



Glenmark Pharmaceuticals Limited

ABOUT THIS REPORT



























SCALING GREATER HEIGHTS THROUGH SUSTAINABILITY

We at Glenmark continue to create value for our stakeholders with the mission of enriching lives. We are committed to the triple bottom line approach rooted in sustainable development emphasising an equal focus on people, planet and profits. To share our journey of growth in our sustainability endeavours with our stakeholders, we are delighted to present our 2nd annual Sustainability Report 2019-20. The report serves as a comprehensive tool for disclosing our non-financial performance in addition to the disclosures in the annual report.

REPORT CONTENT AND FRAMEWORKS USED

The report has been prepared in accordance with the GRI Standards: Core option. We have reported on relevant indicators for each identified material aspect along with a disclosure on management approach. The report has been developed in adherence to all the reporting principles with respect to content and quality as per the GRI Standards. This encompasses the principles of timeliness, accuracy, comparability, balance, clarity and reliability. Our approach to materiality and stakeholder engagement are also based on the principles elucidated in the GRI standards. There has been no restatement of information in this report.

REPORTING BOUNDARY

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

**The coverage of the environmental and safety data presented in this report is 83%. This coverage includes our manufacturing facilities comprising of Formulation and API operations in Ankleshwar, Dahej, Aurangabad, Kurkumbh, Mohol, Goa, Indore, Baddi, Nalagarh, Nashik and Sikkim in India and our overseas operations at Monroe in USA, Pilar in Argentina and Vysoke Myto in Czech Republic.

GRI 102-48, GRI 102-50, 102-51, GRI 102-52, GRI 102-53, GRI 102-54, GRI 102-56

REPORTING PERIOD

The information provided in the report reflects our performance from April 1, 2019 to March 31, 2020. In view of the COVID-19 pandemic, we have included disclosures on material information beyond the scope of the reporting period to provide our stakeholders an insight into our response to the pandemic and our contributions to relief measures. The most recent sustainability report was published in July 2019 and is available on:

<https://www.glenmarkpharma.com/sites/default/files/Glenmark-Sustainability-Report-FY-2018-19.pdf>

FEEDBACK

We initiated disclosing our sustainability performance aligned to GRI standards from FY 2018-19, we are assured that with your support and valuable feedback we can strengthen our sustainability focus. Your feedback and suggestions are hence important to us and can be communicated through sustainability@glenmarkpharma.com

EXTERNAL ASSURANCE

Our report has been independently assured by DNV-GL based on the VeriSustain^{TM1} methodology.

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“Our vision is to
emerge as a leading
integrated research –
based global
pharmaceutical
company”



MESSAGE FROM THE CHAIRMAN'S DESK



As a testament of our agile market turnaround, cross functional synergies and unwavering commitment to address pressing patient needs, we were able to develop an anti-viral Favipiravir for the treatment of mild to moderate SARS-CoV-2 infection.



Dear Stakeholders,

This year has created a profound and lasting impact on all of us with the unfolding of a deep humanitarian crises of unimaginable scale and impact. The complex health crisis unleashed by the COVID-19 pandemic has nudged us to reflect on our normal ways of life and economic activity. Governments across the world are grappling between the choice of life and livelihood, reinforcing the urgent need to drive action across the global Sustainable Development Goals (SDGs). Entities across scale have started to appreciate the resilience of business models based on the principles of sustainability.

At Glenmark, our business strategy is guided by our aspiration of enriching lives. Our approach to business hence focuses on creating a holistic value proposition that creates measurable impact for all our stakeholders. While we put forth concerted efforts to strengthen our business fundamentals, we ensure that our business activities embed social and environmental consciousness. With our commitment to deliver affordable quality medicines and address unmet patient needs, we have

emerged as one of the fastest growing pharmaceutical companies in India. Over the years, we have been able to achieve a market presence in over 50 geographies unlocking a broader sphere of impact to deliver transformational therapies for patients worldwide. This reporting period has been a landmark year for us, with the launch of remigliflozin etabonate, the globally-researched SGLT2 inhibitor which has transformed Type 2 diabetes therapy in India. This launch emphasises our dedication to bringing affordable and effective medicines to our patients. As a testament of our agile market turnaround, cross functional synergies and unwavering commitment to address pressing patient needs, we were able to develop an anti-viral Favipiravir for the treatment of mild to moderate SARS-CoV-2 infection. The launch of this medicine under the brand FabiFlu® in India marked yet another milestone. We remain committed to devise solutions and support our patients and communities through this crisis.

Our people have been at the forefront of the milestones that we have achieved and the ideas that we have been able to translate into solutions. Their passion and dedication to create tangible impact in the lives of our patients has enabled us to tailor timely and innovate solutions. We take active measures towards infusing diversity and strengthening the cohesion within our workforce. By creating an inspiring and inclusive work environment we support our employees to tap their complete potential and realise their professional goals. We devise strategies towards fueling their growth and nurturing their talents towards enriching their work experience. Their health, safety and wellbeing is of paramount importance to us and we align our systems to global best practices. One of the most crucial aspects of our pandemic response was to ensure the health and wellbeing of our employees and their families. Our teams chalked out a comprehensive plan complete with preventive and proactive measures to ensure operational continuity while going beyond the curve to support employee safety and wellbeing.

Our commitment to support the underserved and vulnerable communities is at the core of our corporate spirit. Each year, we strengthen our interventional models to augment our value proposition for the communities that we serve. During the pandemic we supported communities globally, through unique partnerships and multipronged interventional models to help mitigate the impact of the pandemic.

Our approach touches every
sphere of business
interaction: social, economic
and environment. We aspire
to build capabilities towards
standing
by our people, patients and
communities as we
transition to a new world.



A critical element of our sustainability driven agenda is a long-term time horizon entrenched in our approach to risk management. While it is imperative to act and to address current needs, we lay prime importance to embedding a conscious approach to the needs of our future generations. Environmental management is one of our key focus areas from this perspective. We have developed a climate change strategy which focuses on climate adaptation and mitigation. Our approach promotes adoption of cleaner technologies and enhancing resource usage efficiencies.

As lockdowns are relaxed and businesses reboot, it is imperative that we carry forward learnings from the experience and transform our business to a state of enhanced resilience. The pandemic could serve as an inflection point that steers the world to a sustainable future. We employ a multifaceted approach in our thesis for transformation for the future that lies beyond the pandemic. Our approach touches every sphere of business interaction: social, economic and environment. We aspire to build capabilities towards standing by our people, patients and communities as we transition to a new world.

I thank each one of you for your continued support. I hope this report gives you an insight into our performance on non-financial parameters this year and our response to the COVID-19 pandemic. I would like to place a special mention to the courage and commitment showcased by our employees in their endeavours to rise to the occasion and support our patients and communities during the pandemic.

With Best Wishes,

Glenn Saldanha

Chairman and Managing Director

GLENMARK AT A GLANCE

Glenmark Pharmaceuticals Limited is a leading multinational, integrated innovation-driven pharmaceutical company with headquarters in Mumbai, India. Building on our experience spanning over four decades, we have emerged as a \$1.5 bn-plus global organisation focusing on generics, specialty and the innovation segments. With a vision “to emerge as a leading integrated research – based global pharmaceutical company” we continue to build capabilities to deliver transformational therapies for our patients worldwide. Our core corporate values of achievement, respect and knowledge fuel our aspirations and inspire us to leverage technologies and forge strategic partnerships towards providing cost effective quality medicines that address pressing patient needs.

VISION

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

VALUES

Achievement:

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

Respect:

We respect all our stakeholders

Knowledge:

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

USD **1.5** BN
Consolidated
Turnover

7 Out-licensing deals
signed with Eli Lilly,
Merck, Sanofi and Forest
Labs. USD 200 MN+ of cash
through Out-licensing

Our presence in
50+ countries

Our focus areas:
Dermatology, Oncology,
Respiratory

>14,000
Global employee
base

15
Facilities across
Formulations and API in 4
countries (9 USFDA approved)

Major presence across US,
Russia, Brazil, India, UK and
Germany

GRI 102-1, GRI 102-3, GRI 102-2, GRI 102-16

BROADENING OUR SPHERE OF IMPACT

We are one of the fastest growing pharmaceutical companies in the Indian pharmaceutical market. In our endeavour of enriching lives, we have built presence in over 50 countries. Today, we have operations across 5 continents, with direct presence in

major markets such as India, the US, EU, Brazil and Russia. We remain focused on our three key therapy areas: dermatology, respiratory and oncology, whilst building geography specific focus in diabetes, cardiovascular and oral contraceptives.

GLENMARK'S BUSINESS DIVISIONS

FORMULATIONS DEVELOPMENT AND MARKETING

Branded Formulations

Brand building
in selected
therapies

- North America
- India
- Russia & CIS
- Latin America
- Asia
- Africa
- Central and Eastern Europe

Generics Formulations

Substitution
model

- North America
- Western Europe

GLENMARK PHARMACEUTICALS LIMITED

100% SUBSIDIARY

GLENMARK LIFE SCIENCES (GLS)

API MANUFACTURING AND MARKETING

Captive consumption
and external sales

- North America
- Europe
- Japan
- India
- Latin America

100% SUBSIDIARY

ICHNOS SCIENCES

NME AND SPECIALITY

Small molecules and
complex biologics

- Switzerland - Dedicated research and development centre for Biologics (NBEs)
- India - Discovery and development of NCEs and development hub for speciality products
- US - Clinical drug development

OUR PARTNERSHIPS AND AFFILIATIONS

We believe that participating in forums and industry level collaborative initiatives is imperative to drive positive outcomes for our patients and in supporting the development of existing systems and processes. We are engaged with numerous associations that enable us to support initiatives aimed at public good and development of a conducive business environment

List of forums and organizations where we are active members:

- 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)
- Indian Drug Manufacturers' Association (IDMA)

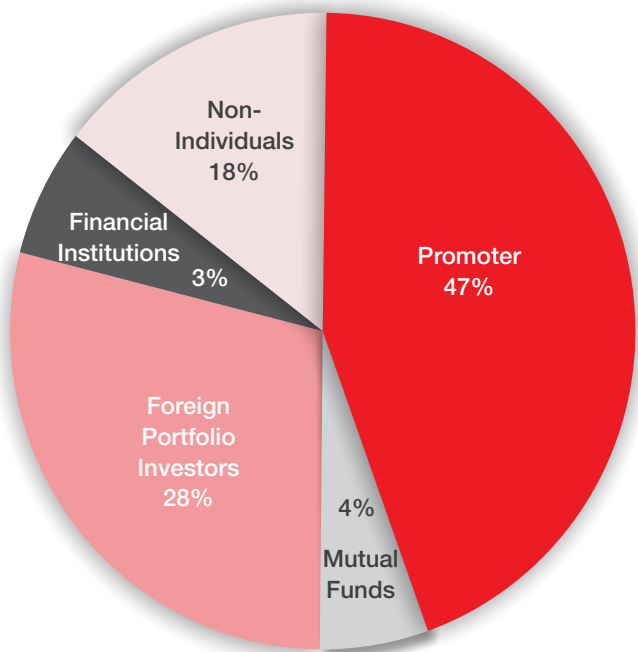
for the industry as a whole. In the current reporting period, no political contributions were reported. Through our engagements with various forums we work towards building meaningful relationships that can accelerate the transition to a sustainable and equitable future.

List of important company partnerships across the world:

- Celon Pharma
- Grandpharma (China) Co.Ltd.
- Harbour BioMed
- Helsinn Group
- Hikma Pharmaceuticals PLC
- Integrase Health Pvt.Ltd
- Novartis AG
- Seqirus Pty. Ltd.
- Torrent Pharma
- Yuhan Corporation

SHAREHOLDING PATTERN

GLENMARK SHAREHOLDING PATTERN AS ON 31ST MARCH 2020



ACCOLADES



Glenmark Pharmaceuticals limited was **listed on the Dow Jones Sustainability Emerging Markets Indices** for the 2nd consecutive year. We **ranked 15th** among pharmaceutical companies globally in the listing in FY 2018-19



Glenmark Goa was awarded the **Safety Innovation Award, 2019** by the Institute of Engineers for implementing innovative safety management systems



Glenmark Goa won an award for **Excellence in Safety in Pharmaceutical Industry** under the health and safety category at the 8th ACEF Asian Leaders Forum and Awards



Glenmark Pharmaceuticals Limited featured in the **5th Annual Inclusive Business List, 2019**

Glenmark Goa received the **Envirocare Green Award, 2019**



Glenmark Goa was awarded the **British Safety Council Award, 2019**



Glenmark Foundation conferred with the '**CSR Foundation of the Year Award**' at the 6th India CSR Summit, 2019, organised by CSR Box, New Delhi



Glenmark Dahej was awarded the **19th Greentech Environment Award, 2019**



Glenmark **Ankleshwar, Dahej, Aurangabad, Nalagarh, Nashik and Sikkim** were awarded the **Greentech Safety Award, 2019**

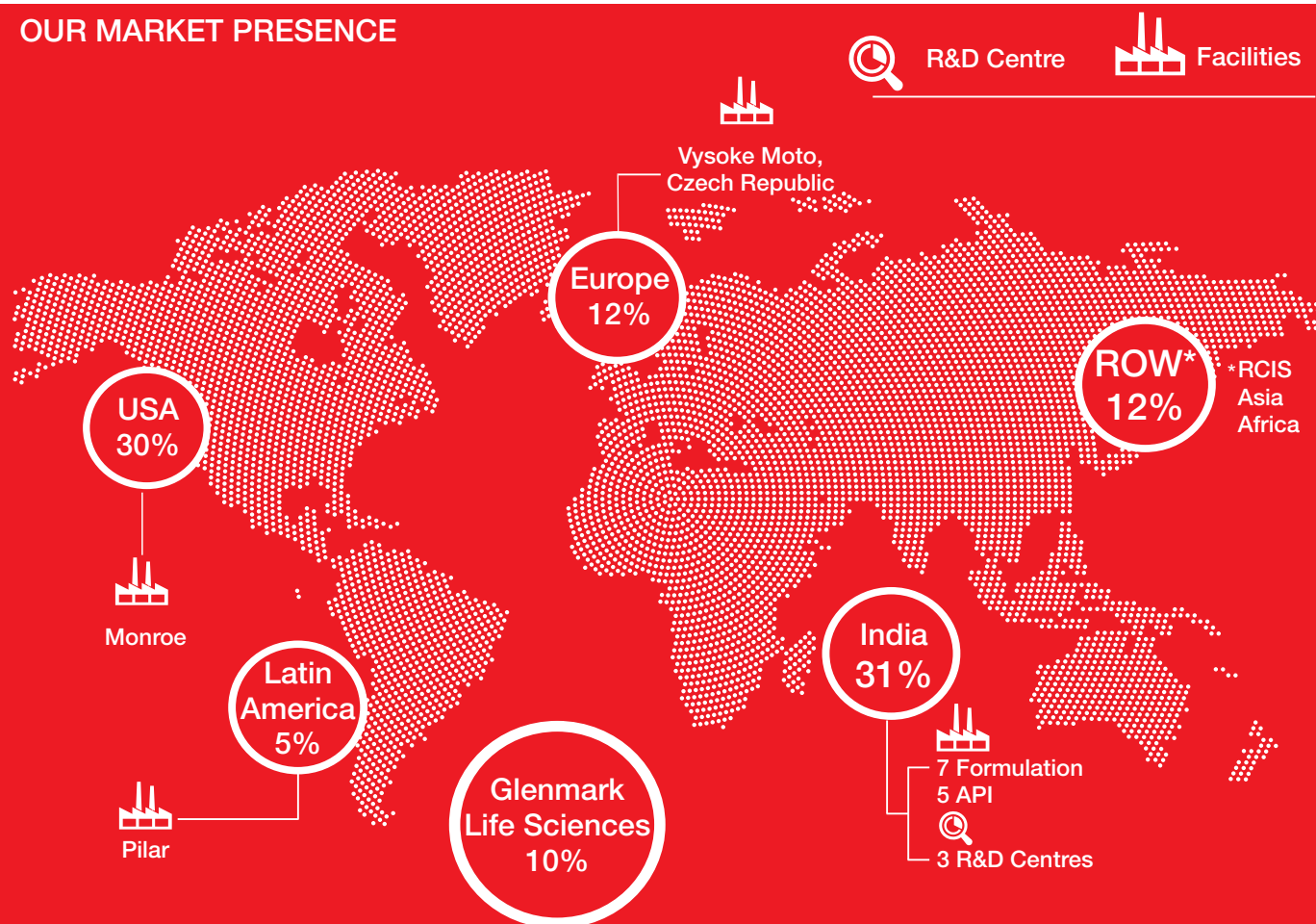


Glenmark Nalagarh was awarded the **Apex India Foundation Award in Gold Category** for Environment Management, New Delhi



PERFORMANCE HIGHLIGHTS

OUR MARKET PRESENCE



India

Ranked **#2** in Dermatology, **#3** in Respiratory and **#6** in the Cardiac segments*

81 Brands are among the **top 3** in the market

37 Brands presently rank number **1** in the market

Recorded a **CAGR of ~11%** over the past five years

USA

Portfolio of over **165** generic products

Pipeline of over **40 ANDAs** with a high proportion of differentiated molecules

The registered revenue from the US Formulations during FY 2019-20 was **INR 31,404.49 Mn (USD 443.69 Mn)**

* IQVIA MAT March 2020 data

Latin America

Brazilian subsidiary grew strongly in FY 2019-20 on the back of **respiratory products in-licensed** from a multinational partner

Mexico subsidiary grew in excess of **30%** in constant currency

Europe

The Western European business continued expanding through increased penetration in the **UK, Germany, Spain and the Netherlands**

Central Eastern Europe's focus to remain on **CNS and Cardiology** segment

Rest of the World (ROW)

Revenue from Africa, Asia and CIS region was **INR 12,854.45 Mn (USD 181.61 Mn)**

Ranked **11th** in Russia's dermatology market, with a strong combination portfolio offering added value to patients

Ranked **fourth** in the respiratory segment in Russia's retail market for expectorant

API (Glenmark Life Sciences)

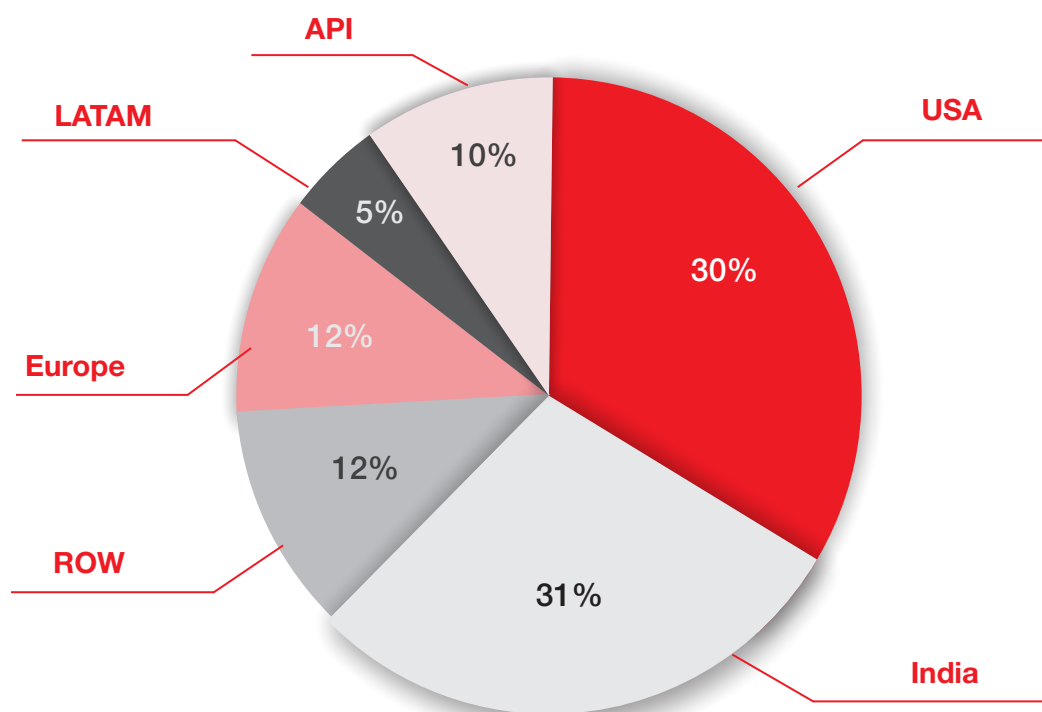
Over **130** molecules supplied

Over **700** customers

Market leadership in Perindopril, Lecanidipine, Telmisartan and Amiodarone

GLS expanded its presence in **Japan** while also making a foray into hitherto unexplored territories

REVENUE BY GEOGRAPHY



TOWARDS SUSTAINBLE AND INCLUSIVE VALUE CREATION

We at Glenmark, work towards building a holistic value proposition model that aims to cater to the current, emerging and unmet needs of our patients. Our strategy is devised to ensure market receptiveness and agile market delivery of medicines that patients need the most. Our mission of “enriching lives” is rooted in the aspiration of bringing about a meaningful change in the lives of our patients, people and communities globally.

As we expand our repertoire of capabilities and products, our efforts will remain deeply rooted in the ethos of inclusive development and environmental consciousness. As a corporate entity, we strive towards creating value for all spheres of human interaction; economic, social and environmental. It is a constant endeavour at Glenmark to ensure that our business activities and expansion efforts are mindful towards the needs of our future generations. Such an approach to business has served as a fulcrum of business growth and augmented stakeholder value creation. We also endeavour to make contributions towards the Sustainable Development Goals (SDGs) and

thereby align our business to the global developmental agenda. An important facet of our business strategy is the employment of a holistic and multidisciplinary approach to risk management. Risk across time horizons are carefully considered in our business strategy ideation and upgradation. This culminates in our business having a good understanding of risks such as climate change, emerging and novel diseases and other idiosyncratic risks. This leads to enhanced preparedness and readiness of our business to rise to the occasion in the event of risk materialisation. Our focus in such times remains; augmenting the resilience of our business and nimble market turnaround with solutions to address the materialised risk.

Our values of ethics and a strong corporate governance framework serves as the anchor of our sustainability and business vision. Our workforce management strategy, environmental conservation agenda, efforts towards community development and product stewardship are cornerstones on which our business growth and value proposition are built.



STRATEGISING FOR ENHANCED RESILIENCE AND SHARED GROWTH



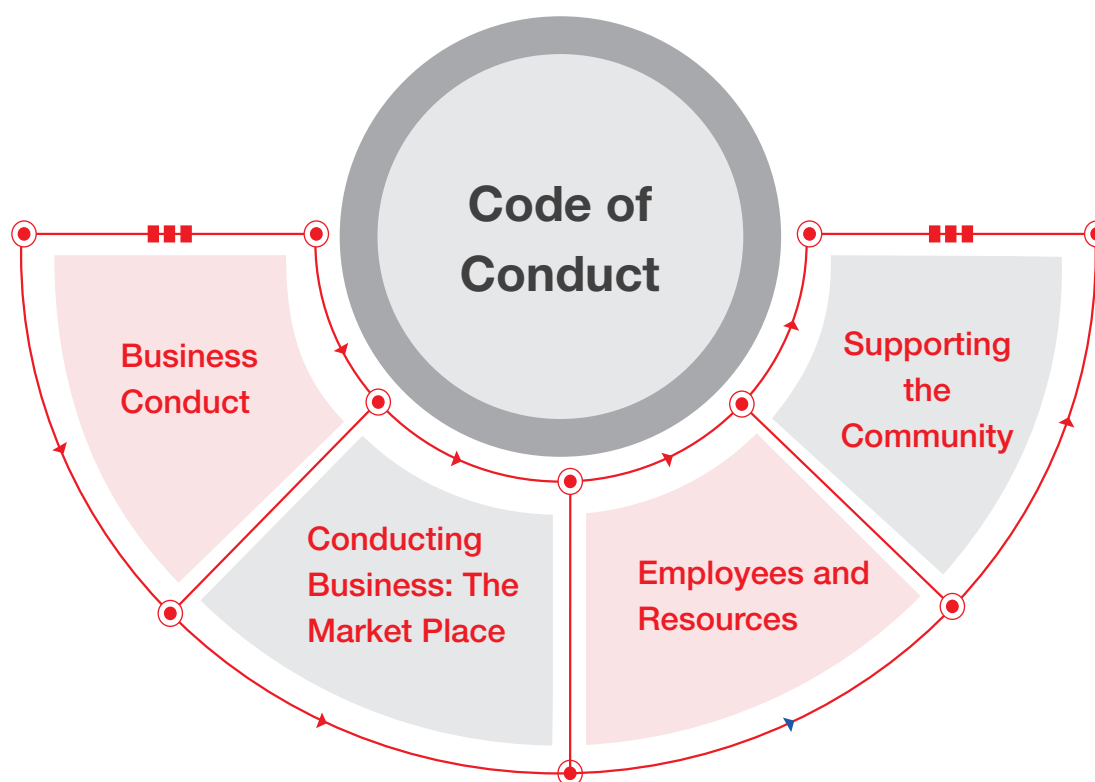


OUR CORPORATE GOVERNANCE

CORPORATE GOVERNANCE

Good governance goes beyond compliance and it lies at the core of building stakeholder trust and satisfaction. As an accountable organisation, we uphold the highest standards of ethics and strive to improve value for all our stakeholders through our pillars of integrity, knowledge, respect and trust.

