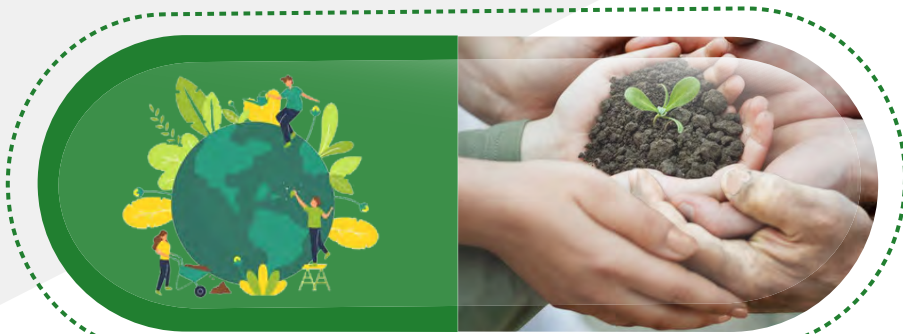


REINFORCING OUR **ESG** FOCUS

Sustainability Report 2020-21



Action oriented environmental consciousness



Socially relevant and inclusive



Ethical and accountable governance





CONTENT



Overview

- 04 About this Report
- 06 Message from the Chairman's Desk
- 08 A Snapshot of our ESG performance
- 10 Our Corporate Profile
- 15 Stakeholder Engagement and Materiality Assessment
- 19 Our ESG Strategy



Governance

- 26 Corporate Governance
- 32 Risk Management
- 35 Digitising our Core
- 36 Innovation Centric Approach
- 38 Responsible Supply Chain Management



Environment

- 45 Climate Change Strategy
- 50 Water Conservation and Management
- 52 Waste Management



Social

- 60 Product Responsibility
- 69 Our People and Culture
- 89 Corporate Social Responsibility



- 110 Annexure: GHG Quantification Methodology
- 113 Assurance Statement
- 117 GRI Index
- 123 SDG Index

ABOUT THIS REPORT

REINFORCING OUR ESG FOCUS: TOWARDS NURTURING SHARED GROWTH AND PROSPERITY

At Glenmark Pharmaceuticals Limited, building on over forty years of experience in the pharmaceutical industry, we remain steadfast in addressing the emerging needs of our patients with sustainable solutions. We are dedicated to enable the best-in class therapies for our patients while achieving a fine balance between the value we create for the economy, society and the environment.

This publication marks our 3rd annual sustainability report that reflects our Environment, Social and Governance (ESG) performance for the reporting period 1st April 2020 to 31st March 2021. In view of the COVID-19 pandemic, we have included some material highlights beyond the scope of the reporting period to help our stakeholders understand the active measures that we are taking to support communities and the economy during this time. Through this report we elucidate our strategic intent towards amplifying our positive ESG impact.

REPORTING FRAMEWORK AND CONTENT

We have developed this report in accordance with the GRI standards: Core Option. The report has been prepared in adherence to all the reporting principles with respect to content and quality. A materiality assessment and review exercise was undertaken based on the materiality principle set forth by the GRI standards. As an outcome of the materiality review exercise, we have incorporated two additional material topics: digital transformation and human rights. There has been no restatement of information for this reporting period. Our last sustainability report was published in August 2020 and is accessible at <https://www.glenmarkpharma.com/sites/default/files/Glenmark-Sustainability-Report-FY-2019-20.pdf>.

***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.*

REPORTING BOUNDARY

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

■ Data covered - India

■ Data covered - Overseas



EXTERNAL ASSURANCE

Our sustainability report has been independently reviewed and assured by DNV-GL based on the VeriSustain™ methodology. The assurance statement can be found on page 113 of the report.

FEEDBACK

In our journey of reinforcing our ESG commitment, stakeholder feedback has played an instrumental role in shaping our ESG strategy and disclosures. Towards aligning our ESG disclosures and performance to stakeholder aspirations, we welcome your valuable feedback and suggestions on this report at sustainability@glenmarkpharma.com.

MESSAGE FROM THE CHAIRMAN'S DESK



Dear Stakeholders,

We together, lived through a year that has left an imprint on our lives and ways of doing business. The year of the pandemic has been uncertain, unimaginable and unparalleled with devastating impacts on the lives and livelihoods of people worldwide. Though the world remained mired in a vortex of unique challenges, the universality of the experience underscored the indispensable role of empathy, collaboration and innovation in delivering timely solutions. The pandemic also sheds light on the impending catastrophic implications of threat multiplying risks such as climate change. The similarity in scale and magnitude between these risks has created a renewed sense of appreciation and urgency for integrating Environment, Social and Governance (ESG) parameters in business decision making.

At Glenmark, we have been committed to driving a socially relevant and environmentally conscious approach to business. This year we have reinforced our commitment to augment

business resilience by embedding ESG considerations in every facet of our business in line with the UN Sustainable Development Goals (SDGs). We are working towards digitally transforming our business and intercalating ESG factors throughout our value chain to create a positive wave of economic, social and environmental value creation.

Our patients have been at the core of our corporate purpose and enabling their good health and wellbeing has been of paramount importance to us. Over the years, we have emerged as one of the fastest growing companies in India, with a growth of ~14% versus the average growth rate of 5.86% for the Indian pharmaceutical market in FY21. We are dedicated to leverage our innovation centricity and deep market insights gained over the years to minimise time-to-market, enhance accessibility and deliver transformative therapies for unmet, emerging and current patient needs. As a culmination of our efforts, we became the first pharmaceutical company in India to receive emergency use authorisation for FabiFlu® for the treatment of mild to moderate COVID-19. It is noteworthy that by April 2021, FabiFlu® reached over 5 million patients in India and became the highest selling drug in the Indian retail market among all therapies. In FY 2020-21, we also launched our global anti-allergy nasal spray Ryaltris™ (olopatadine hydrochloride and mometasone furoate monohydrate) while our novel, patent-protected, and globally-researched sodium glucose co-transporter-2 (SGLT2) inhibitor, Remogliflozin Etabonate (Remogliflozin), for the treatment of Type 2 diabetes continued to create positive impact.

It is our employees who have been able to translate our vision of enriching lives even during tumultuous times. Our employees worked relentlessly to ensure steady delivery of quality products to our patients worldwide and created new possibilities for our business despite the volatile operating environment. I admire and deeply value their unwavering commitment and resolute approach to delivering care for our patients despite the constraints. During the year, we placed our people and their well-being at the heart of our corporate agenda and chalked out various initiatives to enable their good health and well-being. Our occupational safety management system has also been dynamically evolving to keep pace with the emerging restrictions imposed by the pandemic.

Our commitment to enriching lives extends beyond our patients and employees to also local communities. Our community development programs helped us create positive social developmental outcomes and alleviate adverse impacts of the pandemic on communities. Over the years, we have positively impacted over 2 million lives through our CSR programs. In FY 2020-21, we continued serving communities through programs aligned with our CSR focus areas by leveraging the power of digitisation and technology. Further, we prioritised pandemic relief

and tailored diverse interventions to deliver relevant solutions to emerging challenges. We supported over 5 million meals in our pandemic relief efforts. In line with our corporate spirit, we designed unique interventions to negate the barriers created by the pandemic, with the aim of enabling employee contribution to social causes through our employee volunteering program “Glenmark Joy of Giving”.

We have been mindful of our environmental footprint and have been consistently incorporating eco-efficient technologies in our business operations. At Glenmark, we consider a long-term time horizon in our approach to risk management and strategic planning. We hence perceive climate change as a critical risk while recognising the immense opportunities presented by the transition to a low-carbon economy. In a landmark decision to structure and galvanise our environmental action plan, we have taken tangible commitments across emission, water and waste management. We have pledged to emerge as a carbon neutral (scope 1 and scope 2) enterprise by year 2030 and have also committed to the Science Based Targets initiative (SBTi) for target setting which embeds a scientific approach to decarbonisation. We have also committed to achieve water neutrality by year 2025 and ensure zero waste to landfill by 2027. We continued making progress on our environmental action plan by shifting our fuel mix to cleaner options, increasing the share of renewable sources of energy, enhancing coverage of our co-processing program along with employing water and energy efficiency focused initiatives across our facilities.

Our organisational agility, sustainability focus and adaptability enabled us to calibrate our response in real-time to meet the challenges of the pandemic. Our success in a volatile environment is a testament of our resilience and potential to

create sustained value for our stakeholders. We witnessed the unrelenting drive of our employees and our corporate spirit to serve communities. For us at Glenmark, the shared experience of the pandemic led us to realise the unparalleled strength of the human spirit and crystallised our commitment to prioritise the wellbeing of current and future generations as a marker to define our business priorities. As we look forward to navigating the future business landscape, it is imperative for us to incorporate our learnings during the pandemic in our business decision making. We are committed to apply advanced scientific concepts, digitisation and emerging technological interventions to enhance the efficiency and environmental consciousness inherent in our business. I envision us to emerge as a climate-smart, sustainable and inclusive enterprise that continues to create a story of shared growth with its stakeholders.

I would like to thank each one of you for the trust you have placed in us and I hope this report helps you in understanding our commitment, approach and outlook towards transitioning to a sustainable future.



Glenn Saldanha
Chairman & Managing Director



A SNAPSHOT OF OUR ESG PERFORMANCE



HIGHLIGHTS



Energy



- Energy conservation of 19,863 GJ
- 4% of our electrical energy derived from renewable sources of energy

Emissions



- Plantation of 35,000+ saplings
- Our Scope 1 emissions stood at 45,376 tCO₂e

ENVIRONMENTAL



Our Workforce



- 28.6% decline in attrition rate compared to last year
- 41% increase in employee training man-days compared to last year

- Dedicated Human Rights third-party assessment conducted
- Zero reported instances of non-compliances or breaches with regards to Human Rights
- Zero cases of fatalities and occupational disease in the last 5 years

SOCIAL



Board Effectiveness



- 27% of the Board comprised of female Board members
- Average Board meeting attendance is 92%
- 8 non-executive/independent directors
- 81% of Board- members have extensive experience in pharmaceutical industry



Digital Transformation

- All the IT management systems are ISO 27001 certified
- No significant security breaches or cybersecurity incidents

GOVERNANCE

Water



- Saved 11,80,668 kL of water and reduced water consumption value by more than 12% compared to FY 2012-13
- 430 kL of rainwater harvested

Waste



- 35% of hazardous waste co-processed
- 100% EPR target achieved to recycle/reprocess plastic waste



Community Development

- Positively impacted 2+ million lives through our CSR interventions

Product Stewardship



- Our commitment to product affordability evidenced through Remo® (cost 55% lesser than the competing brands), Nindanib™ (5% of the cost as compared to the innovator brand in India) Sutib™ (costs 96% lesser compared to the innovator brand)



Innovation



- 950 patents granted for innovations in NCE, Formulations and API
- 1,035 Inventions till date
- R&D Spend INR 12,210 Mn



Responsible Supply Chain

- We have covered all suppliers under a ESG self-assessment program
- We have tailored a sustainable supply chain protocol to drive ESG focused excellence



OUR CORPORATE PROFILE

Glenmark Pharmaceuticals Limited is a leading multinational, integrated innovation-driven pharmaceutical company headquartered in Mumbai, India. We have emerged as a leading ~\$1.5 Bn pharmaceutical company with a global presence in over 80 countries. Over the past four decades, we have consolidated our presence in the pharmaceutical value chain with strong presence in drug discovery, API and finished dose formulations. Our global brand equity has been built on delivering affordable, differentiated as well as innovative medicines across our therapeutic focus areas of oncology, dermatology, respiratory and cardio-metabolic. As we expand our capabilities and presence, we strengthen our commitment to enable the transition to a sustainable and equitable world.



Our Vision

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

Our Values

Forming the foundation of our strategy



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

Major focus areas
Dermatology, Oncology and
Respiratory

14

World class manufacturing
facilities across 4 continents

GRI 102-6
GRI 102-3
GRI 102-2, 102-4
GRI 102-16



Top 50

Ranks among the **top 50** generics and biosimilars companies



Top 20

Glenmark is the fastest growing company amongst the Top 20 players in the Indian pharma industry

14%

With growth rate of 14%, Glenmark was the fastest growing company among the top 15 players compared to 5.86% growth rate of Indian Pharmaceutical Market (as per IQVIA data)



5 Mn

Since its launch, FabiFlu® has treated over 5 Mn patients in India



~1.5 Bn USD

global revenues in FY21



~ USD 200 Mn

worth of out-licensing deals signed



15th

15th largest amongst U.S. generic pharma companies in terms of volume. 83 Mn prescriptions filled in 2020-21



Glenmark ranks **2nd** in Dermatology, **3rd** in Respiratory and **6th** in Cardiology in India



>65%

revenues from international operations



14,000+

Global employee base



80+

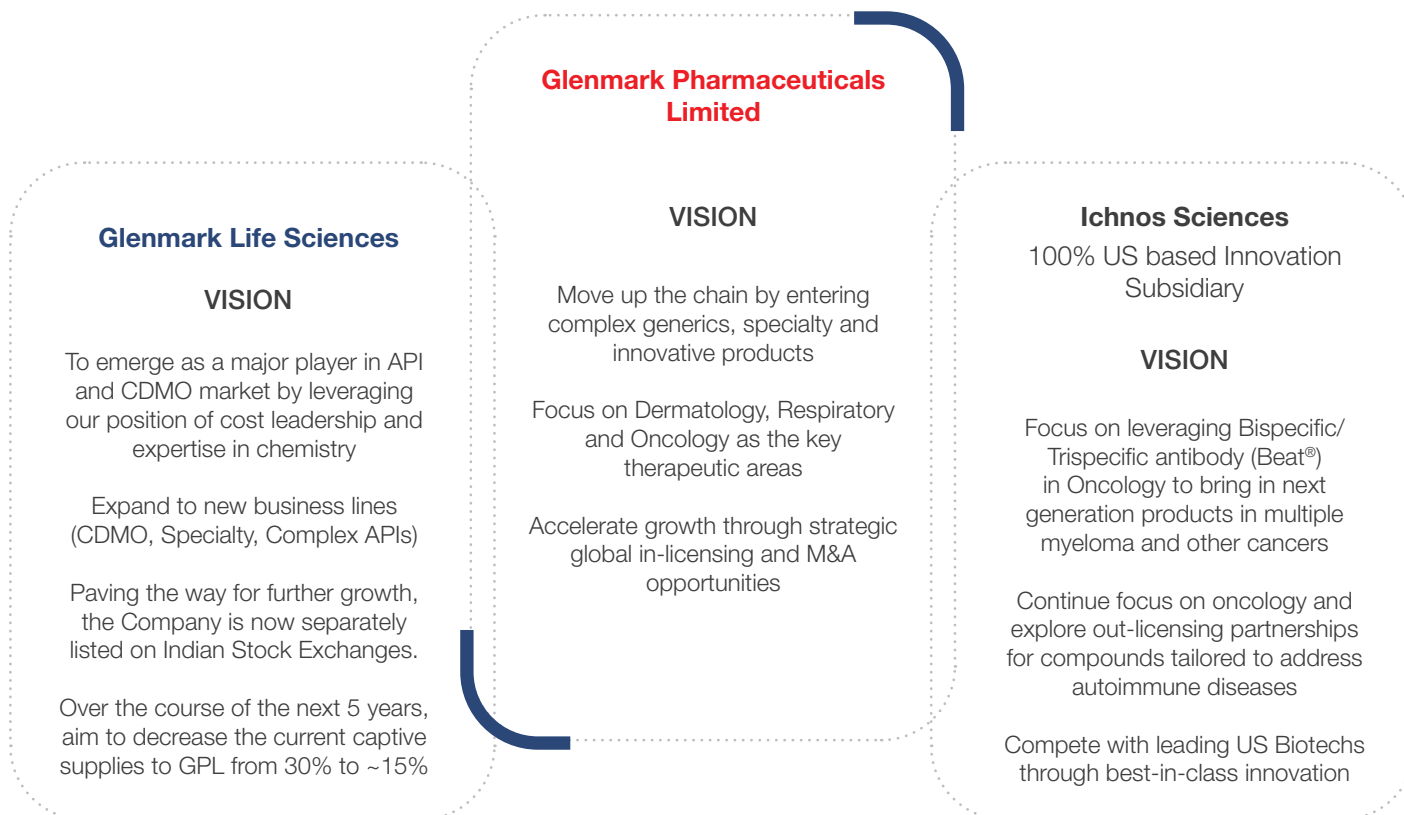
Operations in over 80 countries



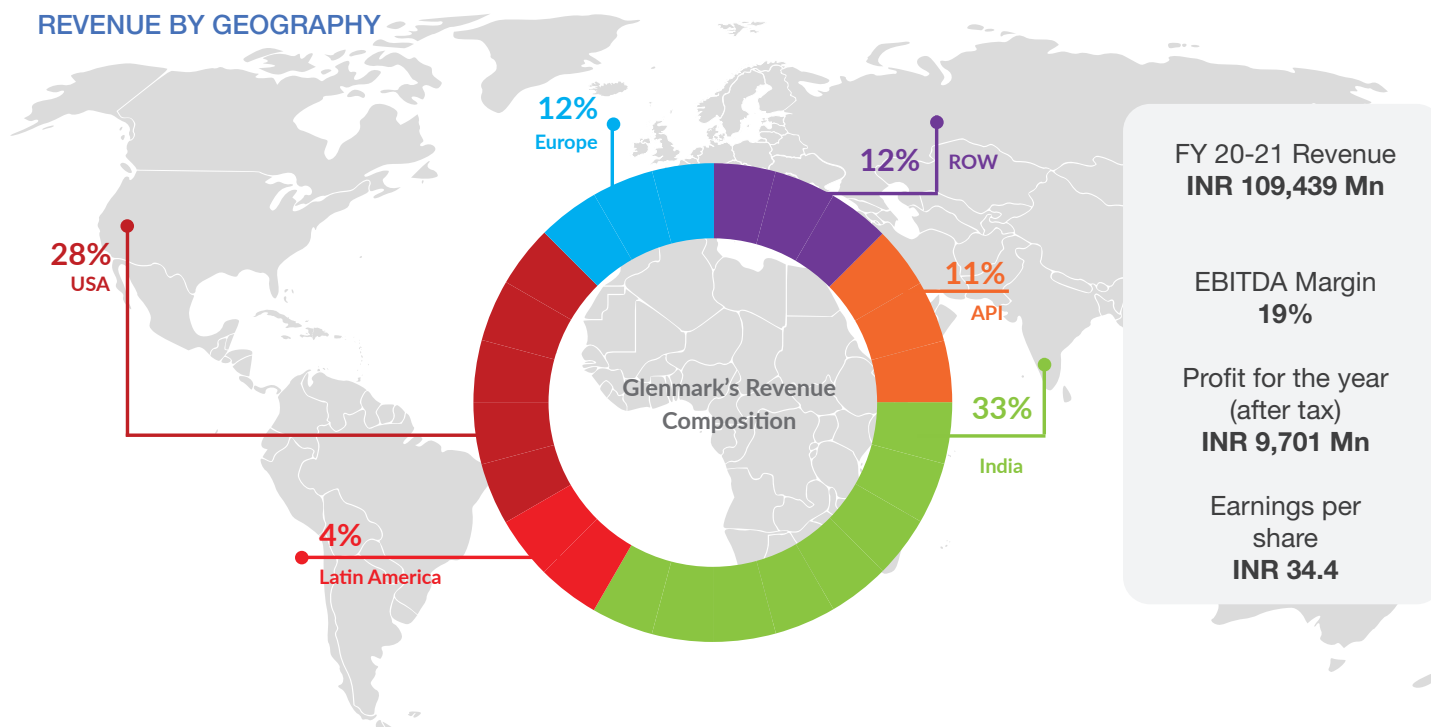
8 US-FDA registered manufacturing facilities

SHARPENING OUR FOCUS TO SERVE OUR PATIENTS

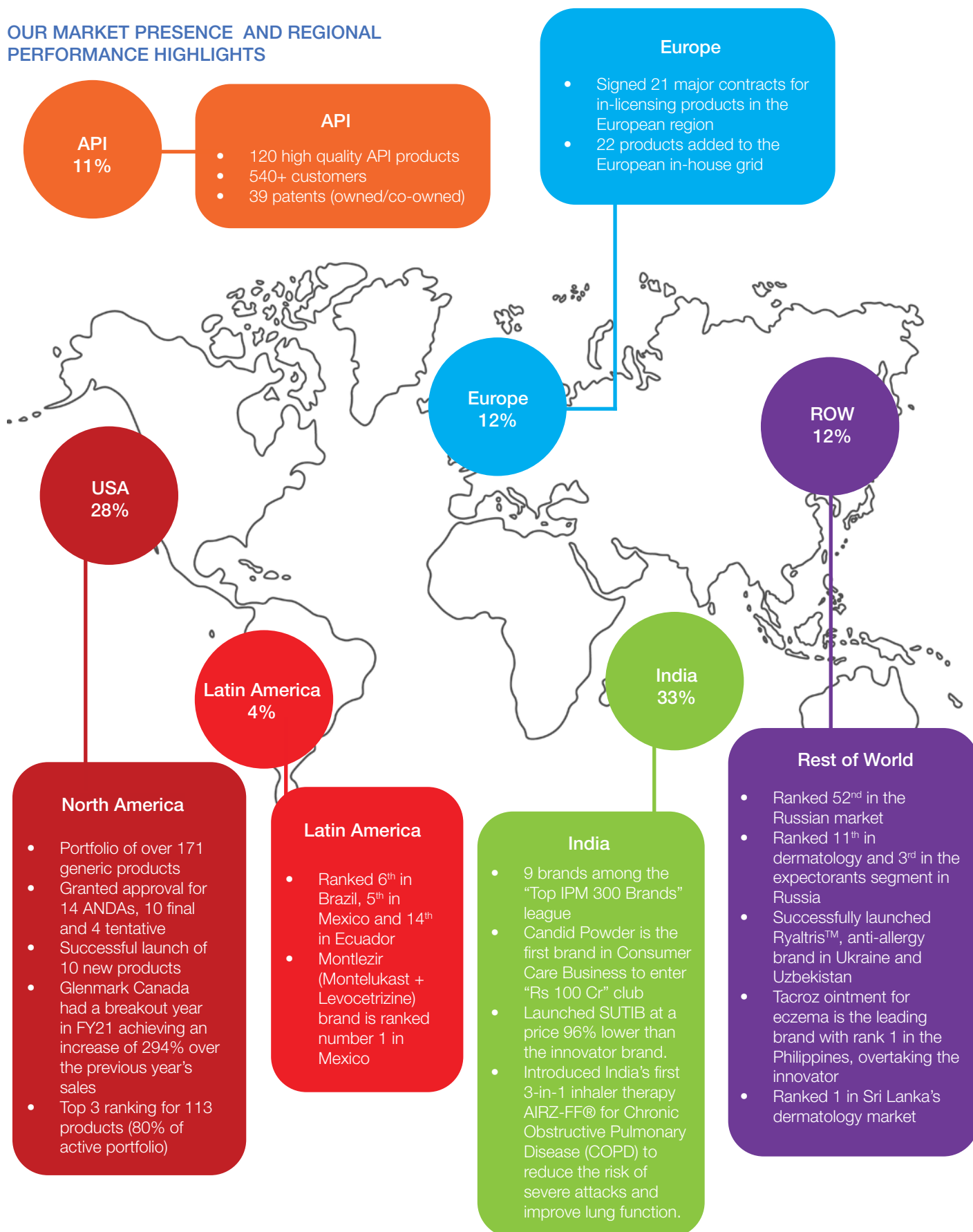
Our product portfolio comprises of global generics, specialty and OTC products spanning the therapeutic focus areas of dermatology, oncology, respiratory and cardio-metabolic. Over the years, we have developed a strong pipeline of specialty products and innovative molecules. We have reorganised our businesses into three separate entities operated independently with separate management teams and Board of Directors.



REVENUE BY GEOGRAPHY



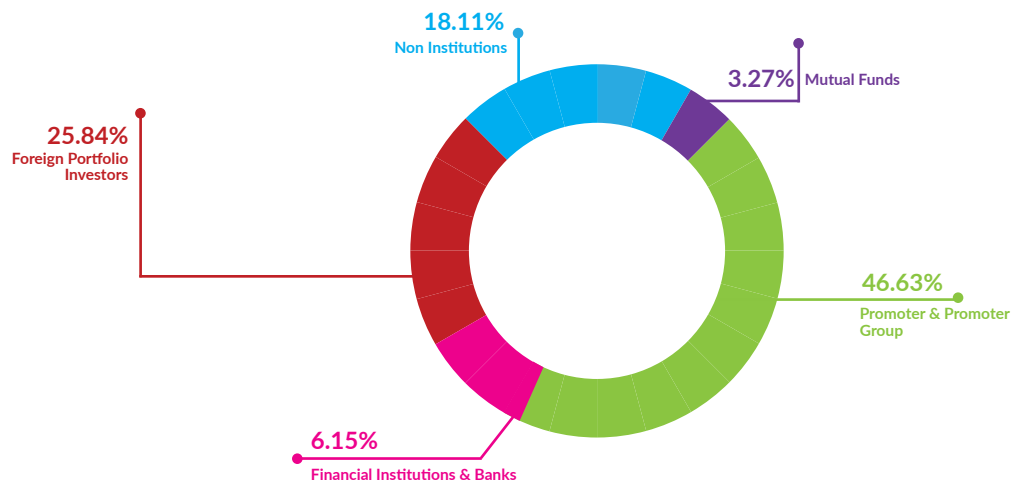
OUR MARKET PRESENCE AND REGIONAL PERFORMANCE HIGHLIGHTS



Maps are not drawn to scale and are for visual representation only

GRI 102-4, GRI 102-6, GRI 102-7

SHAREHOLDING PATTERN



AWARDS AND ACCOLADES



Goa facility received the CII Innovative Environment Project Award 2020 and the British Safety Council Award 2020



Aurangabad facility bagged the "Platinum Award" under Apex India OHS awards 2020



CII Northern region award for EHS Management was conferred to our Nalagarh facility



Baddi facility received GreenTech Award in Environment Category



Glenmark Foundation has been awarded as one of the Best Corporate Foundations for our outstanding contribution to social causes and CSR efforts by World CSR Day & World Sustainability.



Sinnar facility bagged the Greentech Safety Award



Dahej facility received the GreenTech Environment Award

STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

COLLABORATING AND ENGAGING WITH STAKEHOLDERS

We place our stakeholder needs and aspirations at the core of our business strategy and corporate endeavours. Their expectations shape our business strategy and help us navigate the current market sentiment. We prioritise our stakeholders based on degree of influence and nature of relationship. Our engagement mechanisms are tailored to the needs of each prioritised stakeholder group. We engage with them on a need-based approach periodically through forums and one-on-one interactions to understand their evolving needs and expectations. Our focus is on proactively collaborating with our stakeholders to catalyse innovation and formulate solutions for the pressing needs of our society, planet and the economy.

