LIBRARIES

An innovative aspect of this project are the health libraries. These health libraries house books that cover a wide spectrum of health care linked topics. This initiative focuses on raising awareness in the community through facilitating access to books.



Beneficiaries at a Health library

SDGs IN FOCUS



KEY HIGHLIGHTS

- 11+ communities residing in the area and 13,000 + households therein have benefitted from this project
- 88% of children have shown improvement after receiving nutritional supplements
- 91% of respondents are approaching health van regularly once in a quarter evidencing increased level of awareness about the availability of medical services
- 99% of respondents/youth are approaching health library regularly
- 25 health libraries have been established and these libraries saw subscription from over 2,500 readers and health workers



mMITRA, IMPACTING WOMEN'S LIVES THROUGH INNOVATION, MAHARASHTRA

mMitra is an innovative intervention reliant on a mobile based voice message delivery system. The objective of this intervention is to reduce mortality and morbidity in mothers, children and neonates and improve their overall health. The project is being implemented in collaboration with our NGO partner ARIMMAN, Lokmanya Tilak Municipal General Hospital and Lokmanya Tilak Municipal College (Sion Hospital), and the Government Medical College and Hospital, Aurangabad.

The intervention focuses on the underserved communities of Mumbai and Aurangabad. The voice message system enables pregnant and lactating mothers to receive advice on various aspects of maintaining good health and wellbeing during gestation and lactation and tips on neonatal and child healthcare. The project also focuses on promoting uptake of curative and preventive health services such as immunisation, antenatal and post-natal care, general OPD services and family planning services through education, counselling and referral activities. Pregnant and lactating women receive sessions on the following themes:

- Breastfeeding
- Nutrition
- Immunisation
- Anemia
- Personal hygiene



Beneficiaries of mMitra

SDGs IN FOCUS



KEY HIGHLIGHTS

- 4,382+ women have been enrolled in the program this year at Sion Hospital, Mumbai
- 13,829+ women have been enrolled in the program this year at Government Medical Hospital, Aurangabad

SUCCESS STORY

Divya Kevat is a resident of Mankhurd, Mumbai. She was introduced to the mMitra at Sion hospital during her second pregnancy at the age of 27. Soon after enrolling to the service she started receiving voice messages on various aspects of maintaining good health during pregnancy. The calls she received gave her advice on aspects of diet, posture, importance of health check-ups etc. in her language of preference. She diligently followed the advice she received which had a positive impact on her health; her weight improved from 49 kg to 56 kg after four months and her haemoglobin level improved from 11.9 gm to 13 gm. She was blessed with a healthy baby. She continues receiving the advice on maintaining good health of her infant.

HEALTH ON WHEELS FOR CHILDREN, EAST DISTRICT, SIKKIM

In collaboration with Voluntary Health Association of Sikkim and Inclusive India Foundation we rolled out the Health on Wheels (HoW) project. The key goal of the project is to deliver quality primary healthcare through a mobile healthcare unit. This project currently covers 9 remote villages in east Sikkim. The target population of this intervention are children (age group: 0-6), lactating and pregnant women. With this project we strive to provide increased access to health care services to the community where accessibility is a major concern, raise awareness on key healthcare themes such as sanitation and importance of clean drinking water especially among women and adolescents, and complete immunisation services for the children below 6 years of age.



Health on Wheels health care camp

As a part of this project we have conducted health camps and awareness programs. The awareness programs were on the themes of reproductive and child health, communicable diseases, non-communicable diseases and hygiene and sanitation. We also provide free medicines, facility for random blood sugar test, ambulance service and home visits when required.



Awareness session conducted as part of newborn care week celebrations

SDGs IN FOCUS



KEY HIGHLIGHTS

- 6,840+ people benefitted from 315 camps
- 1,342+ children in the age group of 0-6 years benefitted
- 31 Integrated Child Development Services under 9 villages covered to provide healthcare services nearest to the beneficiaries



LISHE BORA MTAANI, IMPROVING CHILD HEALTH IN THE SLUMS OF NAIROBI, KENYA

This project has been implemented in collaboration with our NGO partner Carolina for Kibera in the informal settlements of Kibera in Nairobi, Kenya. The core objectives of the project is to reduce the rates of malnutrition and stunting among children under 5 years of age, increasing the quality of services during early childhood development and enhancing access to quality health care services. The project goals are achieved through interventions including community mobilisation and sensitisation, providing maternal and child health education and community-based services and counselling on appropriate child-care, nutrition and hygiene practices. We augment this approach by providing bi-annual deworming, vitamin A and iron supplements for children under 5 years, conducting nutrition screening, providing therapeutic and nutritious meals for children with malnutrition.