Our Code of Conduct emphasises on:



We have devised policies and procedures that support effective implementation of governance linked best practices. Our “Global Code Policy Handbook” encompasses key policies that cover various aspects of our business. Some key policies are:

- Company Resources and Recordkeeping Policy
- Conducting Business Policy
- Confidential Information Policy
- Conflict of Interest Policy
- Drug, Alcohol and Weapon Abuse Policy
- Environment Supplement Policy
- Government Inquiry and Investigation Policy
- Human Rights Policy
- Insider Trading Policy

The implementation status of our compliance programs and other related matters are periodically discussed in the Compliance Committee, constituted across different business units and geographies.

With the goal of strengthening our compliance program and embracing a best practice based approach, we have introduced three dedicated policies at the global level, effective from May 2020.

1. **Global Anti-Corruption Policy:** Aims to ensure adherence with the highest ethical standards of business conduct and prohibits all kinds of bribery, kick-backs and inappropriate business expenses.
2. **Global Conflict of Interest Policy:** Laid to set standards for disclosing, reviewing and mitigating all potential issues pertaining to conflict of interest and covers processes for disclosures by employees in the event of such cases.
3. **Global Policy on Interactions with Members of Health Care Community:** The policy sets the minimum standards that needs to be followed by all Glenmark personnel for all interactions and activities with members of the healthcare community.

BOARD OF DIRECTORS

The “Glenmark Code” serves as the foundation of our governance system and it ensures that we adopt the right approach in a timely manner aligned to our corporate values and philosophy. Glenmark Code is applicable to all Glenmark employees and members of the Company's Board of Directors.

The Board of Directors facilitate formulation of policies, strategies and goals pertaining to the Glenmark's economic, environmental and social performance. They are also collectively responsible to monitor progress against strategies, effectively manage risks and ensuring compliance to all laws applicable to the Company.



Mr. Glenn Saldanha

Chairman and Managing
Director



Mrs. Cherylanne Pinto

Director – Corporate Affairs



Mr. V. S. Mani

Executive Director



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. Sridhar Gorthi

Non-Executive Director -
Independent



Mr. Milind Sarwate

Non-Executive Director -
Independent



Mr. D. R. Mehta

Non-Executive Director -
Independent

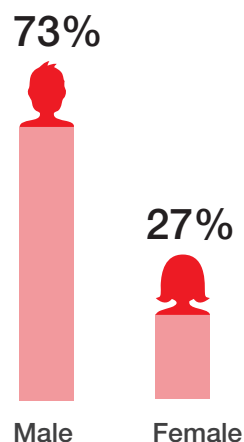


Ms. Saira Ramasastry

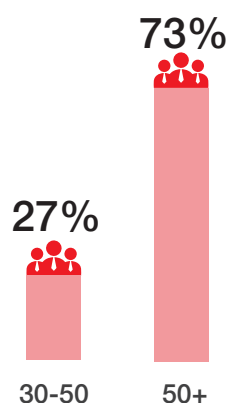
Non-Executive Director -
Independent

BOARD DIVERSITY

Males/female ratio



Age Group



BOARD COMMITTEES

Committees of the Board of Directors have been formed in accordance with the provisions contained under the Companies Act, 2013 and SEBI (Listing Obligations and Disclosures Requirements) Regulations. These committees focus on specific areas and make informed decisions within the delegated authority. They also make recommendations to the Board on various matters. Observations, recommendations and decisions of the committees are placed before the Board for information and approval. The Board is also kept abreast on the developments in sub-committee meetings through the minutes of the meeting.

COMMITTEES



SUSTAINABILITY GOVERNANCE

We believe that integration of environmental and social risks and opportunities in the corporate governance framework and long-term business strategy is essential for an organisation's success. Our goal is to entrench the values of sustainability in our operations, research and development efforts, workforce management, stakeholder interactions and community engagement mechanisms. We have adopted various policies which govern our sustainability practices, including the Environment, Health and Safety (EHS) Policy, Corporate Social Responsibility (CSR) Policy, Board Diversity Policy and Human Rights Policy. Our senior management reviews and focusses on

improving our performance across social, economic and environmental parameters for the long-term sustainability of our Company.

BOARD PERFORMANCE EVALUATION



An annual Board performance evaluation is conducted by the Board members. This is done through an evaluation mechanism elucidated in the Performance Evaluation Framework and Policy.

REMUNERATION PROCESS



The Nomination and Remuneration Committee has the overall responsibility of approving and evaluating the nomination and remuneration plans, policies and programs for Executive/Non-Executive Directors, Senior Management and Key Managerial Personnel.

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.

The process can be referred in the annual report FY 2019-20.

ETHICS AND INTEGRITY



The Glenmark Code and values guides the behaviour of every employee of our Company. Compliance with applicable laws and regulations, market standards and business ethics is a fundamental aspect of our work culture. We have formulated specific policies, procedures, processes and systems that play a pivotal role in maintaining ethical business activity and avoiding any prejudiced business practice*. Our business conduct revolves around:

- Marketing integrity
- Patient safety
- Product quality and safety
- Interaction with healthcare professionals and healthcare entities
- Interaction with government officials
- Anti-trust and competition
- Insider trading
- Protecting the environment
- Political contributions and participation
- Anti-money laundering
- Anti-bribery and anti-corruption
- Public disclosures
- Execution of agreements
- Global trade compliance

WHISTLEBLOWER POLICY



In accordance to the Companies Act, 2013, Listing Agreement and the Securities and Exchange Board of India Act, 1992, this policy is a vigil mechanism which is intended to encourage and enable personnel to raise concerns without fear of reprisal, discrimination or adverse employment consequences. Every






reported matter is jointly investigated by a cross-functional team and if required, support from external expert forensic firm is also taken for investigation. Generally, investigation procedure includes interviewing all relevant stakeholders associated with the matter reported and review of related documentation. After the investigation is completed, investigation report is issued stating the details of the cases, investigation procedure, outcome of the investigation and remediation action. Such remediation actions are discussed in respective Compliance Committee meetings. In the current reporting period, there were no cases reported under the vigil mechanism.









RISK MANAGEMENT



The global pharmaceutical industry and market is going to touch several milestones with path breaking innovations. But as the industry grows, there are unique and prevailing risks and threats with the potential of impacting the industry adversely. We have implemented an Enterprise Risk Management (ERM) programme which reviews and assesses significant risks on a regular basis to ensure that there are systems of internal controls in place to effectively mitigate identified risks. We have a robust risk management framework to identify, monitor, mitigate and minimise risks which also identifies business opportunities. The framework is supported by policies and procedures, communication and training programmes, supervision, monitoring and processes for escalating issues to the appropriate levels for senior management action.

The Risk Management Committee monitors and reviews the risk management plan whereas the Audit Committee reviews adequacy and effectiveness of the internal control environment and monitors the implementation of audit recommendations, including those relating to strengthening the Company's risk management policies and systems.

Some of the key risks and our mitigation plans for these have been explained below.

Risk	Risk Description	Mitigation Plan
<p>Delivering commercially successful new products</p> 	<p>The world is evolving and so is the health status of populations worldwide. Given our competitive environment and evolving regulatory landscape, it is often challenging to predict the launch or impact of our new competitive products or their potential impact on the sales of the Company. Novel products require intensive investment of capital, time, labour and other resources.</p>	<p>We have adopted a R&D focused business model different from the traditional model. It encourages greater entrepreneurialism and accountability from our scientists. We are open to collaborating with other companies of repute in the industry to share their technical expertise, thereby enabling mutual benefit and hedging of risks linked to timelines and market receptiveness of new products.</p>
<p>Ensuring product quality</p> 	<p>Risk to the patient or consumer as a result of the failure of the Company, its contractors or suppliers to comply with good manufacturing practice regulations during product development. This can have implications in terms of the health of our patients and customers, reputation, regulatory, legal, and financial consequences.</p>	<p>A single Quality Management System (QMS) has been adopted by us with a broad scope, covering our complete supply chain from starting materials to distributed product. The QMS is applicable throughout the life cycle of products from R&D to mature commercial supply phase. A team of quality and compliance professionals oversee and assist the delivery of quality performance and operational compliance.</p>
<p>Supply chain continuity</p> 	<p>Good manufacturing practices play a critical role in our industry. We expect our associates to abide by the same standards to ensure uninterrupted business operations. Failure of our third parties and suppliers in complying to the set standards can have serious repercussions.</p>	<p>Our supply chain model is designed to ensure the supply, quality and security of products. We have planned safety stocks and backup supply for critical products. Also, we have selected renowned clinical trial agencies who regularly monitor and audit our sites.</p>
<p>Product pricing</p> 	<p>Being a global Company, we adapt to dynamic market conditions. Failing to secure adequate pricing for our products or existing regimes of pricing laws and regulations that may have unfavorable business outcomes.</p>	<p>We take measures to reduce costs, improve efficiencies and reallocate resources to support identified growth opportunities in diverse markets. We also aim to improve our products with certain differentiators which can attract enhanced pricing.</p>
<p>Compliance with relevant laws and regulations</p> 	<p>Our global operations need to comply with a broad range of laws and regulatory controls on the development, manufacturing, testing, approval, distribution and marketing of products, failure to which may affect the cost, time, and product development in markets.</p>	<p>The Company has implemented numerous mechanisms to monitor and support our compliance with legal and regulatory requirements. Our regulatory team looks after promoting compliance with regulatory requirements and company-wide standards, making regulatory services more efficient and agile, and further aligning regulatory capabilities with business needs at global and local levels.</p>

Risk	Risk Description	Mitigation Plan
<p>Changing global political and economic conditions</p> 	<p>The risk of exposure of a global Company is high towards external political and economic conditions. Also, presently no market is safe and has a potential to encounter natural disasters that could impact business operations leading to disruption in our performance.</p>	<p>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.</p>
<p>Compliance with financial reporting and disclosure requirements</p> 	<p>Accounting standards undergo regular upgradations. This could affect our financial results. Also, the disclosures need to align with legal norms reviewed by stock exchanges.</p>	<p>To mitigate this risk, we keep ourselves updated with developments in financial reporting requirements by working with our external auditors and other advisors to ensure adherence to relevant reporting requirements.</p>
<p>Compliance with tax laws</p> 	<p>The tax laws are continuously updated and revised by the legal body. This could have different results on the Company's performance, financial results and product value.</p>	<p>We regularly update ourselves by forecasting any changes in regulations and engage with advisors and counsels to review tax legislation and applicability of it to the Company.</p>
<p>Compliance with anti-bribery and corruption legislation</p> 	<p>Failing to create a corporate environment opposed to corruption or failing to instill business practices that prevent corruption and comply with anti-corruption legislation.</p>	<p>To be compliant and fight against corruption, we have taken steps to develop a policy on Anti-Bribery/ Anti-Corruption (ABAC). The same is supported with trainings and third-party due diligence, contracting and oversight.</p>
<p>Potential litigation</p> 	<p>Risk of substantial adverse outcome of litigation and government investigations.</p>	<p>Our products which are released go through appropriate clinical trials and procedures to avoid litigations.</p>
<p>Sales and marketing litigation</p> 	<p>We operate in several countries with stringent legal and regulatory laws which vary in each region. Failure to comply with these laws could result in legal proceedings against the Company.</p>	<p>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.</p>
<p>Managing environmental, health, safety and sustainability compliance</p> 	<p>Risk of ineffectively managing environment, health, safety, and sustainability ('EHSS') objectives and requirements may result into additional remedial costs that may materially and adversely affect the Company's financial results and reputation.</p>	<p>The Company operates rigorous procedures to eliminate environmental and occupational health hazards and protect employees' health and well-being. We also proactively adopt technologies that mitigate our environmental footprint.</p>
<p>Information Technology (IT)</p> 	<p>Digital technology adoption brings in several unidentified risks. A failure of Information Technology (IT) systems due to malicious attacks and/or non-compliance with data privacy laws can potentially lead to financial loss, business disruption and/or damage to our reputation.</p>	<p>Creating awareness amongst employees on applicable privacy requirements, fostering a risk-aware culture to anticipate and prevent attacks, performing gap analysis of existing systems and devising policies and procedures.</p>

Risk	Risk Description	Mitigation Plan
<p>Revenue concentration</p> 	<p>The regional needs for products of a particular therapeutic segment/ category varies across geographies. The product development strategy may not be compatible with the regional needs or may not be able to deliver the desired product in a timely manner so as to replace the products at the end of the life cycle or enable the company to penetrate new markets.</p>	<p>The Company has a project management team which continuously monitors the short-term and long-term needs of various geographies. Based on the research and interactions with the regional markets, the product development strategy is formulated. The product pipeline is built based on a long-term vision of 3-5 years. The business plans are drawn up with an in-built mechanism to de-risk the concentration of revenues from a few customers and regions.</p>
<p>Pandemic risk</p> 	<p>The impact of pandemics induced by novel and emerging diseases have the potential to impede business continuity. This has been incorporated as a new risk in the view of the material impact of the COVID-19 pandemic.</p>	<p>The Company has devised a business continuity plan which has detailed steps to mitigate exigencies and reinstate business operations. The plan focuses on people management, supply chain and manufacturing continuity and standard operating procedures to ensure uninterrupted and effective business operations.</p>





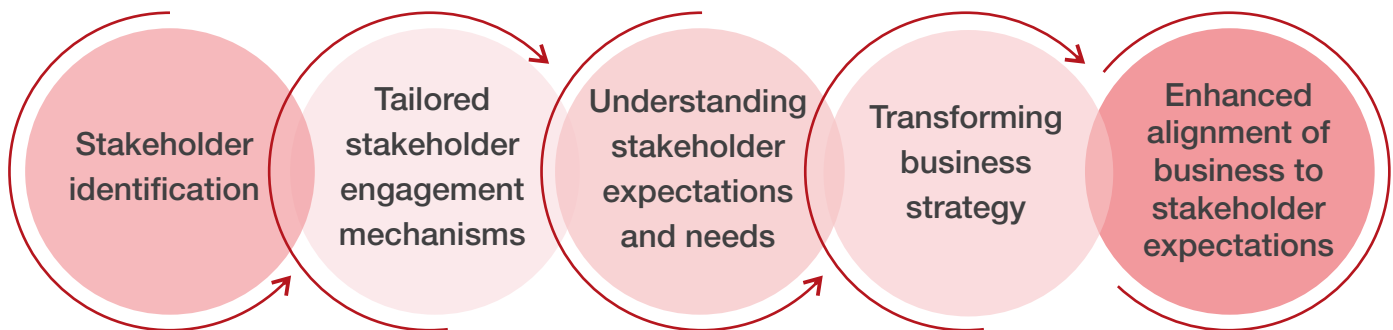
STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

STAKEHOLDER ENGAGEMENT

The basis of our shared value proposition is the integration of stakeholder feedback and aspirations into our business strategy. Our stakeholder engagement process is based on considerations of inclusiveness and transparency. We have adopted a systematic approach to stakeholder engagement to ensure we capture the whole spectrum of stakeholder perceptions and aspiration.

Being responsive and agile in adapting our value proposition to the dynamic landscape of stakeholder needs

is a core element of our business strategy. A tailored approach to stakeholder engagement is employed for each stakeholder group based on the nature of our relationship with them. We follow a need-based approach towards stakeholder engagement which is based on convenience and effectiveness. We have established multiple channels of communication with our stakeholders, including E-mail, telephonic, face-to face discussions, engagement surveys, events, forums and virtual meetings among others. We have also conducted a dedicated stakeholder engagement exercise as a part of our report preparation process.



The key focus areas of various stakeholder groups have been listed below. In FY 2019-20, we received 38 stakeholders' concerns which were resolved within the reporting period.



External



Internal

Stakeholders		Key Interest	Category
Senior management		Economic performance and risk management	I
Shareholders and investors		Ethical business conduct, economic performance and compliance	E
Healthcare professionals		Innovation, product quality and availability	E
Communities and NGOs		Healthcare services, health and wellbeing, continuity of developmental programs	E
Employees		Career progression, wellbeing, benefits, health and safety	I
Regulators		Compliance and intellectual property rights	E
Suppliers		Training, capacity building and compliance	E
Patients		Product quality, product availability and grievance redressal	E

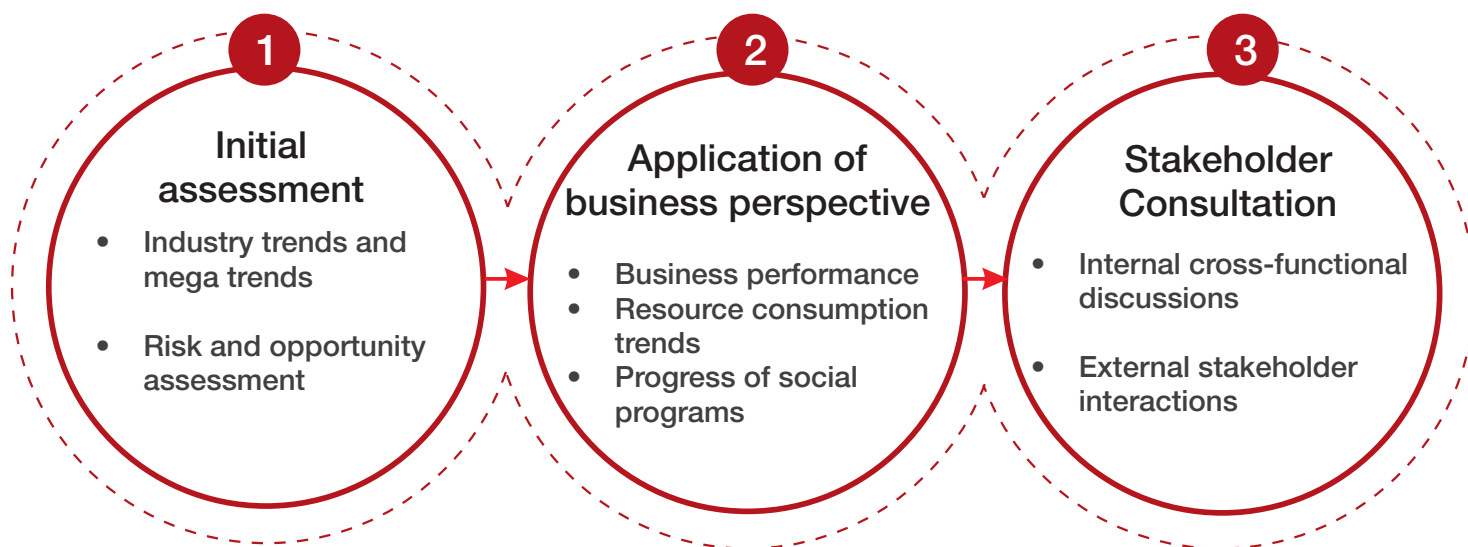
MATERIALITY ASSESSMENT

We employ a rigorous approach for materiality assessment. The tool utilised for the analysis is based on a blended methodology that relies on quantitative and qualitative assessment parameters. Our materiality assessment was conducted during the previous reporting period aligned to the principles of materiality elucidated by the GRI standards.

This year, we conducted a materiality assessment review, through internal stakeholder consultations. This review

appraised our material topic list based on business developments, industry wide trends and shifts in our macroeconomic environment. We followed a programmatic approach to this review process that involved an initial assessment of the topics against industry trends, business developments and the macroeconomic environment. This phase was followed by cross-functional internal stakeholder consultation to ensure alignment of our material topics to pan-organisational growth prospects and business strategy.

OUR MATERIALITY REVIEW PROCESS.



MATERIAL TOPIC LIST

Economic

- Promoting innovation
- Ensuring product quality
- Intellectual property rights
- Compliance and risk management
- Responsible supply chain management
- Business ethics
- Enhancing availability and accessibility of medicines



Environment

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



Social

- Promoting diversity
- Community engagement
- Employee health and safety
- Human resource development
- Patient safety





 **glenmark**
A new way for a new world



**OUR RESPONSE
TO COVID-19**

BACKGROUND

The onset of the novel coronavirus (COVID-19) pandemic presented the materialisation of an unimaginable humanitarian crisis which left countries worldwide reeling under its impact. Pharmaceutical companies worldwide were expected to keep pace with the evolving situation and enable continuous supply of medicines. For us at Glenmark, the challenges resulting from the pandemic came along with the onerous responsibility of ensuring uninterrupted supply of our medicines while being at the forefront of the battle for our people, patients and communities.

The sheer magnitude, scale and nature of the crisis has served as a real-time stress test for governance systems and business models. With social distancing being one of the feasible solutions to stall the spread of the disease, business activities came to a standstill. Supply chains were adversely affected with execution of simple logistics linked activities posing immense challenges. The onus to lead the fight against the pandemic was on the healthcare and pharmaceutical sector. As a result, we worked relentlessly to ramp up our capabilities overnight in a manner compatible with the constraints posed by the pandemic. As countries imposed nation-wide lockdowns, operational constraints were compounded by anxiety in the minds of people and the restrictions imposed by Governments. This phase of the pandemic helped us realise the innate resilience of our business and harness the value of years of experience and organisational knowledge base.

OUR APPROACH

At Glenmark, we sprinted into action with our business continuity plan enabling efficient decision making. Our focus was on our employees, patients and communities. The culmination of our strong capabilities, passion to enrich lives, strong leadership and agile execution enabled us to deliver an oral anti-viral treatment option for mild to moderate COVID-19 cases for the Indian market. This stands as a testament of our corporate citizenship and commitment to create value for our stakeholders at times of crisis and need.

CARE FOR OUR PEOPLE

At Glenmark, we have always been committed to ensure the good health and wellbeing of our employees, globally. At the onset of the pandemic, we strengthened our efforts to provide a safe and hygienic working environment for our people on-site and at home. Our employees are spread over our offices, production sites, and Research and Development (R&D) centres across the world. As the lockdown measures began to be enforced in various countries, complex human resource management challenges were faced. Our teams evaluated risks and tailored comprehensive programs to ensure business continuity while adhering to occupational safety norms. We focused on ensuring physical, mental and emotional wellbeing of our people through various digital programs and on-site facilities.

Our key thrust areas for action for our employee safety have been:

Creating a safe and hygienic environment across locations

Providing administrative and logistical support to ensure business continuity

Supporting psychological and emotional wellbeing of our employees



SUPPORT FOR OUR FACTORY AND R&D CENTRES WORKFORCE

Our efforts to support our onsite employees included arranging for more buses on the road to ensure adequate social distancing during commutes. Our employees were provided with protective gear and hand sanitisers in buses and on-site. All the common areas were regularly sanitised at least thrice a day. For employees whose onsite presence was indispensable, arrangements were made for their stay close to the office premises. To address the constraints faced at some locations for buying essential food rations, we provided curated meal packs for our employees.



Our employee at our R&D facility

iCall
Through a collaborative effort between Glenmark Foundation and the Tata Institute of Social Sciences we rolled out a dedicated psychosocial wellbeing helpline backed with trained counsellors. This helpline was made available for our India business employees and their families.

The function of our R&D centres is vital to continuously feed our product pipeline. It was hence imperative for our R&D centres to gradually re-open. Effective coordination with local administrative authorities by our HR and admin team enabled us to reopen our R&D operations with minimum workforce capacity. Our Emergency Response Team (ERT) developed a detailed protocol which proposed various precautionary and proactive measure for adoption for the safety and wellbeing of employees working onsite.



Some of the precautionary measures taken at our facilities and offices





Employees from Colombia keeping up morale while working from home

UNITED@GLENMARK

To preserve workforce cohesion and a sense of a common goal, we created a thriving microsite named United@Glenmark. We encouraged all our employees to stay connected with each other through this digital platform. The microsite enabled employees appreciate each other, understand mutual trial and tribulations and empowered us to stand together and face the uncertain times with grit. This platform was leveraged by the Company leadership to stay connected with employees across the globe while boosting their morale and appreciating their efforts in these trying times. Periodic updates on our business and community outreach activities are also being communicated to employees through this platform. United@Glenmark also enabled us to encourage employees adopt proactive measures towards boosting their immunity and maintaining a healthy state of mind and body. We also share various tips to support their emotional and physical wellbeing.

OUR PATIENTS

At Glenmark, during the initial stages of the pandemic impact our priority was to reinstate operational stability and enable uninterrupted supply of our medicines to patients worldwide.



OUR ENDEAVOURS TO SUPPORT OUR REMOTE WORKERS

Our leadership and functional teams have been at the forefront of steering our Company's transition to the remote work model. We enabled work-from-home for all our employees whose onsite presence was non-essential. Our Company made strategic investment in the requisite IT infrastructure and software to enable a systematic transition to a digital mode of work. Our IT team's preparedness with Citrix App Hub, SOPs for IT continuity, SAP mobility for quicker approvals, Zoom/Skype for business calls, Webex for collaboration and Airwatch for emails on mobile phones eased the transition to digital work and collaboration. These solutions could mitigate critical business risks in remote working situations. Our IT team worked 24x7 at the backend to support efforts and to ensure employees are adapting well to various digital tools.

Our teams monitored developments around that clock and devised strategies to adapt to unique constraints imposed by the pandemic. In India, many of our factories were constrained by low attendance in the initial days of the lockdown and challenges faced in the transportation of products and materials. We actively engaged with our relevant stakeholders such as police, local regulators and industry forums, to surpass such hurdles. In global markets, airport shutdowns and travel restrictions had a direct effect on logistics and transport of goods. We also optimised logistics across our geographies of operation in the US and Europe through collaboration with other companies and innovative solutions. In the US, we put forth dedicated efforts to stay in touch with our customers by providing advice on various areas of concerns such as customer orders, impact on service levels, information on the pandemic and the status of our global supply chain. We continue to grapple with multifaceted constraints posed by the pandemic. For instance, in the US, the demand for certain products has decreased greatly while others have increased owing to panic buying.