Foundation of stakeholder engagement



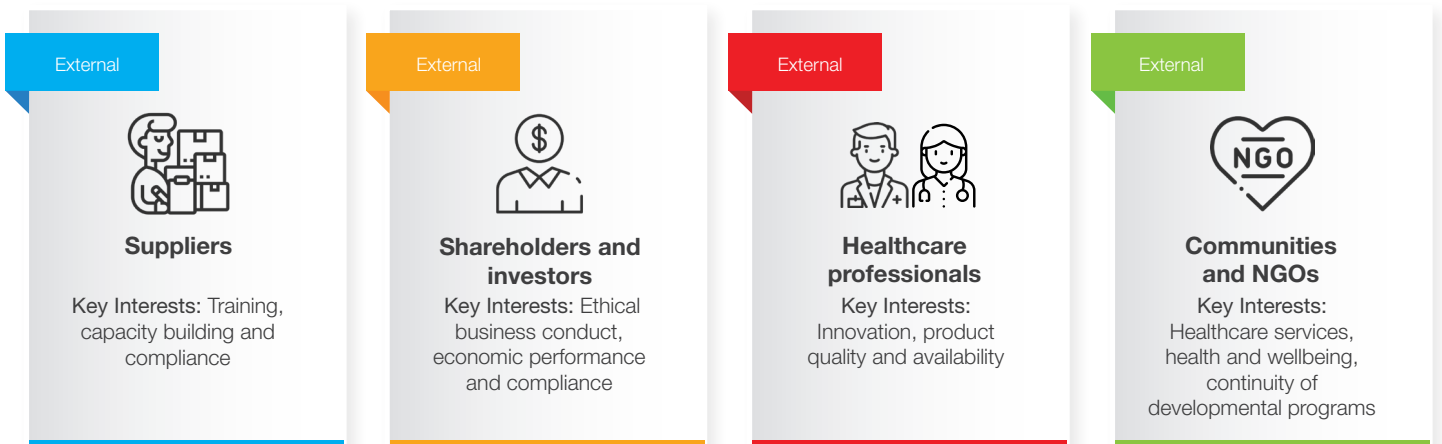
We see our associations with our forums, organisations and partners as vital enablers of shared growth. We are engaged with numerous associations that enable us to support initiatives aimed at public good and development of a conducive business environment for the industry as a whole. In the current reporting period, no political contributions were reported. Some of our key memberships in forums and organisations are:

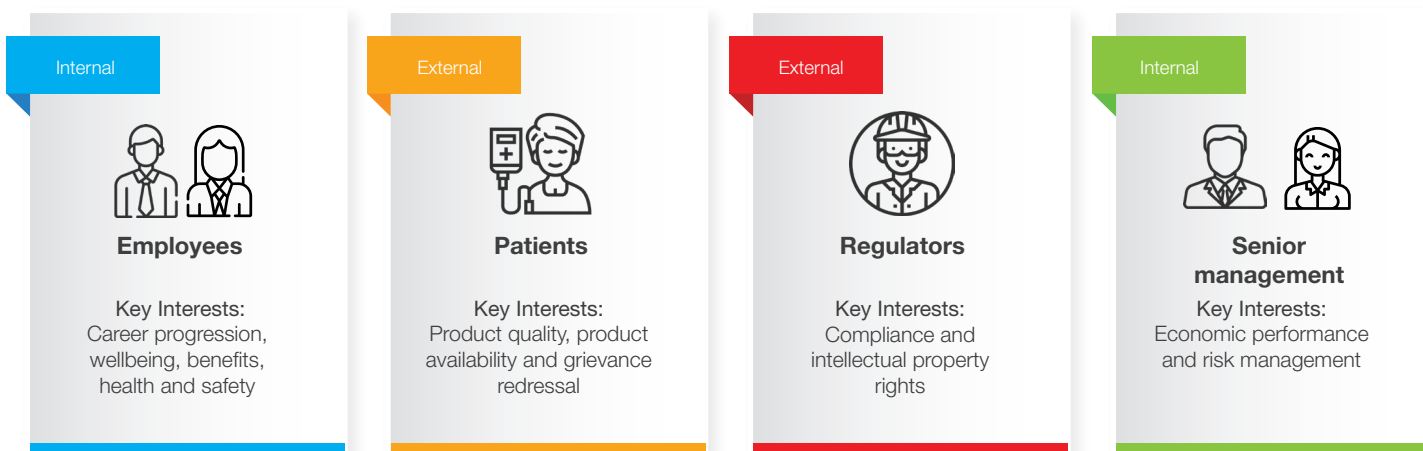
- Bombay Chamber of Commerce & Industry (BCCI)
- Confederation of Indian Industry (CII)
- Indian Pharmaceutical Association (IPA)
- Pharmaceuticals Export Promotion Council of India (Pharmexcil)
- Federation of Indian Chambers of Commerce and Industry (FICCI)
- Indian Drug Manufacturers' Association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

Our important company partnerships across the world:

- Celon Pharma
- Grandpharma (China) Co.Ltd.
- Harbour BioMed
- Helsinn Group
- Hikma Pharmaceuticals PLC
- Integrace Health Pvt.Ltd
- Novartis AG
- Seqirus Pty. Ltd.
- Torrent Pharma
- Yuhan Corporation
- Menarini Farmaceutica Internazionale S.r.l.

The past year has been challenging in unique ways to each of our stakeholders. The crisis situation created by the pandemic propelled us to step-up our stakeholder engagement frequency and adapt our engagement means to digital mode.





MATERIALITY REVIEW

Our materiality assessment and review process is closely tied to stakeholder engagement and feedback. We conducted a comprehensive stakeholder engagement and materiality assessment exercise in FY 2018-19 in line with the materiality principle of the GRI standards. In the context of our dynamic enabling environment, we have been periodically reviewing the outcomes of the materiality assessment against recent trends and macroeconomic factors. Given the extraordinary circumstances ensued over the past year, we documented shifting stakeholder needs throughout the pandemic. This equipped us to appraise our material topics through the lens of our organisational pandemic experience and the impact on our stakeholders. We followed a three-phased approach to ascertain the applicability and relevance of our material topic list. As an outcome of the exercise, we have incorporated digital transformation and human rights as additional material topics. These have been two critical thematic areas that we have been increasingly focusing on over the past year.



OUR MATERIAL TOPICS



Material topic



Section in the report



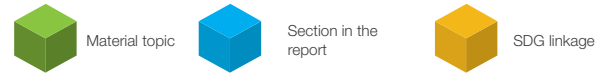
SDG linkage

ACTION ORIENTED ENVIRONMENTAL CONSCIOUSNESS



SOCIALLY RELEVANT AND INCLUSIVE





ETHICAL AND ACCOUNTABLE GOVERNANCE



OUR ESG STRATEGY

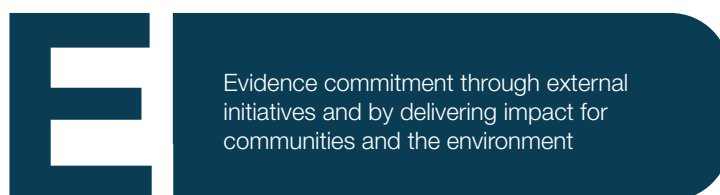
We have been strengthening our ESG focused approach by committing to external initiatives and taking proactive measures. Our ESG strategy is aligned with the UN SDGs and aims to enhance our contribution to the global sustainable development agenda. We have also been communicating with our stakeholders on our ESG performance through GRI standards aligned sustainability reports annually. Our ESG centric approach has also been recognised by globally acclaimed benchmarks such as the Dow Jones Sustainability Index (DJSI). The acronym “ACE” captures the essence and key facets of our ESG strategy. It is our vision to drive tangible ESG impact and work towards developing programs that help us emerge as a global benchmark.



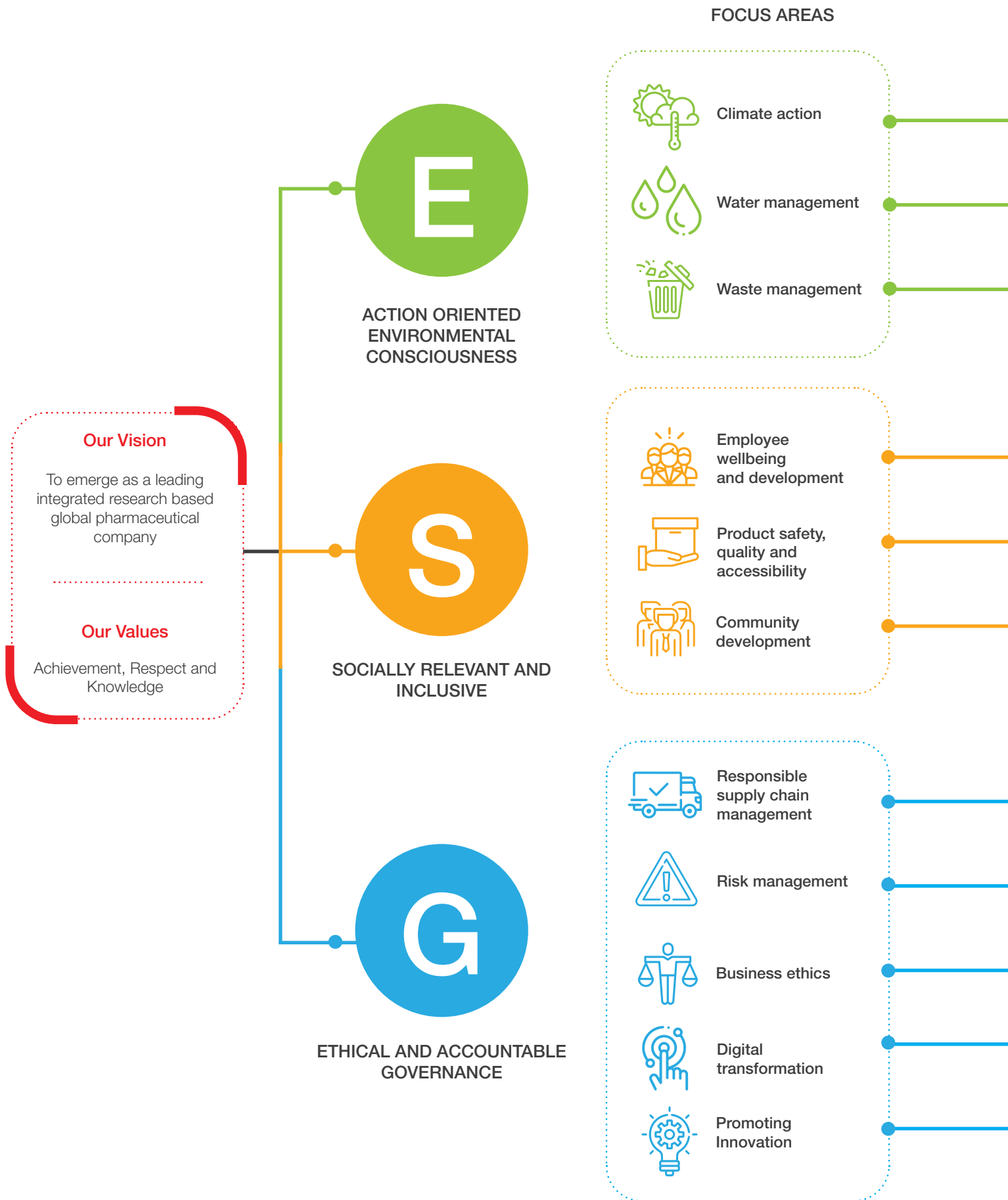
Environmental action plan and community development programs aligned with the UN SDG and national developmental priorities



- Annually publish a GRI standards aligned sustainability report and Business Responsibility Report
- We also engage with stakeholders on ESG themes on a need-based approach



- We secured a position on DJSI for the 3rd consecutive year in a row and were ranked 13th among global pharmaceutical companies in DJSI FY 2019-20
- We have committed to setting emissions reduction targets based on climate science through the Science Based Targets initiative (SBTi)



STRATEGIC ACTIONS

OUR AMBITIONS

- Decarbonise operations
- Energy monitoring and comprehensive GHG inventory
- Energy conservation programs
- 3 R principle
- Rainwater harvesting
- Reduced consumption from water-stress areas
- 43,000 sq.mtr of green belt where only recycled water is used
- Co-processing of hazardous waste
- Integrate concepts of circular economy in our approach to waste management

We aim to emerge as a carbon-neutral enterprise by 2030 (Scope 1 and Scope 2)

We aim to achieve water neutrality by 2025

We aim to achieve zero waste to landfill by 2027

- Promote workforce diversity
- Employee training and development
- Actionable commitment to Human Rights
- Employee Health and Safety
- Global Pharmacovigilance unit and management system
- Quality management system
- Retain position of cost leadership and expand market penetration
- Child and maternal health
- Sustainable livelihood and skill development
- Promoting education and swimming
- Employee volunteering
- Access to health care, disaster relief and community support programs

Implement 16 Global Safety programs by 2023

Deepen global presence and deliver quality affordable medicines in new markets

We aspire to impact another 1 million lives by 2025

- Supplier sustainability protocol
- Supply chain optimisation
- Robust ERM framework
- Periodic incorporation of ESG risks
- Established a ESG Board committee
- Roll out of global compliance policy
- Periodic capacity building on business ethics
- Digitally transforming enterprise planning, supply chain management, marketing management, QMS
- 4 R&D facilities
- 1,035 Inventions till date
- 950 patents granted for innovations in NCE, Formulations and API

Enhance coverage of supplier assessment and engagement

Continually upgrade risk registry with emerging ESG risks

Complete global policy roll out

Digitally augment the organisational core with Artificial Intelligence and Technology

Make consistent R&D investment





GOVERNANCE

ETHICAL AND ACCOUNTABLE GOVERNANCE

Our values of ethics and integrity are deeply ingrained in our business practices through our governance framework. We strive to build digital capabilities and governance mechanisms to infuse our values of responsible stewardship into our operations and supply chain. Our innovation centric endeavours are at the heart of our corporate purpose and our governance framework is hence structured to enable superior R&D outcomes and operational excellence.

ETHICAL AND ACCOUNTABLE GOVERNANCE

OUR CAPABILITIES



Digitally enabled management systems



Diverse and experienced Board of Directors



Over 20 curated policies that enable consistent application of corporate values and ethics



6 core committees of the Board

OUR MATERIAL TOPICS



Business ethics



Digital transformation



Intellectual Property Rights



Promoting innovation



Responsible supply chain management

PERFORMANCE HIGHLIGHTS

6

Completed roll-out of 6 global compliance policies

27%

of the Board composed of female Board members

81%

of Board members have extensive experience in the pharmaceutical industry

ESG Board committee

We have established a dedicated **ESG Board committee** to spearhead our Company's ESG focused programs



KEY STAKEHOLDERS IN FOCUS



Board of Directors



Shareholders



Employees



Investors



Suppliers



Patients and customers



ASPIRATIONS

We focus on ingraining our values of ethics and sustainability in every facet of our business functioning. Through our digitisation agenda we strive to strengthen transparency and accountability in our management processes. We envision digitisation and innovation to fuel our next phase of business growth.

OUR CONTRIBUTIONS TO THE SUSTAINABLE DEVELOPMENT GOALS



Our innovation centric approach enables us to deliver solutions for the emerging and unmet needs of patients



We employ cutting-edge technologies and innovate to fuel operational and resource efficiencies. Our focus on digitisation and innovation enables us to achieve higher levels of productivity.



We are committed to scale and sharpen our R&D activities with the aim of formulating unique solutions across therapeutic areas.



We are committed to ensure fair and ethical business practices through our policies and surveillance systems.



CORPORATE GOVERNANCE

At Glenmark, we strive to create long-term value for our stakeholders through robust and inclusive governance mechanisms. Built on the pillars of integrity, knowledge, respect and trust, our governance system ensures sustainable growth of our business aligned with ethical principles. Our Board of Directors utilise their diverse knowledgebase to unlock management and operational efficiencies. Our governance system comprises of our Global Code of Conduct (CoC), global policies and a comprehensive risk management framework. Our policies and SOPs facilitate consistency in processes and entrenches our corporate values in every aspect of our organisation.

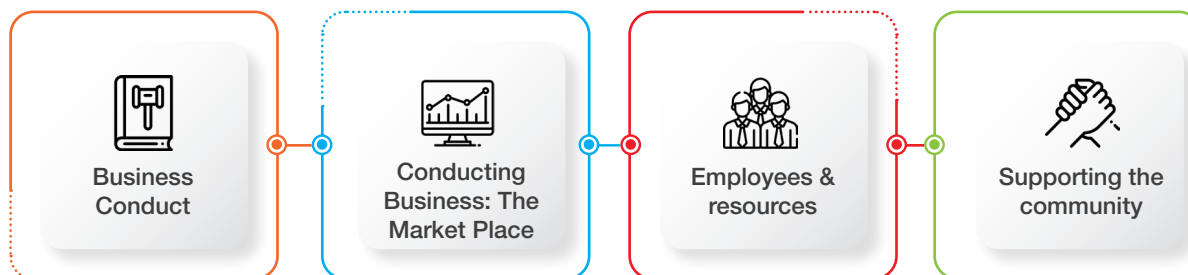
We ensure that each of our employees understand the ethical standards set forth in our Code of Conduct. To support easy understanding, we have made our CoC available in 10 languages. Additionally, employees are trained on the CoC through the induction program and annually through refresher modules. The CoC ensures that the behaviour of all our employees is aligned with the ethics and integrity principles of our corporate philosophy. The formulation of policies, procedures, processes and systems facilitate sustenance of an ethical environment for our business activities, free from

any prejudiced practices. All our publicly available policies can be viewed at <http://www.glenmarkpharma.com/about-us/governance>.

We embed ethics and integrity in our business operations by focusing on:

- 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

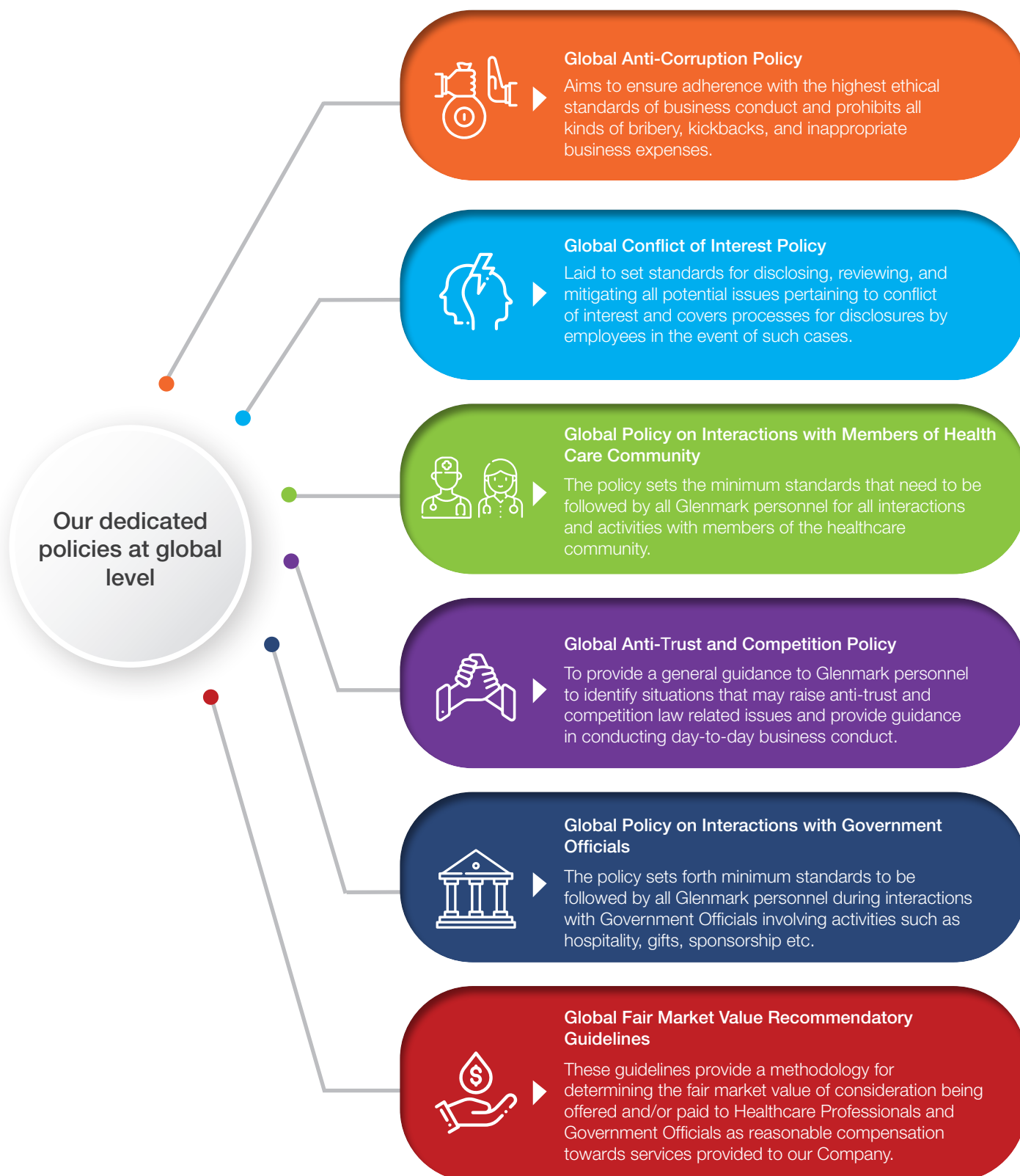
Our Code of Conduct



Our governance practices are guided by our “Global Code Policy Handbook” and other policies. This comprehensive set of policies and procedures covers various divisions of our business. Some of our key policies and procedures are:

- Company Resources and Recordkeeping Policy
- Conducting Business Policy
- Confidential Information Policy
- Tax Policy
- Drug, Alcohol and Weapon Abuse Policy
- Whistle-blower Policy
- Environment, Health and Safety Policy
- Equal Employment, Anti-discrimination & Anti-harassment Policy
- Government Inquiry and Investigation Policy
- Glenmark Global Grievance Redressal Policy
- Human Rights Policy
- Insider Trading Policy
- Insurance Policy
- Intellectual Property Policy
- Marketing Integrity Policy

Our Compliance Committees periodically assess the execution status of our compliance program and associated matters across all our business units. Our compliance program has been strengthened with the introduction of six dedicated policies at the global level during FY 2020-21.



BOARD OF DIRECTORS

The Board of Directors are the forefront of translating our corporate values into our business operations. They work towards aligning our business processes with high standards of corporate ethics and integrity. The Glenmark Code is the foundation of our corporate governance system, outlining the principles and guiding us in the ever-evolving environment. All the employees and members of the Board of Directors are expected to adhere to the principles elucidated in the Glenmark Code.

Our Board of Directors have rich and diverse experience in varied domains. The culmination of their collective expertise and commitment to enabling sustainable business growth is at the heart of the economic, environmental and social impact that we have been able to create over the years. They formulate the policies, strategies and goals pertaining to the individual domains, evaluate the ethical performance while effectively managing risks of the Company.



Mr. Glenn Saldanha
Chairman and Managing Director



Mr. V. S. Mani
Executive Director and
Global Services Chief
Financial Officer



Mrs. Cherylann Pinto
Executive Director -
Corporate Services



Mr. Rajesh V. Desai
Independent Director



Dr. Brian W. Tempest
Independent Director



Mr. Bernard Munos
Independent Director



Mrs. B. E. Saldanha
Non-Executive Director



Mr. Sridhar Gorthi
Independent Director



Mr. Dipankar Bhattacharjee
Independent Director

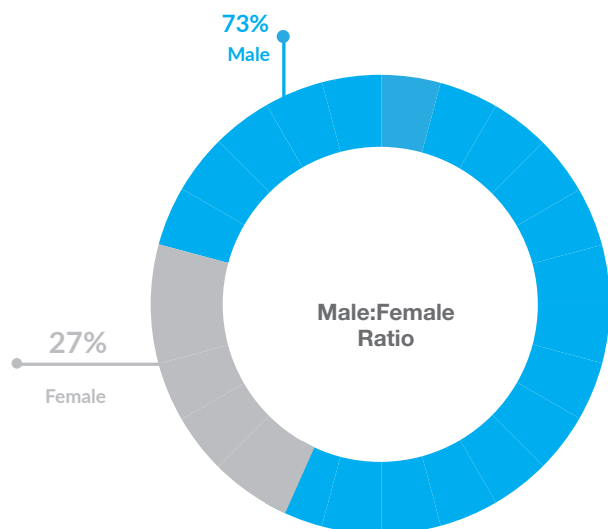


Mr. D. R. Mehta
Independent Director

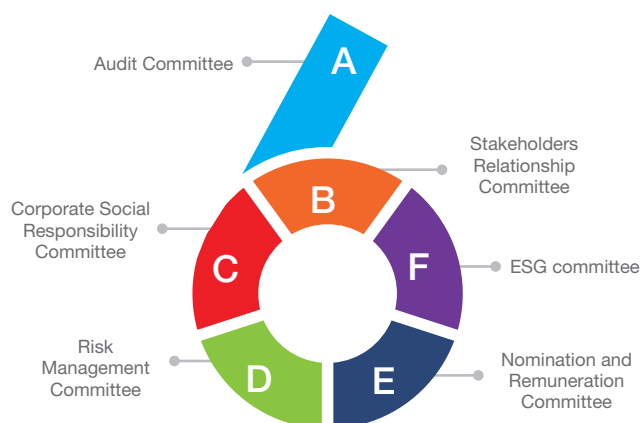


Ms. Saira Ramasastry
Independent Director

BOARD DIVERSITY



BOARD COMMITTEES



In accordance with the provisions contained under the Companies Act, 2013 and SEBI (Listing Obligations and Disclosures Requirements) Regulations, we have formed the Committees of the Board. The Board Committees are responsible for taking important decisions pertaining to specific

BOARD PERFORMANCE EVALUATION

The Board performance evaluation is annually conducted by the Board members, the mechanism for which is explicitly mentioned in the Performance Evaluation Framework and Policy. The Board performance evaluation also appraises Board members on their contributions to driving positive social, economic and environmental business outcomes. With the establishment of a dedicated ESG committee, we envision enhanced Board engagement and involvement in our ESG focused approach to business.



domains within the delegated authority. Additionally, the Board Committees present all the observations, recommendations, and decisions to the Board as a part of the approval process, thus keeping the Board informed on the progress of the work done by the sub-committees.

Mainstreaming ESG discussions in our Boardroom: Board ESG committee

In our effort to elevate our ESG performance, we have established a dedicated Board ESG committee.

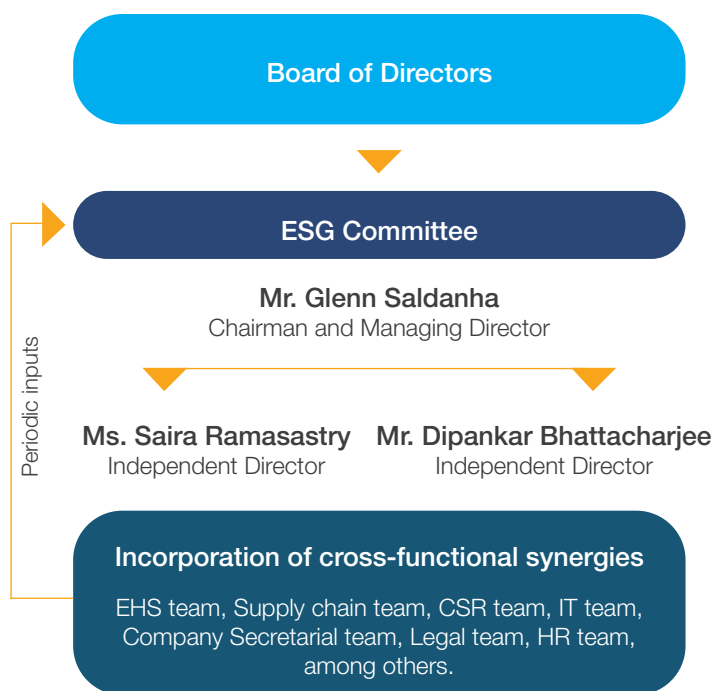
We envision this landmark move to strengthen Board involvement in our Company's ESG agenda.