SDGs IN FOCUS



KEY HIGHLIGHTS

- 3,330+ children reached through growth monitoring and promotion and 3,752 children reached through active case findings
- 37,000 children dewormed in the community through the malezi bora campaign
- 3,350 children immunised



Beneficiaries attending health care camp



Children at the Nutrition Center

COMBATING HOUSEHOLD AIR POLLUTION: TRANSFORMING THE QUALITY OF LIVES OF WOMEN AND CHILDREN

Glenmark Foundation in association with NGO partner Spandan Samaj Seva Samiti and training partner Smokeless Cookstove Foundation (SCF) undertook the task of creating 'smoke free villages' through this flagship program.

The challenge linked to the use of primitive means of cooking reliant on solid fuels is multifaceted. The most prominent aspect of the challenge is Household Air Pollution (HAP) responsible for over 3.8 Million premature deaths every year as per the latest WHO data. India alone accounts for about 1 Million deaths or about 25% of the total death burden of HAP amongst women and children globally. Multiple health issues such as lung cancer, child pneumonia and chronic obstructive pulmonary disease are also attributed to exposure to the toxic smoke produced as a result of burning solid fuels. Women and children are the most vulnerable to developing these conditions given their relatively higher exposure.

Our project was executed by providing training to install smokeless mud stoves (chulhas) while also raising awareness on the importance of a nutritious diet. The recipients of this training were community workers and leaders who in turn share the knowledge with the whole community. The project focused on building and installing these smokeless mud stoves in houses having pregnant or lactating mothers.

SDGs IN FOCUS



KEY HIGHLIGHTS

- 1,600+ Smokeless mud-stoves were installed from community participation at zero cost
- A family saving about 1,170 Kgs of fire wood in a year. This indicatively translates to about 2.9 trees saved per household per year
- Reduction in firewood consumption, visible smoke, watering of eyes, breathing issues and coughing due to smoke



Villagers attending a workshop on making smokeless chulhas





2. SUSTAINABLE LIVELIHOODS

Our key focus area of sustainable livelihood aims to provide livelihood opportunities for people from underserved communities to enable them to make a living and lead a fulfilling life. Through this mission we aspire to be able to empower individuals to become self-reliant and contribute positively to the economy.

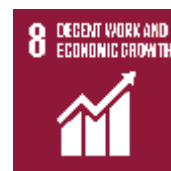
We have aligned the project to the National Employment Enhancement Mission (NEEM) and have rolled out NEEM based projects in 6 of our locations of operation. Through this initiative we have been able to train over 1,500 young individuals.

We are committed to enhance the quality of livelihood for differently abled individuals. Our association with Bhagvan Mahaveer Viklang Sahayata Samiti (Jaipur Foot) aims at rehabilitation of livelihood opportunities for differently abled individuals by providing artificial limbs, fitments and calipers. We have been able to touch over 20,000 differently-abled lives through this initiative over the years.



Beneficiary of our Jaipur Foot initiative

SDGs IN FOCUS





CSR

Initiative

Healthy Children
Healthier World

3. ACCESS TO HEALTHCARE

Access to quality health care is one of the cornerstones of sustainable development and pivotal to the wellbeing of communities.



In spirit with our focus area of enhancing access to healthcare Glenmark has partnered with Americares and other NGOs working on health care to provide medicines at no cost to the underserved sections of our society. In addition, we also conduct health camps for detection and prevention of illnesses. One such health camp was initiated to create awareness about hypertension being a silent killer. The theme of the camp was 'Know Your Numbers', to raise awareness about the optimum blood pressure "120/80". Through this initiative, more than 8,000 individuals were reached to garner awareness regarding hypertension.