Similarly, in India we have faced manufacturing bottlenecks due to the extended lockdown. We have developed strategies to appropriately plan our logistics and manufacturing activities to mitigate the constraints posed by the pandemic. The strategies being explored include shifting products to alternative manufacturing sites and exploring the use of contract manufacture on a temporary basis to ensure uninterrupted supplies and business continuity.

From the beginning of the pandemic, Glenmark mobilised its R&D, API and formulations teams towards developing an effective and timely therapy against the virus, and in June 2020, we became the first pharmaceutical company in India to receive regulatory approval for the oral antiviral Favipiravir (FabiFlu®). This manufacturing and marketing approval was granted as a part of the accelerated approval process, for the treatment of

mild to moderate COVID-19 cases, considering the emergency situation of the outbreak in India. The multiple benefits of FabiFlu® are being increasingly appreciated since its launch in the market: it is orally administered, serving as a more convenient treatment option over other intravenous medications; it is backed by clinical efficacy and a good safety profile; and it will allow for treatment even in out-of-hospital settings, considerably reducing the burden currently plaguing our health system. More recently, Glenmark also began another clinical trial to evaluate the efficacy of two antivirals Favipiravir and Umifenovir as a combination therapy in moderate hospitalised adult COVID-19 patients in India. The launch of FabiFlu® has only been possible due to the relentless efforts, dedication and support of Glenmark's employees and their families, who have stood steadfast to our cause to serve patients at all times.

OUR COMMUNITY RELIEF PROGRAMS

The COVID-19 pandemic imposed a myriad of constraints culminating in the disruption of essential supplies to millions of households worldwide. This translated into vulnerable and underserved communities grappling to gain access to essential supplies while being faced with unique challenges impeding their livelihoods. Additionally, the advent of the lockdown has impeded progress of various developmental programs further compounding the burden on these communities. Our spirit of corporate citizenship propelled us into action to develop strategies to cater to the needs of some of the most vulnerable communities through multipronged interventions and donation drives. We forged partnerships across geographies with NGOs and government bodies to implement various community relief programs.

Our strategic focus areas identified for community relief encompassed



Food distribution drive

Support to health care professionals, frontline workers and community members through preventive interventions

Supporting vulnerable communities: migrant laborers, tribal communities, women and children, senior citizens, people with disabilities, terminally-ill patients

Promoting mental health and wellbeing

Community awareness building programs



We covered 20 states in India through our community relief programs. During the initial phase of the pandemic we identified our beneficiary groups and tailored interventions to address their most urgent needs. In India, we pledged over 5 million meals with a focus on undernourished children, daily wage earners and pregnant women who were identified as the most vulnerable groups affected by the pandemic. We also put forth concerted efforts to support tribal communities.

Targeted food distribution drives were conducted in the tribal areas of Maharashtra and Madhya Pradesh. In partnership with Spandan Seva Samiti we distributed food baskets supporting supplies for 2 months. The basket consisted of rice, pulses, edible oil and soap. Through this partnership we were able to support 2,500 undernourished children and 500 pregnant women across 70 tribal villages. Similarly, we also undertook dry grain distribution drives catering to 10 tribal communities near the Sanjay Gandhi National park in Mumbai. In Himachal Pradesh and Gujarat, we supported migrant workers and their families with food packets in partnership with the local administrative bodies. Likewise, our teams in Indore arranged 10,000 meals for daily wage workers in collaboration with the local administrative body. In Goa and Mumbai, we supported 3,500 migrant workers with food packets and water before they boarded trains. We applaud our employees for making generous contributions in helping us further our 5 million meals pledge and making a difference to underserved families amidst the pandemic.

As the situation evolved we forged strategic partnerships to swiftly devise relief measures to alleviate the miseries of migrant laborers. Glenmark Foundation is part of the Jeevan Rath program. This relief-on-wheels initiative led by UNICEF with over 25 development partners and donors was conceived and executed within 48 hours to respond to and alleviate some of the miseries of migrant labour. The first phase was focused on food for migrants who were walking home. In just two weeks, 100,000 migrants were served. Later, transportation to train and bus stations also came to be arranged.

RISE Infinity Foundation, the Idobro team and Glenmark Foundation have been providing support across 32 cities in India to vulnerable groups and frontline workers with food and ration, travel arrangements, medicines, sanitary napkins and hygiene kits, personal and household items, PPE kits, protective gear and more. Till date we have touched over 1,75,000 lives. Through this partnership, a helpline was set up for assistance related to food, travel and shelter among others.



Food distribution drive across locations

We also proactively embarked on strengthening healthcare services and raising awareness on various aspects of the pandemic. Through a comprehensive capacity building program, we supported the district authorities by training government staff. Various awareness programmes and health camps were also conducted which emphasised on the importance of social distancing, sanitisation and other preemptive measures to enable communities understand the disease and adopt a precautionary approach to curb the spread of the infection. Glenmark Foundation and RISE Infinity Foundation distributed Candid dusting powder samples for common skin conditions to more than 50,000 law enforcement personnel across 12 cities. Medical check-ups for law enforcement personnel were also organised in Gujarat. We also extended our support by providing vehicles for emergency situations and distribution of medicines. We undertook active measure to support the government. We made donations to the PM Cares Fund and CM Relief funds in Goa, Gujarat, Himachal Pradesh, Maharashtra and Sikkim.

LEVERAGING TECHNOLOGY TOWARDS REMOTE HEALTH MANAGEMENT

In partnership with Institute for Global Development (IGD), we implemented an easily accessible tele-health initiative to address health linked concerns of communities. For the implementation of this program we mobilised experienced and specialised doctors and onboarded them to provide counselling services through this tele-intervention. The service has been made available for over 3,00,000 people across the states of Himachal Pradesh, Gujarat, Rajasthan and Madhya Pradesh. In line with our CSR focus area on maternal and child health we extended psychological support to 10,000 lactating mothers and pregnant women through tele-counselling. The pandemic also led to complex physiological and emotional trauma, to address this emerging issue we collaborated with Tata Institute of Social Sciences to facilitate iCall, a socio-psychological helpline, which we tailored for cancer patients and their caregivers available across India.



Distribution of Candid dusting powder samples for law enforcement personnel

OUR SUPPORT TO COMMUNITIES WORLDWIDE

The pandemic unleashed distress across geographies, we devised interventions to support communities across various international locations. In USA, we supported two Public Schools' food service program in New York and New Jersey and also supported an NGO; the Centre for Food Action (CFA), that provides emergency services to northern New Jersey's vulnerable residents.

In Russia, we supported an orphanage with disinfectants, provisions for sanitising and sanitary items. Our efforts in Malaysia focused on orphanages and old age homes

supporting them with basic food and essentials. In Myanmar, we distributed masks in major hospitals. In Czech Republic, we provided air purifiers while in UK, we supported a local hospital trust by supplying daily fruit and graze boxes for key health workers on a daily basis. In Poland, we supported doctors, nurses and other health service staff across various locations with fruit boxes. Similarly, in Germany we supported nursing staff, young people and their families, and the "Help the Helper" project of the City of Munich which aimed to support people in the frontline of the coronavirus pandemic. In Philippines, we provided food aid to frontline workers in hospitals touching over 2,750 frontline health workers.

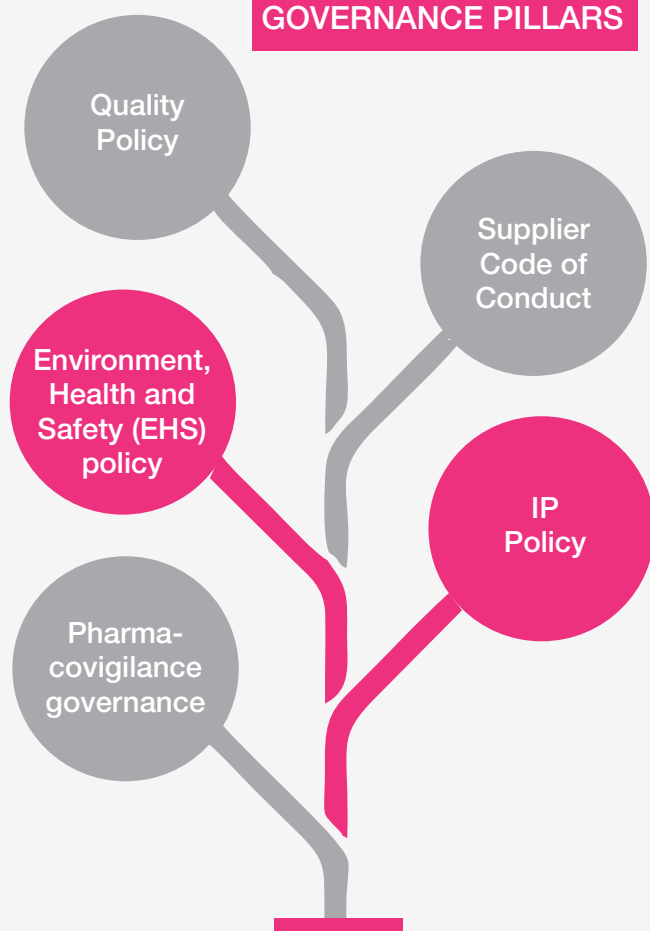




PRODUCT STEWARDSHIP

“Addressing the needs of our patients is at the core of our business purpose. Our patients inspire us to reimagine models, evaluate novel combinations and create new possibilities each day. Their unmet and emerging needs fuel our inquisitiveness, stimulates innovation and drives our passionate workforce to devise breakthrough and transformational solutions.”

GOVERNANCE PILLARS



MATERIAL TOPICS



SDG IN FOCUS



STAKEHOLDERS IN FOCUS



HIGHLIGHTS

16 products

Successfully launched in the USA during FY 2019-20.

Remogliflozin

First company to launch a novel, patented sodium glucose co-transporter-2 (SGLT2) inhibitor Remogliflozin in India. This strengthened our leadership position in the diabetes segment.

14th largest

generics manufacturer by prescription in the US. Our products are used to fill about 83 Mn prescriptions each year in the region.

OUR APPROACH

At Glenmark, we tailor solutions towards creating meaningful and scalable impact in the lives of our patients. An amalgamation of cutting-edge technologies, state-of-the-art infrastructure, deep market insight and years of experience fuels our innovation centric approach. In our quest of being at the forefront of devising transformational and breakthrough therapies we are committed to strengthen our innovation driven prowess through strategic investments and partnerships. Such an approach enables us to unlock unique and first to market products for our patients worldwide. Over the years, we have built strong capabilities across respiratory, dermatology and oncology therapeutic focus areas.

Our innovation centric strategy revolves around careful consideration of product safety and quality. For us at Glenmark, delivering products aligned with the highest standards of safety and quality is beyond compliance and is a core aspect of our fundamental corporate values. We focus on continually strengthening our safety and quality linked processes in line with the most stringent standards and global best practices. Our uncompromising approach in this regard has enabled us to embed a safety and quality centric mindset in our workforce. We have dedicated teams that work on designing standard operating procedures, monitoring safety and quality linked compliance and assessing the effectiveness of on-ground execution. Potential safety issues are discussed at corporate pharmacovigilance system governance forums, responsible for product safety management for all our marketed and investigational products in the context of the safety surveillance, risk management, risk minimisation and communication process. The safety governance body is authorised to take decisions that have material, patient, product, and company impact. Each of our products are subjected to a thorough assessment of their health and safety implication in our pursuit of enabling continuous improvement in our product portfolio.

An important facet of our business aspiration is to deliver our medicines to the people who need it the most. We thus focus on creating cost effective therapies which can penetrate markets across economic strata. This strategy is bolstered through an approach to innovation that embeds cost linked consideration through the product development and commercialisation phase.

TRANSLATING INNOVATION INTO CARE FOR PATIENTS

Innovation is a key enabler of our value proposition for our patients. We have state-of-the-art infrastructure and a team of highly experienced scientists supporting our innovation linked endeavours. Our current product pipeline consists of

molecules at various stages of clinal development across our therapeutic thrust areas. Each of these molecules has the potential to transform patient therapy outcomes either by providing safer and/or more effective options compared to existing therapies in the market.

A crucial element of our innovation centric approach is to ensure the continuous application of our values of ethics and integrity throughout the life cycle of product development. Protection of Intellectual Property (IP) rights is thus a vital aspect monitored throughout the product development lifecycle. We respect the IP of all third parties and are committed to ensure that no violation occur in this regard. Our governance system for the protection of IP consists of a dedicated team responsible for this management. Our IP team comprises of employees well-versed with the requisite legislations across geographies. This team is guided by a well-curated IP policy which outlines the basis for management, execution and review.

In FY 2018-19, we took the significant step of spinning off the innovation division of Glenmark into a separate company to sharpen its focus and help accelerate the development of its pipeline assets towards commercialisation. This company is now Ichnos Sciences Inc., which currently is our wholly owned subsidiary.

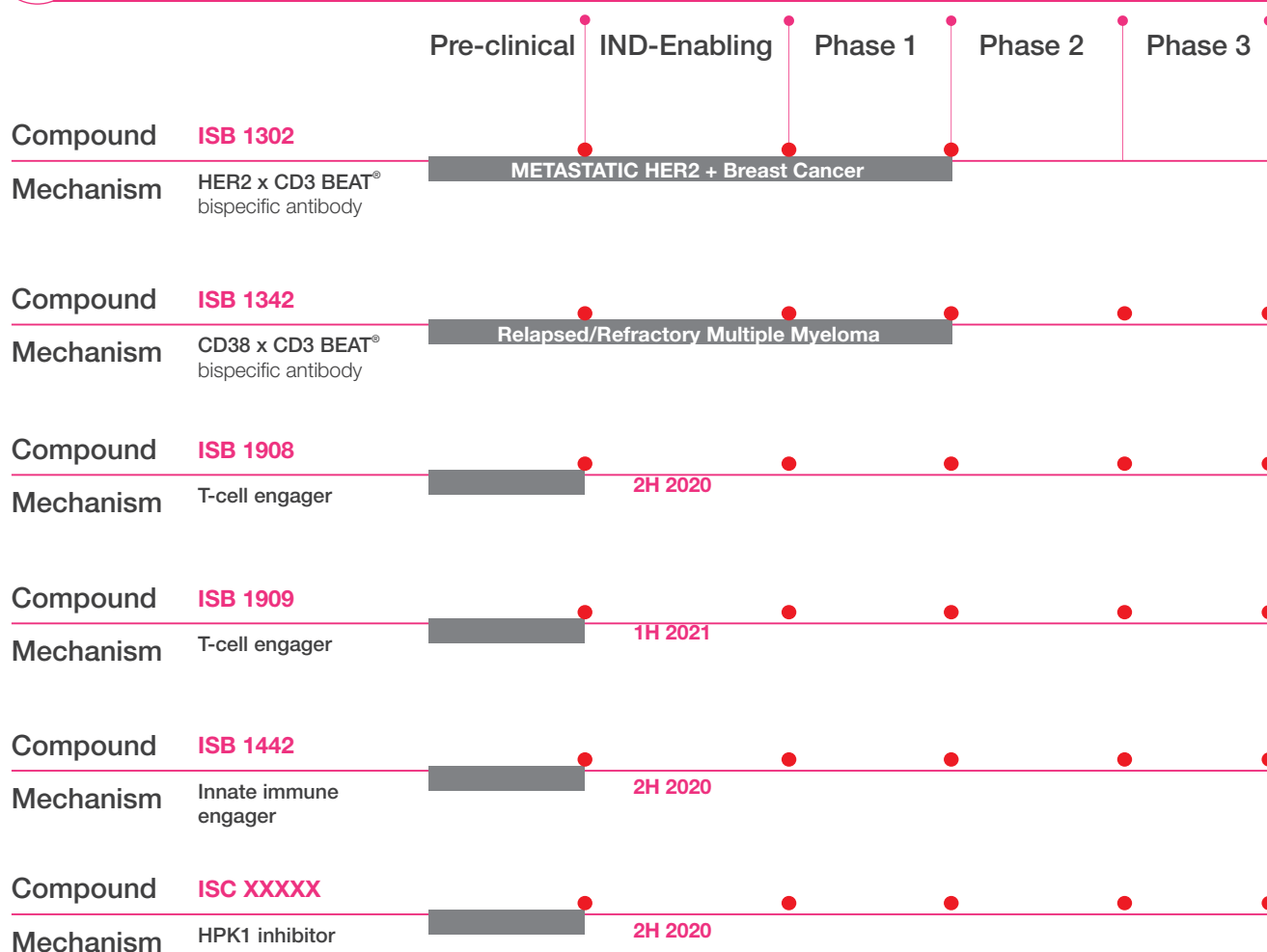


Precautionary measures taken in our manufacturing facility

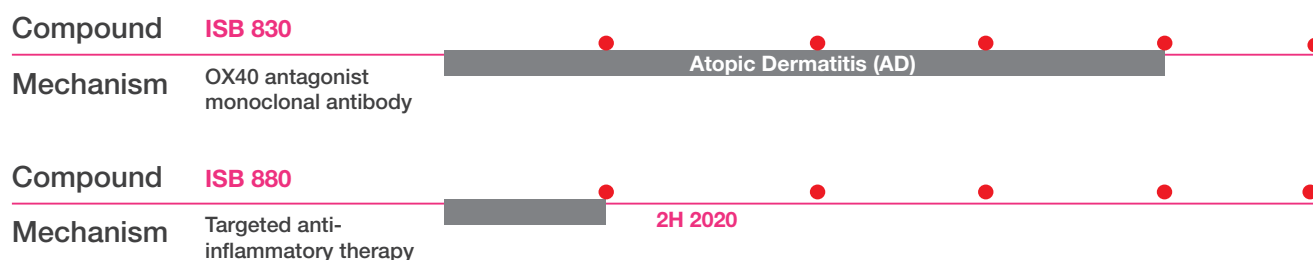
ICHNOS SCIENCES INC. PRODUCT PIPELINE



ONCOLOGY



AUTOIMMUNE DISEASE



PAIN MANAGEMENT



* Ichnos Sciences will complete preclinical and clinical work required to start a randomised Phase 2b study of ISC 17536 and plans to out-license the compound to enable greater focus on oncology and autoimmune disease.

OUR FIRST PRIORITY: PATIENT SAFETY

At Glenmark, we are committed to devise solutions that enhance the quality of our patient lives in a meaningful and sustainable manner. Product safety is a foundational element of the relationship based on trust that we have built with our patients. We employ a conscientious approach to assessing the safety of our products. Our evaluation starts from the early development stages and continues throughout the commercialisation and post market uptake phase of the products. We have devised various methodologies and surveillance systems to understand the impact of our products on our patients. Being a Marketing Authorisation Holder (MAH) and Clinical Trial Sponsor (CTS) in numerous jurisdictions, we have an ethical, regulatory and legal obligation to collect and manage safety information of our products in order to continuously weigh the benefits of our products against potential risks. A product progresses from one phase of development to commercialisation only when we affirm a high level of confidence in the safety of the product for our patients. Hence, extensive testing and evaluation precedes the approval of each drug. The drug moves to the next phase of development only once its unequivocally established that its benefits outweigh potential risks.

Our Pharmacovigilance Unit is at the helm of monitoring, identifying and analysing potential safety risks associated with our products. This unit has four key functional subunits led by subject matter experts who specialise in various aspects of product safety management. These functional areas span core operations, risk management, compliance, capacity building and relationship management.

Pharmacovigilance Unit

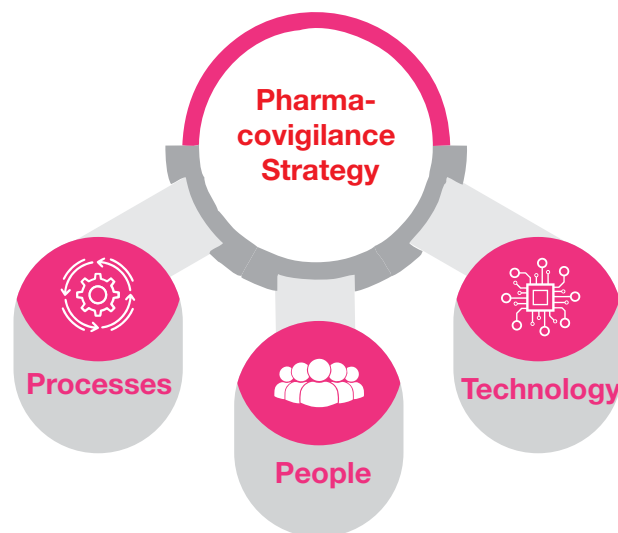
- Safety Evaluation and Risk Management (SERM)
- Global Pharmacovigilance Operations (GPO)
- Compliance and Training
- Global Affiliates Relations

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



When a potential safety linked risk is identified, our Pharmacovigilance Unit flags the issue and swiftly devises a comprehensive action plan as per standard operating procedures. A vital aspect of these action plans is close engagement with multiple stakeholders including regulatory authorities to enable minimisation of adverse impact. Transparent and effective communication is the key enabler of successful implementation of our pharmacovigilance linked strategies. The communication aspect of our action plans comprises of updating product labelling, conducting educational campaigns on risks, issuing safety alerts and other form of communication to patients or healthcare professionals.

Aligned with our vision of continuously upgrading and aligning our pharmacovigilance systems to global best practices we have developed a three-pronged strategy which focuses on people, processes and technology. This strategy enables us to embed safety linked considerations at the value chain level. We focus on making appropriate investments towards building capacities and competencies across these three thrust areas.



1. PROCESSES

We implement industry best practices in our safety management process. We lay equal importance on process effectiveness and efficiency. Thus, we work towards building standardised processes that embeds traceability and accountability in our safety management system. To optimise our processes, we use the hub and spoke model which supports centralisation and consistent implementation of procedures and policies. Additionally, by deploying six sigma and lean concepts we ensure continuous improvement in our safety management system. Some key programs that support our safety process excellence linked endeavours are:

- **Training programs:** We conduct periodic training programs aimed at enabling good documentation practices, clear understanding of pharmacovigilance linked legal requirements and embedding a beyond compliance approach towards safety linked process aspects in our workforce. These programs cater to all our employees across geographies.
- **Automation based interventions:** To enhance the efficiency of the pharmacovigilance agreement drafting process we have partially automated the agreement drafting process. The tool employed for automation used Microsoft Excel and is named "PVA One Click Tool". This tool enabled standardisation and a 50% enhancement in pharmacovigilance agreements' drafting efficiency.
- **Customer service programs:** Global customer service centres called "Clearinghouse" enables our distributors and affiliates to report safety linked concerns, thereby engaging multiple stakeholders in our quest to achieve the highest standards of safety in each product we deliver to our patients.

2. PEOPLE

Our employees are the key enablers of our product safety linked aspirations. We ensure that they are equipped with the requisite technical know-how and skillsets to effectively execute our pharmacovigilance linked standard operating procedures. Our training programs are also tailored to encourage our employees to actively scout for process improvement prospects. Towards building workforce capability, we conduct yearly training programs which cover various facets of patient safety management. The training modules aim to help employees understand the nuances of adverse event reporting and corresponding requirements among other key safety topics. These training programs also augment compliance to global pharmacovigilance regulations and promotes safe and effective use of our medicines. At each site, an employee is designated as the "pharmacovigilance learning responsible person" to ensure active uptake of the training programs. Our annual safety linked training course is delivered through our online learning platform, in FY 2019-20 the program covered 8,500 employees worldwide, including manufacturing plants and third-party employees.



Regional and HO representatives of our pharmacovigilance team.

3. TECHNOLOGY

Technological employment enhances process efficiency and provides centralised monitoring capabilities. We have forged partnerships with technology bigwigs and service providers to seamlessly integrate various digital interventions in our safety management system. We are actively exploring integration of Artificial Intelligence (AI), machine learning and automation to strengthen compliance and product safety management systems.

OUR APPROACH TO MAKING QUALITY OUR BRAND HALLMARK

We make an effort to engineer quality by design in each of our products by adopting a beyond compliance approach to quality management. Having an expansive geographical presence culminates in our Quality Management System (QMS) complying to some of the most stringent legislations worldwide. We are currently complying with norms of 35 different health authorities in various geographies and majority of our facilities are US Food and Drug Administration (USFDA) approved.

Our QMS spans the whole life cycle of the product. Careful consideration on various aspects of quality at every stage of product development, manufacture and transport strengthens our control on product quality. We have hence adopted an integrated quality management strategy. We align our standard operation systems to global best practices. We have employed Current Good Manufacturing Practices (cGMP) at the manufacturing stage, Good Distribution Practices (GDP) at the distribution stage and Good Pharmacovigilance Practices (GVP) to ensure robust post marketing surveillance. We have built in multiple checks and measure at various stages of the product to enable visibility of the quality of each batch being dispatched. We have systems in place to ensure that our products are shipped safely under appropriate conditions to preserve quality and efficacy of the product. We maintain data loggers which can help us ascertain shipping conditions and monitor freights. We have also 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. 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 effective implementation of our QMS.