The committee will support active engagement and dialogue in our Boardroom on the economic, environmental and social impact of our business.

ESG COMMITTEE: SUSTAINABILITY GOVERNANCE AT GLENMARK

At Glenmark, we believe integrating the principles of sustainability in our corporate governance framework will fuel business growth in line with the global sustainable development agenda. We have established a dedicated ESG Board committee to ensure effective and consistent engagement of our senior management in emerging ESG risks and opportunities. The committee's objective is to inculcate a long-term time horizon in business decision making and a panoramic approach to risk management.

Our ESG committee's focus is on incorporating ESG considerations across business functions spanning stakeholder interactions, risk management, manufacturing operations, workforce engagement, supply chain management among others. The committee comprises of two Independent Directors and is chaired by our Chairman and Managing Director. ESG committee meetings will be convened on a quarterly basis to evaluate and analyse action areas across the economic, social and environmental spheres of business impact. The committee will play a key role in appraising progress on our ESG strategy encompassing goals and targets curated to unlock positive outcomes for our economy, environment and the society



REMUNERATION PROCESS

The process of approving and evaluating the nomination and remuneration plans, policies and programs for Executive/Non-Executive Directors, Senior Management and Key Managerial Personnel is managed by the Nomination and Remuneration Committee. The compensation at Board-level is shareholder approved and disclosed in the financial statements of the

Company. As per the remuneration process mentioned in the annual report, the Executive Directors receive a remuneration consisting of a fixed component and a performance incentive, their annual compensation is approved by the Nomination and Remuneration Committee on the basis of shareholder-set parameters. The Executive and Non-Executive Directors of the Company receive a remuneration decided by the Board and based on the terms and conditions of the Nomination and Remuneration Committee. Non-Executive Directors are also entitled to a fixed fees for attending each Board meeting.

WHISTLEBLOWER POLICY

The Whistleblower policy set in accordance to the Companies Act, 2013, Listing regulation and the Securities and Exchange Board of India Act, 1992, empowers personnel to raise concerns without any fear of reprisal, discrimination or adverse employment consequences. We have a comprehensive vigil mechanism to deal with raised concerns. There were no cases reported under the vigil mechanism for the current reporting period. Stepwise approach to our Vigil Mechanism is elucidated below.



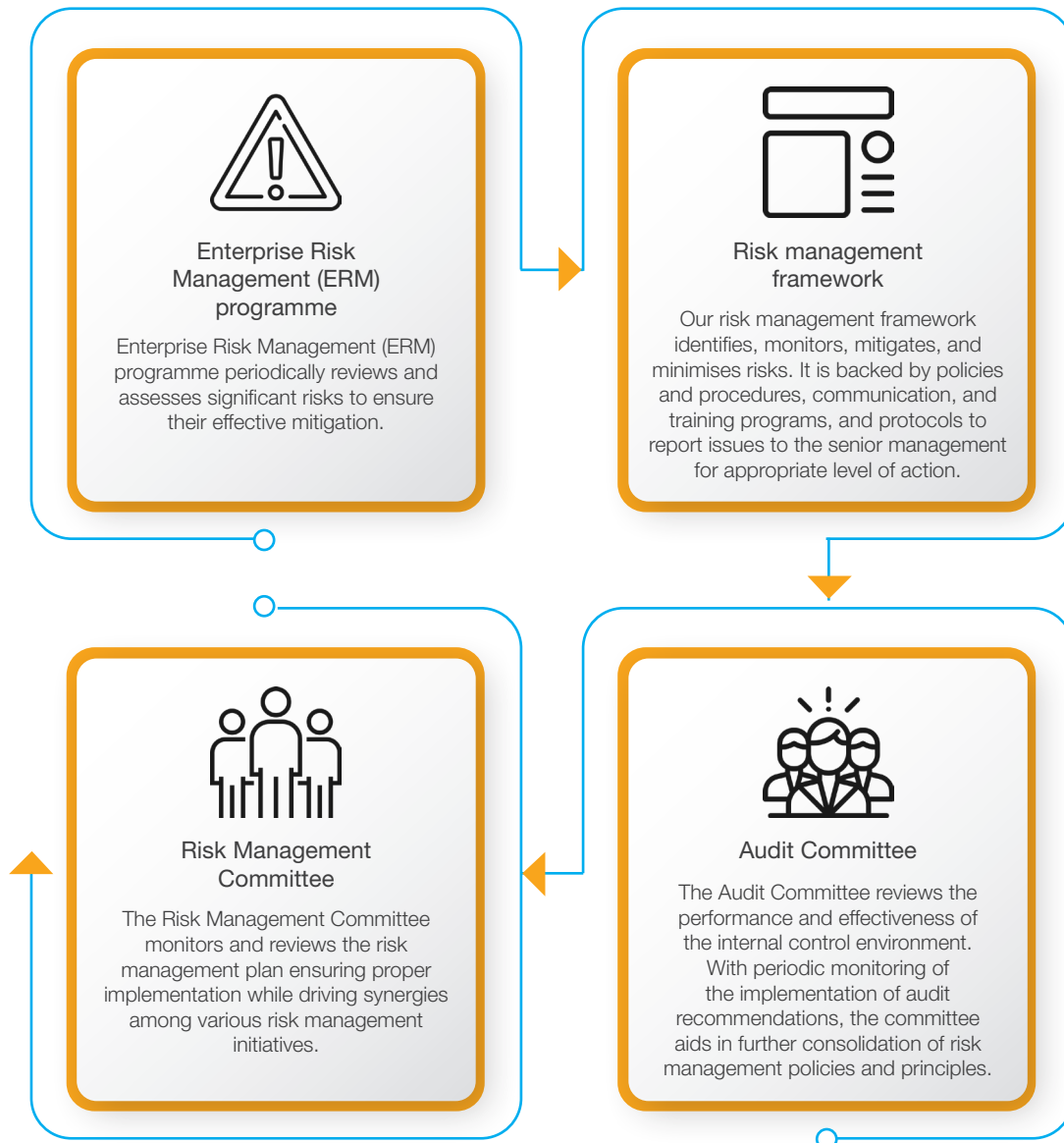
ANTI-CORRUPTION POLICY








At Glenmark, we have implemented an anti-corruption policy covering all our operations and employees globally. Our compliance team undertook a comprehensive approach towards the introduction of the policy, identification of the risks linked to anti-corruption and engaging our employees in the implementation process. A detailed explanation of the process is further discussed below:











RISK MANAGEMENT

Effective risk management is the backbone of organisational agility and resilience. We recognise the innate volatility in our operating environment and are dedicated to continuously upgrade and strengthen our risk management system. We have established robust mechanisms to identify critical risks. The key enablers of our Company's risk management system are:

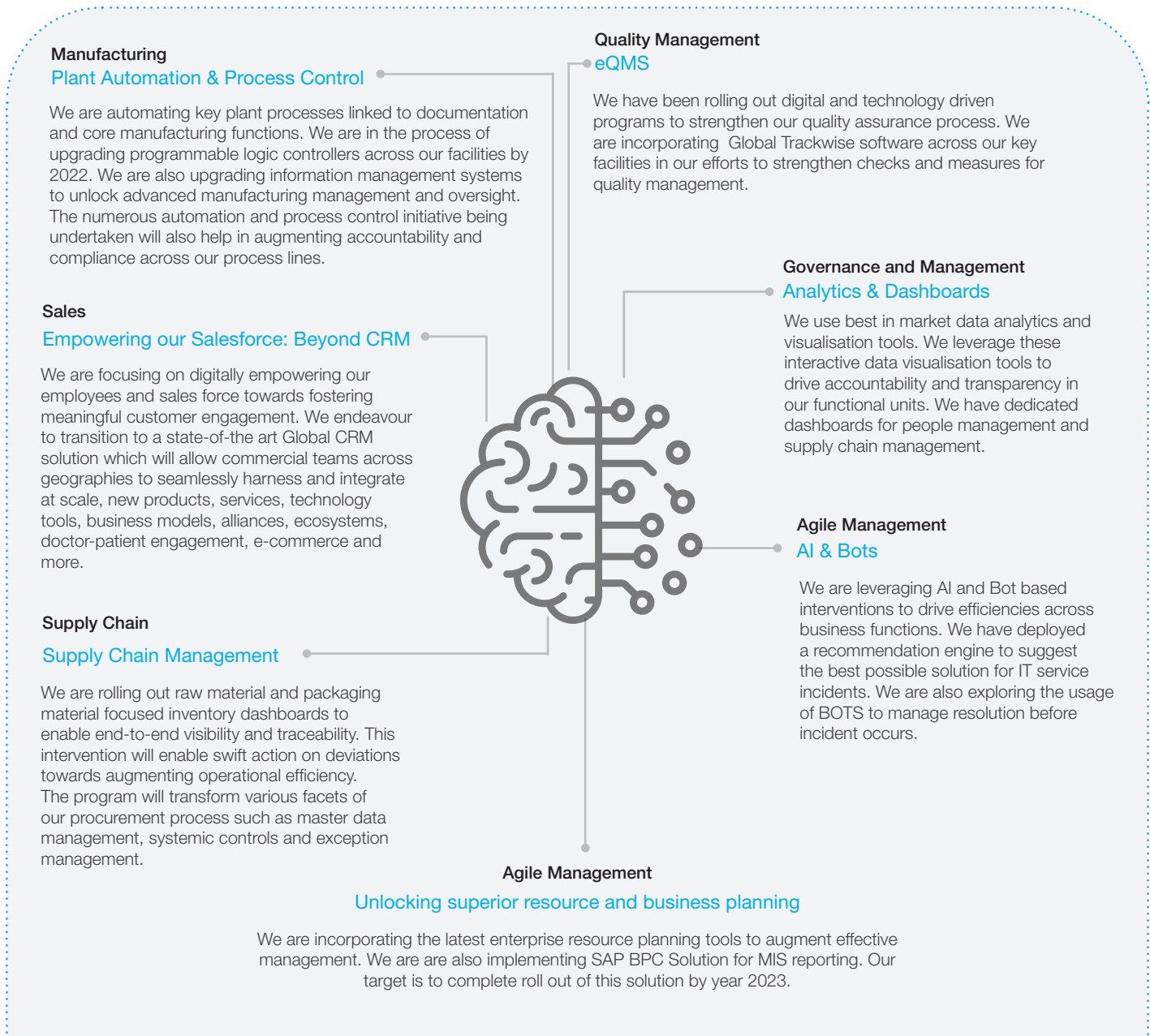


| Risk | Risk Description | Mitigation Plan |
|--|--|---|
| <p>Delivering commercially successful new products</p>  | <p>The dynamics of our ever-evolving business landscape includes periodic introduction of new innovations in the market aligned to emerging patient needs. We hence recognise that introducing novel medicines to the market is linked to a myriad of risks such as competitive market, positive outcomes of research trials, investment cost coupled with time and labour among others.</p> | <p>To counteract the risk of market approachability of new innovations, we develop a symbiotic relationship between our R&D Centre and business model. This inter-linkage coupled with our frequent collaborations with industry experts, ensures the circumvention of the associated risks. Additionally, it facilitates conversion of investment cost on research, trials, labour and time into desired positive business outcomes.</p> |
| <p>Ensuring product quality</p>  | <p>Launching a new product by leveraging the Company brand name in the market comes with the risk of consumer health as well as legal and financial consequences on account of quality failure. Ensuring consistency in product quality throughout each stage of the supply chain from manufacturer to consumer is vital to preserving the trust attached with our brand identity.</p> | <p>We have a comprehensive Quality Management System (QMS) ensuring continuous vigilance with regard to product quality, supply and security in the entire supply chain. The QMS is led by a team of quality control experts ensuring stringent checks and controls to avoid any negative feedback.</p> |
| <p>Supply chain continuity</p>  | <p>Continuity in product delivery in accordance with set standards and timelines can be impeded by supply chain disruptions. Coordinating with suppliers and departments involves detailed and intricate planning, a lapse or disruption at any stage can create a domino effect on the entire supply chain, with adverse repercussions on product supply.</p> | <p>We recognise the severity of the impacts resulting from disruption in the supply of our critical drugs. With an extensive supply chain model and routine monitoring, we ensure timeliness in product delivery while maintaining the desired quality through strong inventory management and control.</p> |
| <p>Product pricing</p>  | <p>There is a constant need to match the pricing of our products with the global standards due to our global market presence. It is imperative that product prices are set in accordance with the pricing laws and regulations along with achieving the fine balance of positive societal and economic outcomes.</p> | <p>We overcome competitive industry pricing dynamics by generating key differentiators in our products and advertising them to substantiate our pricing. Additionally, we develop methods and strategies to increase production efficiencies to reduce the overall cost.</p> |
| <p>Compliance with relevant laws and regulations</p>  | <p>Owing to the presence of our manufacturing facilities and consumer base globally, we need to be compliant with geography specific laws and regulations in the domains pertaining to product development, manufacturing, clinical testing and trials, marketing. Strict adherence to these laws comes at the cost of time, employing experienced legal experts and other resources.</p> | <p>We have an experienced regulatory team backed by regulatory checks and controls enabling effective compliance to laws and regulations in all our business units spread across the world. Meeting the regulatory standards set by our Company in addition to the laws and regulations aids in augmenting the compliance of our services with the legal requirements.</p> |
| <p>Changing global political and economic conditions</p>  | <p>Having a global market presence comes with an added risk of business susceptibility to political and economic conditions world-wide. In addition to these, natural disaster imposes another external risk to our operations due to its uncertainty in occurrence and magnitude of impact.</p> | <p>We utilise our wide-ranging products and global presence to our benefit in averting any risk of localised political, economic or natural instability. We plan our business strategy carefully in line with the external factors to avoid any form of performance instability due to their uncertainties.</p> |
| <p>Compliance with financial reporting and disclosure requirements</p>  | <p>Continuous renewal in accounting standards result in the need for constant upgradation of our disclosures in line with legal norms of stock exchanges. A lapse in alignment could result in legal risks with dire repercussions on our bottom line.</p> | <p>We update our financial disclosures constantly to keep ourselves abreast with the latest standards and maintain our adherence to reporting requirements. The entire alignment process is done under the expert guidance of external auditors and financial advisors.</p> |

| Risk | Risk Description | Mitigation Plan |
|---|--|---|
| <p>Compliance with tax laws</p>  | <p>Constant changes in tax laws and regulations poses a risk in the domains of financial aspects of product development, product value, among others.</p> | <p>With constant guidance by our legal and tax advisors, we keep our processes updated in compliance with the latest tax legislations and standards. This understanding is translated across our core business functions.</p> |
| <p>Compliance with anti-bribery and corruption legislation</p>  | <p>Creating an environment which is in compliance with anti-corruption and anti-bribery is vital for maintaining the ethics and integrity of the company. Failing to comply with these causes a risk of corruption and unethical practices in the business.</p> | <p>We have developed a thorough system ensuring the alignment of our principles with the anti-bribery and anti-corruption regulations. This is constantly monitored by our vigil mechanism in addition to periodic supervision by third-party auditors.</p> |
| <p>Potential litigation</p>  | <p>With a continuously evolving product portfolio, there is a constant risk of being charged with legal measures and investigations due to non-compliance issues.</p> | <p>We ensure all the products developed by our R&D center undergo clinical trials before being introduced into the market for customer use. This helps mitigate any possible litigation.</p> |
| <p>Sales and marketing litigation</p>  | <p>Serving a wide-ranging geographic market base comes with a risk of non-compliance with the region-specific laws and regulations causing a potential litigation or investigation for the same.</p> | <p>Our Company constantly updates the internal dispute management team on the latest updates of region specific laws and regulations. The Chief Medical Officer ensures that the Company is in line with medical governance principles. Additionally, our employees are trained regularly to keep them well-informed about the rules and preventing any form of litigation.</p> |
| <p>Managing environmental, health, safety and sustainability compliance</p>  | <p>Effective management of environmental, health and safety principles within our practices is important to ensure compliance with the mandatory standards and prevent any incidents which may risk the Company's reputation.</p> | <p>We function with an all-inclusive system comprising of the environmental, health and safety standards and principles. It ensures the safety of our workforce while keeping the environmental and safety hazards at check. Further, our approach to environmental management applies the precautionary principle as defined in the Rio Declaration.</p> |
| <p>Information Technology (IT)</p>  | <p>Increasing digital interventions poses a high risk of data leakage, cyber-attacks and failure of IT systems. This may lead to hinderance in smooth functioning of our operations in addition to damaging our reputation.</p> | <p>We periodically educate our employees on risks associated with data privacy and malicious attacks on our system. Furthermore, we frequently update our IT system to be compliant with latest regulations and updates, mitigating any form of system failure or data leakage affecting us.</p> |
| <p>Revenue concentration</p>  | <p>Serving a wide-ranging market comes with the responsibility of making products which cater to region-specific needs and requirements. Sometimes, discrepancy in our product features, delivery timeline or quality results in shelving of the product at the end of its lifecycle. This also leads the Company to venture into new markets to satisfy the customer-needs.</p> | <p>The presence of an exclusive project management team warrants the alignment of product development, research and innovation with the Company's short, medium and long-term goals. Our product development strategy is built upon market survey of customer concentration, requirements and shortcomings of previous product. This further strengthens our in-built mechanism to overcome the risk of revenue concentration.</p> |
| <p>Pandemic risk</p>  | <p>In the wake of the pandemic situation which the world has been facing for over a year, our operations and supply chain operation have experienced immense pressure. The uncertainty linked to the pandemic situation has further compounded the risk.</p> | <p>Our Company has formulated a business continuity plan to address the concerns pertaining to the unprecedented situations. We plan to enhance resilience of our Company's BCP based on our organisational experience of the pandemic. Based on the inferences and feedbacks received in the past year, we plan to alter our BCP to bridge identified performance gap. With enhanced people management strategy and management of change, we aim to have an effective business continuity plan immune to the risks posed by pandemics.</p> |

DIGITISING OUR CORE

At Glenmark, we see innovation and digitisation as vital enablers of our next phase of business growth. The experience of the COVID-19 pandemic has underscored the indispensable role digitisation can play in enabling business resilience and agility. We are undertaking concerted efforts to digitally transform multiple facets of our business. It is our endeavour to incorporate cutting-edge technologies and emerging digitisation linked concepts to strengthen the responsiveness and resilience of our business model. Our digitisation focused approach cuts across our business functions and aims to unlock enhanced synergies and efficiencies. Tailored digitisation roadmaps have been rolled out for our manufacturing operations, people management, supply chain management, marketing, quality management and R&D functions.



Glenmark's Digitalisation Journey:

In our quest to drive operational excellence we are phasing out manual and legacy technology by adopting cutting-edge technology solutions across our Company.

OUR FOCUS ON CYBERSECURITY

Recognising the diverse risks attached to digital tools, we have developed stringent cybersecurity processes as part of our digitisation agenda. We have an information security policy which lays down the marker for effective management of cyber threats. A dedicated IT Acceptable Usage Policy (AUP) and Incident Management Policy elucidates the escalation matrix for management of system violations/breaches. Our Board and senior management consists of members with a deep understanding in IT management and guide strategic investments in initiatives towards strengthening our cybersecurity systems. We periodically engage our employees in IT security awareness training to help them actively safeguard our intellectual assets. In our endeavour to identify IT system specific risks and opportunity areas, we periodically engage in system audits and vulnerability assessment. All our systems are ISO certified and we are currently planning to renew our ISO 27001 Certification by FY 2022-23. This year we noted no significant information security breaches or other cybersecurity incidents.



INNOVATION CENTRIC APPROACH

In our endeavour of enriching lives, we aim to deliver unique and transformative therapeutical solutions for patients by harnessing our R&D capabilities. Our innovation and drug discovery process is guided by unmet and emerging medical needs. Our R&D efforts have focused on the therapeutic focus areas of respiratory, oncology, autoimmune disease and pain management. We are committed to advance our R&D capabilities through strategic partnerships and consistent investments. For further details, please refer to our annual report FY 2020-21.

1,035

Inventions till date

950

patents granted for innovations in
NCE, Formulations and API

INR 12,210 Mn

R&D spend

Overview of our Specialty/Innovative R&D Pipeline

| Therapy | Molecule | MoA/Class | Indication | Pre Clinical | Phase 1 | Phase 2 | Phase 3 | Approval |
|-------------|----------------------|------------------------------|----------------------|------------------------|---------|---------|---------|----------|
| Respiratory | Ryaltris™ GSP 301 | Steroid+AH | Allergic Rhinitis | <div><div></div></div> | | | | |
| Pain | GRC 17536 | TRPA1 Inhibitor | DPN | <div><div></div></div> | | | | |
| Respiratory | GBR 310 | Biosimilar | Asthama, CIU | <div><div></div></div> | | | | |
| Respiratory | GRC 39815 | ROR yt Inverse Agonist | COPD | <div><div></div></div> | | | | |
| Oncology | GRC 54276 | HPK1 Inhibitor | Solid Tumors | <div><div></div></div> | | | | |

Ryaltris™ (olopatadine hydrochloride and mometasone furoate)

Product Overview: Ryaltris™ is a novel fixed-dose combination nasal spray of an anti-histamine and a steroid, indicated for treatment of symptoms associated with allergic rhinitis (AR) in patients over 12 years of age. It relieves symptoms of allergic rhinitis, including stuffy nose, runny nose, nasal itching, sneezing, as well as itchy, red and watery eyes.

Key highlights:

- This respiratory pipeline asset is currently under review with the U.S. Food and Drug Administration (US FDA) as a treatment for seasonal allergic rhinitis in the USA. Our response to the Agency's Complete Response Letter (CRL) is targeted to be submitted to the US FDA shortly.
- Ryaltris™ sales continue to progress well in Australia and South Africa. We also initiated the commercial launch in Ukraine and Uzbekistan during FY 2020-21.
- We have entered into an exclusive licensing agreement with Bausch Health for the commercialisation of Ryaltris™ in Canada. Ryaltris™ is currently under review by Health Canada.
- We have completed several regulatory filings for Ryaltris™, notably in Egypt, Singapore, Jamaica, Kazakhstan and Maldives. We are awaiting regulatory approvals for its filings in various markets across Canada, Brazil, Malaysia, Saudi Arabia and several other emerging markets.
- In FY 2020-21, our partner in China, Grand Pharmaceutical (China) Co. Ltd., submitted a revised development and registration strategy for Ryaltris™ in China through a Pre-IND application. CDE has since provided positive feedback which will enable IND submission in China by mid FY 2021-22.

INNOVATION FOOTPRINT OF ICHNOS

In order to step-up and accelerate our R&D focused efforts, we spun off our innovation division into a separate company, Ichnos Sciences Inc, launched officially on October 15, 2019.

| Molecule Mechanism/Class | Phase/Status | Lead Indications |
|---|----------------------|---------------------------------------|
| ISB 1342 CD38 x CD3 BEAT® 1.0 bispecific antibody | Phase 1 Enrolling | Relapsed/Refractory Multiple Myeloma |
| ISB 1442 CD38 x CD47 BEAT®2.0 bispecific antibody | IND-Enabling Studies | Relapsed/Refractory Multiple Myeloma |
| ISB 2001 TREAT™ trispecific antibody | Discovery | Hematologic Malignancies |
| ISB 2004 BEAT® 2.0 bispecific antibody | Discovery | Hematologic Malignancies/Solid Tumors |
| ISB 2005 TREAT™ trispecific antibody | Discovery | Hematologic Malignancies |

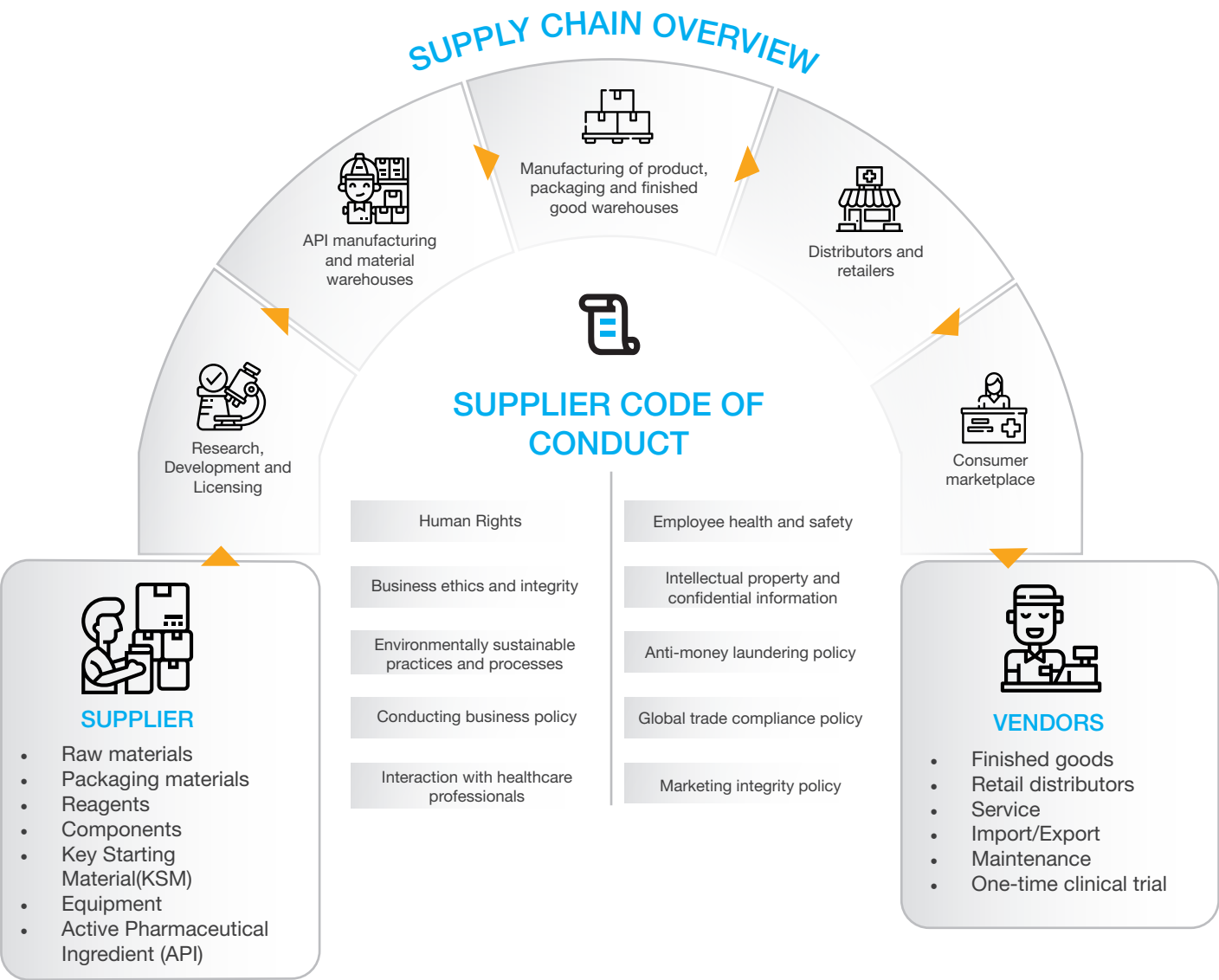
Additionally, Ichnos is working to out-license two antibodies with potential across a range of autoimmune diseases. ISB 830 (telazorlimab), an OX40 antagonist monoclonal antibody (mAb), is in Phase 2b for the treatment of atopic dermatitis, and preliminary efficacy and safety results for an ongoing study were recently presented at the 2021 Society for Investigative Dermatology Meeting. ISB 880, a preclinical stage high-affinity IL-1RAP antagonist mAb is targeted for IND submission by the close of fiscal year 2021-2022.