We recognise that it is at times of disasters that access to medicines and healthcare is most crucial. Beginning in July 2018, unprecedented rain caused the worst flooding in Kerala in nearly a century. At least a Million people were evacuated and were living in relief camps. In partnership with Americas we donated medicines and nutrition kits in the affected areas. We also donated 475 units of nebulizers to the Kerala Medical Services Corporation Ltd. (KMSCL) for providing free treatment in the health centers.

SDGs IN FOCUS



Nutrition and hygiene kit distribution in Kerala

4. PROMOTION OF SWIMMING

The Glenmark Aquatic Foundation (GAF) is focused on promotion of swimming as a sport in India and improving the ecosystem around the sport.



Our mission is to help India gain global recognition in the field of swimming. GAF enables talented swimmers realise their complete potential and achieve national and international acclaim for their talent.

The three ingredients to success in any sport are stellar infrastructure and ancillary facilities, skilled coaches who are capable of bringing out the best and avenues to showcase progress and accomplishments. We contribute to each of these ingredients of success through:

- Centres of Excellence: GAF has established 3 centres of excellence to deliver a blend of top class infrastructural facilities and able coaching. In year the 2018, Bangalore centre of excellence was inaugurated.
- Quality Coaches: Coaching is a key aspect of success in any sport. Hence to enable good performance experienced coaches with fine-tuned skillsets are key. Our coach education program aims to align coaches with global best practices and provide support to enhance their skills.
- Partnership with the swimming federation of India: This partnership was forged to enhance collaboration at the sectoral level and help us to engage more actively with swimming at a national level. This partnership has enabled us to sponsor various senior, junior and sub junior championships.
- Scholarship scheme: "The Elite Squad" is India's first and largest scholarship scheme in the field of swimming. The scholarship is aimed at providing all round support from training strategy, sponsorships to international and national competitions, sport science support to education.

SDGs IN FOCUS



KEY HIGHLIGHTS

- 3 Swimmers from GAF to represent India in the FINA (International Swimming Federation) World Championships to be held in Gwangju, Korea in July 2019
- One of our swimmers from the Delhi centre (Mr. Kushagra Rawat) qualified in the finals in the FINA Swimming World cup at Singapore
- Kiara Bangera and Swadesh Mondal win the best swimmer award at the 35th Sub Junior and 45th Junior Glenmark National Aquatic Championships in Pune



GAF team at the Glenmark 36th subjunior and 46th junior aquatic championship 2019 at Rajkot



GAF team at the Thailand National Championship 2019



Prize distribution during Glenmark 36th sub junior & 46th Junior National Aquatic Championship 2019 at Rajkot



5. GLENMARK JOY OF GIVING



Our employees are an integral part of all our endeavours. They are sensitive to the needs of the society and actively contribute towards making the lives of people better.

The “Glenmark Joy of Giving” initiative enables Glenmark employees to serve the society and experience a sense of meaning and purpose. Under this initiative, employees provide both monetary and non-monetary support with the intent of helping the underserved communities around them. Through the years, 40 Glenmark locations across 25 countries have been celebrating the annual festival of philanthropy. This year over 990 employees in India have volunteered more than 7,920 hours for community service. Some of the initiatives this year were donation of health equipment to a Government Hospital, electrification of community health centres, conducting health camps, digitalisation of classrooms, donation of school requirements, providing bicycles to students and providing support to orphanages.