Patient feedback is an important aspect that enables us to discern avenues for improvement in terms of our quality management systems. We actively conduct market outreach activities to understand the feedback of patients and practitioners on our medicines. The feedback that we collect is incorporated into our management systems towards enhancing access to quality medicines for our patients.

**“We are currently
complying with norms of
35 different health
authorities in various
geographies and majority
of our facilities are US
Food and Drug
Administration (USFDA)
approved.”**



**Each of our products are
assessed through:**

2,000 to 2,500

**tests prior to
commercialisation**

120

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

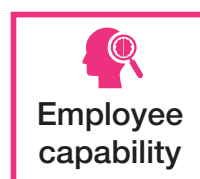
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**At least one
regulatory
inspection every
three days**

EMBEDDING EXCELLENCE AND EFFICIENCY IN OPERATIONS

High standards of product quality and time-to-market is enabled by our culture of operational excellence. We conduct various programs towards optimisation of operations and resource usage conservation. In FY 2019-20, we introduced Glenmark Excellence and Transformation (GET) program towards embedding operational excellence at our manufacturing units in India at Ankleshwar, Goa and Nashik. The program was implemented to improve effectiveness, productivity and sustainability in processes and systems. It focused majorly on the Define, Measure, Analyse, Improve and Control (DMAIC) methodology and capacity building workshops toward its implementation to achieve the desired efficacy.

The program brought about several improvements in the mentioned focus areas:



Glenmark Excellence and Transformation (GET) program to embed operational excellence at our manufacturing units



ENHANCING ACCESS TO MEDICINE

Fair and equitable access to medicine is crucial for sustainable development. We contribute to enhancing access to medicine through three key thrust areas:

Three key thrust areas

- **Bringing quality affordable medicines to the market**
- **Donating medicines free of cost to underserved communities**
- **Creating awareness on health linked themes towards inculcating positive health seeking behaviour**

We provide access to quality solutions at an affordable price for millions of patients in emerging and developed economies. Over the years, we have been able to build a strong portfolio

of generic drugs across our therapeutic focus areas which has enabled us to penetrate markets spanning 5 continents. We have witnessed strong market growth in our emerging markets. We have presence in 20 countries in the African region and have a strong foothold in the Indian market. In fact, over 50,000 pharmacies stock our products in India. Our market reach has enabled us to gain keen insight into urgent and emerging patient needs which has enabled us to deliver products aligned to geography specific health demographics.

We have rolled out various programs which aim to create awareness on relevant health topics such as asthma detection and blood pressure among others. We also conduct patient awareness programs on various important health issues spanning our therapeutic focus areas. Through our community development programs we focus on building positive health seeking behaviour and providing access to basic healthcare facilities. We also donate medicines to marginalised communities including during times of disaster such as the Kerala and Assam floods.

11th

Ranked 11th in Russia's dermatology market, with a strong combination portfolio offering added value to patients.

4th

Ranked fourth in the respiratory segment in Russia's retail market for expectorants.

165

Strong portfolio of 165 approved generics in the US market.

3

Glenmark Brazil continues to benefit from three products in the respiratory space that were licensed from Novartis.

3rd

Ranked third in respiratory and sixth in the cardiovascular segment in India.

20

Presence in 20 countries in the African region.

BRINGING AFFORDABLE DIABETES MANAGEMENT TO INDIA: REMO

Diabetes is a chronic medical condition which can cause serious health complications. Our Company was the first pharmaceutical company in the world to launch Remogliflozin etabonate (Remogliflozin) a sodium glucose co-transporter 2 (SGLT2) inhibitor to control type-2 diabetes mellitus (T2DM) in adults.

Before the launch, the daily therapy cost of SGLT2 inhibitors in India was INR 52-57. However, Remogliflozin was launched at INR 25 per day which is 50% lower than the cost of the other existing SGLT2 inhibitors resulting in enabling enhanced access to diabetes care. This breakthrough allowed diabetic patients to save around INR 11,000 per year.

First company to manufacture a SGLT2 inhibitor from API to formulation in India

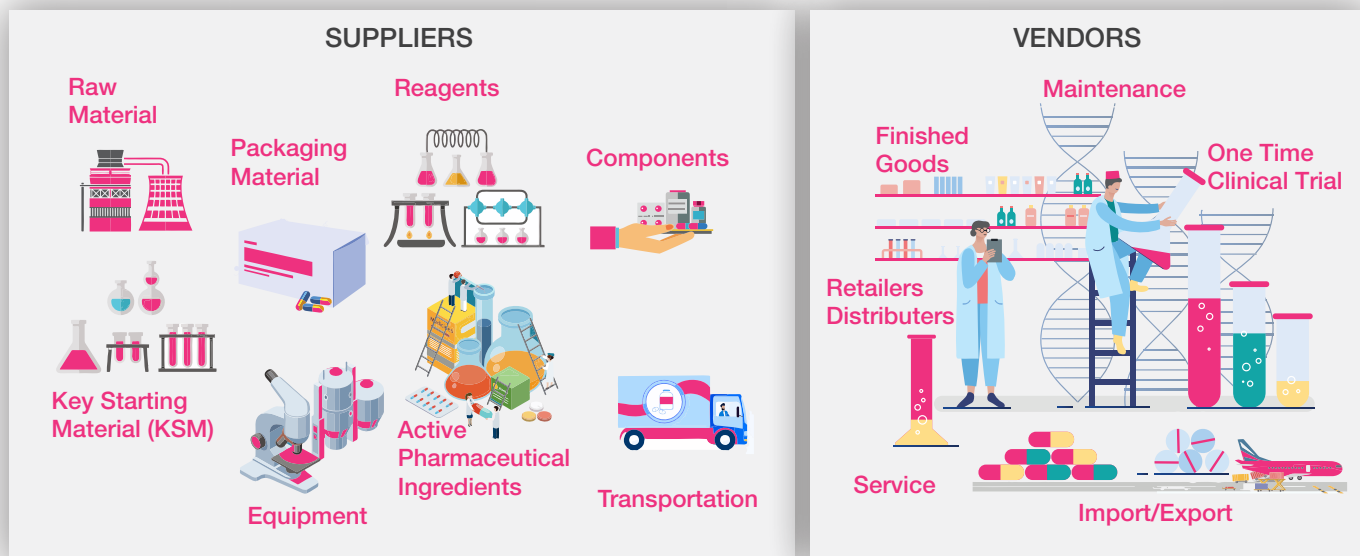


With the aim of increasing access to this cutting-edge drug for diabetic patients, we collaborated with Torrent Pharma to co-market Remogliflozin. Under the collaboration terms, we will manufacture and supply Remogliflozin while Torrent Pharma will market the drug under its own trademark in India.

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

The success of our manufacturing endeavours hinges on the efficiency and resilience of our supply chain. As our products have the potential to positively impact millions of lives worldwide, we embed the high standards of safety and quality throughout our value chain.

Our supply chain is the backbone of our organisational network, as it enables business continuity and accelerates time to market. Our supply chain majorly comprises of:





SUPPLY CHAIN OVERVIEW



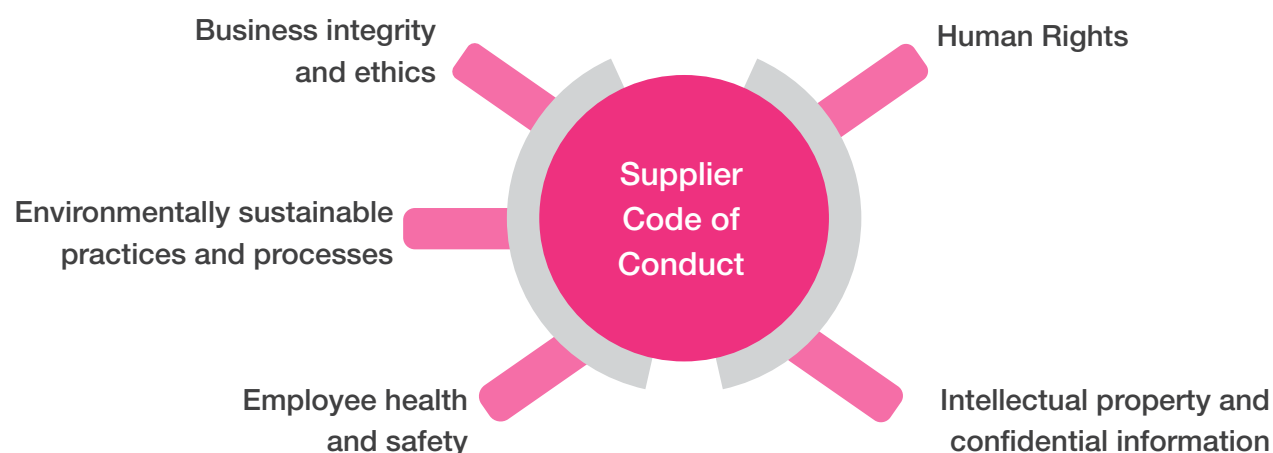
GOVERNANCE AND MANAGEMENT

Our Company delivers products and services in over 50 countries worldwide, hence ensuring the robustness of supply chain management system is imperative for our business success. For seamless and efficient product flow to the marketplace, we have a well-established governance system that anchors our supply chain model. Our supply chain is globally governed by our supply chain team and demand planning team.

We expect our suppliers and partners to share our values on sustainability enshrined in the Glenmark Code of Conduct. We have also incorporated a dedicated Supplier Code of Conduct with the goal of establishing a formal channel through which our core values of sustainability are effectively communicated beyond the bounds of our facilities i.e. to our suppliers and business partners.

To enhance our operational efficiency and performance, we adopt a conscientious approach in our supplier screening process; encompassing social, economic and environmental

criteria. We are committed to ensure that we partner with suppliers who drive optimum resource utilisation, continually review and improve practices and discover avenues to strengthen their capabilities across business dimensions. Through this approach, we aim to augment our supply chain management system with operational excellence and sustainable practices. Before onboarding any third party into our system, a thorough risk assessment of the supplier is conducted which assesses the quality of products, regulatory-fillings, past and current audit reports from regulators and stability perspectives. To ensure our third-parties meet our standards of environmental and social performance, we have developed a comprehensive checklist that includes evaluation on the environmental and social performance parameters. Our suppliers and vendors are required to showcase compliance to all aspects enlisted in the checklist prior to being onboarded. As documentary evidence supplementing the checklist, they are also expected to produce their GMP certificate, ISO certificate among others.



SUPPLIER ENGAGEMENT AND DEVELOPMENT

To build and maintain deep and meaningful relationships with our suppliers and vendors, we have created an engagement platform called “Suppliers Meet”. These meetings are conducted on a periodic basis with the objective of apprising our suppliers with our organisational goals, strategy and vision. Suppliers meet also acts as a ground for the Company and suppliers to share their feedback on standard operating procedures, operational challenges faced, and best practices implemented.

During the meetings we share and communicate various aspects of our products and processes, consistency of manufacturing components, compliance with current Good Manufacturing Practice (cGMP), accuracy of labelling and quality culture. We also create awareness on our commitments towards aligning our environment, health and safety performance to global best practices and our strategies to this effect. These sessions emphasise our commitment to EHS compliance and stewardship towards effective recycling, resource management, waste management and environmental conservation.

In our effort of supply chain development, we undertook project APEX – Accelerating Performance Excellence in our supply chain to accomplish inventory optimisation and process transformation. This has helped suppliers with improved management of their manufactured and financial capital. To enable our suppliers keep pace with our dynamic enabling context, we provide our partners with quarterly business forecasts and market growth projections to help them improve their strategy for better success. To assess our supplier's performance, we regularly conduct audits aligned to global best practices. We have also launched a rating system where the suppliers are rated on price, quality, delivery and services on a quarterly basis.

At Glenmark, we are driven by our values of contributing to economic and social development through our core operational activities. Consequently, we buy several goods and services locally that supports employment opportunities in our local context. This also supports our strategy to reduce our environmental footprint. For the reporting year, our global local procurement stood at 78%*.

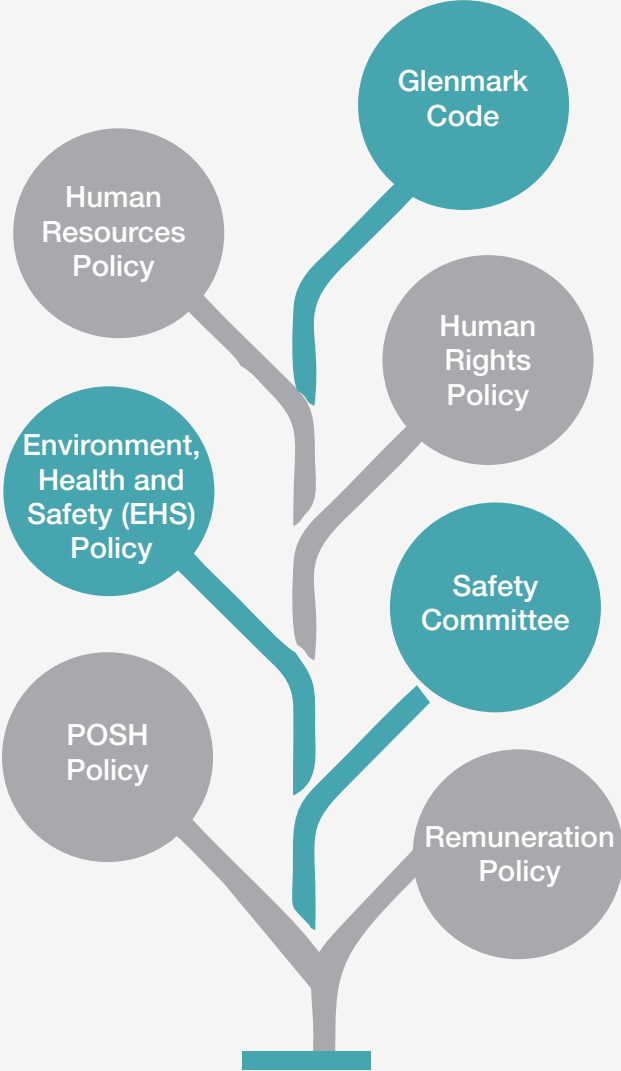




OUR PEOPLE

“Our employees steer our business to scale greater heights and translate our vision of enriching lives each day. Their passion, talent, quest for excellence and continuous improvement are the drivers of our business growth. We work towards nurturing their talents, equipping them with advanced tools and helping them have a transformational and holistic work experience with us.”

GOVERNANCE PILLARS



MATERIAL TOPICS

- Human Resource development
- Promoting diversity
- Employee health and safety

SDG IN FOCUS



STAKEHOLDERS IN FOCUS



HIGHLIGHTS

14,212	80,000+	27%	Zero
Total number of employees	man-days of training	female representation at the Board level	cases of occupational diseases and fatalities

OUR APPROACH

Our business landscape is characterised by dynamic shifts in workforce management paradigms and a highly competitive environment. We recognise our people as key enablers in making our Company extraordinary by driving world-class performance with the mission of enriching lives. Our people are the heart of our business growth and we believe our growth trajectory hinges on their holistic development and ability to think laterally. We aim to cultivate a vibrant and diverse workplace with collaboration, inclusiveness, knowledge sharing, and passion ingrained in its functioning. We accelerate this vision by providing our employees opportunities to augment their performance, leadership capabilities, strengthen their personal and professional growth prospects through strong engagement and assuring them of a safe, secure and inspiring work environment.

To drive innovative solutions that translates to our market success, we have a well-established approach to hire and onboard talented individuals who share our values and are passionate about creating transformative solutions for unmet patient needs. To keep pace with the dynamic developments in our business landscape, we have chalked out a comprehensive learning and development program which caters to behavioural, technical, and leadership needs of our workforce. While we put forth concerted efforts towards enriching our employees' work experience, we remain focused on ensuring their wellbeing and safety spanning the physical, mental and emotional spheres of health. The good health and wellbeing of our employees play a vital role in enhancing workforce productivity, retaining talented employees and enhancing all-round employee satisfaction. A 360-degree

approach to employee development and wellbeing in turn creates a sense of security and joint ownership towards shared organisational goals. This helps us build the cohesion within the workforce and enhances collaboration towards achieving business goals.

Our workforce is governed by a comprehensive Human Resource Policy, various SOPs, grievance redressal mechanism, [Human Rights Policy](#), [EHS Policy](#) among others.

UNLOCKING THE POTENTIAL OF WORKFORCE DIVERSITY AND COHESION

We are committed to our philosophy of "Equal opportunity for all" by fostering diversity in the workplace, we strive to maintain a milieu that celebrates our people - their cultures, values, ethnicities and contributions. Such a diverse workplace creates a conducive environment for all-round development, active engagement, collaboration, innovation, and excellence. We are dedicated to providing a work environment free of discrimination and harassment. Our commitment to diversity is evident from the Board level gender diversity of 3:1 (Male: Female) and 14.3% management level female employees in revenue generating functions.

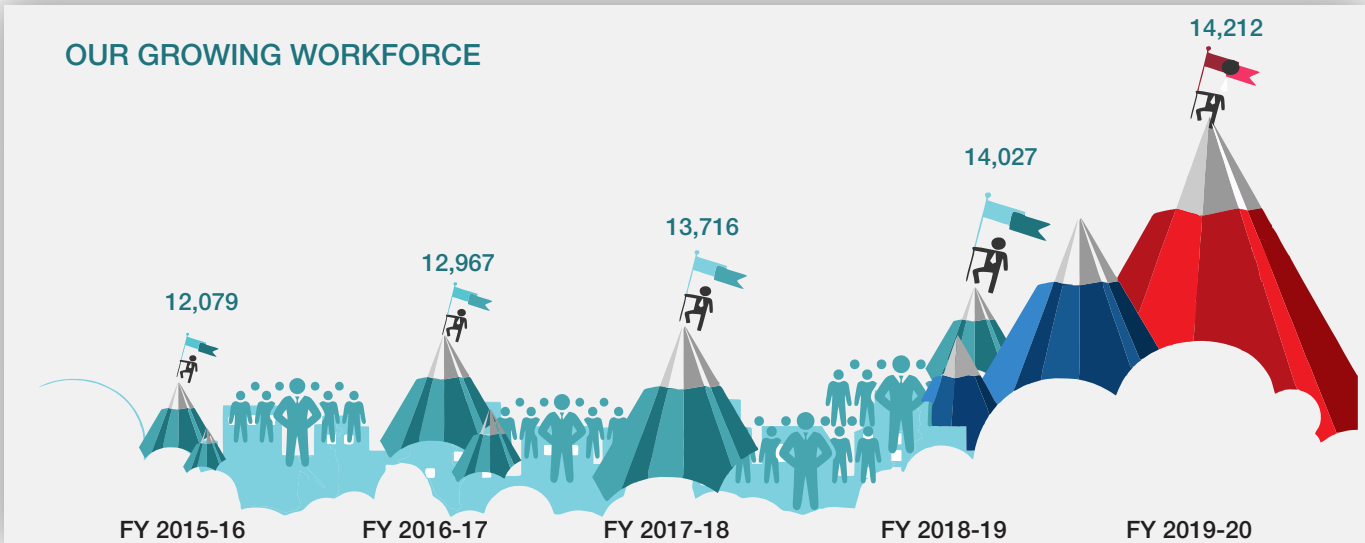
We are an equal opportunity employer, where recruitment and remuneration are solely based on merit and capability. Our employee hiring process ensures smooth induction and onboarding of some of the brightest minds from the industry. Initiatives such as buddy programs and joining kits have been rolled out to ease employees into our ecosystem.



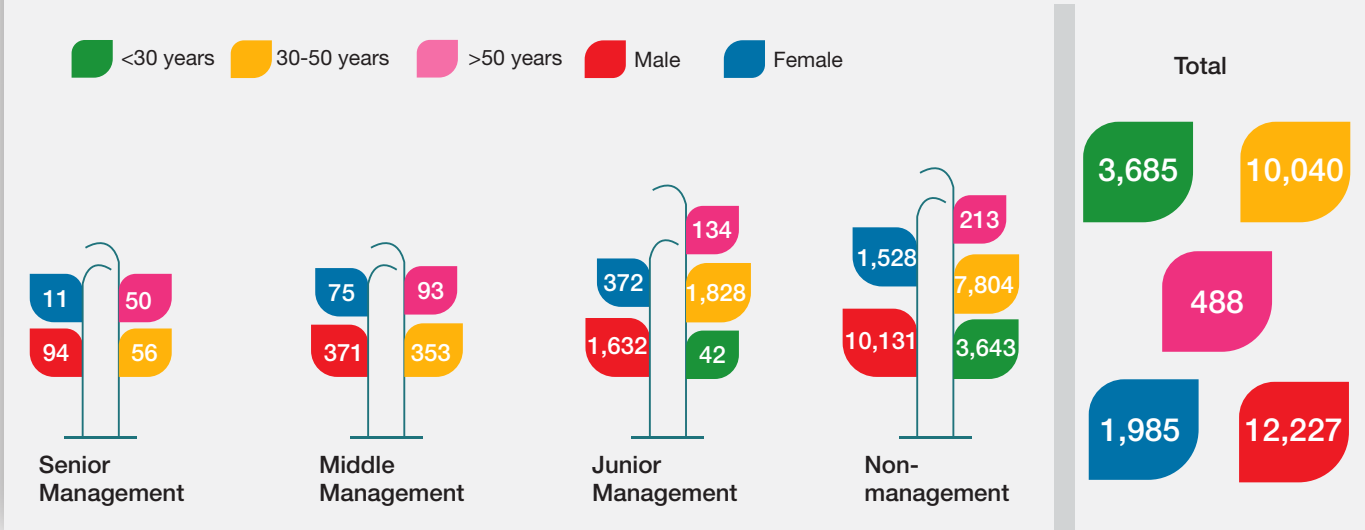
Glenmark Asia Team

GRI 103-1, GRI 103-2, GRI 103-3, GRI 405-1

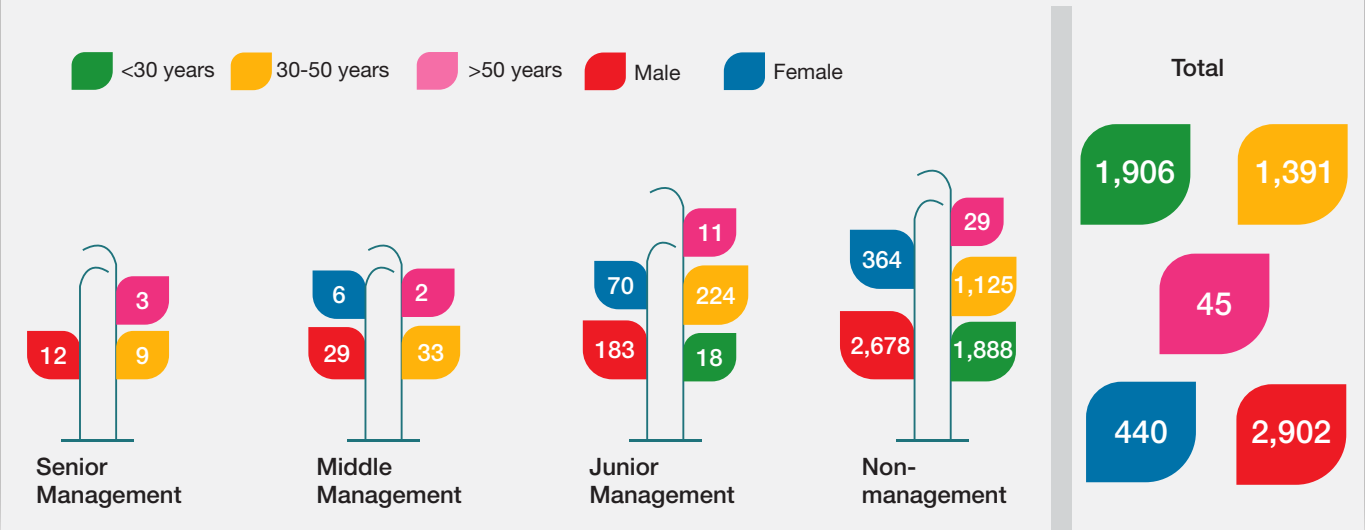
OUR GROWING WORKFORCE



WORKFORCE DIVERSITY BY AGE AND GENDER



NEW JOINERS' DIVERSITY BY AGE AND GENDER



Globally, our employees are provided and offered several employee benefit plans like group medi-claim policy, group personal accident insurance, group term life insurance, travel insurance, annual health checkup, parental leaves and holiday policy, flexi-working hours, national pension scheme, meal voucher, retirement plans and car lease as part of other benefits.

This year we have adopted a Creche Policy with creche facilities at national and international locations. This will support our employees to rejoin work post availing their parental leave. In FY 2019-20, of the 24 female employees who availed maternity leave, 92% of them returned to work post availing their maternity leave.

At Glenmark, over the years we have employed a dedicated approach to promoting diversity which is evidenced through the gender-based pay parity innate in our workforce. This is testament of our corporate values and commitment towards cultivating a truly diverse and inclusive work environment.

PROTECTION OF HUMAN RIGHTS

At Glenmark, we recognise the universal and fundamental nature of human rights. We are committed to ensuring that we uphold the highest standards of human rights protection in all our operational endeavours. While we strictly ensure compliance with all the applicable laws in our respective geographies of operations, we align our workforce management strategy to global human rights best practices. Our long-standing commitment to the promotion of human rights led to these consideration being imbibed by our Glenmark Code of Conduct. In addition, human rights are governed by a dedicated Human Rights Policy which is applicable to all our employees, business associates, suppliers and vendors. We expect them to strictly adhere to our standards of human rights emphasised in this policy. Our Human Rights Policy is aligned to the globally accepted United Nations Universal Declaration of Human Rights and policies on prevention of sexual harassment. All our employees and stakeholders are encouraged to report any potential violations or breach of human rights to the human resource department or globalcompliance@glenmarkpharma.com.