OUR COMMITMENT TO PROTECTION OF INTELLECTUAL PROPERTY RIGHTS

We transform our organisational experience and intellectual know-how into novel therapeutical solutions for our patients and value for our stakeholders. Our Intellectual Property is hence the growth engine of our value creation process. We lay utmost importance to protection of our Intellectual Property (IP) and have established stringent governance mechanisms to safeguard it. We have a dedicated IP policy and a team of IP experts who are at the forefront of our Company’s IP management process. Our team of experts are proficient with the IP regulations across our geographies of operations and guide ethical practices. We respect the IP of all third parties and undertake proactive measures towards protecting the IP rights of our ecosystem of partners and peers. We closely monitor IP linked considerations throughout our drug discovery and development lifecycle.

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

At Glenmark, we believe that an efficient and agile supply chain has been a defining factor of our organisational resilience and success. We have put forth concerted efforts to augment flexibility and efficiency in our supply chain by digitally transforming our approach. As we recalibrate and strengthen the core of our supply chain by incorporating key learnings from the pandemic, we have reinforced our commitment to integrating ESG parameters in our supply chain management strategy. Partnering with suppliers and vendors who share our vision for sustainable and equitable development is vital to drive synergies and operational excellence.



GRI 102-9, GRI 102-10, GRI 103-1, GRI 103-2, GRI 103-3

SUPPLY CHAIN GOVERNANCE

Our supply chain is spread across over 50 countries with distribution networks covering the breadth and depth of our geographies of operation. To enable effective management and coordination, our supply chain model is backed with an intricately defined governance structure. Our dedicated supply chain and demand planning team are at the forefront of planning and overseeing streamlined functioning of our supply chain. We expect our supply chain partners to strictly adhere with the Glenmark Code of Conduct that emphasises our standards of business conduct and ethics. Additionally, we have a dedicated Supplier Code of Conduct that enables us to communicate our standards on ESG focused performance with our suppliers. Our management oversight on ESG integration in the supply chain is strengthened through supplier screening and periodic supplier engagement.

SUPPLY CHAIN OPTIMISATION WITH ENVIRONMENTAL CO-BENEFITS

We have been undertaking numerous initiatives spearheaded by our demand planning team to optimise processes and unlock ESG excellence. Some of the key initiatives undertaken include:

- Achieved 100% elimination of wooden pallets across all our shipments to US and EU transported via air and sea. We replaced the wooden pallets with plastic pallets which are lighter-weight compared to wooden pallets. We are currently in discussion with our partners to explore multi-use of these pallets, as these pallets do not require fumigation.
- Project Falcon: Through this project we achieved a 13% reduction in air transit for US operation in FY 2020-21 Q4. We posted an overall operational improvement from 55% to 35% under this project. Further, we increased pallet density through pallet and shipper optimisation.
- We have improved cold chain pallet design to accommodate more product. Semi Solid load ability has been improved by employing bigger box pallet customised to fit airline Unit Load Device (ULD).
- We have successfully reduced warehouse environmental footprint across our operations. For example, in Bhiwandi we surrendered 17k sq. ft. space during the reporting period.

SUPPLIER ASSESSMENT

This year we have upgraded our approach to screening our suppliers on ESG factors through the development of a supplier sustainability protocol. Our screening methodology is defined to help us gain deep insights on the performance of our suppliers across various ESG performance parameters. The assessment protocol is aligned with the tenets and requirements of the Pharmaceutical Supply Chain Initiative (PSCI). The protocol comprises of 3 key elements of “ethical responsibility”, “environmental responsibility” and “social responsibility” encompassing governance, environmental and social assessment parameters respectively. The protocol is administered through a bi-layered blended approach

encompassing supplier self-assessment followed by an independent third-party assessment based on the outcomes of the self-assessment. To guide our suppliers through the assessment, we have delineated guidance for each assessment parameter. The guidance docket is curated to help our supply chain partners to appreciate the rationale underlying each assessment criteria. The guidance also includes local regulations and best practices to help our suppliers understand the spectrum of practices. Suppliers are expected to provide description of necessary and mandatory evidences required for assessment criteria. The self-assessment tool is designed with an automated scoring based function for each criteria. The score secured by each supplier helps us categorise suppliers into three key categories:

- Steward: Suppliers that showcase best practice by going beyond systems
- Implementer: Suppliers in this category have basic systems in place
- Beginner: This category of suppliers require establishment of robust systems to enable effective ESG management

We aspire to subsequently engage with our suppliers to collaborate with them and drive sustainability best practices throughout our value chain. In FY 2020-21, we circulated our supplier self-assessment encompassing social and environmental parameters with all our critical suppliers. We also conducted an independent third-party assessment for a subset of our critical suppliers. In FY 2020-21, there are no observed cases of significant actual and potential negative environmental and social impacts identified with our suppliers. Further, all our new suppliers are screened on compliance on key environmental and social criteria. Before onboarding new suppliers, we undertake a thorough risk assessment of the supplier which assesses the quality of products, regulatory filings, past and current audit reports from regulators. At this stage, we also expect our suppliers to submit documentary evidence encompassing their GMP certificate, ISO certificate among others.



A background image showing several hands of different skin tones cupping dark brown soil and small green seedlings. The hands are arranged in a circular pattern, suggesting a collective effort in planting or nurturing. A large, semi-transparent green circle is overlaid on the right side of the image, containing the text.

ENVIRONMENT

ACTION ORIENTED ENVIRONMENTAL CONSCIOUSNESS

We embrace a long-term view to creating value for our stakeholders and believe that it is imperative to safeguard shared resources to ensure continuous value creation and shared growth. We are dedicated to make positive contributions to global climate action efforts and create a business model that fosters environmental conservation and eco-efficient technologies.

ACTION ORIENTED ENVIRONMENTAL CONSCIOUSNESS

OUR CAPABILITIES



Investment in renewable sources of energy and cleaner fuel alternatives



3R principle for water conservation and management



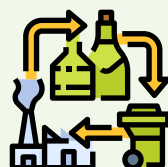
Hazardous waste co-processing partnerships



Managing our carbon emissions



Energy efficiency



Waste management



Water management



PERFORMANCE HIGHLIGHTS

35%

Co-processed 35% of our Hazardous waste

35,000+

Planted 35,000+ saplings as carbon-sinks since FY 2014-15

55,79,814 kWh

of renewable energy used



Impact of climate change on health

5 out of 15 plant locations in India are **Zero Liquid Discharge (ZLD)**

19,863 GJ

Energy saved

Water consumption level **reduced by more than 12%** from the value of FY 2012-13



KEY STAKEHOLDERS IN FOCUS



Investors



Communities



Patients and customers



ASPIRATIONS

To strengthen our efforts for climate change mitigation and revitalising our natural ecosystem, we have committed to set our targets in line with the SBTi recommendations. Further, we have taken tangible targets across carbon, water and waste management:

- Achieve water neutrality by 2025
- Ensure zero waste to landfill by 2027
- Emerge as a carbon neutral enterprise (Scope 1 and Scope 2) by year 2030

OUR CONTRIBUTIONS TO THE SUSTAINABLE DEVELOPMENT GOALS



As an energy conscious company, we endeavour to incorporate renewable energy resources in our operations and transition to cleaner fuel alternatives.



With a myriad of innovation-based technologies and interventions, we ensure sustainable utilisation of our resources and minimise waste generation.



We have incorporated climate action efforts in our operations by adopting various strategies. Our climate change strategies aim to strengthen resilience and adaptive capacity to climate-related hazards and natural disasters

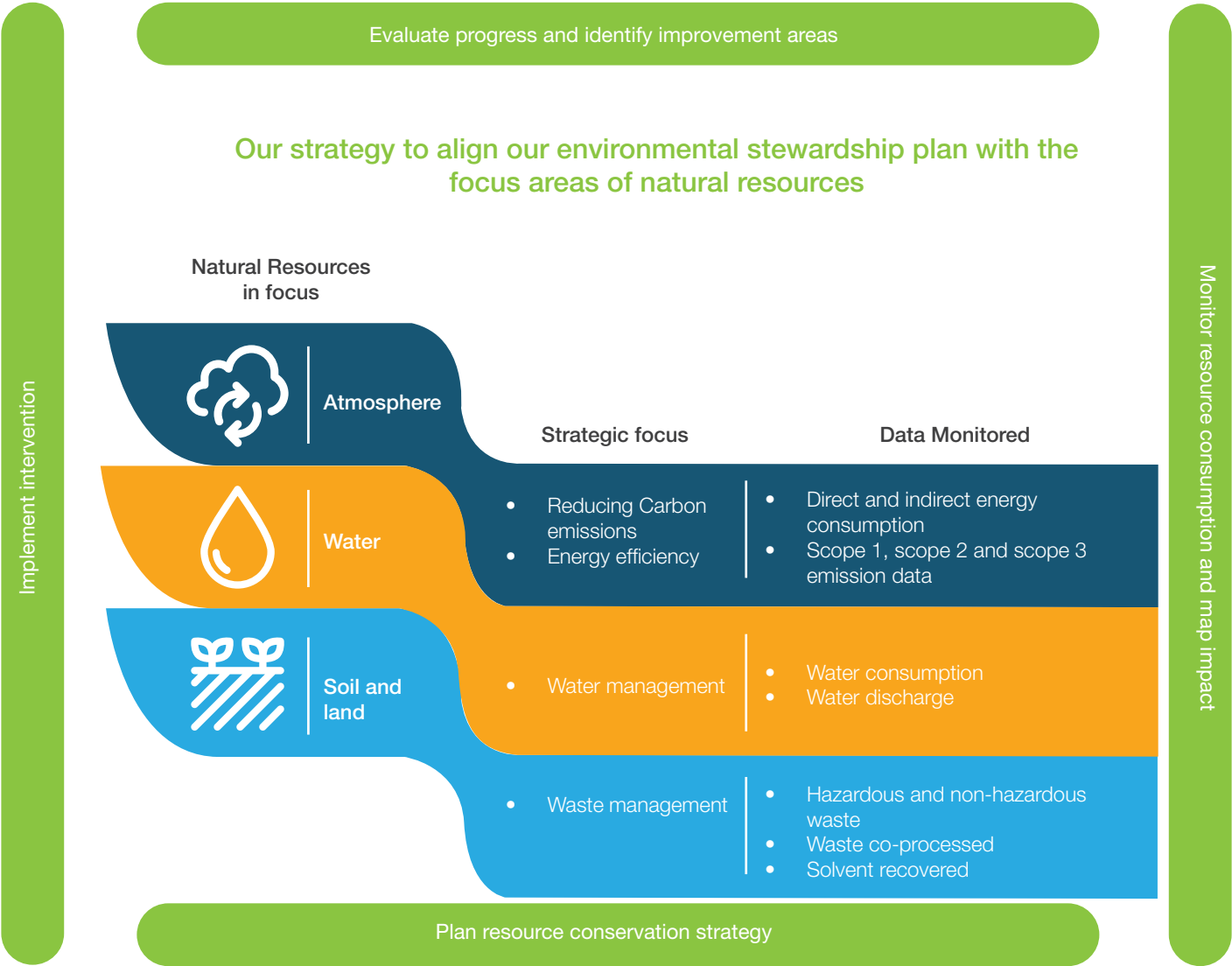


We promote the conservation of natural resources and work towards offsetting desertification through tree plantation drives, we have planted 35,000+ saplings till date.

OUR APPROACH TOWARDS ENVIRONMENTAL CONSERVATION

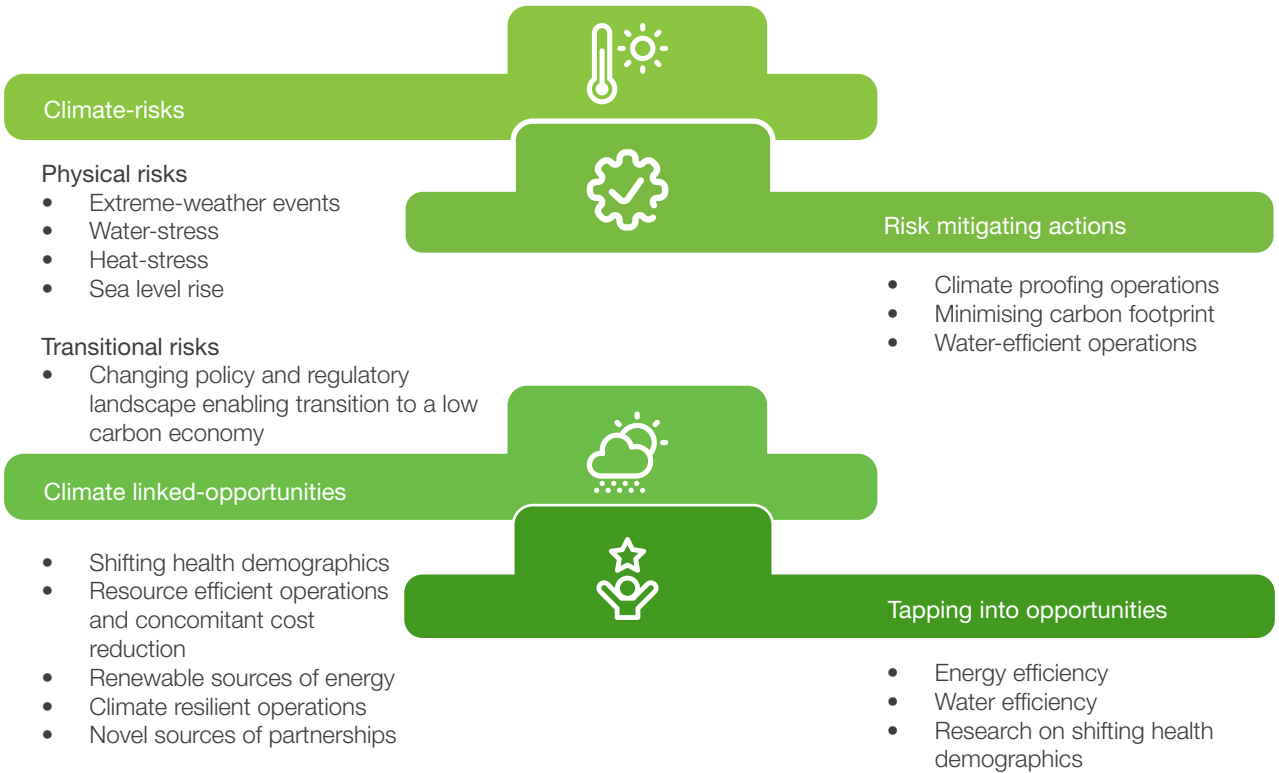
At Glenmark, our core business proposition focuses on enabling the good health and well-being of people. We recognise the indispensable role played by quality of natural services in fostering the good health of populations globally. Preserving the quality of air, water and soil is hence of tantamount importance to augment well-being and good health. While environmental stewardship is inherent in our corporate purpose, environmental risks of unprecedented scale and magnitude have catalysed our efforts to contribute to global efforts to mitigate environmental risks. Further, it is imperative to also build the resilience of our business to these environmental risks. Our Environment Health and Safety (EHS) policy lays down the marker for our resource conservation plan. We continuously track our performance

through natural resource conservation focused Key Performance Indicators (KPIs). Our senior management periodically reviews the implementation and progress across environmental initiatives. Our manufacturing facilities undergo an annual assessment in line with ISO 14001:2015 (Environmental Management System) to evaluate the congruence of our practices with industry best practices. 79% of our manufacturing facilities are certified with the ISO 14001:2015 certification, covering 11 of our manufacturing facilities globally in this reporting period. For the FY 2020-21, there were no reported cases on non-compliance with the environment standards and regulations.



CLIMATE CHANGE STRATEGY

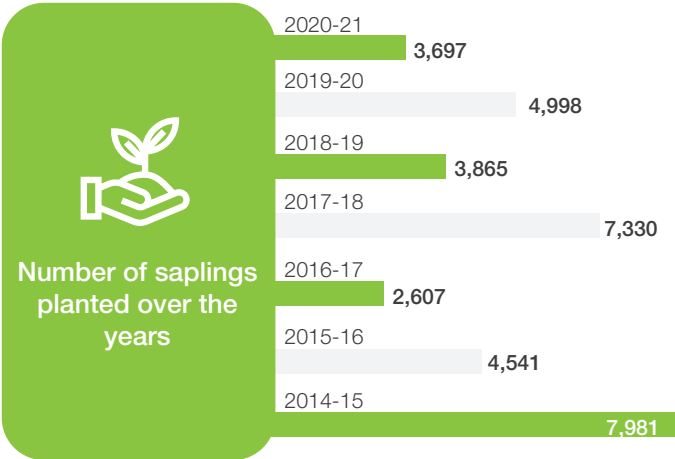
According to the World Health Organisation (WHO), climate change is responsible for at least 150,000 deaths per year, a number that is expected to double by 2030. With the world facing mounting challenges posing serious threats to the lives of vulnerable communities, active corporate engagement in global climate action efforts is of paramount importance. A parallel between the threat multiplying potential of COVID-19 crisis and climate change underscores the devastating implications that could result from the materialisation of climate risks on the well-being of people. At Glenmark, we leverage our organisational pandemic experience to rethink, reaffirm and renew our climate action plan. Our climate strategy focuses on both climate adaptation and mitigation. We have catalogued key climate linked risks and opportunities and have developed strategies towards securing value for our stakeholders. We envision our commitment and strategy to anchor us in effectively navigating the transition to a low carbon economy.



CLIMATE CHANGE MITIGATION

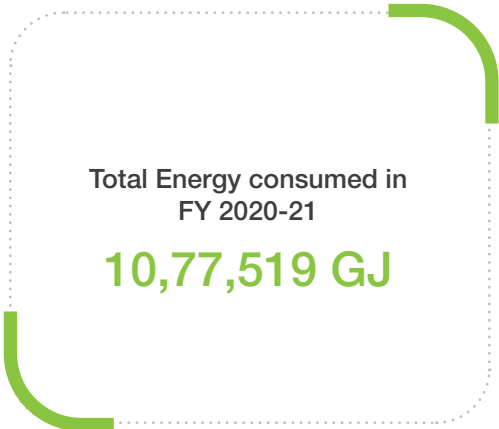
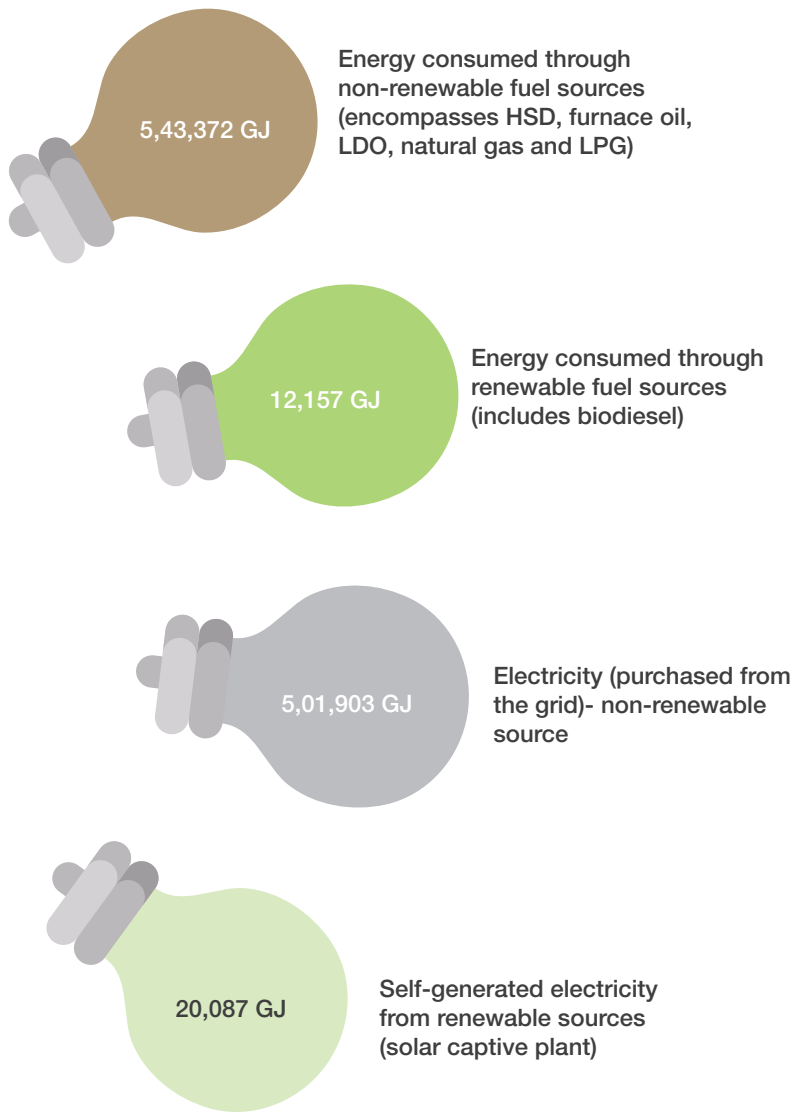
At Glenmark, we have implemented decarbonisation strategies across our operations as part of our climate change mitigation plan. Our decarbonisation efforts are built on three thrust areas:

- Energy management
- Carbon emission management
- Creating carbon sinks through afforestation: we have organised plantation drives since 2014 and have planted over 35,000 saplings till date. In addition to contributing to creating natural carbon sinks, plantation has also improved air-quality and enhanced the green foliage around our manufacturing facilities.



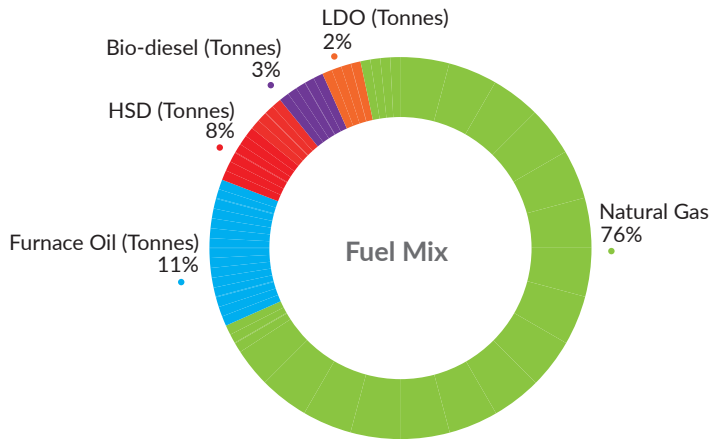
ENERGY MANAGEMENT

We closely monitor our energy consumption across our facilities. This helps us identify energy hotspots for rolling our energy efficiency initiatives. In FY 2020-21, our total energy consumption stood at 10,77,519 GJ.

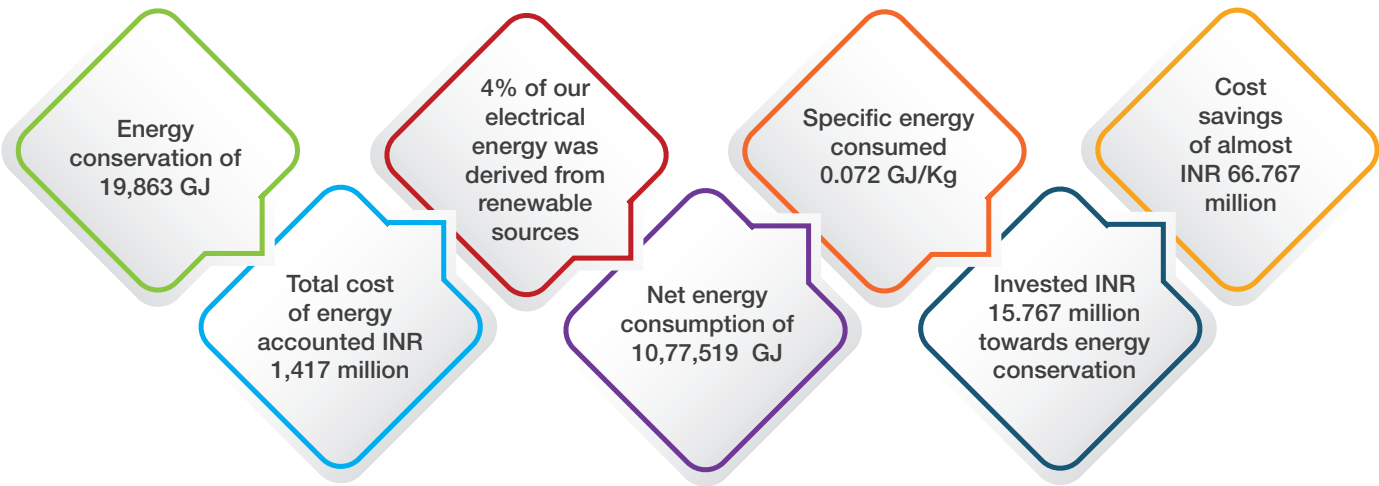


GRI 103-1, GRI 103-2, GRI 103-3, GRI 302-1, GRI 302-3, GRI 302-4

To strengthen the integration of sustainable practices within our energy conservation initiatives, we have increased the dependency on cleaner fuel alternatives across our Indian operations. Our facilities at Aurangabad, Mohol and Nashik use biodiesel as a major source of direct fuel consumption. At our Baddi and Nalagarh facility, we have shifted from HSD to LPG for key functions such as boiler and hot water generation. Additionally, chief dependency on natural gas for our operations, reflects our commitment to transition to cleaner fuel options.



As we strengthen our efforts to reduce our energy consumption, we have adopted several interventions to enhance energy efficiency along with transitioning to alternative renewable sources such as solar electricity. The interventions undertaken in FY 2020-21 for energy management and their subsequent results are :



We have reduced the consumption of electricity considerably by installing occupancy sensors and transitioning to automated switches for lights and fans

We improved the cooling tower efficiency by 4 blade metal fan with a 6 blade FRP fan.

We optimised the cooling tower operation by interconnecting cooling water line of air compressor and switching off extra cooling tower during winter

By directing warm water from chiller condenser outlet to pre-heat the HVAC system of central warehouse, we reduced the heating cost.

We installed VFDs in our machines to increase the energy efficiency

We replaced furnace oil with biofuel, thus eliminating energy requirement for pre-heating furnace oil

We diverted the steam condensate water from our heat exchanger to heat potable water for dishwashing in canteen area

We replaced the CFLs, MH lights and tube lights with LED lights

Waste heat utilisation for heating water at canteen dishwashing area and change room hand wash basins at Goa facility

Earlier scenario

Electric geyser was being used to heat the water used for dish-washing and hand-wash basins in the change room.

Energy saving plan

Steam condensate water leaving the heat exchanger at ~90°C was diverted to canteen and wash basins for heating the water. Temperature sensor and controller was used to control the water temperature at 38-40°C for handwashing.

Energy and Environmental saving

- Permanent discontinuation in the use of electric geyser of capacity 2 kW and 3 kW
- Per month saving of approximately 720 kWh units in canteen and 1,800 kWh units in change room
- Reduction of e-waste due to stoppage of frequent replacement of heaters/complete geysers

Energy saving of approximately 108 GJ annually

Steam condensate heat transferred to canteen



Steam condensate heat transferred to hand wash basins



Utilisation of warm water from chiller condenser to re-heat the air of Central Warehouse HVAC system at Goa facility

Earlier scenario

Steam was used to generate hot water in the hot-water generator to re-heat the air of Central Warehouse HVAC system.

Energy saving plan

Warm water generated at 32°C through condenser of chiller is utilised in Central Warehouse HVAC system instead of water from the hot-water generator.