Goa



Germany



Head Office and India Formulations



Ecuador



Indore



Kazakhstan



Kenya



Kurkumbh

2019/13/



Mahape



Malaysia



Mohol



Nalagarh



Nashik



Philippines



Poland



Russia



Sikkim



Singapore



Sinnar



South Africa



Switzerland



Taloja/ Sanpada



Ukraine



USA

- **Ankleshwar:** Supported local schools and an old age home by providing necessities
- **Aurangabad:** Electrified a community health centre by installing solar panels
- **Baddi:** Supported a local school for digitalisation of classrooms
- **Brazil:** Donated school supplies and personal hygiene items to a shelter home
- **Dahej:** Provided support to an orphanage
- **Goa:** Created smart class rooms in a Government school and renovated an old age home
- **Germany:** Spread smiles on the faces of underprivileged children
- **Head Office and India Formulations:** Donated ventilators to a paediatric intensive care unit in a Government run hospital
- **Indore:** Supported a charity working for the needs of special children
- **Kurkumbh/Mohol:** Donated bicycles to girl students studying in a local Government school
- **Kenya:** Provided re-usable sanitary kits to school girls to meet their sanitary needs for a minimum of one year
- **Kazakhstan:** Underlined their care towards children suffering from cerebral palsy and cancer
- **Malaysia:** Spread smiles in a home for the underprivileged
- **Mahape:** Supported a local school with classroom necessities and set up classroom libraries
- **Nalagarh:** Supported local school children with educational material and conducted health camps and awareness rallies
- **Nashik:** Supported local Government schools with educational material and technology up gradation
- **Philippines:** Spread smiles in a home for the underprivileged
- **Poland:** Supported two orphanages, a charity for single mothers, oncology hospice for children and an animal shelter
- **Russia:** Spread happiness among orphan children by spending a day and fulfilling their wishes through a wish tree
- **South Africa:** Supported a hospice
- **Switzerland:** Underlined their care towards paediatric cancer patients through a local association
- **Sikkim:** Extended support towards the education of a local school
- **Sinnar:** Supported a home for people with disability and a home for children affected by AIDS/HIV
- **Singapore:** Supported a charity that focuses on providing education for undeserved children in Indonesia
- **Taloja-Sanpada:** Supported a Government school for infrastructure up gradation and construction of a sanitation unit
- **Ukraine:** Supported an orphanage with necessities for everyday use
- **UK:** Supported a charity working for people suffering from Alzheimer's
- **USA:** Assembled and donated bikes to a boys and girls club for underserved children

OTHER INITIATIVES

1

PROMOTION OF EDUCATION

Education is the basic right of an individual and one must not be deprived of it. We take this as our responsibility and is translated into action by our initiatives in the field of education. We have made incessant efforts to enhance the educational standards by making provision for better infrastructure.

2

EMPOWERING THE NUTRITIOUS INDIA DREAM THROUGH "MERI POUSHTIK RASOI – SEASON 2"

We have focused on addressing the issue of malnutrition in the country and it is our endeavour to continuously find innovative ways to combat malnutrition. 'Meri Poushtik Rasoi' was launched with the belief that the key to malnutrition lies in the treasures of the traditional Indian kitchen. Through this initiative we aim to influence the food and nutrition culture in India. This year, the pan India cooking contest attracted over 708 participants from 23 different states and had 15 finalists. The cooking contest will help to draw out and document the existing knowledge on nutritious, traditional local food and take it to a wider audience for advocacy around a more nutritious lifestyle. The event was organised by Glenmark Foundation in association with Idobro Impact Solutions and APB Cook Studio.



The eminent jury with the finalists at Meri Poushtik Rasoi - season 2

SQUARE TABLE ON MALNUTRITION

In association with our partner Idobro Impact solutions, a Square table discussion was organised to create awareness on malnutrition among multiple stakeholders. The event saw participation from Government officials, Corporates, NGOs, MSMEs, Professors, Consultants and Researchers. The discussions were centered on sharing best practices, promoting indigenous food and Government schemes addressing malnutrition.

3



Participants of the Square Table



NATIONAL NUTRITION WEEK CELEBRATION

The celebrations were based on the theme 'Go Further with Food'. We utilised this opportunity to engage with communities to understand challenges revolving around nutrition and diet. We also evaluated the appropriate techniques to prevent and control the nutritional problems. Through this engagement we could reach over 2,526+ Beneficiaries.

4

CELEBRATIONS OF BREASTFEEDING WEEK

Through this celebration we put in efforts to raise awareness on benefits of breastfeeding to the health of the infants and reduction of infections among the Infants. We reached 4,505+ beneficiaries through these celebrations.

5



Beneficiary of our child health intervention

AWARDS & ACCOLADES

Featured in the 4th annual Inclusive Business List 2018

Featured in the 2nd edition of ETChallenger2Good

GRI

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ASSURANCE STATEMENT

INDEPENDENT ASSURANCE STATEMENT



Introduction and objectives of work

BUREAU VERITAS has been engaged by **Glenmark Pharmaceuticals Limited**, (Hereinafter abbreviated “**GPL**”) to conduct an independent assurance of its **Sustainability Report** for the year **2018-19**. This Assurance Statement applies to the related information included within the scope of work described below.