We adopt a steadfast approach to labour laws and regulations set out at our different geographies of operations. We aim to create a safe and empowered workplace with a culture that creates equal opportunity and strictly condemns any kind of discrimination based on caste, religion, disability, gender, sexual orientation, race, colour, ancestry, marital status or affiliation with a political, religious or union organisation or majority/minority groups among others. Our entire workforce is

NUMBER OF EMPLOYEES AVAILING PARENTAL LEAVE FOR FY 2019-20

Maternal Leave	Paternal Leave
24	440

Data coverage: India

RATIO OF AVERAGE BASIC SALARY AND REMUNERATION OF FEMALE TO MALE

Employee Group	Avg Total Comp (Female : Male)
Senior Management	0.96
Middle Management	0.89
Junior Management	1.01
Non-Management	1.16

periodically trained on Glenmark Code and human rights to ensure that our core values and principles are entrenched in our workforce's functioning. We prohibit and have zero tolerance policy towards child and forced labour. For FY 2019-20, there were no recorded cases with regard to the violation of human rights.

Globally, about 2% of our employees are covered by collective bargaining agreements through unions at Nashik and Argentina. In Brazil and Spain our employees are covered by government-linked collective bargaining agreements.

Our long-standing commitment to the promotion of human rights led to these consideration being imbibed by our Glenmark Code of Conduct.



**WORKFORCE ENGAGEMENT: TOWARDS ELEVATING
EMPLOYEE SATISFACTION**

In our unceasing effort to drive a culture of accountability, collaboration and high performance, we focus on actively capturing and understanding the aspirations and challenges of our employees. We have established a myriad of employee engagement channels including:



We have an annual and mid-year performance review system that covers all our employees to set their career goals and targets with traceability in the system. This year 100% of our employees received performance and career development reviews. Our recognition/reward program U-excel enables us to appreciate employees showcasing good performance and are rewarded with incentives which motivates our workforce to achieve excellence in their pursuits. The Chairman's Excellence Award is our coveted annual employee recognition program. In the current reporting period, the award ceremony was conducted as part of the annual day program themed "Transform Together, Tomorrow". This theme celebrated our transformation towards building a stronger tomorrow together, while continuing our commitment to the environment, community and our people.

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



We have created easily accessible communication platforms for our employees, providing them the opportunity to discuss company specific issues and scope for improvement and process optimisation. We also address employee needs, ambitions and challenges through platforms such as town halls, employee engagement survey (iSay), Leadership Connect, You First, employee feedback drop-boxes, regular meetings between managers, HR and teams among others.

iSay



Promotion of our employee engagement survey by our team

A global employee engagement survey was conducted based on the principle of “You Speak, We Listen” for the reporting year. The survey covered the entire organisation which had more than 94.2% of total employee participation and 68% of actively engaged employees.

The survey maintains high levels of confidentiality, allowing employees to share their opinions, thoughts and feedback openly. The survey is administered in 14 different languages for better relatability and coverage.

Post closure of the survey, employee responses are analysed, and the results of the survey are shared with the entire workforce and time bound action plans are coined to bring desired developmental change of the organisational culture based on the results. These action plans are closely monitored and tracked with periodic outcomes being shared with the workforce.

Participation
for survey
1,787

Survey
participation
rate
95%

Engagement
rate
61%



Participation
for survey
11,422

Survey
participation
rate
94%

Engagement
rate
69%

**Leadership
Connect**

This initiative is based on the Connect, Communicate and Collaborate model and aims to enable employees globally to directly interact and share their thoughts with the senior management. The leadership team engages the employees on key aspects of the business, enabling employees to orient themselves with the organisation's strategic intent. This initiative also assists the senior leadership team to gain insight into the workforce's goals and aspirations.

**EU and R-CIS
Local Pharma-
covigilance
Responsible
Person (LPVRP)
meeting**

An annual meeting conducted to promote teamwork and foster collaboration among different teams under pharmacovigilance. This year marked the second face-to-face EU & R-CIS LPVRP meeting, with the theme of "Stronger as a Team" which was held in the UK office. Several trainings and workshops were conducted on critical topics such as Corrective Action and Preventative Action (CAPA) writing and General Data Protection Regulation (GDPR) by representatives from PV quality assurance, medical information, EU legal team and global pharmacovigilance.

**Coffee
Morning**

A coffee morning was organised at our UK operations where baking competition and bake sale was organised towards raising funds. The coffee morning was catered to Macmillan and their nurses who support cancer patients.

Town Hall

A platform developed for our employees to share current business events, challenges and strategies transparently. This platform offers each employee the opportunity to engage in an active dialogue with our senior management. Such accessibility to the senior management builds trust, morale and creates a collective sense of purpose while building momentum towards achieving business objectives.

You First

A platform designed especially for our field employees to discuss operational challenges. It helps the field personnel to directly connect with a specific individual with requisite technical know-how, enabling efficient resolution of challenges.

**The Step
Ahead Race**

An activity partnered with "Stepathlon" to run a 2 months fitness challenge. The initiative promotes employee wellbeing and encouraged individuals to adopt healthy habits towards physical, mental health and nutrition. This activity enabled employees across the organisation connect with each other. The activity hence proved to be especially beneficial for teams located remotely. The 60-day race engaged more than 2,900 participants achieving over 800 million steps by walking together.

**Spring into
Summer**

A wellness initiative at our USA operations providing on-site fitness classes supported by a fitness and nutrition expert to help employees achieve their personal fitness and health goals. The fitness classes were conducted thrice a week.

President's Field Connect Meetings

A medium for increasing collaboration that enables employees across geographies to share their views and difficulties faced in their respective practices.



President's Field Connect Meeting

A fitness initiative for employees at our Russian operation that was aimed at enabling employees to live a healthy life. The highlight activity of this program is “My victories over myself” that encourages employees to share and follow healthy lifestyle and set goals such as quit smoking, weight management, proper diet and nutrition, etc.

I_lead_fit



Our employees in Russia

Celebrations

Celebrating an event brings our workforce together by motivating them, recognising excellence, showing appreciation and acceptance, rejuvenating energy and creating shared memories.



Our employees celebrating womens' day

To unite our workforce, we celebrate professional achievements, milestones, festivals and national & international days. Through the initiative “Take a Break” on the occasion of festive events like Diwali, Navratri, Independence Day among others, several collaborative, creative and fun activities with prizes are conducted across our locations. Several other initiatives have been conducted around the globe like solution design, health and fitness sessions, wellness cube, red day, jail bail, Easter egg collection, Glenmark day, family day, outbound, offsite and picnics, talent show among others. These engagement initiatives support us to enhance workforce culture, employee interactions, teambuilding, resilience and performance which in turn helps us to decrease our attrition rate. These initiatives elevate spirits; energising our employees and improving their productivity.

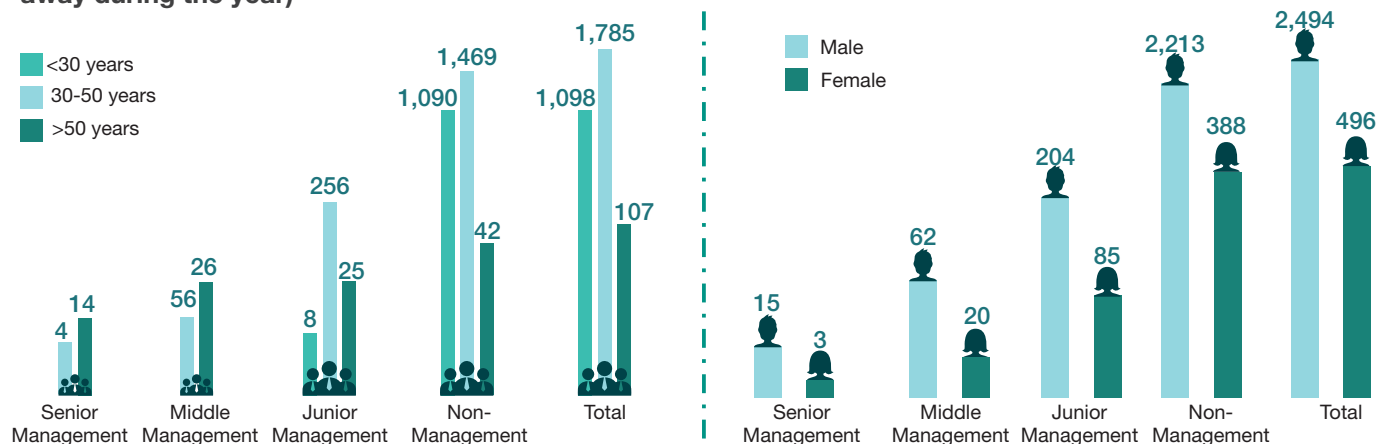
Children's day Celebrations

Glenmark Brazil celebrated Children's Day by welcoming children of employees to spend a day with them. Children Mostly 4 to 13 were entertained by our employees as 'Crazy Scientists' and conducted experiments, learning firsthand concepts of Physics and Chemistry.



Children's day celebrations at Brazil

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

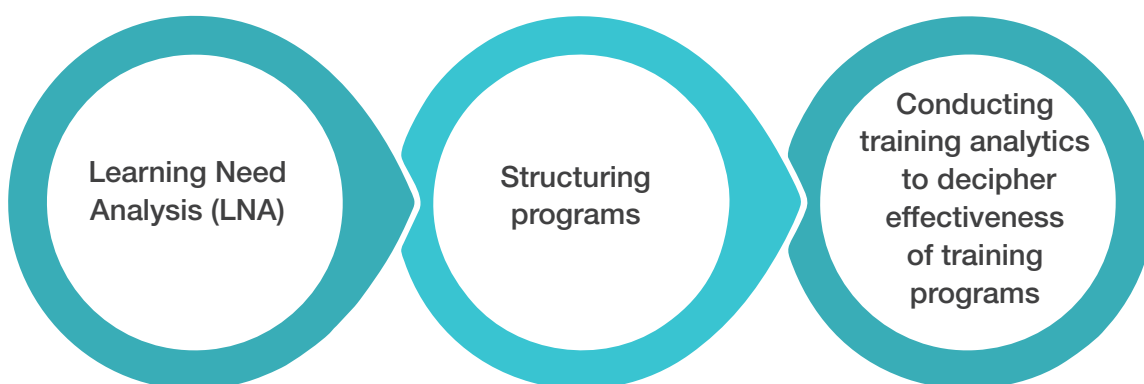


EMPLOYEE TRAINING AND DEVELOPMENT: POWERING EMPLOYEE GROWTH

Our employee training and development focuses on fuelling excellence in the performance of our employees and supporting them in their career progression and growth. Once an employee joins Glenmark, we consider that it is our responsibility to actively contribute to their professional and personal developmental goals. We employ an array of programs aimed at enabling our employees to learn precision in their technical skills, gain subject matter expertise and industry knowledge to improve performance and stimulate innovative ideation. Keeping pace with the digital transformation the world is witnessing, we have invested in contemporary technology backed learning platforms that employ creative learning methods. These digital tools have enabled interactive and future-oriented approach to employee learning. We conduct subject specific training programs through capacity building workshops, online interventions and mentorship programs.

80,000+
training man-days

We have devised a programmatic approach encompassing 3 phases for designing and implementing our training and development pedagogy. This approach enables learning need identification and devising customised training programs that address the identified needs.



To understand learning needs, our centralised learning and development cell called the Glenmark Centre for Learning (GCL) conducts a need assessment study. This study relies on various interactions with operational, business and HR teams. Post analysis, the learning needs are addressed through several developmental programs via various channels:

Glenmark Centre for Academic Training (GCAT)

The centre focuses on supporting the development of our sales field representatives through a 2-year learning program curriculum which trains employees with requisite skillsets for effective sales. The training is delivered via interactive modules, manuals and quizzes through classroom arrangement and virtual setup. The program covers modules on sales capability building, personal development, communications skills, team building and management and leadership essentials. The GCAT recorded over 5,000 users in FY 2019-20.

Career Path Development Centre

This centre aims to prepare our employees for career progression and their future role. An assessment-based approach is employed in this program. Each assessment is 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 evaluate employee competencies and suitability for a future role.

GOLD (Graduate of Leadership Development)

This program caters to future leaders. It recognises and shortlists individuals and takes each participant through a journey of self-discovery to gain a clear understanding of their own competencies and capabilities for a leadership role. In the current reporting period, two cohorts comprising of 25 participants was rolled out. The program is executed in a step wise manner:

- Diagnostic:** Diagnosis by 360-degree conversation with managers and articulation of development plan and learning project
- Leading self:** In-person process labs followed by webinars to reinforce concept processing through webinars and group coaching
- Development council:** In this phase a panel of senior leaders engages with the participant to understand their progress on various projects
- Leading others:** A phases which relies on webinars and group coaching based learning
- Community service:** Participants engage in a community development program to embed social consideration in their leadership linked decision making
- Graduation:** Once a participant successfully completes the program they interact with the Company leadership.

Aspire

This platform is an innovative, cloud-based curated Learning Management System to elevate the learning experience and encourage continuous learning and development. Aspire acts as a one-stop-shop online platform for all training and learning needs at Glenmark with compliance to 21 CFR Part 11 requirements. Aspire also supports in data management by digitally maintaining and tracking employee training records, job roles, assessments, and certificates which can be also be viewed by the individual's manager.



GOLD cohort FY 2019-20



Aspire, Goa cohort

Presidents Club

An assessment centre which supports employees in accelerating their career path by performance appraisals and providing a recognition platform. It majorly focusses on global operations, quality and career progression.

Click and Learn

This is an e-learning platform for operations at Czech Republic, Slovakia, Poland, UK, Sweden, Germany and Spain. It is a technology-based individualised byte-size learning platform that provides trainings on managerial effectiveness, relationship management, performance and career management, managing stakeholders, functional effectiveness, negotiation, creative problem solving and analytical skills.

CEAL (Marines) Motivational Program

An annual leadership program at Mexico that aims to develop leadership capabilities of employees and ensure better integration between teams.

Skin care and Respirecare Disease Portfolio Master Certification

A technical certification program at Philippines that trains employees on all diseases pertaining to dermatology and respiratory specialty enabling a better understanding of our product portfolio and patient therapy outcomes.

Coaching Workshop

A two-day workshop conducted towards development of our first line managers across Zambia, Kenya, Uganda, Tanzania, South Africa and Rwanda.

Along with the above-mentioned training programs, we also conduct programs like, Regional Sales Manager (RSM) School for high-potential field employees, Business Process Reengineering Workshop, Managerial Effectiveness Series (ME), Virtual Instructor Led Training (VILT) programs to impart training on a variety of behavioural skills and competencies, bespoke capability development programs such as the HR Professional Excellence Program (HR PEP), HR Emerging Leaders' Program (HR ELP) for HR function, 'Ascend' for Pharmacovigilance teams, as well as compliance-related trainings such as general Pharmacovigilance awareness training, Prevention of Discrimination and Harassment, PV annual refresher training, Data protection and privacy, to name a few.

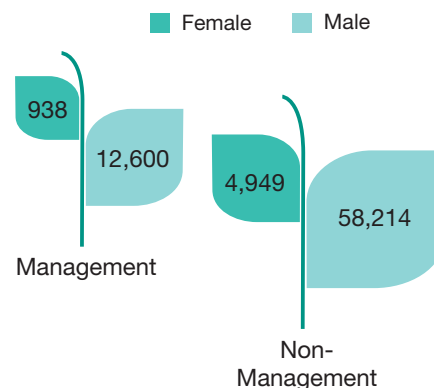
The curriculum in our programs covers all aspects of development including behavioural, operational and overall personal development. We use Kirkpatrick model to interpret the effectiveness of our learning and development programs. This year we provided 7,783 man hours of training for contractual employees.



49.5
Total average training
hours per employee

53.3 **26.56**
Male **Female**
Average training hours

EMPLOYEE TRAINING (in man-days)



EMPLOYEE HEALTH AND SAFETY

It is every employee's right to work in a safe and healthy environment. For us at Glenmark, safeguarding employee health and safety in operational premises is a crucial component of our core organisational values. We have implemented an EHS Policy aligned to global best practices to ensure that each employee is aware about their right to a safe work environment and embrace a proactive approach to employee health and safety. Our EHS Policy is implemented through an EHS management system based on Deming Cycle of Plan Do Check Act (PDCA) that ensures continuous improvement of our health and safety linked practices. We conduct Hazard Identification Risk Assessment (HIRA) for both API and formulation plants and Hazard and Operability study (HAZOP) is conducted for API plants. The assessments are conducted for every equipment and process installed or upgraded, which is then reviewed biannually. Concurrently, we also periodically train our employees on HIRA and HAZOP.



We have implemented the Globally Harmonized System (GHS) of the International Labour Organisation (ILO) anchored by cutting edge technologies and infrastructure which protects our employees from any potential occupational hazard. Our safety management system is aligned with OHSAS 18001:2007 and we are currently migrating to the new ISO 45001:2018 standard globally. Our Goa and Nashik sites are already certified with ISO 45001:2018 standard and we are aiming to complete the migration process for Nalagarh, Baddi, Sikkim, Indore, Aurangabad, Dahej and Ankleshwar by end of FY 2020-21. We have set a target to achieve ISO certification in 88% of our facilities globally by 2021.

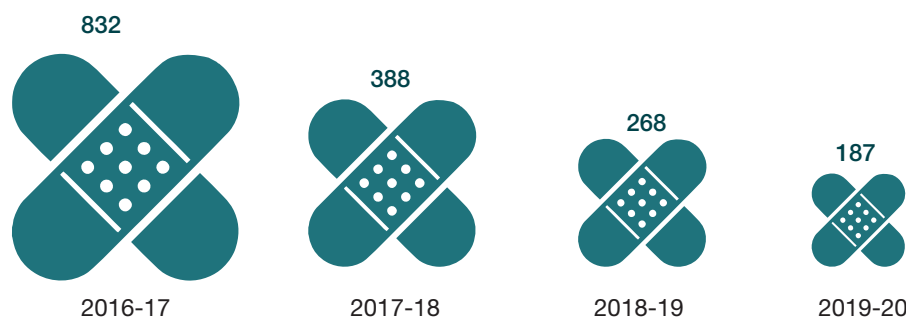


The safety of our workforce is entirely governed by the safety committees located at each operational site. Currently, In India, we have 41 number of EHS committees at various levels represented by 422 management, 26 non-management and 69 contract workers' representatives.

SAFETY PERFORMANCE OVER THE YEARS				
SAFETY DATA	2016-17	2017-18	2018-19	2019-20
Man-days Lost	56.5	233.5	72	117.5
LTIFR	0.08	0.11	0.10	0.10
Occupational disease	0	0	0	0
OIFR	0	0	0	0
Fatalities	0	0	0	0
Near-miss	4,485	5,896	7,027	8,004

LTIFR = (Number of Lost time injuries/Total man-hours worked)*2,00,000. The safety data in the above table comprises global manufacturing sites.

Injuries in number



GRI 403-1, GRI 403-4, GRI 403-8, GRI 403-9, GRI 403-10

Zero
fatalities for last 4
financial years

SAFETY TRAINING AND PROGRAMS

One of the key aspects of maintaining a safe work environment is to ensure employees understand risks, are capable of identifying hazards and take ownership of adopting a proactive approach to safety. To improve employee health and safety consciousness, our EHS team conducts, facilitates and executes regular safety trainings at manufacturing sites and R&D centres. Our Global Safety Programs initiative was launched in FY 2016-17 through which we have implemented 2 new safety programs to the existing safety curriculum of 8 this year. These 2 programs focus on Personal Protective Equipment (PPE) and Management of Change Control, hence touching 10 identified risk areas. Aiming to have a robust safety training culture, we have set forth a target to implement 16 global safety programs by 2023. Supporting the Global Safety Program initiative, this year we also launched safety e-modules on chemical safety and machine guarding for easy access and effective learning.

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).

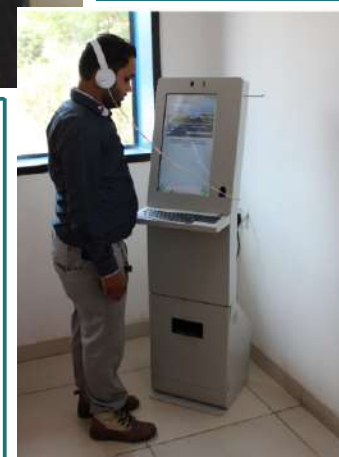
Our EHS training programs covers diverse topics and include:

- a. Process safety management
- b. Job safety analysis
- c. Industrial hygiene
- d. First Aid
- e. Powder safety
- f. Safety Data Sheets (SDS)
- g. ISO 45001:2018 and ISO 14001:2015 internal auditor course
- h. ISO 45001:2018 and ISO 14001:2015 Lead auditor course
- i. Incident reporting
- j. Emergency preparedness
- k. COVID-19 management training
- l. Industrial hygiene

In order to embed a self-starter culture towards the safety dialogue, our workforce is engaged with interactive and innovative toolbox talks, safety quizzes, activity and case-study based learning. We have also adopted, and embraced technology enabled “Safety KIOSK” to deliver safety trainings through an automated digital system. The system has been installed at Goa and Indore facilities for contract workers, employees and visitors. To support the above activities, we also celebrate international days like World Safety and Health Day, National Safety Day/Week, etc. The celebrations host events addressing themes of safety which provides a platform to raise awareness on safety issues and reinforce the importance of adhering to our safety linked best practices. We have also conducted several mock drills and fire safety training programs which play a pivotal role in emergency preparedness of our facilities.



Safety Kiosk



GRI 403-5

Apart from training the workforce at our operation sites, we also provide training to employees based out of our head office and other office locations. These trainings focus on office safety, hazard identification, incident reporting, emergency preparedness and response.

To understand the effectiveness of the management system and its implementation in line with the SOP; reviews are conducted on a fortnightly, annual and biannual basis wherein performance of each facility is classified into different bands. We publish daily safety reports which helps each facility to closely monitor key health and safety indicators and improve safety performance. We have also rolled out an online reporting portal called “NEARly and Hazard Management” which encourages the workforce to report on hazards and near misses. Additionally, towards health and wellbeing of our employees we conduct

annual health check-ups through our partnered diagnostic centres and hospitals. We encourage our employees to work towards their physical fitness and adopt good ergonomics practices. We conduct a series of health talks, indoor games, yoga and zumba sessions, sports day, marathon, diet and exercise regime advisories in this effort. In FY 2019-20, we also conducted a focused program on office ergonomics- to ensure employees work on their posture and realise the health hazards of a sedentary lifestyle. We have launched innovative measures to help employees live a healthy life by installing healthy food vending machines, sponsoring corporate gym memberships, healthy food, marathon, fun run, stephathlone etc. Other than physical fitness, we organise meditation and laughter sessions to help employees relax and improve their mental and emotional health.



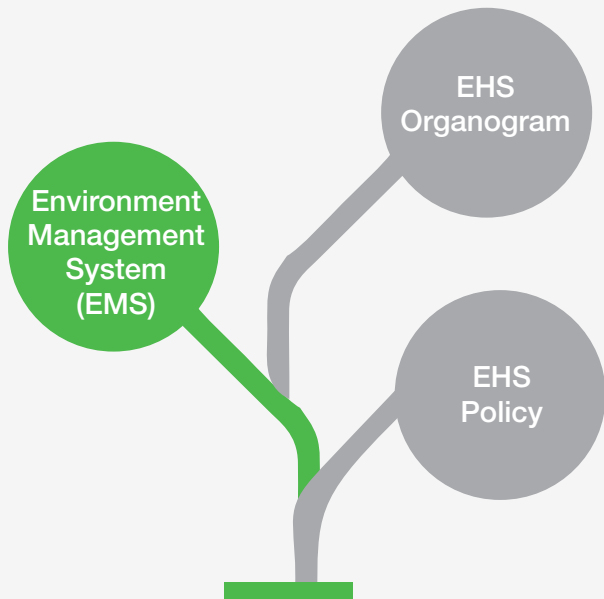
Safety training



OUR PLANET

“Caring for shared resources is at the core of our corporate philosophy. In our journey of enriching lives, we keep a future oriented approach at the heart of business decision making. We remain focused on creating sustainable value for our patients, people, communities and planet in a manner that does not compromise the needs of future generations.”

GOVERNANCE PILLARS



MATERIAL TOPICS

Energy Efficiency	Managing our Carbon Emissions
Waste Management	Impact of Climate Change on Health
Water Management	

SDG IN FOCUS



STAKEHOLDERS IN FOCUS

 Local Communities	 Regulators	 Employees
----------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------

HIGHLIGHTS

5 of our facilities are Zero Liquid Discharge (ZLD)	1,300+ tonnes of waste has been co-processed this year	35% increase in solvent recovery compared to the previous year
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OUR APPROACH

The wellbeing of the natural ecosystem plays a vital role in maintaining the good health of our patients, people and communities. Climate change, resource scarcity and dwindling species populations are risks that threaten the fine balance of the natural ecosystem. At Glenmark, we recognise the indispensable role of natural resources in maintaining good health and ensuring the sustainability of businesses. We have built systems, processes, capabilities and the cultural mindset that embeds consideration of environmental conservation into our business strategy and operational endeavours.