Energy and Environmental saving

- Usage of hot-water generator has been stopped
- Annual saving of 80,294 kg of furnace oil used for operating the generator

Energy saving of approximately 6,609 GJ annually

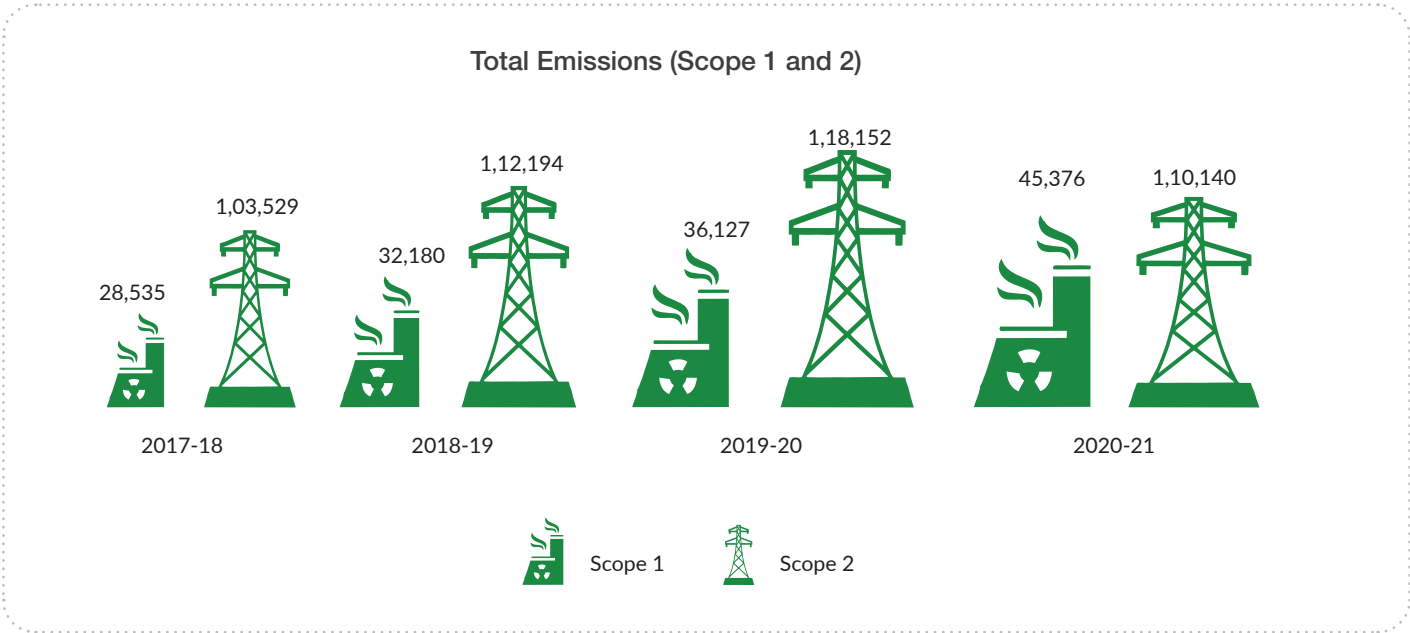
Annual saving of 80,294 kg of furnace oil used as a fuel for operating the generator

Warm water tapped and pumped from condenser inlet to HVAC



CARBON EMISSION MANAGEMENT

This year we have renewed our GHG inventorying process in line with the GHG protocol. We believe this will help us in strengthening our decarbonisation strategy. We have incorporated additional categories across Scope 1, Scope 2 and Scope 3 emissions. In FY 2020-21, we considered the categories of stationary combustion, mobile combustion and fugitive emissions recording a net 45,376 tCO₂e of scope 1 emissions. We recorded 110,140 tCO₂ scope 2 emissions. This year, we expanded the coverage of our scope 3 inventory by including 8 key categories: purchased goods and services, capital goods, fuel and energy related activities, upstream transportation and distribution, waste generated in operations, business travel, employee commute, downstream transportation and distribution. The scope 3 emissions were noted to be 2,32,128 tCO₂e. Further details of our inventorying process can be found on page 110.



CLIMATE CHANGE ADAPTATION

Climate-change linked physical risks such as extreme weather events and heat stress translate into direct implications on human health and well-being. Acute and chronic physical impacts of climate change have the potential to disrupt global supply chains and manufacturing facilities along with creating novel healthcare challenges. We at Glenmark recognise the cascading impact of rising global temperature and are dedicated to build climate resilience in our operations globally. As we face emerging climate-induced diseases impacting the health-care system, we fortify our business plans with the following climate adaptation strategies:

- Enabling agile operational output to meet a sudden demand surge
 - Proactive measures to secure workforce health and well-being during periods of heat stress
 - Investing in creating resilience to extreme weather conditions at our manufacturing facilities
- Adopting Artificial Intelligence/ digitising based forecasting tools to monitor a large-scale disease outbreak and predict risks associated to medicine shortage and supply chain disruptions
 - Driving science and innovation in development of medicines for diseases linked to climate change



Scope includes only Indian Manufacturing and R&D operations

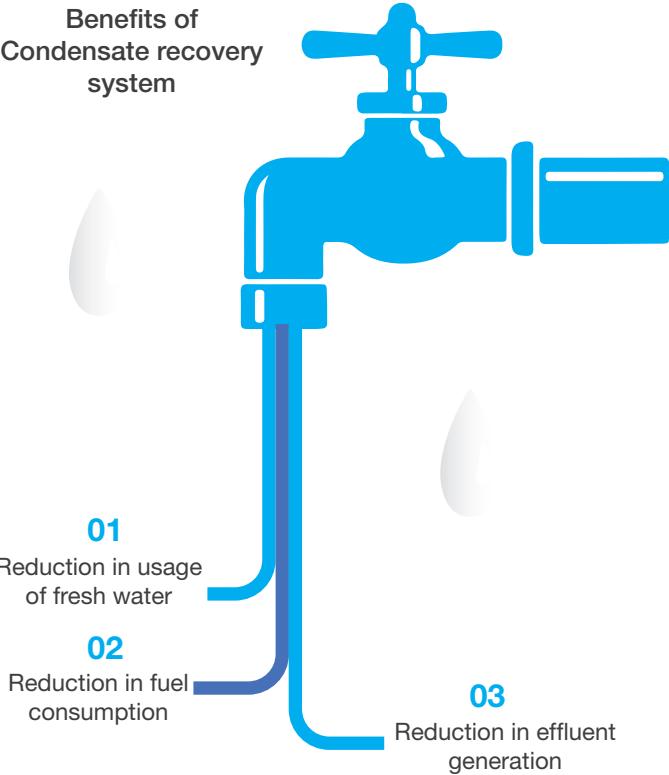
GRI 305-1, GRI 305-2, GRI 305-3

WATER CONSERVATION AND MANAGEMENT

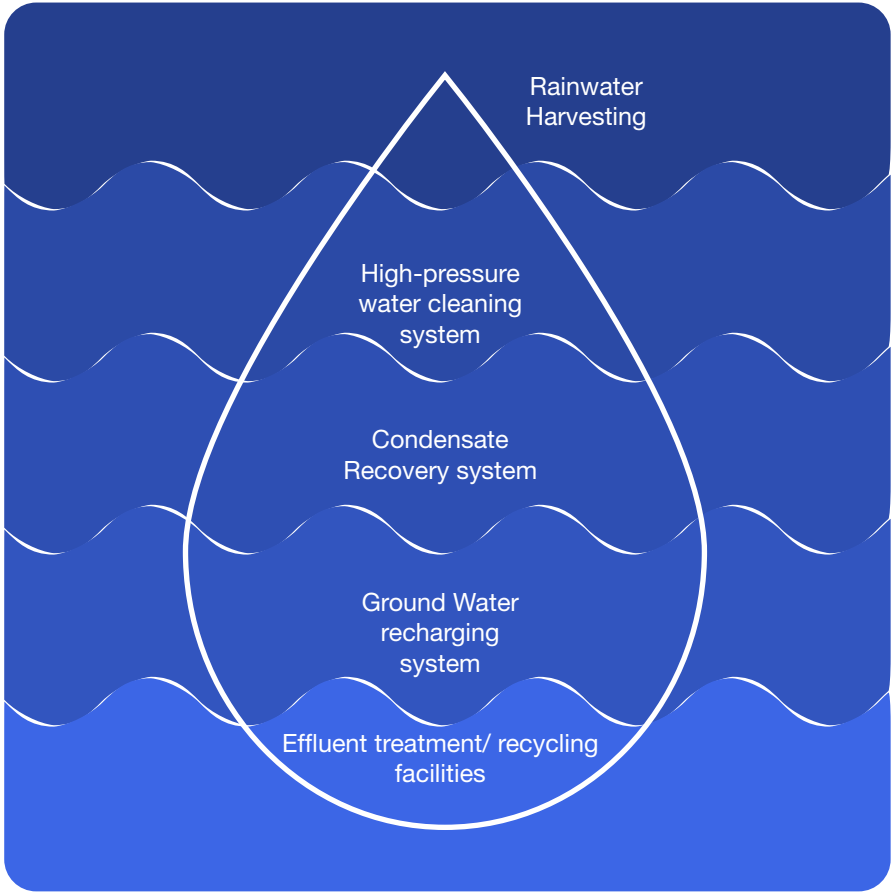
With over 40 percent of the world population affected by water scarcity, adopting stringent measures for water conservation is critically important to diminish the adversities created by water shortage. Inaccessibility of safe drinking water leads to innumerable diseases, affecting communities as well as business operations. At Glenmark, we incorporate the 3R principle encompassing reduce, reuse, and recycle across our operations to ensure sustainable consumption of water. Over the years we have implemented the following technologies for water conservation

We aim to achieve water neutrality by 2025

At our Indore facility, we have 43,000 m² of green belt, where only recycled water is utilised

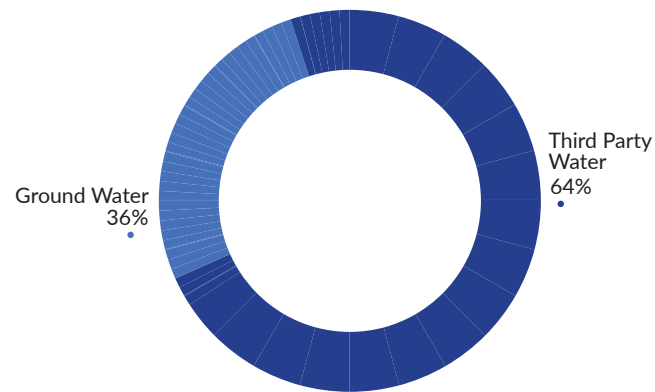


WATER CONSERVATION INTERVENTIONS BASED ON OUR 3R PRINCIPLE

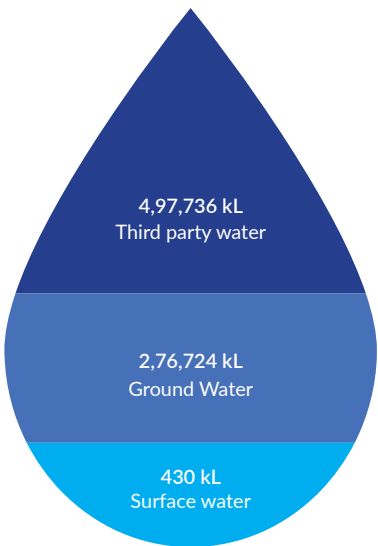


Our efforts in incorporating advanced water conservation technologies across the operating locations has enabled us to reach stabilised values of water consumption and saving over the years, despite expansion in our operations. In the FY2020-21 water withdrawal was at 7,74,890 kL. The total amount of water discharged was 48,676 kL, resulting in the net fresh water consumption of 7,26,215 kL. Further, total water discharged in stressed areas was 45,586 kL. Around 33% of our facilities are Zero Liquid Discharge. Nearly 64% of our water is withdrawn from third-party sources comprising of municipality water, tankers and spring water. In this reporting period, we have utilised 430 kL of rainwater harvested at our Taloja location. Around 53% of our water consumption is from water-stressed areas. We have made continued efforts to adopt technologies and conservation interventions to reduce the water consumption levels.

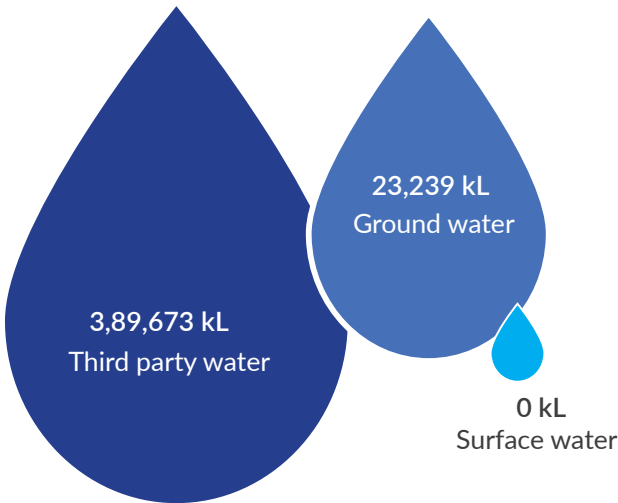
WATER WITHDRAWAL DISTRIBUTION BY SOURCE



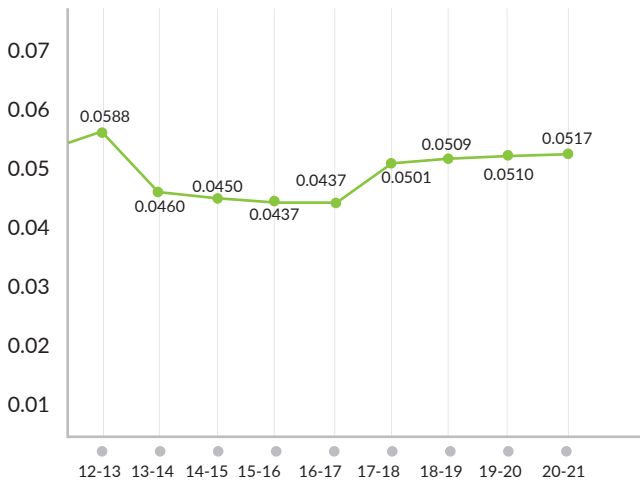
WATER WITHDRAWAL BY SOURCE



WATER WITHDRAWN FROM STRESS SITES



Our performance in specific water consumption (kL/kg) since FY 2012-13.



Leveraging our water conservation interventions, we have saved **11,80,668 kL** of water and reduced the water consumption value by more than 12% from FY2012-13

1. The surface water quantity pertains to rainwater harvested which is being used in fire water storage tank at Taloja R&D
2. 22.2% of fresh water withdrawn in our Sikkim facility is provided to support local communities with their daily water requirements as part of our philanthropic initiative. Hence, we are accounting for this water in fresh water withdrawn and discharge respectively. This 22.2% is not part of our consumption.
3. Water stress areas have been ascertained using the WWF water risk filter and areas with risk rating of 4.2 and above are considered as water stress areas.
4. We strictly adhere to water discharge standards set forth by regulatory bodies including the central and state pollution control boards

WASTE MANAGEMENT

India generates nearly 7.17 million tonnes of hazardous wastes annually, only 51% of it is being recycled currently, indicating a significant scope of improvement in waste management systems. As an environmentally-conscious pharmaceutical company we recognise the impact of non-degradable pharmaceutical components also known as Environmentally Persistent Pharmaceutical Pollutants (EPPP) on the environment. At Glenmark, we focus on addressing these concerns by implementing a waste minimisation plan covering each stage of production. Our waste management strategy is designed in compliance with the environment laws, regulation and reinforced by waste-specific interventions addressing the variation in nature of waste generated at our operational facilities.

Our waste management strategy begins at the source with segregation of waste into hazardous, domestic, non-hazardous, bio-medical and e-waste. Segregating the waste facilitates the provision of waste-specific treatment and disposal thus increasing the efficacy of our waste management plan.

For FY 2021-22 we have set a target to collect, recycle & reprocess 100% of Plastic waste which is

1,932 MT

We aim to achieve zero waste to landfill by 2027



WASTE SOURCE SEGREGATION



Scope includes only Indian Manufacturing and R&D operations
GRI 103-1, GRI 103-2, GRI 103-3, GRI 306-2, GRI 306-4

KEY HIGHLIGHTS OF OUR WASTE DISPOSAL MECHANISM



Safe handling of hazardous waste

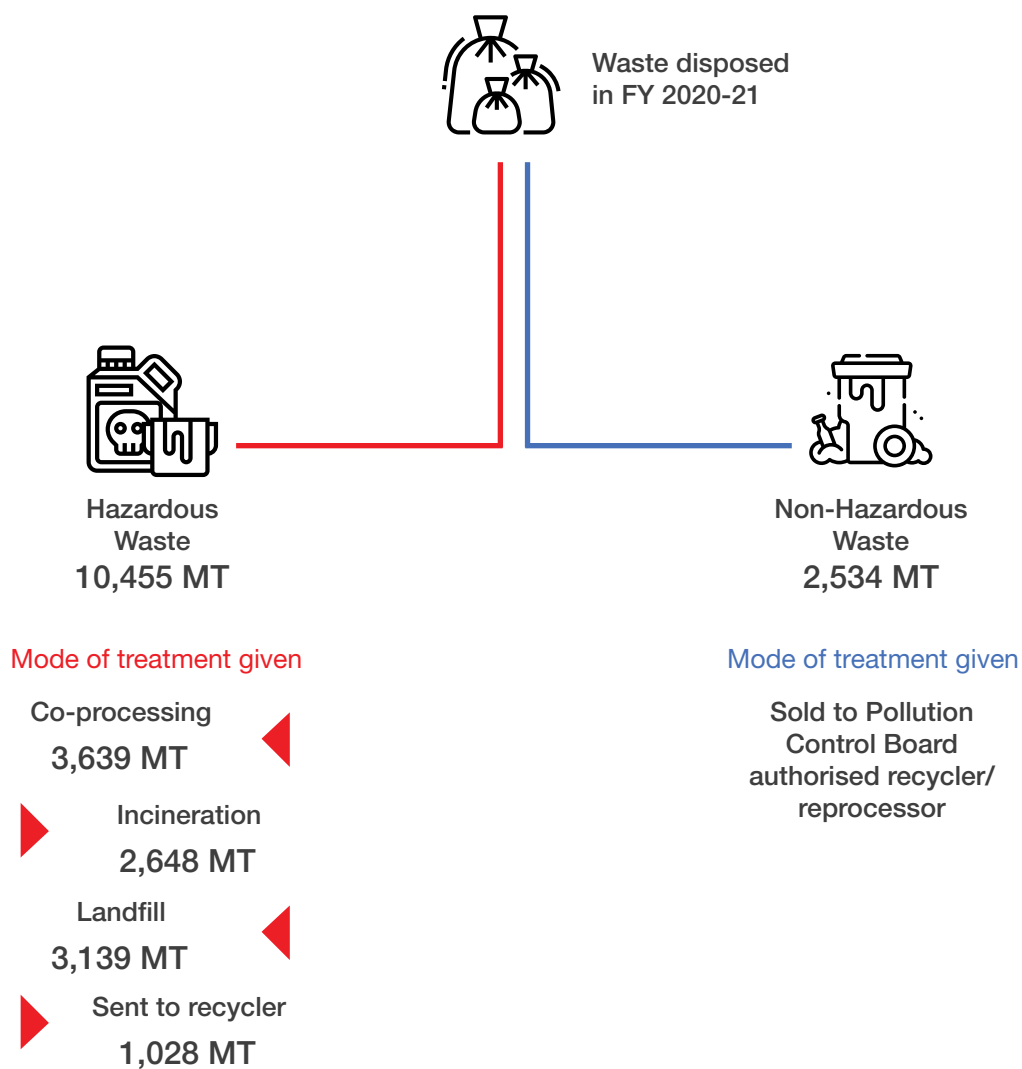


We engage an authorised third party for waste transport and disposal



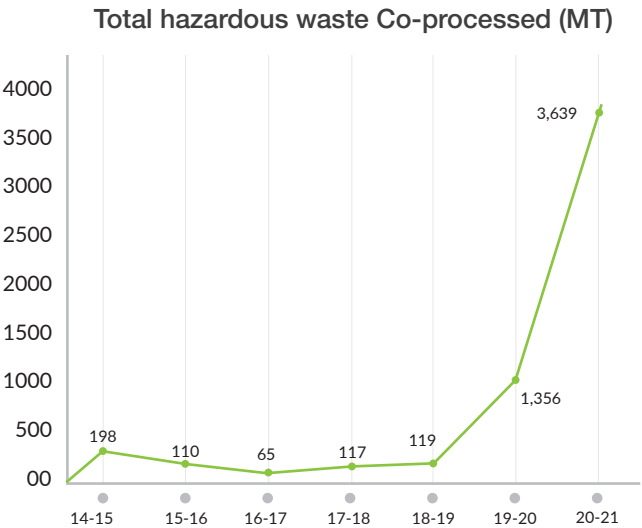
Treatment and disposal of the waste at certified/ Pollution Control Board authorised incineration centres and secured landfills

OVERVIEW OF WASTE-SPECIFIC TREATMENT IN FY 2020-21

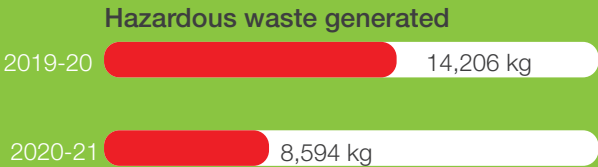


CO-PROCESSING AT GLENMARK FACILITIES

Co-processing destroys the hazardous waste through high temperature, leaving no toxic residue and obviating the need for landfilling. With reduced greenhouse gas emissions associated with this mode of waste disposal and its superior environmental performance when compared to other modes of treatment (landfill and incineration) in terms of global warming potential, ecological footprint, human toxicity potential and acidification potential, we have been diverting majority of our hazardous waste to this disposal method. We have been co-processing waste at Ankleshwar, Goa, Indore, Baddi, Sikkim and Dahej facilities through cement industries. The co-processing program surpassed the set target by around 75%; our initial target was to achieve 20% co-processing of hazardous waste by FY 2020-21 from baseline year FY 2018-19 we could instead achieve 35% in FY 2020-21.



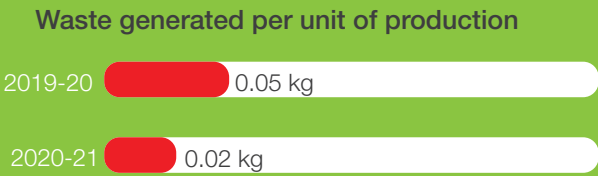
40% reduction in hazardous waste generation from FY 2019-20 to FY 2020-21 at Glenmark’s Pilar plant (Argentina)



Waste management processes were strengthened (waste segregation, compost bins utilisation for organic waste generated in canteen etc.)

Scrap reduction in manufacturing line and secondary packaging processes

Special waste reduction (printed materials were destroyed through incineration or were recycled; boxes were replaced with sustainable bags for packing solid waste.



SOLVENT RECOVERY

At Glenmark, it is our vision to promote resource-efficient circular economy-based interventions that support alignment with SDG 12 “Responsible Consumption and Production”. The solvent recovery systems at our Ankleshwar and Dahej facilities have facilitated solvent recycling, thereby, reducing the dependency on fresh solvent in each production cycle. Additionally, enhanced efficiency in our resource utilisation has enabled reduction in its procurement cost. This reporting period, we were able to recover 79% of the solvent used across our process lines.







SOCIAL

SOCIALLY RELEVANT AND INCLUSIVE

Our corporate ambition is to bring transformative changes to the lives of our patients, employees and the communities that we serve. We deliver impact through our core business proposition, community development programs and by being an inclusive and employee-friendly business. Our holistic value proposition hence enables us to continually drive social impact and positive change in our society.

SOCIALLY RELEVANT AND INCLUSIVE

OUR CAPABILITIES



Dedicated pharmacovigilance and quality management system backed by cutting edge technological capabilities



A majority of our facilities are ISO 45001:2018 certified. We have curated programs ranging from safety to skill development supporting workforce development



Our CSR programs are undertaken in partnership with NGOs, academia, multi-lateral organisations, among others

OUR MATERIAL TOPICS



Community engagement



Employee health and safety



Human resource development



Employee wellbeing



Ensuring product quality



Patient safety

PERFORMANCE HIGHLIGHTS

0

Zero cases of occupational diseases and fatalities in last 5 years

1,84,000+

Pregnant and lactating women served through various CSR interventions over the years

2,321

Hired 2,321 new employees in FY 2020-21

1,06,040+

man-days of training

2 Mn

2 million lives touched over the years through our CSR programs

40,000+

hours of voluntary service offered by employees over the years

2,85,000+

children reached out through nutrition, immunisation and sanitation interventions over the years

KEY STAKEHOLDERS IN FOCUS



Employees



Communities



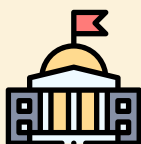
Patients and customers



NGOs



Academia



Government



ASPIRATIONS

We envision to broaden our sphere of social impact and drive inclusive and sustainable development through our core business proposition and community development programs. We aspire to positively impact another 1 million lives by 2025.

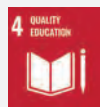
OUR CONTRIBUTIONS TO THE SUSTAINABLE DEVELOPMENT GOALS



Our CSR interventions focus on mitigating malnutrition among children, by creating awareness on nutrition, distribution of meal kits, and regular monitoring of their health condition.



We work towards enabling the wellbeing of children, pregnant and lactating women by inculcating positive health seeking behaviour and supporting access to healthcare facilities.



We support projects focused on delivering quality education to students and extend support to children through our employee volunteering program.



The gender diversity ratio at our Board and management level and gender pay parity represents our commitment to promoting gender diversity in the workforce.



Our EHS policy ensures the provision of a safe working environment for our employees while our HR policies enable employee wellbeing and satisfaction.



We have a dedicated HR policy to prevent discrimination among the workforce based on caste, religion, disability, gender, sexual orientation, race, color, ancestry, marital status or affiliation with a political, religious or union organisation or majority/minority groups among others.



Through our smokeless chulla project we aim to make positive contributions to improving the air quality and quality of lives of women and children.



Our Global Code of Policy Handbook lays down the policies to ensure transparency and ethical conduct of all operating procedure that covers all our functions.

PRODUCT RESPONSIBILITY

“Creating value for society is fundamental to our business model. We exist to serve patients and strive to deliver care with each of the products that we bring to the market. Through our journey of enriching lives, our promise of delivering high quality, safe, efficacious and affordable medicines have been reaffirmed as the cornerstones of our brand image. We recognise the responsibility that comes with this legacy and are determined to beat the clock and meet patients with solutions when they arise.”

At Glenmark, we aspire to devise and deliver therapies that transforms the lives of our patients. Our success hinges on our efforts being translated into positive health outcomes for our patients globally. Patient needs hence guide our actions throughout the product lifecycle, from development to launch of a medicine to the market. Post market launch, we have stringent market surveillance mechanisms that help us understand the performance of our products in augmenting patient wellbeing. Our patient centric approach is anchored by three thrust areas:

- 1. Ensuring patient safety
- 2. Delivering high quality and efficacious products
- 3. Enabling affordability and accessibility of medicines

Product quality and safety are inextricably linked to the trust our patient have in our brand. Moreover, product safety, quality and efficacy are of tantamount importance to create the envisioned therapeutic outcomes for our patients. We have employed numerous proactive control mechanisms that ensure continuous improvement and industry best practices in safety and quality management. We have a dedicated quality assurance unit built on the tenets of continuous improvement ensuring consistent quality performance of our products. Our patient safety focus is integrated in all facets of drug discovery, development, commercialisation, and overseen by our Pharmacovigilance unit. The synergies between our Pharmacovigilance and quality team enable quality enhancement in line with patient feedback



Patient centricity

OUR PRIME FOCUS: PATIENT SAFETY

Our Pharmacovigilance (PV) unit built on our corporate values of knowledge, respect and achievement is at the helm of ensuring patient safety at Glenmark. The unit closely monitors the risk-benefit profile of all our products and employs swift corrective actions and communication in its efforts to safeguard patient well-being. Our PV strategy focuses on building robust structures and processes supported with the right blend of capability, resource and technology.