This information and its presentation in the **Sustainability Report 2018-19** are the sole responsibility of the management of **Glenmark Pharmaceuticals Limited**. Bureau Veritas was not involved in the drafting of the Report. Our sole responsibility was to provide independent assurance on its content.

Scope of work

The assurance process conducted by us was based on **ISAE 3000** as well as Bureau Veritas' internal procedures with 'Limited' level of Assurance. The scope of work included:

- Data and information included in Sustainability Report 2018-19 for the reporting period **1st April 2018 to 31st March 2019**;
- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported;
- Evaluation of the Report against the principles of Accuracy, Balance, Clarity, Comparability, Reliability, Timeliness, Stakeholder Inclusiveness, Sustainability Context, Materiality and Completeness as defined in the **GRI Sustainability Reporting Standard “In accordance - Core”**;

Methodology

As part of its independent assurance, Bureau Veritas undertook the following activities:

1. Visited selected site of **GPL** and their Corporate Office and interviewed relevant personnel. The assurance process involved carrying out an audit by assessors from Bureau Veritas. These assessors visited one of the locations. We interviewed relevant personnel at the selected plant site and the Corporate Office.
2. **GPL** had submitted performance data on reported **GRI** topics. The data pertaining to the location visited was audited by Bureau Veritas through the process above described.
3. The data was audited on a sampling basis. Data on **GRI** sustainability topics was verified for the location that was visited. Later, it was confirmed that the same verified data went into preparation of the final data within the Sustainability Report 2018-19.
4. Bureau Veritas reviewed stakeholder engagement activities that had been undertaken by **GPL** and the Stakeholder Engagement process was reviewed. Evidence of the stakeholder engagement activities was reviewed to confirm how aspects material to **GPL** stakeholders had been determined.

Our work was conducted against Bureau Veritas' standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance.

Our findings

On the basis of our methodology and the activities described above, it is our opinion that:

- Nothing has come to our attention to indicate that the reviewed statements within the scope of our verification are inaccurate and the information included therein is not fairly stated;
- We have not come across evidence indicating that **GPL** has not established appropriate systems for the collection, aggregation and analysis of quantitative data such as Environmental, Health & Safety and Human Resources, Labour & Community Interventions as well as materials utilized data.

Evaluation against Global Reporting Initiative (GRI) Sustainability Reporting Standard

Bureau Veritas undertook an evaluation of **GPL Sustainability Report 2018-19** against the **GRI Sustainability Reporting Standards**. This included cross checking the **GRI** index table against all the reference documents to provide an opinion on the self-declared **GRI** reporting option.

Based on our work, it is our opinion that the **Sustainability Report 2018-19** has been prepared in accordance with the **GRI Sustainability Reporting Standards** including appropriate consideration of the reporting principles and necessary indicators to meet the requirements of **GRI Sustainability Reporting Standard Reporting Option “In accordance - Core”**.

Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to:

- Activities outside the defined assurance period stated hereinabove;
- Positional statements (expressions of opinion, belief, aim or future intention) by GPL and statements of future commitment;
- Competitive claims such as "first in India", "first in the industry", "first of its kind" or such other claims appearing in the Sustainability Report 2018-19;
- Our assurance does not extend to the activities and operations of GPL outside of the scope and geographical boundaries mentioned in the report as well as the operations undertaken by any other entity that may be associated with or have a business relationship with GPL;
- Our assurance of the economic and financial performance data of GPL is based only on the audited annual reports of GPL and our conclusions in respect of the same rely entirely upon that audited report;
- Our assurance is only against requirements as stipulated in GRI standard and not against requirements of any other sustainability standard, framework or guidelines.

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist within the Report.

Statement of Independence, Impartiality and competence

Bureau Veritas is an independent professional services company that specialises in Quality, Health, Safety, Social and Environmental management with almost 180 years history in providing independent assurance services.

Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day to day business activities. We are particularly vigilant in the prevention of conflicts of interest.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health & safety information, systems and processes an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

Bureau Veritas (India) Private Limited

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Sanjay Patankar
Product Manager- Sustainability & Climate Change

Date: 4th-July-2019



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www.glenmarkpharma.com

www.glenmarkfoundation.org

www.glenmarkaquatic.org