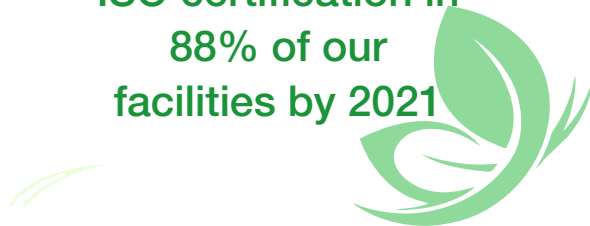
The first step towards minimising impact is to understand and evaluate the impact we have on shared resources. Our EHS policy and the EHS team lay the aegis of our environmental stewardship program. We have mapped the impact of our business across the elements of nature. For each element we have developed systems that enable us to monitor and identify operational resource consumption hotspots. We study consumption pattern and conduct trend analysis which guides our roadmap to resource conservation. For identified action areas we devise strategies to address the impact we have on the environment. Our strategies are aligned with global best practices and incorporate technological interventions to enhance resource usage efficiency and minimise waste generation. We actively engage our workforce with our vision of making environmental conservation a pan-organisational agenda. Our senior management reviews the progress of various environmental conservation programs on a periodic basis. These reviews assess progress, define improvement areas and set targets to be monitored through the next review cycle.

A key enabler of our environmental stewardship program is our environmental management system. We have adopted ISO 14001:2015 (Environmental Management System) at 79% of our manufacturing facilities globally. Consistent with the past reporting period, in FY 2019-20 we were compliant to relevant environmental laws and regulations, and there have been no reported cases on non-compliances or fines in this regard.

MAP IMPACT, STRATEGISE, IMPLEMENT AND REPEAT: OUR MANTRA FOR ENVIRONMENTAL CONSERVATION

We employ a holistic approach to manage our environmental footprint which relies on a culture of continuous improvement and upgradation. Degradation of any natural resource disrupts the overall natural balance which can have serious consequences on the biome. Our material topics are mapped across the elements of nature. For each of these identified focus areas we have devised Key Performance Indicators (KPIs) that help us track our consumption and set targets to further lower our environmental footprint.

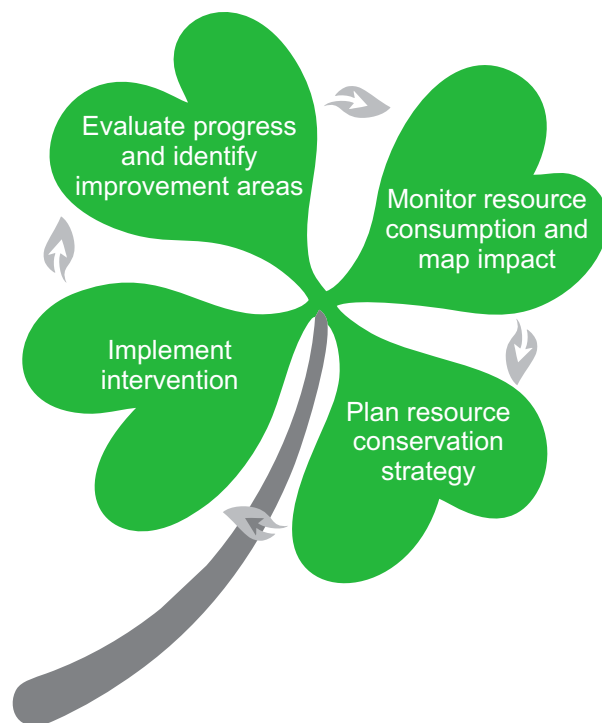
We have set a target to achieve ISO certification in 88% of our facilities by 2021






79% of our manufacturing facilities globally are ISO 14001:2015 certified



OUR APPROACH TO ANCHORING ENVIRONMENTAL STEWARDSHIP



ENVIRONMENTAL STRATEGIC FOCUS AREAS

Natural resource in focus	<div>Atmosphere</div> 	<div>Water</div> 	<div>Soil and land</div> 
Strategic focus	<ul style="list-style-type: none"> Reducing carbon emissions Energy efficiency 	<ul style="list-style-type: none"> Water management 	<ul style="list-style-type: none"> Waste management
Data monitored	<ul style="list-style-type: none"> Direct and indirect energy consumption Scope 1, scope 2 and scope 3 emission 	<ul style="list-style-type: none"> Water consumption Water discharge 	<ul style="list-style-type: none"> Hazardous and non-hazardous waste Waste co-processed Solvent recovered

OUR CLIMATE STRATEGY

Intergovernmental Panel on Climate Change's (IPCC) 5th assessment report affirms the scientific consensus on climate change. Globally, we have started to experience the physical impacts of climate change with extreme weather events such as wildfires, floods and droughts intensifying both in frequency and magnitude. The ripple effects of the physical impacts of climate change affect communities and businesses alike. For communities these impacts could span from livelihood disruption, social conflicts to emotional and mental health repercussions. For businesses, supply chain disruptions and damage to fixed assets are some key impact areas. With the impact of the COVID-19 pandemic it has become clear that the materialisation of threat multiplying risks such as climate change could lead to serious economic and social disruptions. We at Glenmark believe that the transition to a low-carbon sustainable future can unlock a myriad of opportunities for businesses. We have devised a strategy that aims to tap into these opportunities while building resilience to the risks presented by climate

change. Our climate strategy comprises of two key facets; mitigation and adaptation efforts.

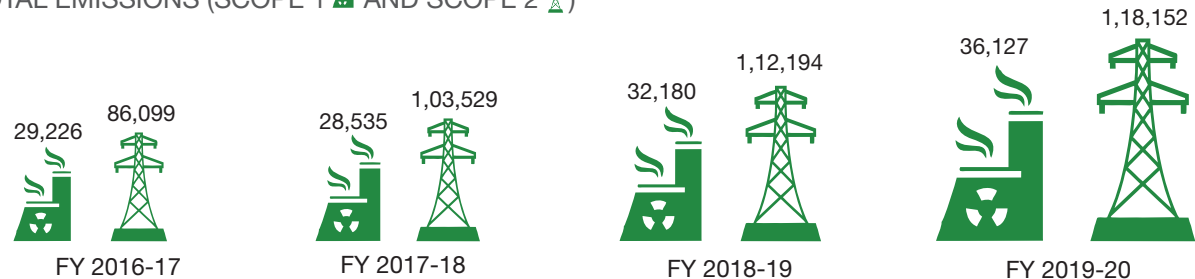
CLIMATE CHANGE MITIGATION

Our approach to climate change mitigation focuses on decarbonising our operations while creating and preserving carbon sinks. Our decarbonisation efforts further comprise of two key aspects; shifting to cleaner energy sources and enhancing energy efficiency in our processes.

ENERGY AND EMISSION MANAGEMENT

We recorded 36,127 TCO₂ scope 1 emission in FY 2019-20 and 1,18,152 TCO₂ scope 2 emissions. This year marks our 2nd year of recording scope 3 emission which is noted at 3,277 TCO₂.

TOTAL EMISSIONS (SCOPE 1 AND SCOPE 2)



Scope includes only Indian Manufacturing and R&D operations
 Scope 3 emissions include employee business travel by air and railways
 The assumptions, methodologies, standards and conversion factors used for the purpose of calculations of energy and Scope 1, 2 & 3 emissions are obtained from the IPCC Guidelines for National Greenhouse Gas Inventories, 2006, Central Electricity Authority (CEA) - CO₂
 Baseline Database for Indian Power Sector-Version 13.0, June 2018 and UK Government Conversion Factors for Greenhouse Gas (GHG) reporting 2019
 Scope 1 data covers energy consumption in the form of HSD, Furnace Oil, LDO and Natural Gas.

Our net energy consumption stood at 10,79,553 GJ with our specific energy being 0.07 GJ/Kg in FY 2019-20. Also, our total cost of energy was noted at INR 1,776 million.*

Several interventions have been undertaken year on year towards improving energy efficiency, upgrading outdated technologies and adopting green and sustainable sources of energy. For the reporting year we have invested INR 2.08 million towards energy conservation which resulted in cost savings of almost INR 28 million and energy conservation of over 14,000 GJ. Below are few energy conservation initiatives implemented:



- a. Installed VFD on air compressors and motors (Ankleshwar and Aurangabad)
- b. Replaced CFLs, MH lights and tube lights with LEDs
- c. Modified and optimised operations from double pump to single pump operation (Dahej and Goa)
- d. Installed timer for ventilation and condensing unit (Goa and Nashik)
- e. Installed occupancy sensors and automated switches for lights and fans
- f. Replaced streetlights with solar lights (Baddi)
- g. Provided alternate air dryer for air compressor (Baddi)
- h. Improved cooling tower efficiency by replacing 4 blade metal fan with 6 blade FRP fan (Goa)
- i. Converted electrical reactivation air heating to steam reactivation air heating for dehumidifier (Goa)

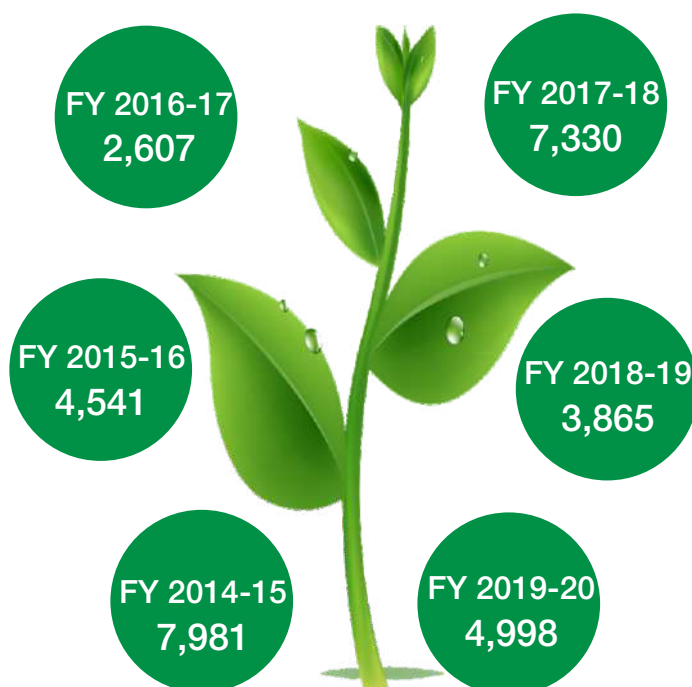
We have been putting forth concerted efforts to shift to greener energy sources to cater to our energy requirements. This year our renewable energy profile reported 10,143 MWh thereby 3% of our electrical energy was derived from renewable sources (solar and hydro).

As we strengthen our efforts towards mitigating climate change we adopt eco-friendly initiatives beyond our operational boundaries. We have been organising several plantation drives towards creating natural carbon sinks. This also contributes towards improving green cover and air quality. Since 2014, we have planted more than 31,000 plant saplings.

31,322

Total Saplings planted till date

TOTAL SAPPLINGS PLANTED

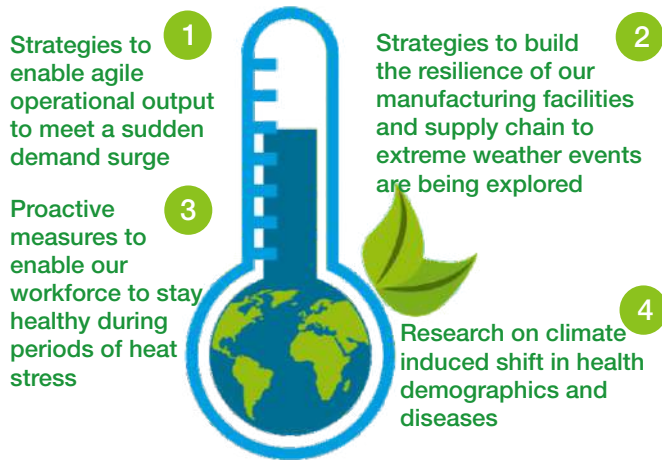


* Specific energy consumption is based on total annual production output (15420226 Kg) and considers the total direct and indirect energy consumption

CLIMATE CHANGE ADAPTATION

While we strengthen our commitment to climate change mitigation efforts it is imperative to build the resilience of our operations to the physical impacts of climate change to ensure uninterrupted supply of medicines to our patients. The experience from the COVID-19 pandemic has driven us to take steps towards building capabilities and embedding further resilience in our supply chain. The ripple effects of the impacts of climate change could translate into increased incidence in waterborne diseases and emergence of novel heat-stress induced health conditions. We thus recognise the potential burden climate change could impose on the healthcare system. The pharmaceutical sector would be at the forefront of devising solutions for these emerging needs while being faced with potential operational constraints.

Our climate change adaptation plan focuses on:



WATER*

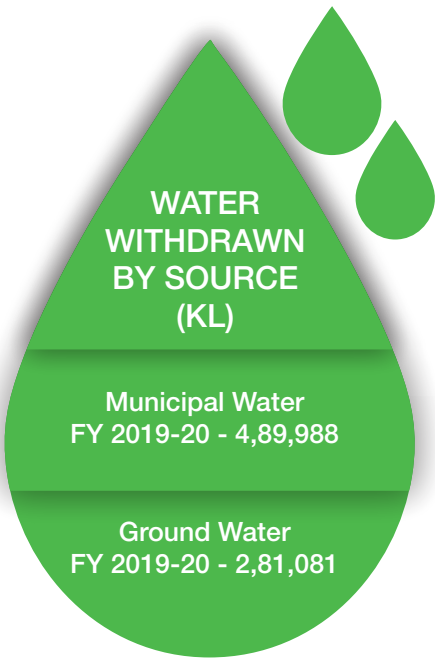
Water is a key resource that enables social, environment and economic wellbeing. As on 2020, globally, one in ten people on earth lack access to safe clean drinking water.** Quality water is of paramount importance for economic activities from agriculture to manufacturing. Hence, water scarcity has the potential to disrupt all domains of human and business activities.

OUR APPROACH TO WATER MANAGEMENT

We have imbibed the 3R principle of reduce, reuse and recycle across our operational facilities. At our operational sites we drive consciousness on the topics of water conservation to encourage our employees to proactively identify process efficiencies that enable water conservation.

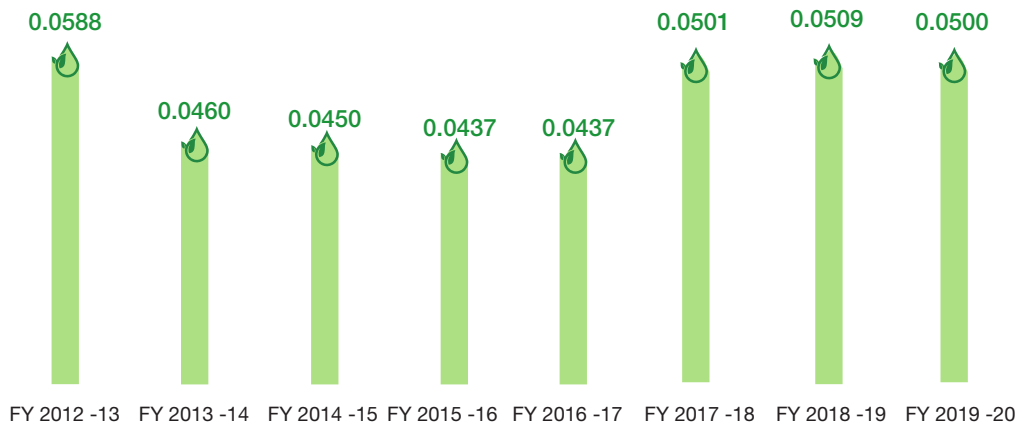
This year our total water consumption and water discharge was recorded at 7,71,069 KL and 29,207 KL respectively.

Our specific water consumption has plateaued over the last 3 years despite year on year increase in net production.*** This evidences our conscious efforts towards reduction of water consumption in our operations through the (3R) principle. We have rolled out several initiatives like rainwater harvesting, ground water recharging system, effluent treatment, high pressure water cleaning system, etc. We also employ steam condensate recovery system that reduces fresh-water usage, fuel usage and effluent generation leading to savings of almost INR 2.5 million/year.



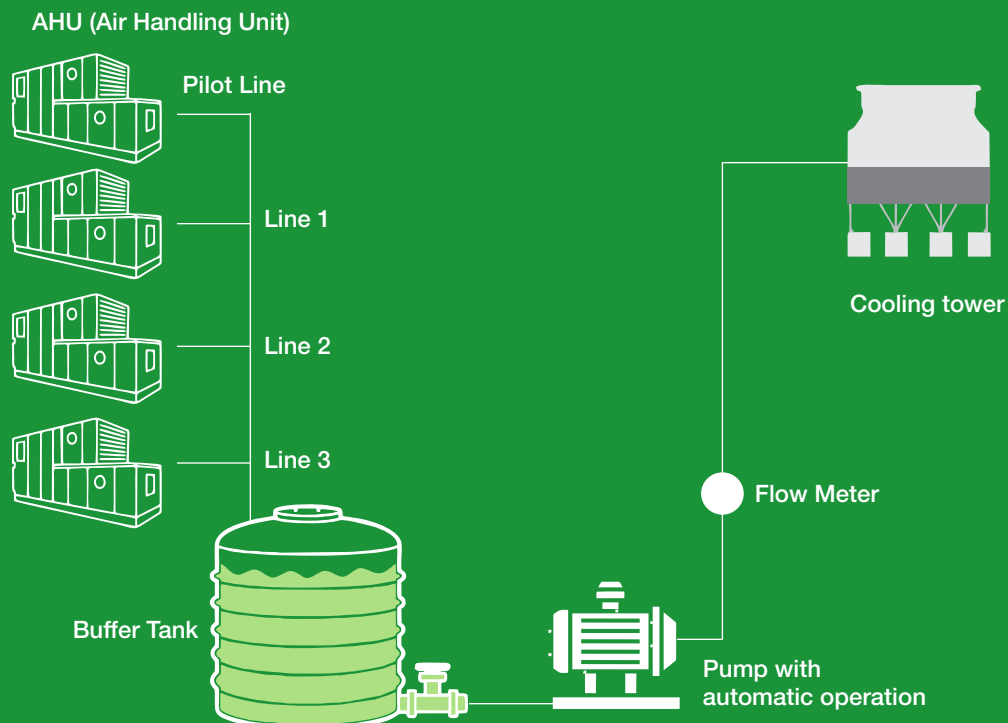
* Scope includes only Indian Manufacturing and RnD operations
** Lifewater International, 2020
*** Specific water consumption is based on total annual production output (15420226 Kg) and considers the total water consumption

SPECIFIC WATER CONSUMPTION KL/Kg



We have set a target of 20% reduction of specific water consumption in our facilities by FY 2020-21 from baseline year FY 2012-13

Water conservation through Air Handling Unit (AHU) at our Goa facility



Water conservation through Air Handling Unit (AHU) at our Goa facility

AHU extracts moisture from air at cooling coil and water is collected in buffer tank through a drain. The collected water is then transferred to the cooling tower through a transfer pump. The pump has an automatic operation through the tank float. Daily meter reading is taken to monitor the performance of the set-up. In turn, the discharge point of the transferred water at cooling tower has a sampling point. Through this point samples are collected on a daily basis to check the quality of water. It was observed that the quality of recovered water is better than fresh and circulation water. The entire project was completed through in-house capabilities with available spares and pipes. No additional procurement cost or service cost was hence incurred for this project. We have observed a 14-18 KL water recovery per day.

WASTE MANAGEMENT

Effective waste management plays a central role in building sustainable operations. At Glenmark, we strive to minimise waste generation at source and implement robust mechanisms to treat and dispose waste effectively. The key to efficient waste management is to ensure proper segregation of waste at source and to enable traceability of waste streams. This is imperative to further employ recycling or resource recovery as appropriate for each distinct waste stream.

We ensure that we dispose waste in compliance with applicable environmental standards as per national laws and regulations and aligned to global best practices. Our waste management strategy encompasses waste categorisation, segregation, minimisation, safe handling and disposal along with its monitoring, regulation and process control.

As part of our waste management we have implemented interventions in the below mentioned areas:

- Reducing packaging waste
- Recycling/ Reprocessing
- Co-processing
- Extending life of machinery and products

Being a pharmaceutical company, waste generated through our operations are majorly hazardous and biomedical waste. Understanding the criticality of effective management of hazardous waste, we employ the highest level of care in handling and disposal of these waste streams.

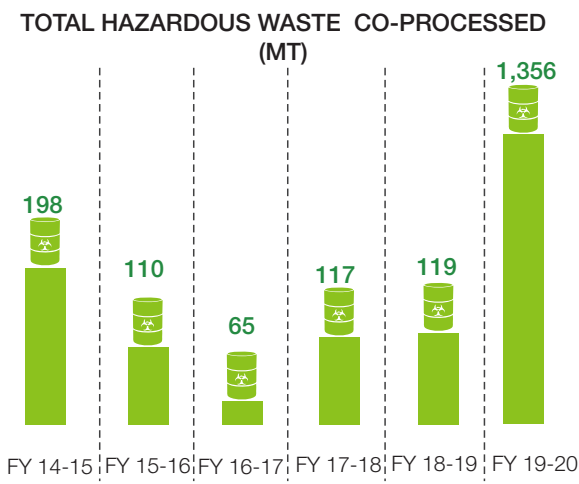
We have been co-processing waste at our Goa, Ankleshwar and Dahej facilities. This year we have expanded our waste co-processing program to our Indore facility as well. We have achieved our target a year in advance, which was set forth in FY 2018-19, by achieving over 25% co-processing of waste this year.

In tandem with our co-processing efforts, we have also initiated collection, recycling and reprocessing of our plastic waste that is generated from our products through certified third-party body for effective waste management. This forms part of our efforts towards strengthening our extended producer responsibility. For the current reporting year, 415 MT (30%) of plastic waste was waste was collected and recycled / reprocessed.

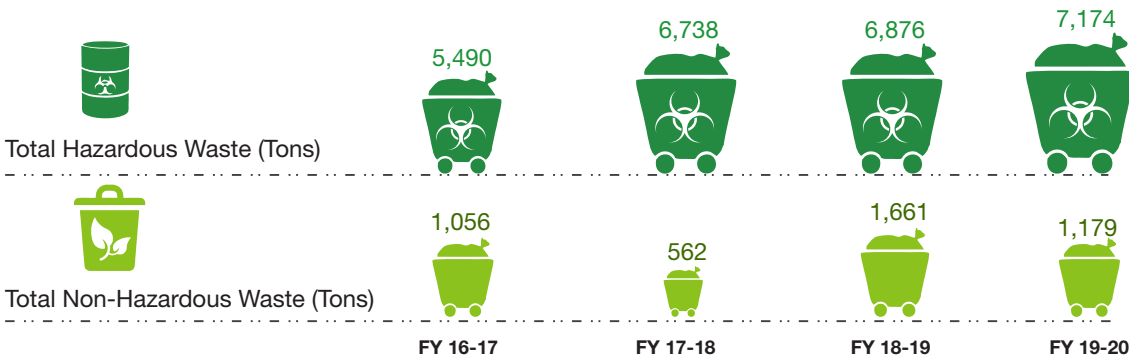
KEY FACETS OF WASTE DISPOSAL



We have set a target to achieve 20% co-processing of hazardous waste by FY 2020-21 from baseline year FY 2018-19



AMOUNT OF WASTE GENERATED BY CATEGORY (All figures in Tons)

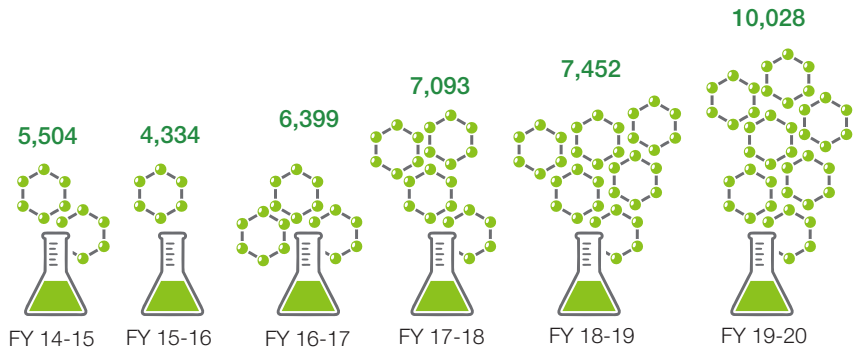


Scope includes only Indian Manufacturing and R&D operations for co-processing
GRI 306-2

SOLVENT RECOVERY

Resource usage optimisation is a very important aspect of our sustainability strategy. We have modified our existing processes and devised solvent recovery systems at Ankleshwar and Dahej. This supports us to reduce waste generation by recovering process solvents thereby acting as an alternate to solvent replacement. This creates circularity in the process thereby improving resource usage efficiency and reducing purchase cost.

TOTAL SOLVENT RECOVERED IN KL



WASTE MANAGEMENT WEEK

With the mission of inculcating the values of “My waste my responsibility”, in this reporting period we conducted a 7-day campaign on waste management. The campaign was conducted at all our facilities to create awareness among our employees on different types of waste being generated in the facilities, statutory compliances for handling of waste, collection, segregation, storage and disposal of waste. The campaign was supported with several interactive activities like games, quizzes and training on waste management.