The assessment of the safety impacts of products is a collaborative effort and involves multiple stakeholders and processes.

Our stakeholders, including Corporate Quality Affairs, Regulatory Affairs (RA), the Local Person Responsible for Pharmacovigilance (LPVRP), Regional heads/Qualified Person Responsible For Pharmacovigilance (QPPVs) among others are responsible for notifying requests for health hazard assessment reports and safety information on any of our product received in their respective regions. We strive to foster strong relationships with relevant stakeholders to create a patient safety-oriented ecosystem. In FY 2020-21, we had no instances of non-compliance linked to regulations concerning the health and safety impacts of our products. This metric stands as a testament of our robust PV processes.

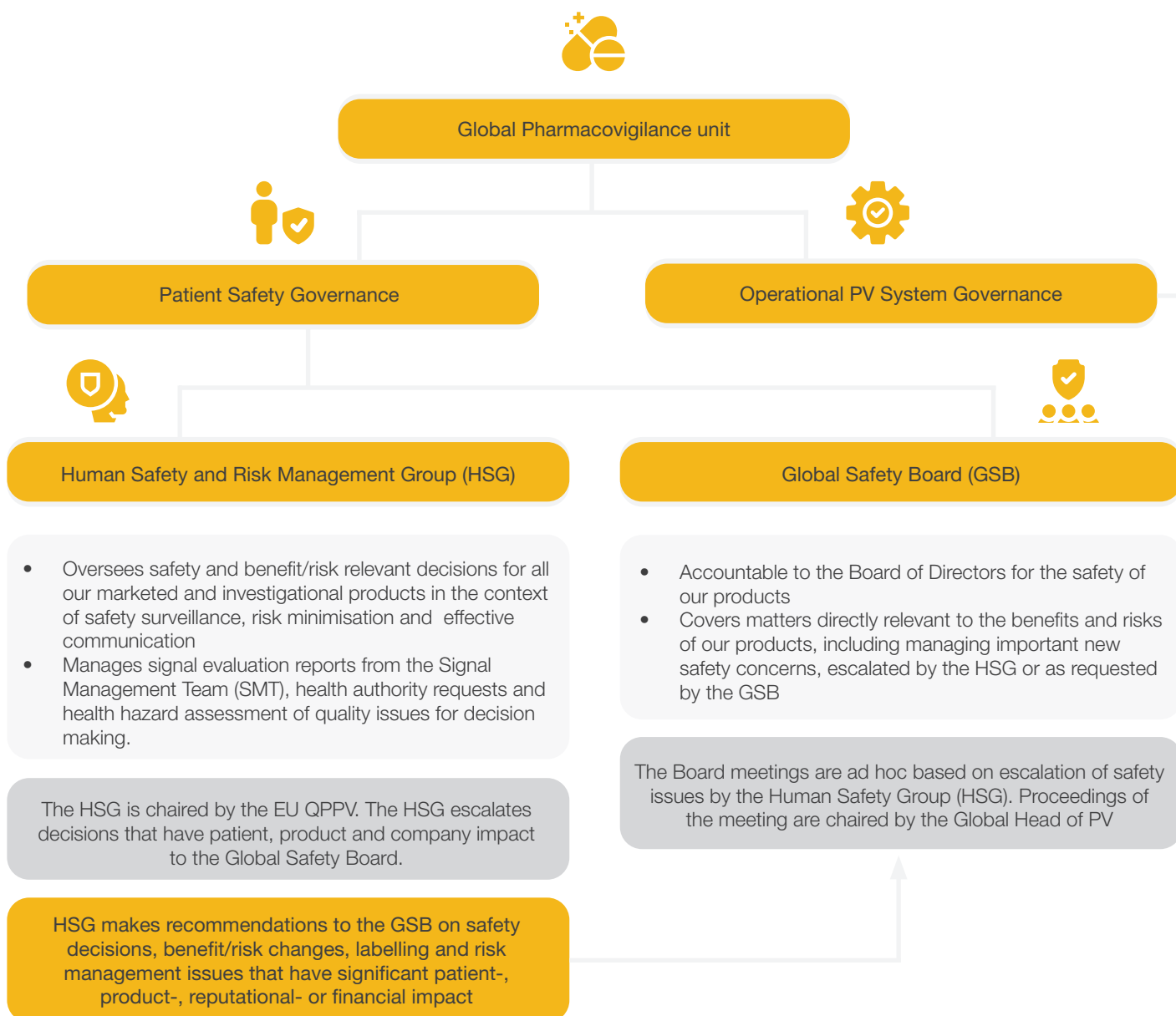




GOVERNANCE OF PHARMACOVIGILANCE

We have an intricately laid out governance mechanism enabling effective management of pharmacovigilance linked activities. Our governance structure has multiple checks and controls in place towards ensuring robust management of PV at a global level. Our unit also undergoes periodic audits and inspections in line with numerous PV focused regulatory requirements. In addition to our governance system, we have established a dedicated forum for the EU/EEA QPPV and the other Regional Heads/QPPVs to engage with relevant Local Pharmacovigilance Responsible Persons (LPVRPs) in EU, Americas, Asia Pacific, Africa and Middle East and Russia-CIS. As part of this forum numerous meetings are convened for the EU/EEA QPPV and Regional Heads/QPPVs to communicate key trends in the PV space such as safety issues, compliance data, legislative changes and

best practices. Training sessions are also rolled out during such meetings on product safety and procedural related topics by the GPV subject matter experts. To support our growing business footprint, we have also set up a sub-regional LPVRP hub model. Through this process improvement initiative, identified Glenmark LPVRPs provide PV oversight for neighboring countries where a distributor and tender business model exists. For countries where we operate through a distributor, the PV activities were previously being managed by a country manager or designee. Through the introduction of this model, the country manager or designee can focus on business and customer needs while the sub-regional LPVRP works with the distributor team to support PV requirements. This mechanism has augmented compliance along with enabling operational excellence.



Product Safety System Management Information System (PSS MIS)



- Oversees the design, adaptation and control of the processes and structures that constitute our pharmacovigilance system.
- Ensures operations are aligned and effective in meeting business needs and regulatory requirements.
- Serves as an escalation body for issues relating to the appropriate implementation of Good Clinical Practice (GCP) related findings in audits and inspections.

Global corporate-wide body chaired by the Head of Legal, with membership of all functions that are implicated in the processes of the Glenmark PV system

GPV CAPA Steering Committee (CSC)



The committee oversees and facilitates the implementation of corrective and preventive actions resulting from inspections and internal audits

Representatives from the GPV Quality team, the Pharmacovigilance organisation and from other business functions involved in the correction and prevention of audit and inspection findings. The GPV CAPA committee reports to the PSS MIS.

Safety Operations Group (SOG)



- Functional body responsible for continuous effective operation of the Pharmacovigilance function, including all critical Pharmacovigilance processes
- Serves as a platform to assess required changes triggered by regulatory, technology and business needs
- Responsible for review of KPIs and any significant non-compliance trend is escalated to senior management

SOG is formed of senior staff from within the pharmacovigilance function and ad hoc members are requested to join from other groups on a case-to-case basis. The SOG reports to the Product Safety System Management Information System (PSS MIS).

PROCESSES: ENABLING SYSTEMISED PROCESS MANAGEMENT

Signal detection involves the continuous surveillance of the safety profiles of investigational and marketed products. We have a designated Signal Management Team (SMT) that reports to the Human Safety Group (HSG), the HSG reviews and approves signal assessment reports that contain proposals for further measures to characterise or minimise risks associated with our products. The SMT is responsible for performing signal detection, validation, prioritisation, and assessment for all our authorised products worldwide. The SMT is also responsible for the maintenance and continuous improvement of the signal management system. The global PV function focuses on the following key actions to safeguard patient safety:

- Collection, processing, quality control, submissions, reconciliation and follow-up of all adverse event reports and other safety information linked to our investigational and marketed medicinal products notified to any of our employees globally.
- The preparation, assessment and submission of aggregate reports to regulatory authorities worldwide in accordance with the international and national legislation.
- The creation, assessment and implementation of risk management systems and the evaluation of the effectiveness of risk minimisation measures for investigational and marketed products
- Aligning marketed and investigational product information with the current scientific knowledge, and local regulatory requirements

- Communication of safety concerns with contractual partners, regulatory authorities, healthcare professionals and patients, in particular the notification of changes to the benefit-risk balance of our investigational and marketed products worldwide.

Mitigating the impact of COVID-19

Robust PV focused elements of our business continuity plan enabled our pharmacovigilance unit to effectively navigate the hurdles created by the pandemic. The entire PV workforce was equipped with laptops and requisite software ahead of the pandemic impact. The strong communication network and governance framework connecting our PV teams across the globe served as the backbone of efficient PV management. Our deep relationships with external stakeholders, strong regulatory focused competencies and agile work processes enabling PV compliance were at the heart of timely market delivery of medicines such as FabiFlu across our geographies of operation.

TECHNOLOGY: LEVERAGING AUTOMATION TO ENABLE AGILE PROCESSES

We have undertaken numerous technology powered initiatives towards embedding efficiency and agility into our PV unit. Some of our key automation focus efforts were:

- a. We upgraded our safety database towards strengthening our patient safety practices along with supporting compliance with the regulatory requirements
- b. Macro based automation for generation of Pharmacovigilance System Master File (PSMF) output was undertaken to enhance the quality of data output.
- c. Integrated a signal detection tool which has rendered macro based automation for signal detection activity. This tool has simplified the review process with a provision to generate customisable dashboards.
- d. Mailbox automation was undertaken that has improved tracking of individual adverse event reports received at the PV mailbox.
- e. Case processing automation has been adopted in adverse event processing for cases received from Health Canada. This intervention has significantly reduced case processing time from 30 mins to 5 mins per case.

Automation of PV systems has led to improved quality output and strengthened regulatory compliance. The reduction in manual efforts has culminated into a saving of around 2 FTE within GPV and saving of USD 70,000 for year 2020-21.

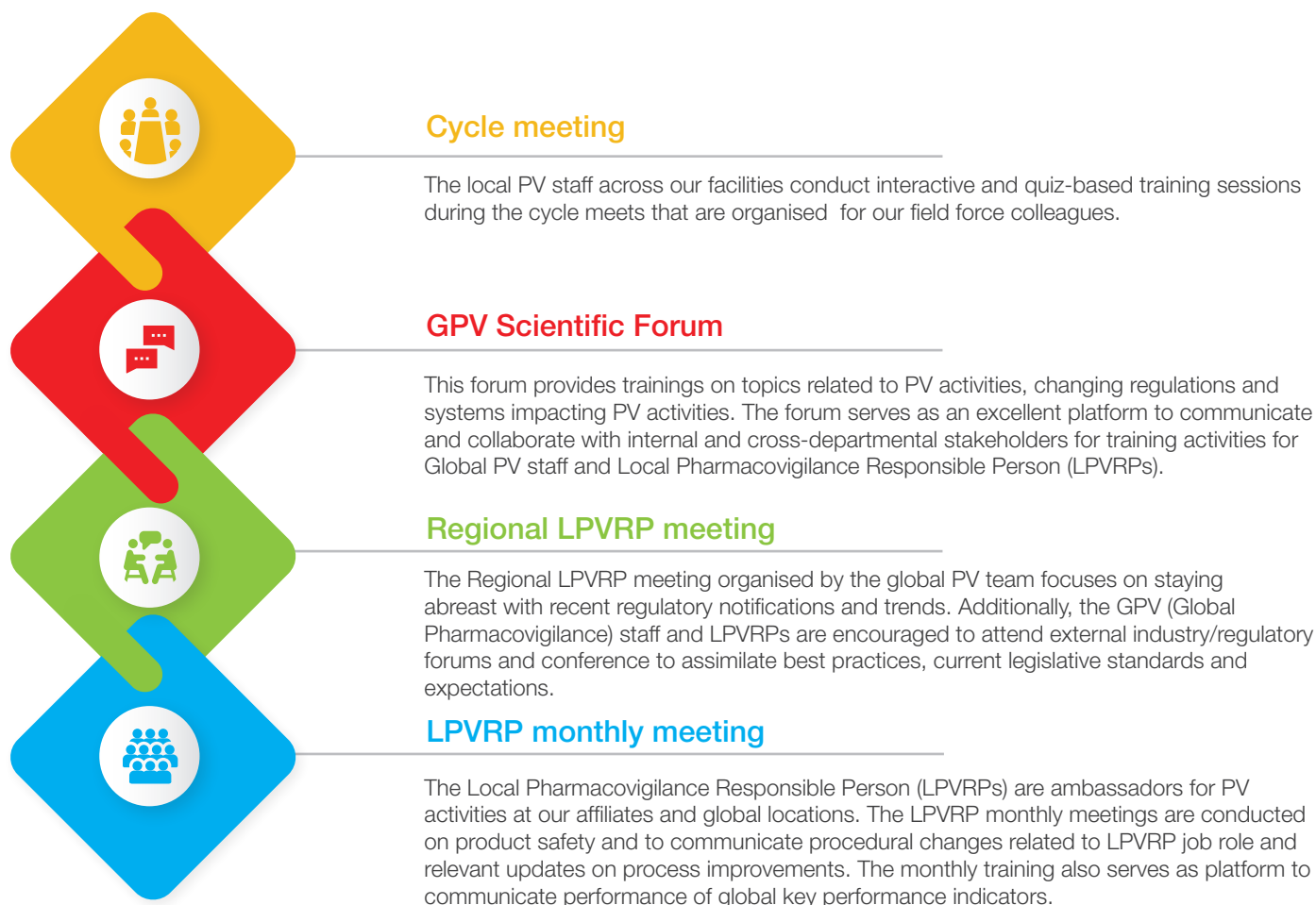
PEOPLE: EQUIPPING EMPLOYEES AND PATIENTS TO ELEVATE OUR SAFETY FOCUSED APPROACH

We empower our employees and patients in our endeavour of boosting the capabilities of our pharmacovigilance function. We have a Pharmacovigilance customer care number made available on our website that encourages reporting of product related concern. We undertake a yearly patient safety awareness campaign globally to address role and responsibility of each employee in patient safety and PV reporting process. The campaign also supports in outlining the steps involved in the PV process. We also have a dedicated pharmacovigilance page on our intranet portal wherein we actively engage our employees through initiatives such as "Patient Safety begins with YOU" and "Know More About PV" campaigns. Apart from employee awareness building through our digital channels, we have tailored comprehensive PV focused training programs for our employees. These programs are designed to equip our employees with the current universe of knowledge on PV and help them remain vigilant towards identifying and reporting adverse events and product quality complaints.

Mandatory PV training programs for employees: We believe these training programs on themes such as adverse events play a vital role in maintaining compliance towards Global PV regulatory requirements. Every new joiner is assigned a mandatory adverse event reporting training module that forms a part of our staff on boarding curriculum. We also periodically re-train our employees annually on pharmacovigilance processes. The training module is an interactive voice over PV refresher training program and is rolled out through our learning management platform covering all our employees across facilities.

PV training for clinical trials: The global PV team works closely with clinical trial management team right from protocol development to clinical study report release. As part of good clinical practice requirements, global PV staff ensures clinical trial investigators and clinical trial site staff are adequately trained on relevant PV linked themes.

We also engage our employees on various PV linked topics through innovative initiatives such as cycle meets, scientific forum, monthly meetings among others.



FORTIFYING QUALITY AS OUR BRAND HALLMARK

At Glenmark, we focus on integrating quality by design and leverage our innovation centric approach to enable operational excellence and a beyond compliance approach in our quality management systems. As a result of an expansive geographical presence we adhere with the norms of 35 different health authorities. Further, majority of our facilities are US Food and Drug Administration (USFDA) approved. As we comply with some of the most stringent regulations globally, we ensure consistent and best-practice aligned quality management processes across our facilities. Our quality management system touches every aspect of the product lifecycle from development to distribution. To strengthen traceability and quality process management we have data loggers that catalogues shipping conditions and freight conditions through a global track and trace project. To combat counterfeiting, we have a Track and Trace serialisation program in place.

We have embedded Current Good Manufacturing Practices (cGMP) across manufacturing facilities, Good Distribution Practices (GDP) across our distribution network, Good Warehousing Practices (GWP) and Good Pharmacovigilance Practices (GVP) to ensure effective post marketing surveillance. We have established numerous proactive control mechanisms to establish multiple checks and measures across our value chain. Such a system ensures elimination of errors and a regimented approach to product quality management. We follow Good Documentation Processes that instills accountability and traceability in our quality management systems.

ACCELERATING ACCESS TO HEALTHCARE

Equitable access and comprehensive health coverage are important steppingstones in the transition to a sustainable and equitable world. Accessibility and affordability of medicines are central pivots around which our corporate purpose and business model have been built. Being a generics focused Company, it is our endeavour to enable affordable and timely solutions for our patients across geographies. We are committed to deliver on our corporate purpose by integrating our innovation oriented approach with deep market insight to accelerate access to our medicines in line with patient needs. Over the years, we have reinforced our market presence in 5 continents by consistently bringing quality and affordable solutions to the market. We have emerged as a leading generics Company across emerging and developed markets evidencing our determined approach towards enabling product affordability, quality and accessibility. We closely study the health demographics in our geographies of operation and build solutions that eliminate barriers to access such as price and availability. We have presence in over 20 countries in the African region and have a strong presence in the Indian market. In fact, over 50,000 pharmacies stock our products in India. Our core strategies towards enabling access to medicine are:

- Introducing high quality affordable medicines to the market
- Enabling supply assurance in tandem with broadening and deepening distribution networks
- Donating medicines free of cost to underserved communities
- Inculcating positive health seeking behaviour through awareness building





Product overview



Therapeutic focus



Enabling access through cost-effectiveness

Remo® (Remogliflozin Etabonate)



We are the first company in the world to launch Remo® (Remogliflozin Etabonate), a novel SGLT2 inhibitor for diabetes

SGLT2 inhibitors reduce blood glucose and HbA1c levels and can be prescribed as an alternative first line treatment to metformin or as an adjunctive treatment for Type-2 diabetes

The medicine was launched at a cost 55% lesser than the competing brands in the Indian market. It has been used for treating over 1.5 lakh patients with diabetes across the country and was recognised and rewarded at the ET Healthcare Awards in January 2021 for improving patients' accessibility to SGLT2 inhibitors

Nindanib™

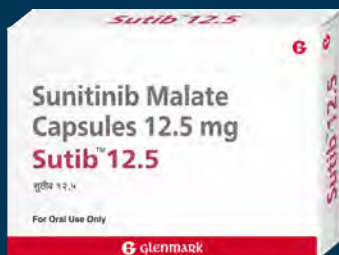


We were amongst the first to launch the branded generic version at an affordable cost to treat Pulmonary Fibrosis in India

Nindanib provides treatment for Pulmonary Fibrosis in a cost-effective manner and enables doctors to treat a wider patient population in the country. Nindanib is approved by the Indian drug regulator for the treatment of Idiopathic (unknown cause) Pulmonary Fibrosis (IPF).

Nindanib priced at Rs. 4,500 (100 mg) and Rs. 5,400 (150 mg) is available at 5 % of the cost as compared to the innovator brand in India

Sutib™



We launched Sutib (version of Sunitinib oral capsules) as treatment for kidney cancer in India.

Sutib (Sunitinib) is one of the "gold-standard" first-line treatment options for kidney cancer in cases of fast-spreading (metastatic) renal cancer. Research shows that Sunitinib alone has helped reduce the risk of progression of renal cancer by 58%.

The drug is launched at a MRP that is approximately 96% lower than the MRP of the innovator brand.



Product overview



Therapeutic focus



Enabling access by being first-to-market

FabiFlu®



We are the first pharma company in India to launch FabiFlu® (Favipiravir) product for the treatment of mild to moderate COVID-19.

We developed the antiviral medication FabiFlu® (Favipiravir) as an effective treatment for mild to moderate COVID-19. During the pandemic, favipiravir was repurposed for use in COVID-19 treatment as it could inhibit the multiplication of the virus causing COVID-19.

FabiFlu® is the first brand to be used for treating ~1,00,000 patients in its second month after launch. Since its launch, FabiFlu® has treated over 5 Mn patients. As on June, 2021 we have made the medicine available across 24 countries.

Ryaltris™



We launched Ryaltris™, our novel treatment for allergic rhinitis in FY 2020-21. The development of Ryaltris™, our first branded specialty product globally, was an important milestone as it underscored our ability to develop and commercialise proprietary specialty pharmaceuticals globally.

Ryaltris™ is a fixed-dose combination nasal spray that blends an antihistamine (Olopatadine Hydrochloride 665 mcg) with a steroid (Mometasone Furoate 25 mcg). It effectively treats symptoms associated with seasonal as well as perennial allergic rhinitis.

It is the only first line combination inhaler treatment option for patients across Europe.

OUR PEOPLE AND CULTURE

At Glenmark, over the years, our inspired and passionate workforce has been the growth driver of our business success. We have steadily built a work ethos that thrives on diversity, collaboration and a collective drive for excellence. Our workforce is characterised by a rich amalgamation of talents, skills and perspectives. The synergies innate in our workforce catalyses operational efficiencies and equips us with superior capabilities to deliver unique solutions to serve our patients. It is our endeavour to help our employees realise their true potential by nurturing their talents and fostering a milieu which helps them flourish. We encourage their inquisitiveness and create platforms for them to collaborate, ideate and co-create innovative solutions. It is our vision to create a work environment that promotes entrepreneurial spirit and enables each employee to freely express their opinions and exchange ideas. We focus on inspiring pride and ownership in the work that our employees deliver and channelising our resources to support their growth. Our HR strategy emphasis is on creating enriching work experiences for employees by promoting diversity, employee development, health and safety in each phase of the employee lifecycle. Our HR governance system encompasses numerous policies such as Human Resource Policy, grievance redressal

mechanism, Human Rights Policy, EHS Policy, among others. The Board of Directors periodically appraise our HR policies and progress on key HR linked initiatives.

In FY 2020-21, the pandemic dramatically changed work paradigms globally creating a unique and multifaceted human resource management challenge. Achieving the fine balance between employee wellbeing and organisational productivity was at the forefront of HR management strategies worldwide. At Glenmark, we prioritised the well-being and good health of our employees and curated numerous initiatives. We swiftly adapted our HR management approach to ensure employee wellbeing in tune with the evolving pandemic situation. The unwavering commitment of our employees combined with agility in HR management helped us achieve the desirable balance between safeguarding employee health while propelling business productivity. This agile transition to the new style of working stands as a testament of our workforce's alignment with our core purpose of enriching lives.

We strengthened our digital capabilities towards empowering and engaging our employees during the pandemic. We enabled work from home for a subset of employees. Our whole gamut of employee engagement, learning and development initiatives were swiftly adapted to virtual mode. We rolled out virtual on-boarding for new joiners and facilitated employee collaboration through virtual platforms. We made consistent investments to safeguard the all-round well-being of employees. We focused on engagement initiatives aimed at augmenting emotional well-being and safety control measures to protect our employees on-site.

MITIGATING THE IMPACT OF COVID -19

We provided additional provisions to support our employees such as:

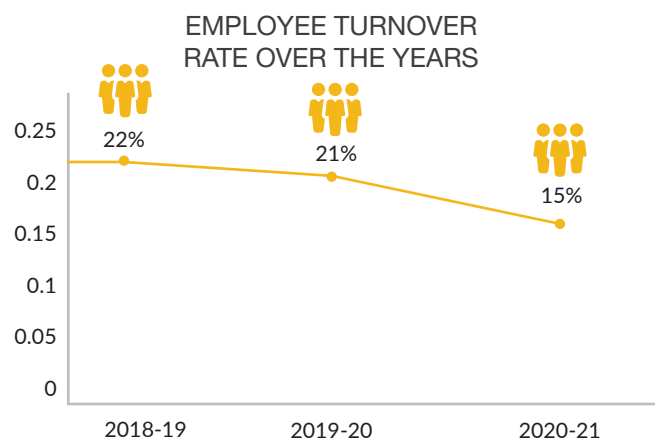
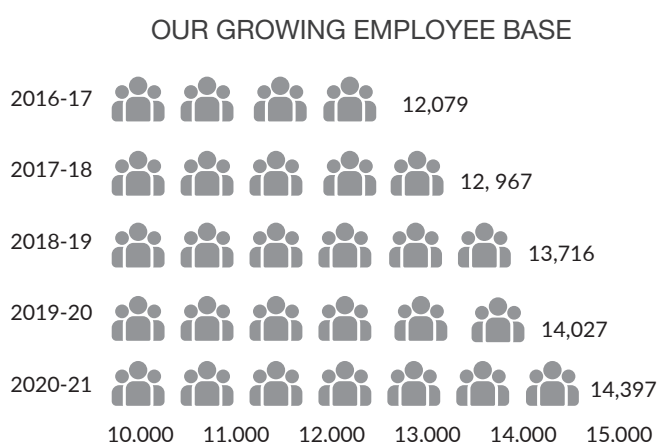
- Telemedicine access to employees and their families
- Provision of healthcare supplies and groceries to employees at our manufacturing facilities and R&D centres
- Death benefit to families of employees who passed away due to COVID-19
- Reimbursement for COVID-19 medical expenses (during home quarantine)
- Vaccination drives – onsite as well as through tie-ups with online vendor
- Awareness building on insurance policies provided to our employees underscoring the option to avail top up medical cover for parents at discounted rates

PROMOTING DIVERSITY TOWARDS CULTIVATING A VIBRANT AND INSPIRED WORKFORCE

The diversity and cohesion in our workforce is at the heart of our operational excellence. We attract bright minds from diverse backgrounds to create a multidisciplinary and multicultural work environment. The resultant multitude in perceptions, values and aspirations is a vital enabler of organisational distinctiveness and innovation-centricity. Our HR management processes are built on the philosophy of "Equal opportunity for all" and infuses an inclusive work culture through policies and programs. Further, we are an equal opportunity employer and our recruitment activities are strictly based on merit and competencies of a candidate. We lay emphasis on identifying alignment of prospective employees with our value systems and organisational purpose. We have a buddy program tailored to ease employees into

our work culture and management processes. We extend a comprehensive employee benefit plan for all our employees. The benefits provided to full-time employees includes 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 among others. In our effort to support new parents, we have rolled-out creche facilities at national and international locations. In FY 2020-21, around 26 employees availed maternity leave and 330 employees availed paternity leave. Further, 84.61% employees returned to work post availing their maternity leave in the reporting period.