WASTE MANAGEMENT WEEK CELEBRATIONS

For solvent recovery data scope includes only Indian Manufacturing operations

EMPLOYEE ENGAGEMENT IN ENVIRONMENTAL CONSERVATION

PLASTIC WASTE MINIMISATION AT POLAND

On the occasion of Children's day, our Poland office organised a picnic for its employees and their families. The picnic had a focus theme "Ecology", where children were engaged on themes such as recycling, eco-friendly practices and imbibing environmental consciousness in their daily routine. The field force employees were also provided special carbon filter bottles in an effort to minimise plastic waste.



Employee engagement in plastic waste minimisation

PLANTATION DRIVES

We conduct plantation drives across our facilities to actively engage our employees in our environmental conservation agenda and to consequently drive scalable impact.



Tree plantation drives across locations



PLAYGROUND

Play | Learn | Grow

DEVELOPED BY



**glenmark
FOUNDATION**

GLENMARK

LTD

**PARTNERING FOR
COMMUNITY DEVELOPMENT**

"Our community development programs help us gain insight into the realities and developmental focus areas of our communities, enabling us to devise solutions that unlock tangible grassroots level impact. We ideate and develop interventions towards creating capacity and capabilities that empower and transform communities in a holistic and sustainable manner."

GOVERNANCE PILLARS



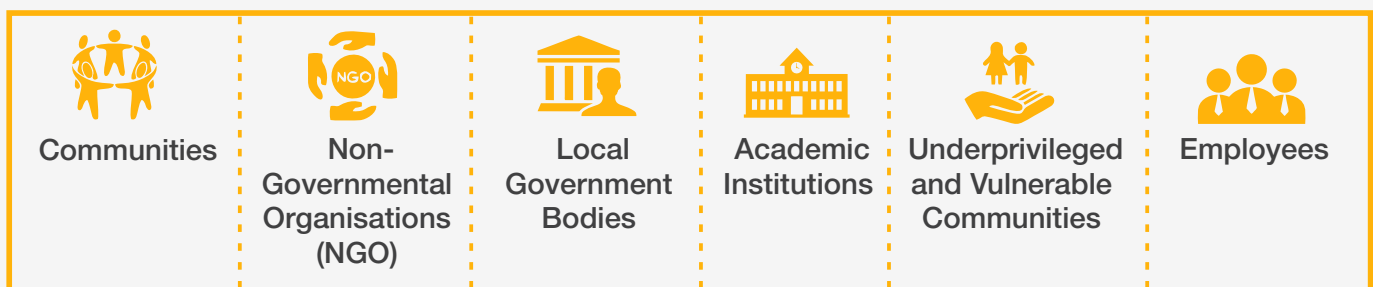
MATERIAL TOPICS

Community Engagement

SDG IN FOCUS



STAKEHOLDERS IN FOCUS



HIGHLIGHTS



OUR APPROACH

At Glenmark, our Corporate Social Responsibility (CSR) program resonates the spirit of our corporate philosophy and values. It is our approach towards conducting business responsibly and demonstrating our commitment to societal wellbeing. We recognise the developmental challenges compromising inclusive and equitable growth and are dedicated towards making positive contributions towards holistic development. We strive to assess the concerns of our communities and aim to build strategies that augment their developmental prospects. To anchor the sustainable transformation towards a healthier and happier world, we have implemented numerous initiatives under our CSR focus areas:

VISION

Enriching lives to create a healthier and happier world

MISSION

To be a responsible organisation

FOCUS AREAS

CHILD HEALTH



To focus on child health and reduce infant mortality and child mortality

SUSTAINABLE LIVELIHOOD



To empower communities by generating sustainable livelihood opportunities

GLENMARK JOY OF GIVING



To encourage employee volunteering across all our locations

PROMOTION OF SPORTS-SWIMMING



To promote aquatic sports and achieve podium finishes at International Meets

ACCESS TO HEALTHCARE



To provide access to healthcare through medicine donation and other health initiatives/projects

DISASTER RELIEF



To provide disaster relief to affected areas

ACCESS TO EDUCATION



To support advancement of education

GOVERNANCE OF OUR CSR PROJECTS

Aligned to our vision of creating a healthier and a happier world, we have developed a CSR strategy that states our purpose to identify and contribute towards advancement of the underserved communities. Our CSR Policy is approved by the Board, which can be viewed on our [website](#). Our interventions are rolled out under the aegis of this policy. To enable effective execution of our policy and CSR vision, we have established a CSR committee governed by our diverse Board of Directors. The committee reviews and monitors our performance against our CSR objectives.

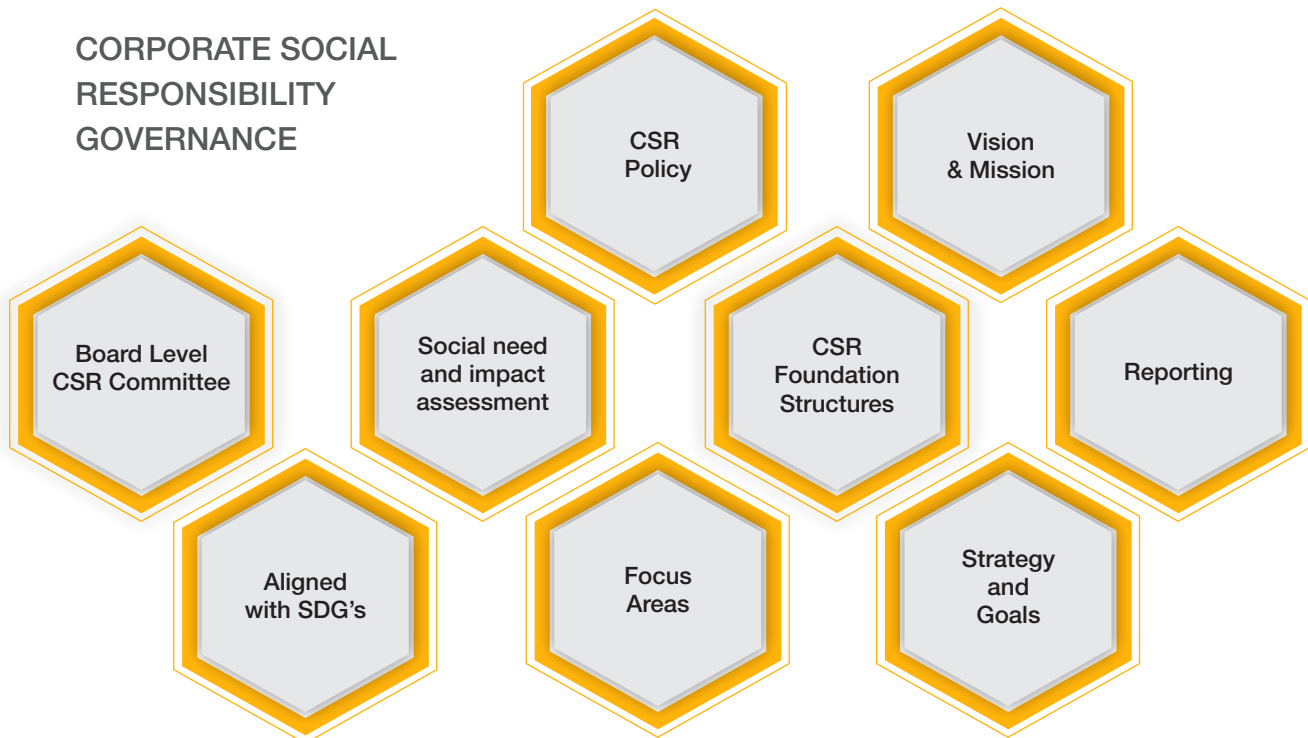
We leverage the synergies that we share with our NGO partners in our community development efforts. Our initiatives are driven through Glenmark Foundation, Glenmark Aquatic Foundation, NGO partners, Government bodies, social organisations and academic institutions. Before the initiation of any project, need assessments are conducted to understand the requirements that enable tailored interventions to bridge identified gaps. The projects are monitored on a regular basis and quarterly reports are analysed to comprehend performance trends and the progress our interventions have achieved. Every project requires a post impact assessment which is based on social metrics.

We have adopted a digital platform to enhance efficiency of project management. This platform gives real-time visibility on progress across our interventions to our relevant stakeholders.

In the reporting year, we did not identify any actual and potential negative impacts on local communities.



CORPORATE SOCIAL RESPONSIBILITY GOVERNANCE



IMPACT OVER THE YEARS:

CHILD HEALTH



- **17,34,300+** lives touched through child health interventions
- **36,300+** Malnourished children reached
- **1,52,500+** Pregnant and lactating women served through various interventions
- **2,69,000+** Children reached out through nutrition, immunisation and sanitation interventions

ACCESS TO HEALTHCARE



- Donated medicines and conducted health camps across different states in India
- **~75,000** individuals impacted through disaster relief interventions

SUSTAINABLE LIVELIHOOD



- **2,000+** youth were trained to improve their employment prospects
- **22,000 +** differently-abled individuals provided rehabilitation support

GLENMARK AQUATIC FOUNDATION



- **184** Medals won at National and International pedestal
- Kushagra Rawat from GAF Delhi centre has achieved 3 B Cuts (Olympic Selection Time) for Olympics 2020 and is the fastest Indian in the 400 m and 1,500 m freestyle events.

GLENMARK JOY OF GIVING



- **46+** Glenmark Locations
- **28** Countries
- **6,000 +** Employees joined our annual festival of philanthropy

1. CHILD HEALTH



Our child health interventions revolve around the theme 'Healthy Children, Healthier World'.

Glenmark Foundation's child health interventions are spread across different geographies. In our quest to transform child and maternal health, we initiated "Project Kavach", the name "Kavach" translates to a shield which signifies protection. These interventions aim to improve performance across health indicators of pregnant/lactating mothers and children between 0-6 years.

The Foundation has rolled out various programs which aim to inculcate positive health seeking behaviour among pregnant and lactating women with an emphasis on educating them on the importance of right nutrition, good hygiene practices and immunisation of children. The Foundation has been committed to improve maternal and child health through innovative interventions.



MATERNAL AND CHILD HEALTH PROGRAM, GUJARAT

3,700+ women provided with 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	80% increase in number of children visiting Anganwadis regularly	1,300+ number of people reached out through our sanitation campaigns
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This program has been undertaken in collaboration with our NGO partner Institute for Global Development (IGD) with a focus on augmenting holistic development of children under the age of 6 in Bharuch district of Gujarat. The program aims to build a strong foundation for good health by strengthening the capacity and capability of caregivers and communities by equipping them with the requisite knowledge and skills. The program encompasses interventions that support all round development of children in the age group of 0 to 6 years and pregnant/lactating women touching psychological, physical and social aspects. Emphasis is also placed on improving their overall health and nutrition level.

In our efforts to improve the performance of the district across health parameters we have rolled out several mass awareness meetings and health checkups through the Anganwadis. Recognising the crucial role, the Anganwadis' play in supporting the health of children and mothers in the district, we focused on enhancing their efficiency and self-resilience through capacity building programs for the Anganwadi workers, ASHA workers, community members, local leaders and Panchayati Raj Institution leaders. The key topics covered through these programs included family planning, nutrition, adoption of preventive measures for pregnant women among others.

REPRODUCTIVE CHILD HEALTH (RCH) CENTRE

Building quality healthcare infrastructure is the first step towards enabling access to healthcare services and stimulating positive health seeking behaviour. In FY 2019-20, we set up a Reproductive Child Health (RCH) Centre at GIDC, Ankleshwar in partnership with Health Department of Bharuch District and IGD. The centre was inaugurated by Dr. Anil Vasava (CDHO, Bharuch). The RCH further strengthens our child health program by providing an integrated approach towards addressing the

healthcare needs of the community through quality healthcare infrastructure. The RCH provides effective primary healthcare services to children between 0-6 years of age, antenatal care and postnatal care to pregnant and lactating women. We are also using the RCH as a channel to build awareness on key themes such as family planning, breastfeeding and new-born care.



Beneficiaries at awareness sessions



Inauguration of the Reproductive Child Health (RCH) Center

SUCCESS STORY

Leela, from Motali village in Ankleshwar Block in Bharuch was identified as having high risk pregnancy. Our health worker acknowledged the situation and encouraged Leela to visit a primary health centre for regular medical check-ups. She prematurely delivered a baby in the 8th month who weighed just 1.8 Kg. Post-delivery, the health worker visited her house regularly and informed her about the concept of "Kangaroo Care", feeding practice, benefits of eating nourishing food, taking medicines on time and staying happy in the early days of her motherhood. The health worker's support and encouragement led to Leela following all the instructions and regularly visiting the health centre. The baby now weighs 5 Kgs and both mother and child are healthy.

MATERNAL AND CHILD HEALTH PROGRAM IN RURAL, HIMACHAL PRADESH

16,700+	6,900+	1,500+	29,000+
people benefitted from the MMU service running 292 days in 6 villages of Baddi and Nalagarh	children (0 to 5 years) reached out through our various health interventions	people benefitted from the health camps	number of people reached out through our sanitation campaigns

We rolled out this project in partnership with IGD in Solan district of Himachal Pradesh. The objective of the program is to provide primary health care at the community level through a collaborative approach with the village healthcare community to facilitate access to holistic obstetric and new-born care at public and private facilities. We have also partnered with the Public Health Care System to bridge identified gaps and enhance the value proposition for the beneficiaries.

The project outcomes hinge on our Mobile Medical Unit (MMU) and capacity building workshops through which we provide medical care facilities in remote locations, promote uptake of curative and preventive health services such as immunisation, antenatal and postnatal care, and general OPD services. We also encourage the uptake of family planning services through institutionalised awareness, education, counselling and referral activities through this program.



Beneficiaries at a capacity building session



Diagnostic health camp at Solan, Himachal Pradesh

SUCCESS STORY

Our health worker in her very first meeting with Meeta Devi, aged 28 from Nanowal village observed that she was in a difficult situation suffering from weakness, nausea, vomiting and low haemoglobin (HB) levels. Being her first pregnancy, she was at high risk due to her low HB levels. Our health workers supported Meeta throughout her antenatal care to reduce pregnancy linked complications. She was counselled and was made aware of tests required to be done during pregnancy. She was provided with requisite supplements such as iron and folic acid tablets and calcium. This culminating in her delivering a healthy baby. Post-delivery, our team continued supporting her with appropriate immunisation, breast feeding, and hygiene linked advise.

CHILD HEALTH PROJECT IN REMOTE TRIBAL FOREST AREAS OF MADHYA PRADESH

700+ families provided with the backyard nutrition gardens	300 families assisted to raise backyard poultry farms	1,380+ malnourished children reached out	1,000 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
50 Anganwadis supported with training and learning material in local kurku dialect		1,470 pregnant women and 2,475 children reached through ambulatory care in remote tribal villages	

The project is being implemented by our partner Spandan Samaj Seva Samiti across 150 villages in Khandwa and Burhanpur district. Korku-Puchiku project focuses on the Korku tribe which is a nutritionally vulnerable community in Madhya Pradesh. The initiative emphasises on establishing a community-based malnutrition management program that aims to address malnutrition and create food security for marginalised families.

This intervention identifies undernourished children and pregnant women and helps them fight malnourishment by providing solutions on enabling self-sustained food security. The initiative encompasses early tracking and follow up, deploying mobile health team to provide diagnostic services including antenatal checkups and medicines. We also conduct immunisation drives and health camps through this initiative.

Additionally, our key interventions enabling self-sustained food security include assisting in developing backyard nutrition gardens, backyard poultry farming and revival of millets in the supported communities. Around 30 tribal community members were successfully oriented to emerge as social behaviour change agents with skillsets to diagnose malnutrition and appropriately advise the community members to adopt scientifically informed health and nutrition management.



Beneficiary of our backyard nutrition garden initiative

SUCCESS STORY

This is the story of a family of 6 individuals from a village called Awaliya almost 100 km away from Khandwa district. The family was landless and below the poverty line. They decided to start a backyard garden after participating in one of our capacity building workshops on backyard nutrition garden. Subsequently, they cultivated fruits and vegetables that served their whole family and also some surplus to provide their neighbours. As their production capability expanded, they started selling the farm produce to the Aanganwadi food preparation group. The backyard garden enabled a continuous access to secure nutritious food and an additional source of income for the family. This culminated in the family staying back in the village instead of migrating for a more stable livelihood opportunity and also contributed towards addressing the village's nutrition needs.

mMITRA, IMPACTING WOMEN'S LIVES THROUGH INNOVATION, MAHARASHTRA

5,400+

women have been enrolled at
Sion Hospital, Mumbai

13,000+

women have been enrolled at
Government Medical Hospital,
Aurangabad

mMitra leverages the high penetration of mobile phones in India and provides pregnant women and mothers of infants with culturally appropriate, clinically tested, individualised voice messages of 60 – 90 seconds in their local dialect on preventive care and simple interventions to reduce maternal and infant mortality and morbidity. The voice messages are specific to the woman's gestational age or the age of the infant. Thereby, equipping them to make informed decisions and enabling them to receive advice on various aspects of maintaining good health and wellbeing during pregnancy and lactation.

Along with our NGO partner ARMMAN this project is implemented at Lokmanya Tilak Municipal General Hospital, Sion (Mumbai), Government Medical College & Hospital (GMCH) and Ghati & District Civil Hospital (Aurangabad). Pregnant and lactating women receive the voice messages on themes such as breastfeeding, nutrition, immunisation, anemia and personal hygiene.

As part of the intervention, this year, we rolled out a precision model in Sion hospital to strengthen and increase the follow up processes with the pregnant women. Also, we extended our initiative to a 3rd hospital at the District Civil Hospital in Aurangabad.



Capacity building workshop being conducted for health workers

HIRKANI KAKSHA (A BREASTFEEDING CELL)

To further strengthen our existing efforts in child healthcare through both behaviour change communication and action oriented solutions the Foundation and NGO partner ARMMAN set up a 'Breastfeeding Cell' at the Medical College and Hospital in Aurangabad. The cell offers lactating mothers a suitable and comfortable environment to feed their newborns in hospital premises. The cell called 'Hirkani Kaksha' (secured place for breastfeeding) was officially inaugurated by Dr. Kananbala Yelikar (Dean of GMCH), on account of International Breastfeeding Week. Post inauguration, efforts have been made to establish monitoring systems to ensure the timely maintenance and upkeep of the cell to provide the best possible experience to the mothers.



Inauguration of the Hirkani Kaksha

SUCCESS STORY

Sarah, from Aurangabad started visiting GMCH for consultation. She signed up for mMitra to take care of her wellbeing and good health. She diligently followed all the instructions given to her related to daily diet, medicine, and antenatal check-ups. She delivered a healthy baby later in the year.

HEALTH ON WHEELS (HoW) FOR CHILDREN, EAST DISTRICT, SIKKIM

19,100+	2,400+	31
people benefitted from 299 health camps	children in the age group of 0-5 years benefitted	Integrated Child Development Services under 9 villages covered to provide healthcare services

We have partnered with Voluntary Health Association of Sikkim and Inclusive India Foundation for the implementation of this program. The project aims to provide access to affordable and effective healthcare services to underserved patients through a multifaceted approach that connects healthcare services to the last mile. A critical challenge for delivering effective healthcare in the target region is the difficult terrain which poses logistical hurdles for providing basic medical supplies. The intervention employs mobile health clinics which anchors easy access to quality primary health facilities and provides an effective platform

for conducting awareness building programs for the communities.

The Health on Wheels project covers 9 villages in East Sikkim benefitting over 20,000 individuals. Key activities under this initiatives include health camps, awareness building programs, free medicines, ambulance services, home visits, reproductive health care including immunisation for children. We also conduct diagnostic tests such as random blood sugar tests and haemoglobin test.



Health on Wheels (HoW) camp

SUCCESS STORY

During one of our regular camps our HoW team was approached by a family with a child suffering from Ferile convulsion. Given the child's poor health, the Medical Officer and team made a home-visit. They conducted a through medical examination and prescribed medicines to control and allivate the child's poor health status. Post prescription and medication the child's vitals imporved. After completion of the course of treatment the child recovered completely and has started going to school regularly.

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

Household air pollution is a prominent environmental health risk. According to WHO, over 3 billion people rely on polluting sources for cooking even today.* Primitive means of cooking encompassing open fires and stoves fueled by biomass (wood, animal dung and crop waste), coal or other unsustainable fuels cause indoor air pollution which can have dire health and environmental consequences. Women and children are the most vulnerable to this hazard given their propensity to higher exposure levels to the fumes. In-door air pollution can cause a myriad of diseases such as ischaemic heart disease, child pneumonia, chronic obstructive pulmonary disease (COPD) and lung cancer. About 50 % of the pneumonia linked child mortality has been attributed to exposure to particulate matter (soot)

inhaled from household air pollution. Globally, about 4 million die from illness caused due to household air pollution each year. Hence, there is a pressing need to find innovative and affordable solutions to enable safer and energy efficient cooking.

To address this challenge, we have embarked on a collaborative project with CSIR-National Environmental Engineering Research Institute (NEERI) an Institution of Government of India, to devise an effective solution towards tackling household air pollution through cost effective and energy efficient mud stoves. We aim to upgrade the existing models of mudstoves through a scientifically guided approach to improve thermal efficiency and control emissions.

SUCCESSFULLY CONCLUDED PROJECTS: A SNAPSHOT OF THE IMPACT WE HAVE CREATED

We have been committed to bringing scalable impact in the area of child health over the years. We started our journey with a focus on immunisation, right nutrition and sanitation. Through the experience that we have gathered we have expanded our capabilities and have customised comprehensive interventions on child health.

CHILD HEALTH PROJECT, SANGANER, RAJASTHAN

Along with our NGO partner Society for Integrated Development Action Research and Training (SIDART) we deployed a variety of innovative interventions over a period of 4 years which translated into tangible improvement across key health indicators spanning over 150 villages in the region. We supported the capacity building of the village panchayats towards enabling self-sustainability of the project. At the end of 4 years, we were able to successfully handover the project to the panchayat. The project culminated in ~90% reduction in malnutrition levels and significant increase in coverage of immunisation, sanitation facilities and institutional delivery.



Achieved 90% immunisation of targeted children in our supported villages in Rajasthan

MATERNAL AND CHILD HEALTH PROJECT, NALAGARH, HIMACHAL PRADESH

This reproductive, maternal, newborn, child, and adolescent health (RMNCH+A) focused program employed community level awareness drives and development of training manuals for frontline health workers. We partnered with the NGO, Institute for Global Development for this program that led to enhanced institutional delivery and immunisation coverage.



Over 80% institutional delivery achieved in the supported community

*Source: World Health Organisation (WHO)

HOLISTIC IMPROVEMENT OF CHILD HEALTH, MUMBAI, MAHARASHTRA

The project was implemented in partnership with Niramaya Health Foundation through the Behaviour, Change, Communication (BCC) and Peer Educators model. The project catered to women (with a focus on pregnant and lactating mothers) and children. The project led to positive impact on health seeking behaviour and significant improvement in health indicators of the beneficiaries.



Over 85% children reached through the intervention showed improved nutritional status.

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

Implemented in partnership with Carolina for Kibera, this project focused on addressing malnutrition in the informal settlements of Kibera in Nairobi, Kenya. The key interventions employed included community mobilisation and sensitisation, providing maternal and child health education and community-based services and counselling on appropriate child-care, nutrition and hygiene practices. The project created positive impact on the overall sanitisation, nourishment and immunisation outcomes in the beneficiary population.



Post intervention, 95% of the children sustained their healthy status

LEVERAGING COLLABORATIVE SYNERGIES TOWARDS NURTURING CHILD HEALTH

In our quest to devise innovative solutions that have far-reaching and long-term positive impact, we drive initiatives which enable multi-stakeholder engagement on important aspects of child and maternal health. We design these initiative to maximise participation, enhance engagement quotient towards developing solutions which can be taken on the ground to create tangible impact in our communities.

NATIONAL NUTRITION WEEK CELEBRATION

We celebrated several important globally/ nationally celebrated days and weeks like National Nutrition Week, Safe Motherhood Day, Hand Washing Day, Immunisation Day, World AIDS Day, Universal Health Coverage Day, National Youth Day, Sexual and Reproductive Health Awareness Day, Women's Day and several others to further our awareness building efforts. These celebrations and capacity building sessions are rolled out across our interventions.



Celebrations and awareness building sessions across program locations

EMPOWERING THE NUTRITIOUS INDIA DREAM THROUGH "MERI POUSHTIK RASOI" – SEASON 3

The pan India "Meri Poushtik Rasoi" cooking contest was initiated in 2018 as a part of a 360 degree approach to address the issue of malnutrition. Glenmark Foundation in partnership with Idobro Impact Solution initiated this contest with the aim of identifying, collating and appreciating the nutrition rich native recipes that we have in our Indian cuisine. These can offer a very potent answer to curb malnutrition at a community level both in urban and rural areas using local and traditional ingredients, methods and knowledge. The competition also serves to collectively gather knowledge about food that is traditional, nutritious and above all, relevant to local context and therefore be taken to a wider audience for advocacy around a healthier lifestyle. This year, the contest received 1,200 entries from 114 cities, 23 states and 3 union territories across India.