OUR WORKFORCE AT A GLANCE

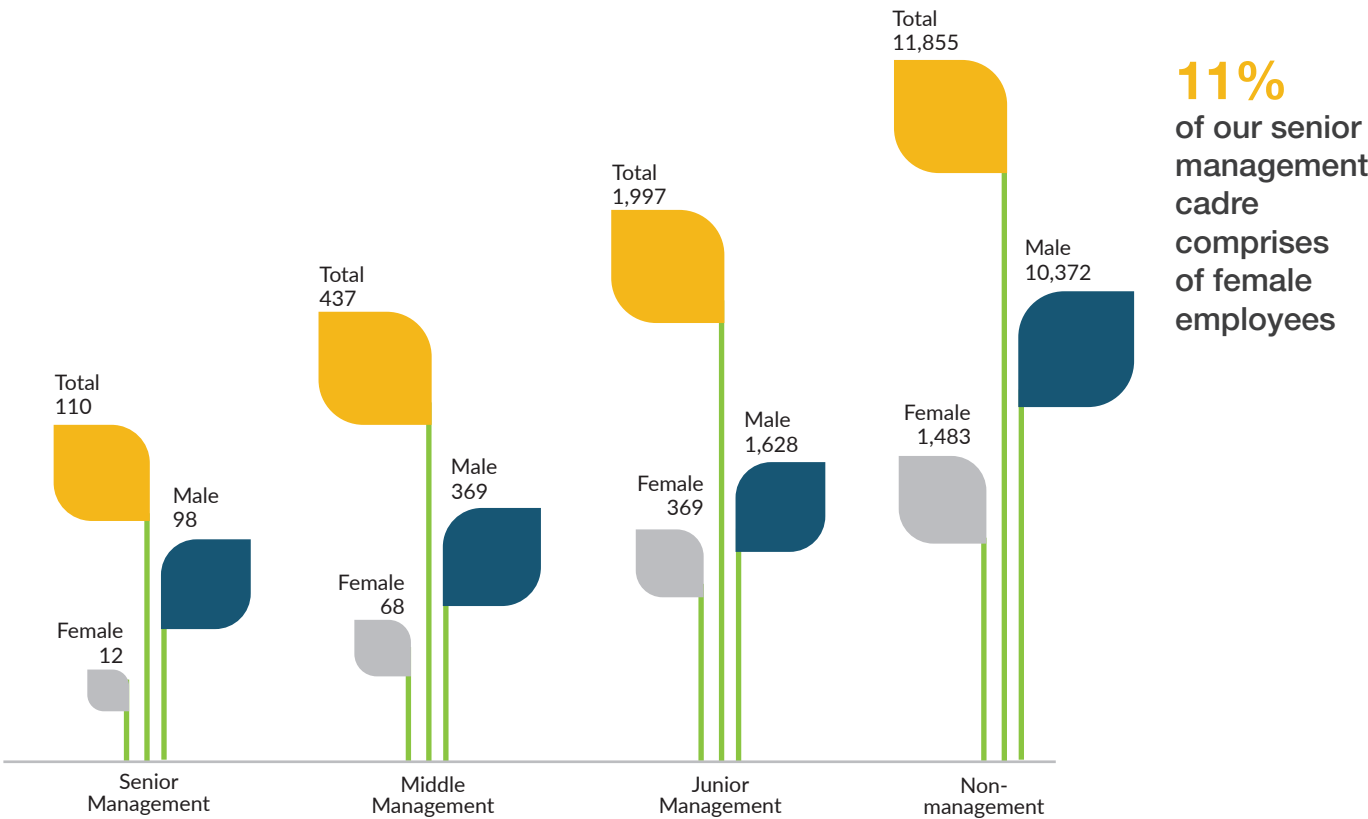
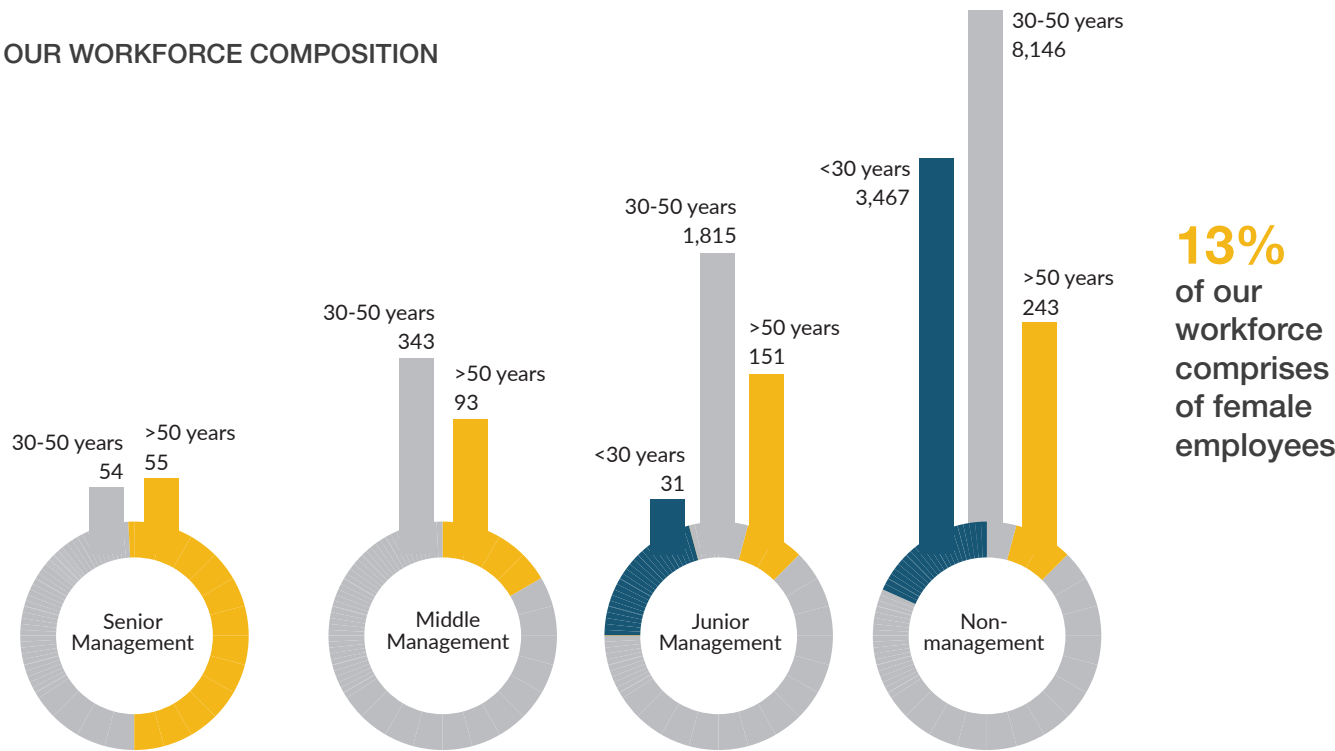


RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN

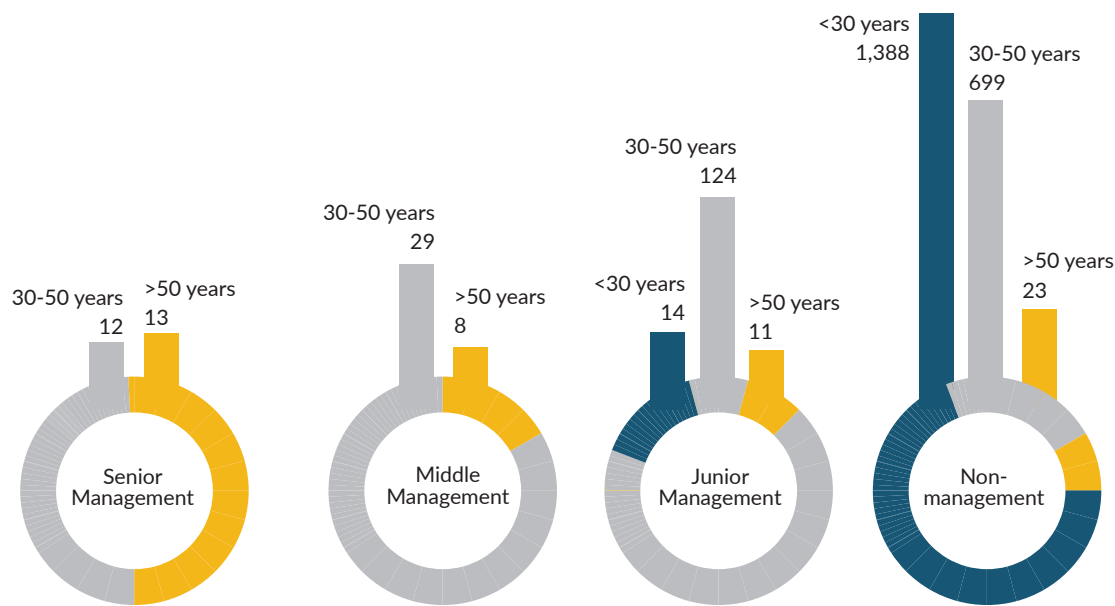
| Employee Group | Avg. fixed compensation (Female: Male) | Avg. total compensation (Female: Male) |
|-------------------|--|--|
| Senior Management | 0.96 | 0.84 |
| Middle Management | 0.95 | 0.95 |
| Junior Management | 1.02 | 1.02 |
| Non-management | 1.16 | 1.17 |

In FY 2020-21, we noted a sharp decline in employee turnover rate along with an increase in our total employee headcount. This evidences our employee centric approach and commitment to secure employee security and wellbeing during crisis.

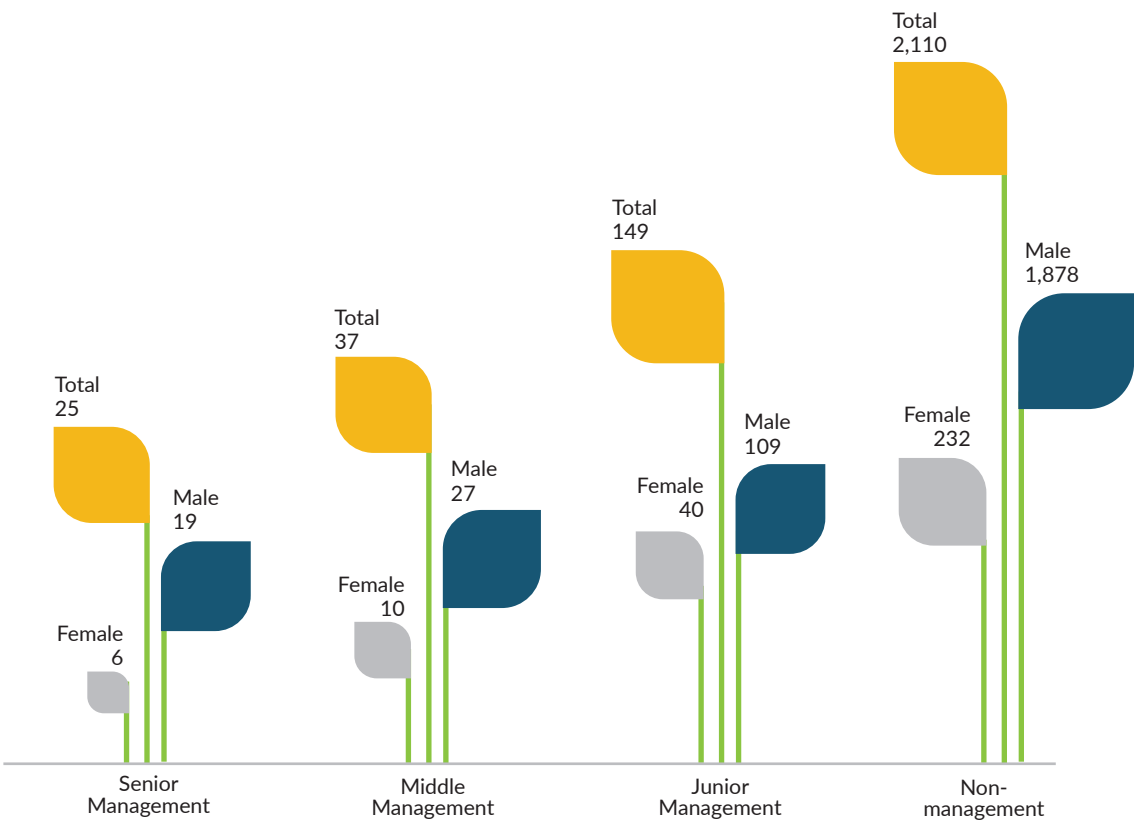
OUR WORKFORCE COMPOSITION



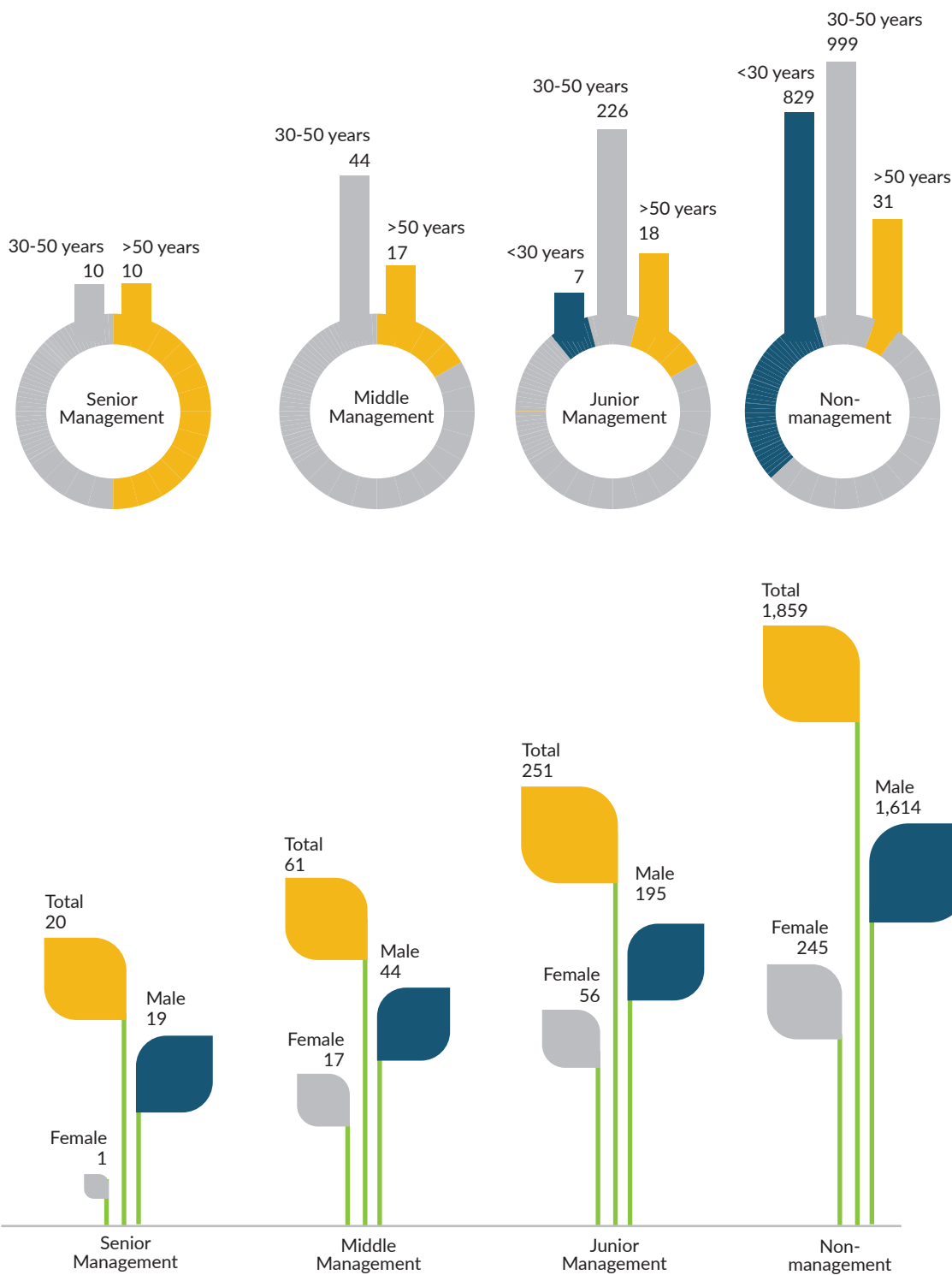
NEW EMPLOYEE HIRES



2,321
In the FY 2020-21, we hired 2,321 new employees



EMPLOYEE TURNOVER

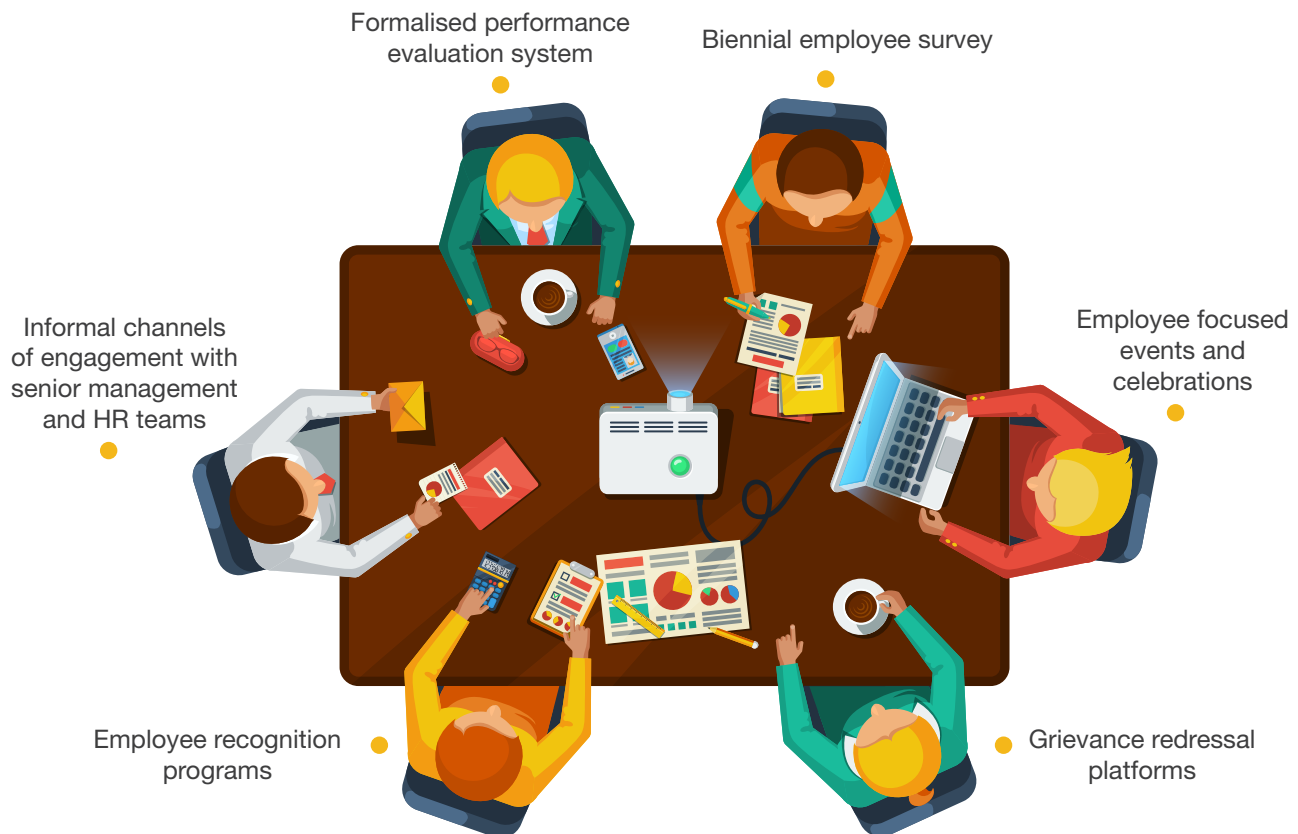


28.6%
In the FY 2020-21, we witnessed a 28.6% decline in attrition rate compared to the previous year

EMPLOYEE ENGAGEMENT

At Glenmark, we strive to align the personal growth of employees with our organisational development strategies. Our employee engagement strategy revolves around “Connect”, “Communicate” and “Celebrate”. Through these cornerstones of employee engagement, we keep our employees motivated and in sync with our business purpose and strategies.

Our wide array of employee engagement channels and wellness initiatives enable us to proactively recognise the employee aspirations and integrate employee feedback into our programs and initiatives. We conduct annual and mid-year performance review. In FY 2020-21, 100% of our employees underwent the annual performance review enabling us to gauge the effectiveness of initiatives undertaken towards enhancing employee and personal wellbeing.



In line with our 3C principle we conducted various programs/ events such as celebration of cultural festivals, national/ international days such as Republic Day, Environment day, among others. We also created platforms to help our employees feel a sense of shared belonging and acknowledge each other's efforts.

For FY 2020-21, we conducted engagement and wellness sessions focused towards the emotional and physical wellbeing of our workforce. In view of the COVID-19 pandemic, in addition to leadership connect sessions, we organised several seminars and interventions to assist our employees in coping with the pandemic related stress. Some of our key initiatives are discussed as given:



iSay

iSay is our global employee engagement survey which is based on the tenet "You Speak, We Listen". The survey is undertaken biennially at a pan-organisational level. The last survey was conducted in FY 2019-20 witnessing participation from over 94.2% of total employees with a corresponding 68% employees actively engaging in the survey. We rolled out the survey in 14 languages with built in features that enabled a high level of confidentiality. This encouraged employees to freely share their thoughts and feedback with us. We are currently working on the identified action areas and preparing for the next survey cycle.



iCall

In collaboration with TISS, we launched a professional telephonic counselling service for our India business employees and their family members to cope with the COVID-19 lockdown induced stress.



Leadership Connect

To strengthen the cohesion of the leaders with the employees, Leadership Connect sessions were conducted across all our locations. In addition to providing the employees an opportunity to raise their concerns and queries, the initiative also facilitated the feedback on employee health and safety at workplace and subsequent suggestions to improve practices.



Virtual Social Meets and Webinars

During the COVID-19 lockdown, we virtually engaged with our employees and their family members through 13 family shows, 12 employee talent shows and 26+ expert webinars.



European Walking Challenge

We organised a reward-based team walking challenge. Using an application for step-calculation, screenshots were shared by the team members regularly following which winning team was announced.



Joint Employee Committee

In FY 2020-21, we formulated joint employee committee across our manufacturing facilities comprising of the site head of quality and operations along with the HR team. Further, the committee has representation from across cadres. The objective of this committee is to oversee facility management and administration through a cross-functional and consultative approach.



Town Hall

We conducted Town Halls focusing on both business and people aspects across all our locations in the FY 2020-21.



Coffee with Champions

To augment the connection between the senior leadership and the high performers across levels, we conducted Coffee with Champions covering 6 regions and 48 champions so far.



Virtual Applaud Days and Other Recognition Programs

Our employee award program U-Excel was conducted virtually, celebrating the excellent performance of employees. We also convened other employee recognition schemes such as long service awards and felicitation of COVID warriors. To felicitate employees showcasing strong alignment with Glenmark Values, we also launched a new recognition platform, Glenmark Value Champion.



Tele-Medicine

To virtually assist our employees and their family with medical help during the COVID-19 pandemic situation, we launched a 24X7 Tele-Medicine helpline number. The virtual consultation enabled employees to gain access to numerous services within the safety of their homes. Some of the key services extended include:

- Easy access to qualified doctor through virtual modes
- 24X7 access to primary and preventive health care



Parental Outreach Program

We organised a unique Parental Outreach Program during the pandemic, connecting virtually with the parents of around 200 employees who had to stay away from them to attend the call of duty. This initiative helped us express our gratitude to the parents of the employees for their support in addition to creating awareness about COVID-19.



Employee Assistance Program (EAP)

We launched a comprehensive assistance program for our employees to guide them with services such as counselling sessions, referrals for local resources, life coaching and mindful programs towards promoting health and wellbeing. This free program aims to improve the wellbeing of our employees while ensuring privacy and confidentiality.



Glenmark Excellence and Transformation (GET)

As part of a strategic measure to improve efficiency of the manufacturing network and incorporate sustainable improvements and changes in the system, we launched Glenmark Excellence and Transformation project. The project implementation enhanced the workforce capability, improved cross-functional collaboration and effectively increased the manpower productivity across all levels with work culture transformation.



Get an Idea

We launched a platform based on the philosophy of Kaizen at our Nalagarh plant to motivate our employees to explore and suggest ideas on continuous improvement to increase productivity, decrease breakdown time and be recognised based on outstanding ideas.



AIM- All Ideas That Matter

At our Goa plant, we launched a new platform All Ideas that Matter (AIM) to inculcate a culture of innovation among the employees. The employees were encouraged to suggest ideas for optimisation of existing processes, following which the best shortlisted ideas were felicitated.



Health and Wellness

ENABLING HEALTH AND WELL-BEING THROUGH OUR ENGAGEMENT CHANNELS

We have rolled out a series of health and wellness focused programs to help our employees take a proactive approach to their all-round well-being. Our wellness and care series enables employees to take an active interest in building a healthy work-life balance and working on developing a stable fitness regime. We also use this platform to celebrate diversity and good health through specialised events on Women's Day, Mother's Day, World Health Day, among others.

1. Key themes of our health awareness sessions:
 - Programs such as "relax, rejuvenate and revitalise" and "Ikigai" focused on anchoring mental well being
 - Sessions to avoid burnout and stress
 - Dedicated sessions on cancer, cardiovascular health and well-being, diabetes, hormonal disorders, among others
2. Key programs enabling healthy fitness regime:
 - Virtual workout sessions such as dance aerobics and Yoga
 - Healthy diet sessions tailored to circumvent various lifestyle disorders

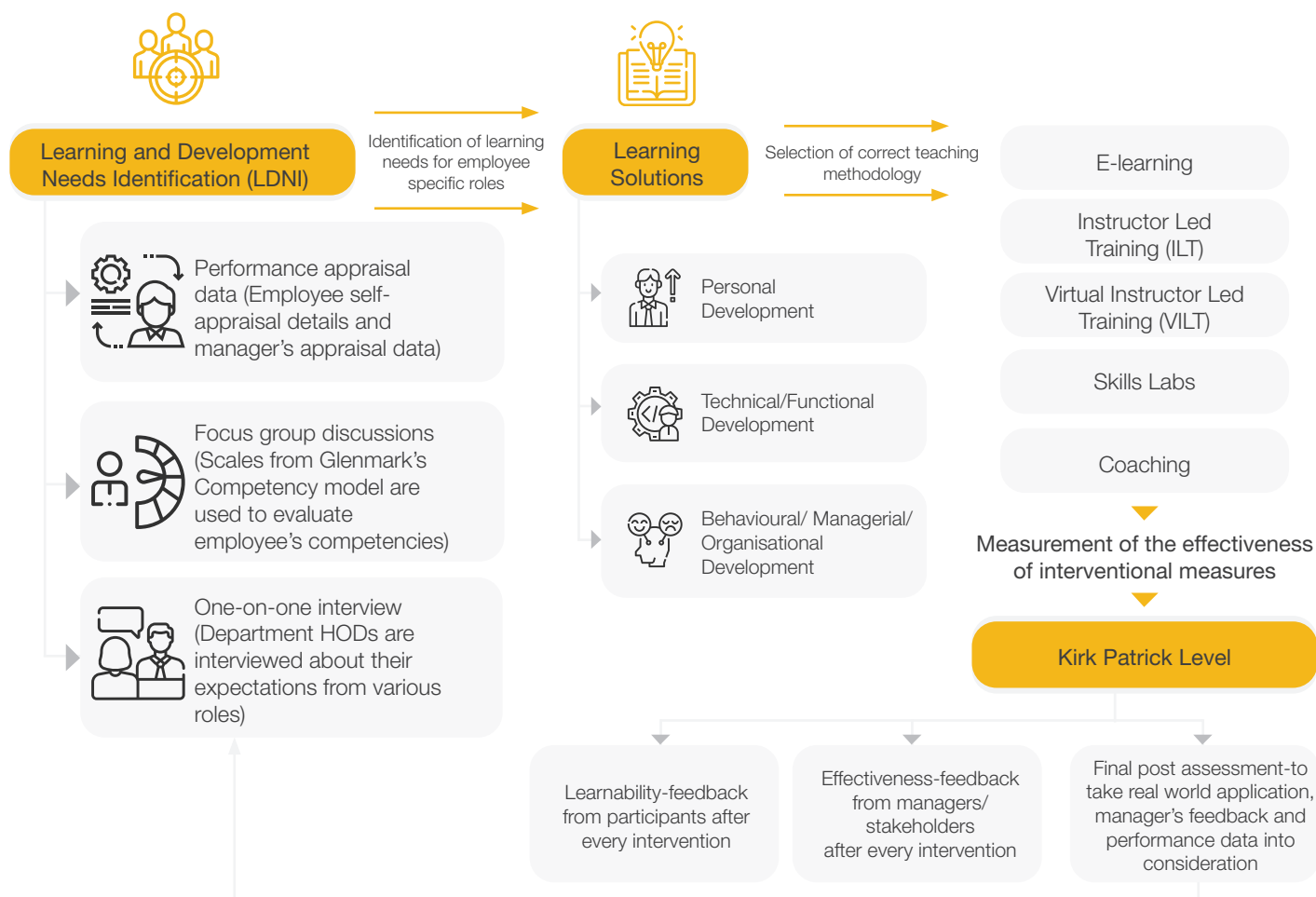
EMPLOYEE LEARNING AND DEVELOPMENT

Our industry is being rapidly transformed by digitisation, emerging patient needs and an urgent need to step up efficiencies and scale. It is imperative for us to prepare our employees to seamlessly navigate the shifting paradigms and deliver solutions in line with the current market demand. Towards fostering a culture of high performance, growth and employee satisfaction we have tailored comprehensive learning and development programs focused on unlocking excellence. Our training programs aim to keep our employees abreast with emerging concepts and the latest technologies. We have a systematic process towards identifying learning needs and devising programs that cater to identified knowledge gaps. In line with the identified gaps, we have five key learning and development methodologies that aim to impart the requisite skills and competencies. We employ the Kirk Patrick model to gauge the effectiveness of our training and development initiatives.