ROUND TABLE PARTICIPATION AT RISE WORLD SUMMIT AND COMMUNICATION CATALYST 2020

Communication Catalyst project has been undertaken by Glenmark Foundation in partnership with Idobro Impact Solutions to fight malnutrition in marginalised communities through Behaviour Change Communication (BCC) strategies leveraging a multi-stakeholder effort by civil society, academia, corporate, expert professionals and government. Four successful seasons of Communication Catalyst reached out to over 4,000 students from across 100+ cities pan India. Over 1,200 students participated in design thinking workshops and the finalists have been mentored by design thinking

practitioners. The competition saw participation from over 46 student teams from over 92 colleges. Top three finalists and their NGO partners won cash prizes.

Year 2020 was the culmination of the "Communication Catalyst Contest". A round table discussion was held at the RISE World Summit 2020 to discuss the top campaign ideas from four years of the competition and rank them based on their intended impact. Senior level experts from the social sector were also invited to steer the round-table conversation. This ranking exercise clubbed with an internal jury review, brought out the top five strategies of the competition till date; Influencers and peer educators, inter-linkages of issues, edutainment and gamification, technology, and branding, repackaging and marketing specifically targeting malnutrition and focused on mother and child health.

This was then followed by the final edition of the competition where NGOs were invited to apply for a grant money by adopting any of the five strategies in their own projects. Over 350 NGOs across India participated and of these 77 were asked to submit a detailed proposal. The 5 best proposals were then presented in front of a Jury in a virtual format due to the lockdown. The winner's grant will be used by the NGO to implement the strategy in their own communities and deliver the final outcome of the program – to influence the behaviour of the society as a whole and stimulate adoption of healthier practices to achieve the goal of zero hunger.



Participants at the roundtable at RISE World Summit, 2020

2. SUSTAINABLE LIVELIHOODS



This focus area aims to enrich lives of communities through capability building and empowering them with skillsets to embark on a journey of self-reliance and livelihood security. This is achieved by providing training and livelihood opportunities that enables individuals to live a satisfying and fulfilling life.

To overcome the challenge of unskilled manpower, we have aligned our initiative with the Government of India's Learn and Earn scheme called the 'National Employability Enhancement Mission' (NEEM). The initiative is implemented at 6 of our operational locations. Till date, we have trained over 2,000 youths, thereby strengthening their skills and increasing their employment prospects. In association with Bhagwan Mahaveer Viklang Sahayata Samiti, we have provided rehabilitation and generation of livelihood opportunities for differently abled individuals by providing artificial limbs, fitments and calipers. The support has been provided to more than 22,000 differently abled individuals over the years.

3. ACCESS TO HEALTHCARE, EDUCATION AND WATER



Underserved communities often encounter barriers to access quality healthcare and education. We work towards lowering these barriers by devising interventions that address ease of access to healthcare and education.

We believe that knowledge is power, and education is empowerment. We have been supporting the rural areas of Maharashtra with access to quality education making provision for better infrastructure.

We also work towards providing access to quality healthcare to the underserved population by donating medicines to address pressing needs. Unprecedented disasters lead to huge losses in terms of finances, infrastructure and lives. We ensure we stand by the impacted communities during such times. Glenmark along with Americares India provided medical and healthcare relief during Assam and Kerala floods. During Assam floods we distributed medical, health and hygiene kits to cater to immediate disaster response requirements for over 690 families across 22 villages of Barpeta district.

The Kerala floods unleashed severe damage on various infrastructural assets including healthcare infrastructure. We supported efforts towards recovery with the vision of “build back better”. In partnership with Americares we helped in upgrading Family Health Centres (FHC) under the Ayushman Bharat national program. We transformed two health centres at Malappuram and Wayanad districts and installed 46 equipments of 22 different types. The FHC covers over 72,000 individuals.



Distribution of medical, health and hygiene kits during Assam floods



Family Health Center (FHC) upgradation in Kerala

RAINWATER HARVESTING PROJECT AT MADHYA PRADESH

In the context of the challenges linked to the availability of potable drinking water in India; especially in rural areas, we initiated a rainwater harvesting project at Achana village in Madhya Pradesh with the goal of recharging the ground water table in the area. The initial phases of the project focused on monitoring and conducting a due diligence to understand the ground water levels of the vicinity. This was followed by repair and reconstruction of a dam and development of dam overflow management system. The project has resulted in successfully recharging the groundwater table and thereby supporting around 200 tube wells and bore wells in the surrounding area of Achana village.



Outcome of the rainwater harvesting project

4. PROMOTION OF SPORTS- SWIMMING



Glenmark Aquatic Foundation (GAF) was established in 2015, towards promoting swimming and improving the ecosystem of the sport in India. Through GAF, we aim to enable individuals achieve podium finishes in swimming and represent India at an international level.

Key aspects required for enhancing performance for any sport encompasses infrastructure, coaching, guidance and a platform to showcase efforts. These are the basic building blocks of the journey of building a successful sports career. To lead individuals towards unlocking their potential and talent, GAF provides:

- Centres of excellence:** GAF has established centres at Mumbai, Delhi and Bangalore which has enabled budding talent to flourish. The centres deliver best in class infrastructure and facilities allowing swimmers to achieve the best and choose swimming as a career in the future.
- Quality coaching and education:** Effective coaching and education are vital facets of supporting talent. Coaching supports the swimmers in developing their full potential and provides motivation to actualise their passion to success. GAF aims to align coaches with global best practices and provides support to enhance their skills through a Coach Education Program. Our partnership with the Swimming Federation of India enhanced collaboration at the sectoral level and helps us engage more actively with swimmers at the national level.
- Scholarship:** With the aim of providing all round support to the swimmers; from training strategy, sponsorships to international and national competitions, sport science support and education, we have adopted "The Elite Squad", India's first and largest scholarship scheme in swimming. We envision this program to support the growth of the sport and stimulate capable athletes to make India proud.

GAFGSC Mumbai (Accredited with Khelo India)	SGTIDM Delhi (Accredited with Khelo India)	GAF RAY Bengaluru
16 Medals (2 Gold, 7 Silver, and 7 Bronze) in Khelo India Youth Games, 2020	46 Medals (22 Gold, 9 Silver and 15 Bronze) in Khelo India Youth Games, 2020	7 Medals (2 Gold, 3 Silver and 2 Bronze) in Khelo India Youth Games, 2020
9 Medals (5 Gold, 3 Silver and 1 Bronze) with 4 New Meet Records in 65 th National School Games, 2019	35 Medals (18 Gold, 12 Silver and 5 Bronze) with 6 NMR in 65 th National School Games 2019	10 Medals (5 Silver and 5 Bronze) in 65 th National School Games, 2019
7 Medals (1 Gold, 5 Silver and 1 Bronze) in Thailand Age Group Swimming Championship at Bangkok	14 Medals (8 Gold, 5 Silver and 1 Bronze) in X th Asian Pacific Youth Sports Games held at Vladivostok Russia	1 Silver Medal in Thailand Age Group Swimming Championship at Bangkok
20 Medals (9 Gold, 8 Silver and 3 Bronze) in All India Inter Club Championship	19 Medals (10 Gold, 7 Silver and 2 Bronze) in Thailand Age Group Swimming Championship at Bangkok	

SUCCESS STORY: ACHIEVING EXCELLENCE AND SETTING BENCHMARKS

Kushagra Rawat, a swimmer from our Delhi centre made us proud this year by becoming the only Indian swimmer to hold 3 B cut timings for the Olympics. He made it to the B cut in the 400m, 800m and 1,500m freestyle events. He is one among the 6 swimmers who have made it to the B cut from India. He dominated the freestyle distance events and emerged as the best swimmer in the open category at the recently concluded 10th Asian Age Group Aquatic Championship at Bangalore. He won 4 gold medals



in the 200m, 400m, 800m and 1,500m freestyle events respectively. Kushagra also set a new record in the 800 m freestyle. Such accolades reinforce our commitment and renew our gusto to enable budding talent to realise their complete potential.

5. EMPLOYEE VOLUNTEERING- GLENMARK JOY OF GIVING



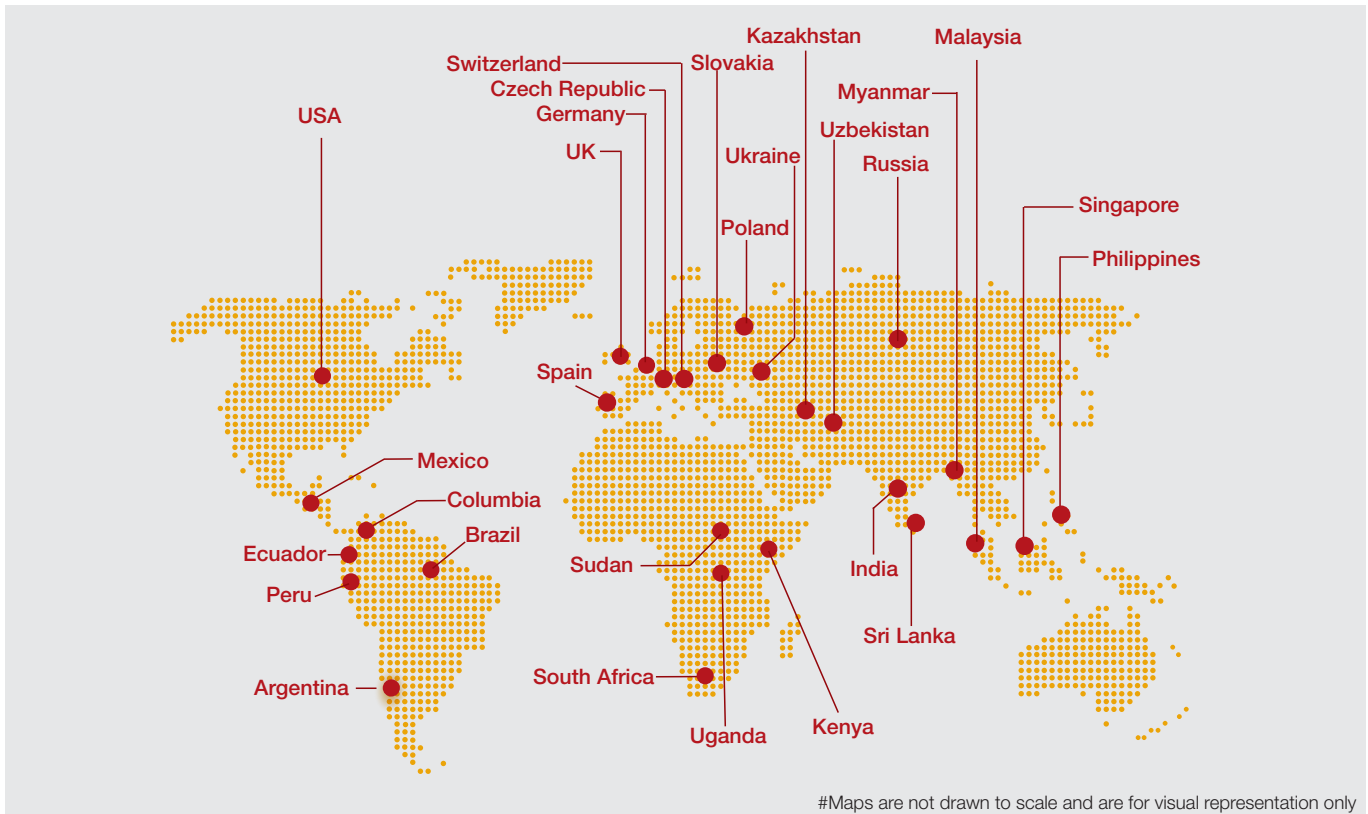
Our employees play a fundamental role in all our activities. Understanding surrounding communities and contributing towards making their lives better can significantly contribute towards employee satisfaction.

It also inspires our employees to devise solutions through their work to bring about a positive change in society. Our employee volunteering program "Glenmark Joy of Giving" enables our employees to serve the society by providing monetary and non-monetary support to the underserved communities. Over the years, 46 Glenmark locations across 28 countries have been celebrating the annual festival of philanthropy. Further, we also floated a global internal campaign of #SharePostSavePlanet, where every post shared led to a tree being planted. Through this campaign, we have pledged to plant 1,188 trees. Currently, we have launched an online platform "Glenmark's Initiative to Volunteer for Empowerment" (GIVE) which is a pilot project providing our employees a medium to actively participate in community programs, giving them the opportunity to further make a difference.



EMPLOYEES SPREADING THE GLENMARK CHEER ACROSS THE GLOBE

Over the years, 46 Glenmark locations across 28 countries have been celebrating the annual festival of philanthropy.



The leadership team participating in Glenmark Joy of Giving



Ankleshwar



Argentina



Aurangabad



Baddi



Brazil



Czech Republic



Dahej



Ecuador

● Ankleshwar: Supported local schools and an old age home by providing necessities ● Argentina: Supported a charity home ● Aurangabad: Electrified a community health centre by installing solar panels, supported school children with digital infrastructure and educational material ● Baddi: Supported a local school for digitalisation of classrooms ● Brazil: Donated school supplies and personal hygiene items to a shelter home ● Columbia: Efforts aimed at supporting local underserved communities ● Czech Republic: Spread joy among orphan children and registered as bone marrow donors ● Dahej: Provided support to an orphanage, local school children and local government run preschool ● Ecuador: Spread smiles among orphanage



Germany



Goa



Head Office and India Formulations



Indore



Kazakhstan

- Germany: Spread smiles on the faces of underprivileged children
- Goa: Supported underprivileged children, local Government school and an old age home
- Head Office and India Formulation: Supported Government run hospital and Government schools with infrastructural amenities and essential supplies and tribal hamlets with education linked infrastructure and necessities
- Indore: Supported a charity working for the needs of special children
- Kazakhstan: Underlined their care towards children suffering from cerebral palsy and cancer



Kenya



Kurkumbh and Mohol



Mahape



Malaysia



Mexico



Myanmar



Nalagarh



Nashik



Peru



Philippines



Poland



Russia

● Kenya: Supported schoolgirls and underprivileged children ● Kurkumbh and Mohol: Supported a local Government school ● Malaysia: Spread smiles in a home for the underprivileged ● Mexico: Supported children suffering from Cancer ● Myanmar: Supported a home for the underprivileged ● 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 and contributed essentials to a hostel for tribal girls ● Peru: Beautified a Ludo-library and trained children on hygiene ● 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



Sikkim



Sinnar



Slovakia



South Africa



Spain



Taloja and Sanpada



UK



Ukraine



USA

- Sikkim: Extended support towards education in a local school
- Singapore: Supported a charity that focuses on providing education for undeserved children in Indonesia
- Sinnar: Supported a home for people with disability and a home for children affected by AIDS/HIV
- Slovakia: Spear joy to orphan children
- South Africa: Supported a hospice, school for special children and youth with complicated disabilities
- Spain: Participated in a recycling drive and supported school children
- Sri Lanka: Contributed to orphanages through donation drives
- Sudan: Supported healthcare facilities with amenities
- Switzerland: Underlined their care towards pediatric cancer patients through a local association
- Taloja and Sanpada: Supported a Government school for infrastructure up gradation and construction of a sanitation unit.
- Uganda: Worked with partners to support underprivileged children
- UK: Spread the cheer by donating gifts to the underserved and volunteered with a local food bank and supported a charity working for people suffering from Alzheimer's
- Ukraine: Supported an orphanage with necessities for everyday use
- USA: Supported underserved families, children, cancer research and animal shelter
- Uzbekistan: Supported the incapacitated children suffering from blood disorders

Independent Assurance Statement

Scope and Approach

DNV GL Business Assurance India Private Limited has been commissioned by the Management of Glenmark Pharmaceuticals Limited (Corporate Identity Number L24299MH1977PLC019982, hereafter referred as 'the Company') to carry out an independent assurance of the qualitative and quantitative information related to sustainability performance and references to its Sustainability Report 2019-20 ('the Report'), for the financial year ending 31st March 2020.

We performed a limited level of assurance based on our assurance methodology VeriSustain^{TM1}, which is based on our professional experience, international assurance best practices including International Standard on Assurance Engagements 3000 (ISAE 3000) Revised* and the GRI Principles for Defining Report Content and Quality. In doing so, we evaluated the quantitative and qualitative sustainability performance disclosures presented in the Report for the activities undertaken by the Company during the reporting period 1st April 2019 to 31st March 2020 which have been prepared by the Company based on the Global Reporting Initiative (GRI) Sustainability Reporting Standards 2016 ('GRI Standards').

The intended user of this Assurance Statement is the Management of the Company ('the Management'). Our assurance engagement was planned and carried out during July 2020 – August 2020.

The scope and boundaries of disclosures are as described in the Report in the sections '*About the Report*' and '*Materiality*', and includes economic, environmental and social performance related to operations in India and overseas and major operations for the 15 manufacturing locations in India, Argentina, the Czech Republic and the United States of America (USA).

Responsibilities of the Management of Glenmark and the Assurance Providers

The Management has the sole responsibility for the preparation of the Report and are responsible for all information disclosed in the Report as well as the processes for collecting, analysing and reporting the information presented within the Report and references in the Company's website. The Company is also responsible for the maintenance and integrity of its website containing the referenced sustainability-related disclosures in the Report. In performing this assurance work, our responsibility is to the Management; however, this statement represents our independent opinion and is intended to inform the outcomes of our assurance to the stakeholders of the Company.

We provided a range of other services in 2019-20 to the Company, none of which in our opinion, constitutes a conflict of interest with this assurance work. Our assurance engagement is based on the assumption that the Company has provided us data and information during our review in good faith and free from misstatements. We were not involved in the preparation of any statements or data included in the Report except for this Assurance Statement and Management Report highlighting our assessment findings for future reporting. We expressly disclaim any liability or co-responsibility for any decision a person or an entity may make based on this Assurance Statement.

¹ The VeriSustain protocol is available on www.dnvgl.com

* Assurance Engagements other than Audits or Reviews of Historical Financial Information.

Basis of our Opinion

We planned and performed our work to obtain the evidence considered necessary to provide a basis for our opinion towards providing a limited level of assurance. Due to the outbreak of the COVID-19 pandemic, we carried out remote assessments in line with DNV GL's remote audit methodology, as one-to-one discussions and onsite assurance was not feasible. We adopted a risk-based approach, i.e. we concentrated our efforts on the issues of high material relevance to Glenmark Pharmaceuticals Limited. As part of the process, a multi-disciplinary team of sustainability and assurance specialists reviewed sustainability disclosures related to the Company's operations with the management at the Company's Corporate Office in Mumbai and sample facilities in Nalagarh (Himachal Pradesh) and Indore (Madhya Pradesh) in India. We undertook the following activities:

- Review of the approach to materiality determination and stakeholder engagement, and the outcomes as stated in this Report. We did not have any direct engagement with external stakeholders;
- Interviews with selected senior managers responsible for management of sustainability issues and review of selected evidence to support topics disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility to deliver the Company's sustainability objectives;
- Remote verification at sample sites i.e., selected Formulations Technical Operations (FTOs) in Nalagarh (Himachal Pradesh) and Indore (Madhya Pradesh), to review processes and systems for preparing site level sustainability data and implementation of sustainability strategy. We were free to choose sites for conducting assessments on the basis of their materiality;
- Verification of the information and claims made in the Report, and assessment of the robustness of the data management system, data accuracy, information flow and controls for the reported disclosures. We examined and reviewed supporting evidence such as documents, data and other information made available by the Company related to the disclosures made in the Report, along with the Company's protocols for how the data was measured, monitored, recorded and reported;
- Verification of the data consolidation of reported performance disclosures in context to the Principle of Completeness as per VeriSustain for a limited level of verification; and,
- An independent assessment of the Report against the requirements of the GRI Standards: Core option of reporting.

We did not come across limitations to the scope and boundary of the agreed assurance engagement. The reported data on economic performance including expenditure towards Corporate Social Responsibility (CSR) and other financial data are based on audited financial statements issued by the Company's statutory auditors, and presented in its Annual Report 2019-20, which is subject to a separate independent audit process, and was not included in our scope of work.

Opinion and Observations

On the basis of the verification undertaken, nothing has come to our attention to suggest that the Report does not properly describe the Report's adherence to the GRI Standards: Core option of reporting including the GRI 102: General Disclosures 2016, GRI 103: Management Approach 2016 and disclosures related to the following GRI Standards which have been chosen by the Company to bring out its performance against its identified material topics

- GRI 204: Procurement practices 2016- 204-1;
- GRI 302: Energy 2016 – 302-1, 302-2;
- GRI 303: Water 2016 – 303-1;
- GRI 305: Emissions 2016 – 305-1, 305-2, 305-3*;
- GRI 403: Occupational Health and Safety 2016 – 403-1;
- GRI 404: Training and Education 2016 – 404-1;
- GRI 405: Diversity and Equal Opportunity 2016 – 405-1;
- GRI 413: Local Communities 2016 – 413-1;
- GRI 416: Customer Health and Safety 2016– 416-1.

* Scope 3 emissions include employee business travel by air and railways

Without affecting our assurance opinion, we provide the following observations against the principles of VeriSustain:

Materiality

The process of determining the issues that is most relevant to an organization and its stakeholders.

The Company carried out a materiality determination exercise in 2018-19 to identify the key topics which impact the Company and its stakeholders. Topics relevant to the Company were identified based on industry trends, internal targets and risks, which were then prioritized by cross-functional internal stakeholders who assessed them on qualitative and quantitative parameters aligned to the Company's value drivers. During the reporting period, this list of material topics were reassessed and validated by the Company's senior management teams to confirm its relevance considering the prevailing business developments. Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Materiality.

Stakeholder Inclusiveness

The participation of stakeholders in developing and achieving an accountable and strategic response to Sustainability.

The Report indicates employees, suppliers, shareholders and investors, communities and non-governmental organisations (NGOs), patients, regulators, healthcare professionals and senior management as being the Company's most significant stakeholders. The key interest areas of various stakeholders and the outcomes from the Company's stakeholder engagement processes are brought about within the Report; these outcomes inform decisions towards evaluating the Company's sustainability strategy. Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Stakeholder Inclusiveness.

Responsiveness

The extent to which an organization responds to stakeholder issues.

The outcomes from stakeholder engagement and the Company's processes of identifying key concerns of stakeholder group are brought out in the Report, through its policies, strategies, management systems and governance mechanisms. The Company's sustainability management systems include processes for monitoring and reviewing key performance indicators and metrics to address identified material issues. Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Responsiveness, however, the Company may further define and disclose short, medium and long-term targets for all identified material topics.

Reliability

The system for maintaining the quality of underlying sustainability disclosures and performance management systems including the accuracy and comparability of information presented in the Report

The majority of data and information verified through our interactions with the management teams and data owners at the Corporate Office and sample manufacturing locations were found to be fairly accurate. Some of the data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors and the errors have been corrected. The Company has also established an internal audit mechanism for managing and reviewing its sustainability performance data. Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Reliability, however, the Company needs to incorporate processes of periodic reviews and validation of reported data in its existing processes and tools for sustainability data management to further strengthen the Report's adherence to this Principle.

Completeness

How much of all the information that has been identified as material to the organisation and its stakeholders is reported



The Report brings out company's economic, environmental and social performance for its selected material topics and reporting boundaries through appropriate GRI Standards. Nothing has come to our attention to suggest that the Report does not meet the Principle of Completeness with respect to scope, boundary and time. However, certain topic specific aspects of the disclosures related to the identified GRI Standards are currently not aggregated and brought out in the Report, as the Company is in the process of strengthening its systems to record and report this information reliably in future reporting periods.

Neutrality

The extent to which a report provides a balanced account of an organization's performance, delivered in a neutral tone.

The disclosures related to sustainability performance and issues are presented in a neutral tone, in terms of content and presentation, along with key challenges faced during the period. Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality.

For DNV GL Business Assurance India Private Limited

 <p>Bhargav Lankalapalli Lead Verifier DNV GL Business Assurance India Private Limited, India</p>	 <p>Prasun Kundu Assurance Reviewer DNV GL Business Assurance India Private Limited, India.</p>
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26th August 2020, Mumbai, India.

DNV GL Business Assurance India (Private) Limited is part of DNV GL – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnvgl.com

GRI CONTENT INDEX

GRI Standard	Disclosure	Page No	Reason for omission
GRI 102: General Disclosures, 2016			
Organisational Profile			
102-1	Name of the Organisation	3	
102-2	Activities, brands, products & services	3, 4	
102-3	Location of Headquarters	3	
102-4	Location of Operations	7	
102-5	Ownership and legal form		Glenmark Pharmaceuticals Limited is a public limited company and its shares are listed on BSE Limited and the National Stock Exchange of India.
102-6	Markets served	7	
102-7	Scale of the Organisation	46	
102-8	Information on employees and other workers	46	
102-9	Supply Chain	39	
102-10	Significant changes to the organisation and its supply chain		There have been no significant changes to the organisations size, capital structure, operations and supply chain during the reporting period.
102-11	Precautionary Principle or Approach	16	
102-12	External initiatives	10	
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102-18	Governance structure	12	
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102-45	Entities included in consolidation of financial statements		The details of entities included in our consolidated financial statements that can be viewed in our annual report which is available on our website www.glenmarkpharma.com
102-46	Defining report content and topic boundaries		The information and statements disclosed in this report relate to and include all Glenmark's core operations and processes. The details of subsidiaries have been included in the boundary of the report.
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102-48	Restatements of information	I	
102-49	Changes in reporting	I	There have not been any significant changes regarding the material topics identified and its boundaries.
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102-51	Date of most recent report	I	
102-52	Reporting cycle	I	
102-53	Contact point for questions regarding the report	ii	
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