41%
increase in employee
training
man-days

Employee training (in Man-days-FY 2020-21)

| Employee Category | Units | FY 2020-21 | |
|-------------------|-------------------|------------|----------|
| | | Male | Female |
| Management | Training Man-days | 27,965.59 | 1,670.19 |
| Non-management | Training Man-days | 72,395.56 | 4,012.39 |



OUR LEARNING AND DEVELOPMENT PLATFORMS



Support for career development of 1,500+ employees with role-specific learning themes

Glenmark Learning Academy

With over 5,100 users and 60 minutes of learning time per user, our online learning academy provides access to a range of career development, behavioural, micro learning modules specific to employee role. The platform hosts over 1,000 modules on GLA and 1,700+ modules on GCAT. Through this platform we have also rolled out customised apps catering to the learning needs of certain teams such as Glenmark sales training mobile app. The learning plans are curated in line with each employee's performance management system. Hence the academy supports employee career progression, addressing learning needs at various phases of the employee life cycle.



Elevated employee learning experience with ease in monitoring of the training records through digital medium

Aspire Learning Management System

Our cloud-based learning management system provides a one-stop solution for training our employees with various blended solutions. Aspire enables our employees to access all their learning modules through a consolidated dashboard and supports them to learn at their own pace, anytime and anywhere. The Aspire platform also supports efficient monitoring of employee learning and development progress.

Employee speaks

"A convenient and agile way to learn and get trained on the move. It is one stop repository for my learning needs."



Increase in employee retention and productivity by building a talent pipeline for internal workforce

Virtual Development Centre for India Formulation

By introducing a development plan for our internal talent, we have enabled the reduction of hiring cost by filling 69% of our positions internally. Individual assessment report of career development and growth improves the productivity of our workforce.



Seamless transitioning of learning programs to virtual classroom sessions

vILT

To ensure the continuity of learning and development of the employees during pandemic-enforced remote working, we offered virtual training sessions.



Glenmark Kenya Team

OUR CHANGE MANAGEMENT PROGRAMS



Provision of career path and development framework for employees during change in management

Pinnacle Hangout Sessions

The change management program aims at equipping the employees with a framework to adjust their mindset and career growth plan.



Incremental improvement in sales due to increase in optimism among the sales team members

Project Embracing Change

Our interventional measure designed specifically for elevating employee morale and developing an optimistic mindset among the workforce.



Glenmark Czech and Slovak Team

OUR LEADERSHIP FOCUSED PROGRAMS



Development of high-performing efficient leaders

GOLD
Graduate of Leadership Development

This program facilitates the development of leadership skills and enhancement of self-effectiveness for the employees. This year we convened 3 cohorts of 24 employees each.

Overview of our approach to creating a socially engaged leadership pipeline



Equips 3 critical employee groups with managerial experience

Managerial Effectiveness (ME) Series

The program provides training based on emerging concepts and research to 3 critical managerial groups – first time managers, managers with 2-3 years of experience and seasoned managers.

Employee speaks:
“The program enabled me to connect with leaders from various locations of Glenmark globally. Further, the blend of interactive and workshop based approach made the sessions very engaging and relatable.”



Aligning our leaders with the workforce

Leadership Edge

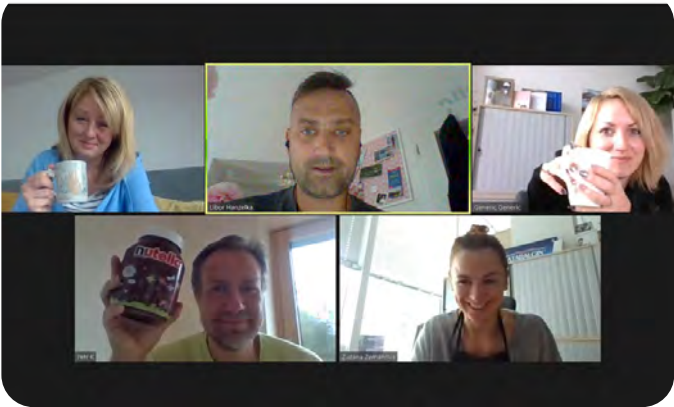
We designed a Situational Leadership Toolkit to facilitate experienced managers in aligning their leadership skills with the developmental needs of their team members.



Creating a culture of mentorship

Manager as a Coach

To equip experienced managers with the fundamentals of coaching and GROW coaching framework, we launched a practice-based session for our experienced managers.



Employee from CEE taking a virtual coffee break

OUR SKILL DEVELOPMENT FOCUSED PROGRAMS



Enhancement of English language proficiency for employees

Hello English App

By introducing an English language proficiency app, we observed remarkable improvement among the learners, with considerable amount of them transitioning from basic to intermediate and advanced level.



Reduced attrition and accelerated the career progression of employees

President's Club

A performance appraisal rating based nomination is used to select individuals for career development. The program has enabled the reduction in attrition rate while augmenting career progression.



Development of deep functional expertise and leadership skills

Glenmark HR Development Academy

Functional capability development programs spanning 8-10 months was launched for high-potential individuals in the HR function, comprising of virtual learning interventions, group and personal coaching, assessments, and action learning projects:

- **HR Emerging Leaders Program (HR ELP)**
To develop leadership skills and deep functional expertise for mid-level HR professionals
- **HR Professional Excellence Program (HR PEP)**
To develop functional and professional skills among first- and second-line HR professionals



BEHAVIOURAL DEVELOPMENT FOCUSED PROGRAMS



Enabling the right behavioural-blend

Behavioural training

To facilitate the improvement of interpersonal behaviour and stress reduction of our employees, Glenmark Center for Learning (GCL) conceptualised and designed several training programs:

- Mindfulness
- Rational Emotive Behaviour Therapy (REBT)
- Emotional Freedom Technique

An Emotional Intelligence Series Program was also launched covering 600+ employees, we conducted 12 sessions through vILT (Virtual Instructor -led Training) on intelligence, emotion, five pillars of Emotional Intelligence (EI), and self-awareness.



Enabling the right behavioural-blend

Learning Capsule

An one-hour Learning Capsule session was designed and deployed for all employees to recover from the mental, physical and emotional disturbances induced by the pandemic. The Learning Capsule covers various topics including:

- Amplify Growth
- Non-violent Communication
- Permanent happiness
- Collaborative Communication
- Appreciative Inquiry
- Wheel of Life
- E-mail etiquettes
- Emotional Intelligence
- Building Rapport with SCARF model



Glenmark Cambodia Team

OUR COMMITMENT TO HUMAN RIGHTS

At Glenmark, we are committed to fostering a work culture that instills respect for human rights. We are committed to safeguarding human rights of our employees and ecosystem of partners by enabling a shared understanding of the universal and fundamental nature of these rights. Our Human Rights policy and Code of Conduct delineates our firm commitment to respecting and protecting human rights. We are an equal opportunity employer and strictly condemn 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.

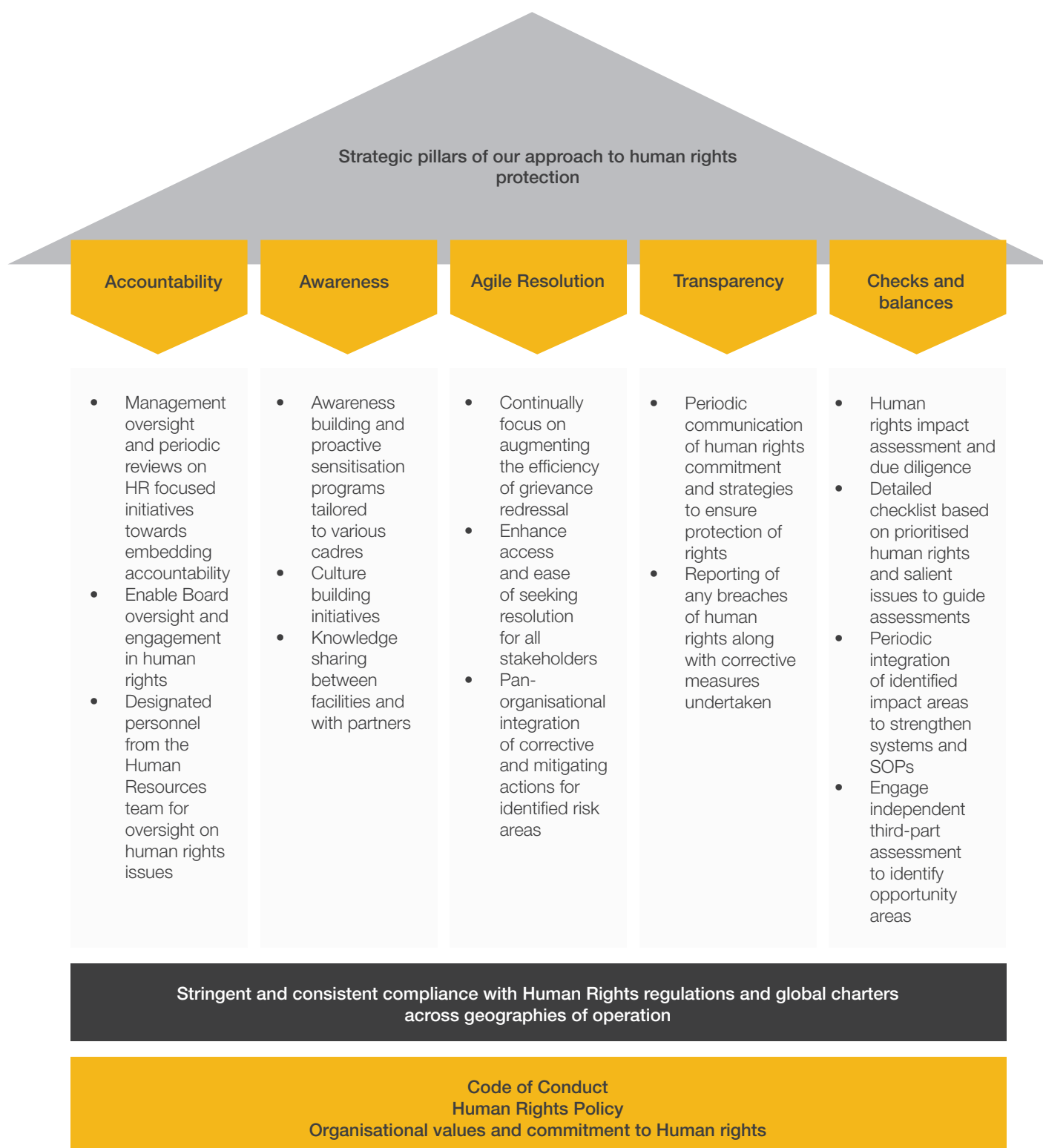
Globally, about 3% of our employees are covered by collective bargaining agreements through unions at Nashik, Baddi and Argentina. In Brazil and Spain our employees are covered by government-linked collective bargaining agreements. All our employees and stakeholders are encouraged to report any potential violations or breach of human rights to the human resource department or globalcompliance@glenmarkpharma.com. In FY 2020-21 in our efforts to strengthen our commitment to the protection of human rights we have employed a programmatic approach towards developing a human rights framework and strengthening our governance mechanisms towards effectively managing human right impacts of our business.

OUR APPROACH TO HUMAN RIGHTS PROTECTION

We have identified five strategic pillars towards integrating the ethos of human rights protection across our business operations. We undertook a human rights assessment conducted by a third-party independent organisation with expertise in assessment and management of human rights impacts. The assessment process was undertaken to catalogue key human right impact areas and embed proactive actions to enhance the robustness of our processes. We plan to systematically broaden the scope of our ambition to protect the human rights of our value chain partners. This year our focus has been on internal stakeholders and gauging our key human rights impacts and salient issues. The key parameters employed during the human rights assessment process were:



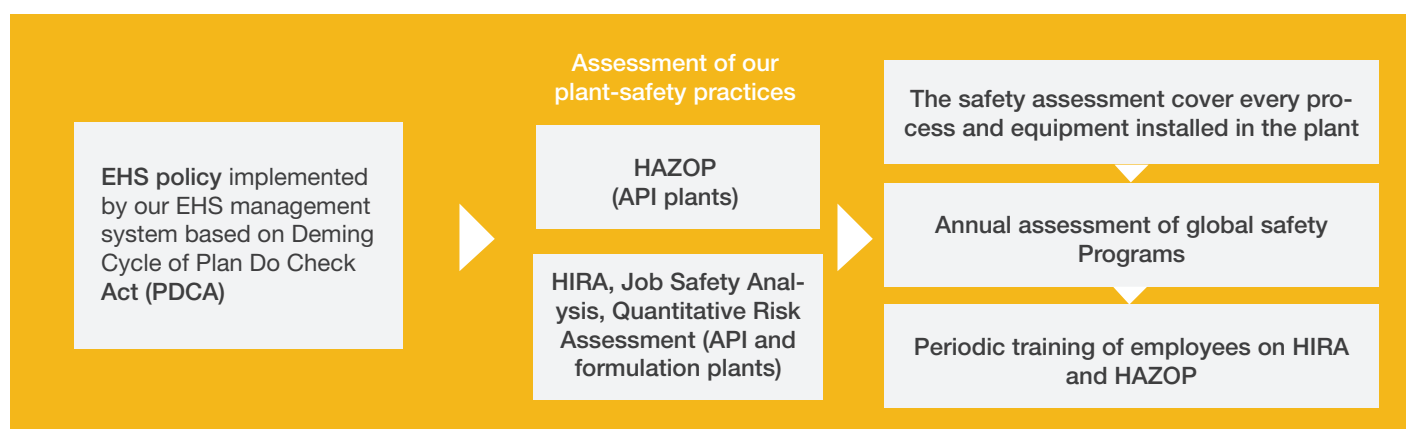
As an outcome of the assessment we could ascertain key human rights focus areas and have structured our approach to strengthening our systems. We covered 40 percent of our internal operations through the assessment in FY 2020-21. There have been no reported instances of non-compliances or breaches with regards to human rights.



EMPLOYEE HEALTH AND SAFETY

As a leading pharmaceutical Company with a vibrant workforce of 14,000+ employees, we are dedicated to integrating robust health and safety management system. Our conscientious approach towards the identification and mitigation of safety-linked hazards and risks is outlined in our EHS policy and implemented by the EHS management system. To assess the implementation of safety practices across our plant locations, we periodically conduct Hazard and Operability Study (HAZOP) and Hazard Identification and Risk Assessment (HIRA). Biannual post-assessment reviews and harmonized employee-trainings further enhance our safety-linked practices.

To oversee the implementation of our safety practices we have 41 EHS committees at various levels across India, represented by 422 management, 26 non-management and 69 contract workers' representatives



To ensure the alignment of our safety management system with the global best practices, we have aligned it with ISO 45001:2018 standard. We endeavour to further protect our employees from any potential occupational hazards by implementing robust technology and infrastructural control measures in line with other National and International Standards. We provide Personal Protective Equipment (PPE) to all employees working on our premises along with establishing administrative and infrastructural safety controls. All our employees working across our manufacturing facilities are covered by our health and safety management system. We have dedicated occupational health centers in majority of our facilities and tie-ups with third party clinics to facilitate timely health care

for our employees. In FY 2020-21, there have been no recorded cases of work-related ill health.

It is noteworthy that we fulfilled our set target for FY 2020-21 by successfully migrating our occupational health and safety management system from OHSAS 18001:2007 to ISO 45001:2018 standard at our Nalagarh, Baddi, Sikkim, Indore, Aurangabad, Ankleshwar and Dahej facilities. Our Argentina and Czech Republic plants also migrated from OHSAS 18001 to ISO 45001 standard. With the migration of standards for 7 plants in the reporting period, we now have 11 global manufacturing facilities certified for ISO 14001:2015 and ISO 45001:2018 standards.

| SAFETY DATA | 2017-18 | 2018-19 | 2019-20 | 2020-21 |
|----------------------|---------|---------|---------|---------|
| Man-days Lost | 233.5 | 72 | 117.5 | 29 |
| LTIFR | 0.11 | 0.10 | 0.10 | 0.03 |
| Occupational disease | 0 | 0 | 0 | 0 |
| OIFR | 0 | 0 | 0 | 0 |
| Fatalities | 0 | 0 | 0 | 0 |
| Near miss + Hazard | 5,896 | 7,027 | 8,004 | 8,974 |

Total manhours worked accounted for FY 2020-21 is 23,096,388 hours.

The formula used for LTIFR= (number of lost time injuries/total man hours worked)*2,00,000

GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-8, GRI 403-9, GRI 403-10, GRI 403-3, GRI 403-8 (Scope includes only Manufacturing facilities)

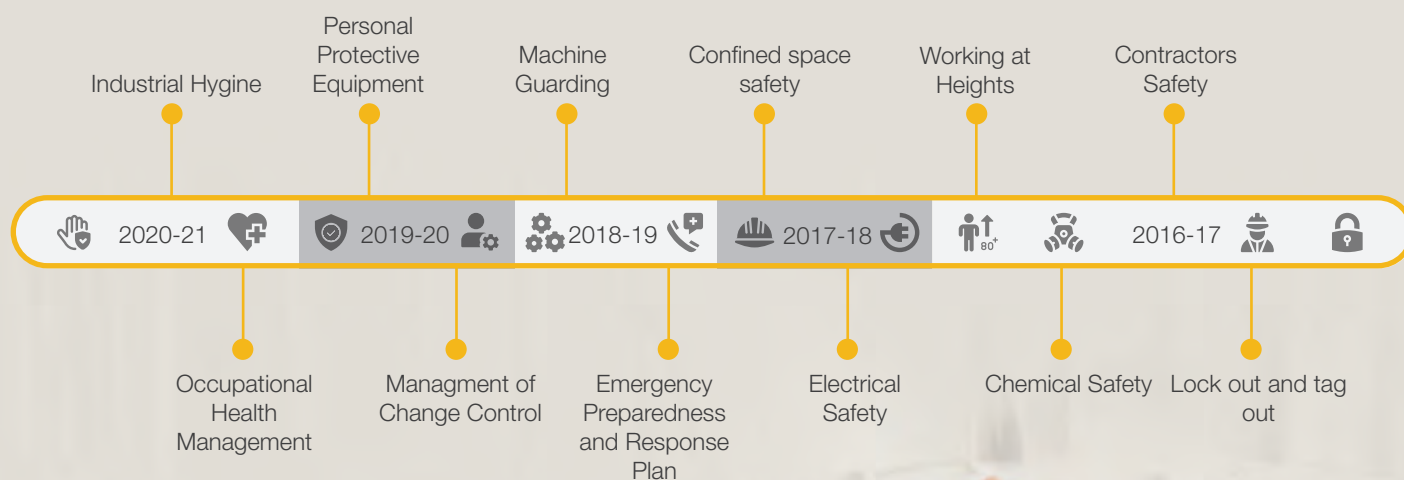
SAFETY TRAININGS AND PROGRAMS

At Glenmark, we take proactive measures to inculcate safety practices and awareness among our employees. We recognise that, employees being the first responders to any untoward incident need to be well-equipped to effectively mitigate the situation and prevent any catastrophic outcomes. Our safety initiatives focus on creating a safe working environment for employees by providing access to comprehensive Global Safety and EHS training program modules. Over the last five years, since the inception of Global Safety Program in FY 2016-17, we have continued to implement additional programs annually, in FY 2020-21, we added two new programs to our curriculum: Industrial Hygiene and Occupational Health Management.

By 2023, we have set a target to implement 16 Global Safety Programs

Global Safety Programs

Programs implemented over the years since the launch of the initiative



SAFETY TRAININGS AND PROGRAMS

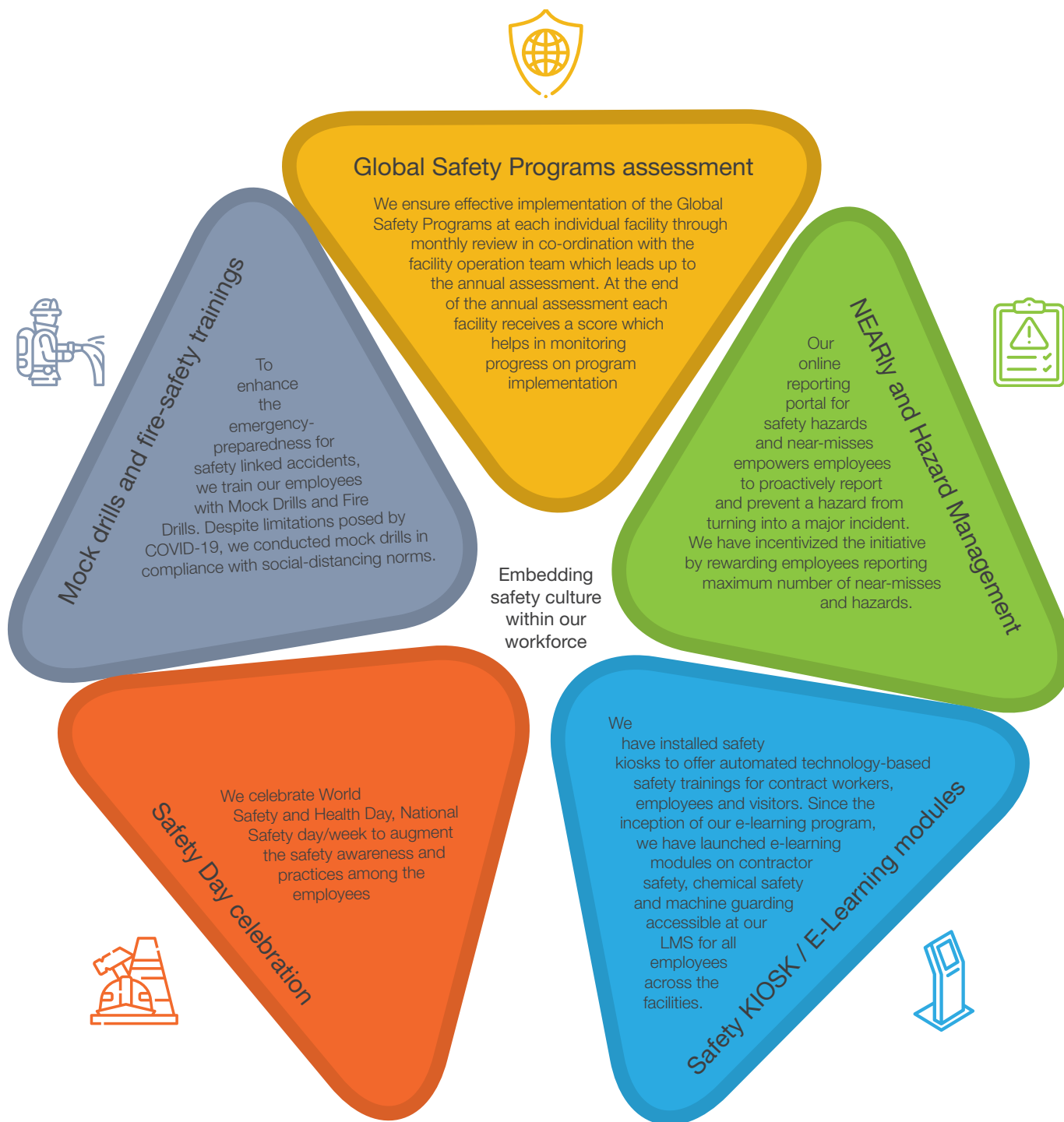
- Incident investigation & CAPA to Senior Leadership team
- NEARly & Hazard Management online portal
- Process safety management
- Job safety analysis
- Industrial hygiene
- First aid
- Powder safety
- Safety Data Sheets (SDS)
- ISO 45001 internal auditor course
- ISO 45001 lead auditor course
- Incident reporting
- Emergency preparedness
- COVID-19 management training
- Industrial hygiene

Our SOPs are aligned with Good Documentation Practices (GDP), Current Good Manufacturing Practices (cGMP) and Good Laboratory Practices (GLP)



EMPLOYEE ENGAGEMENT IN SAFETY CULTURE

We have established a wide array of interactive employee engagement sessions and reviews on employee safety. Safety performance reviews are conducted on fortnightly and annual basis for each facility. These reviews facilitate the recognition of opportunity areas for improvement in the existing management safety plan. We also provide our employees numerous platforms to evaluate and apply key concepts learnt through the safety training programs. Some of the key employee engagement sessions are elucidated as given:

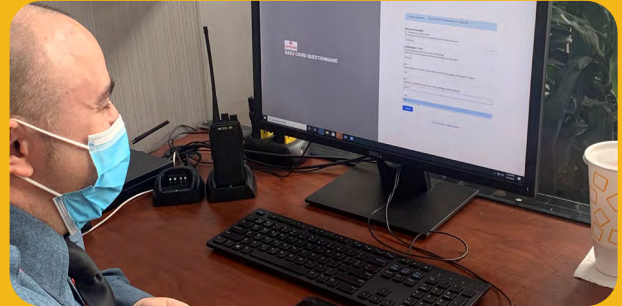


We recognise the importance of health of our workforce and promote a culture of good health and wellbeing by conducting annual health check-ups in partnership with diagnostic centres and hospitals. In the COVID-19 pandemic situation, we took the responsibility of providing our employees and their families with necessary medical attention and facilities. With several assistance-based programs and interventional measures directed

towards the mental and physical wellbeing of our employees and their families, we put efforts to ease the stress induced by the pandemic. We took diligent measures such as regular sanitization of the premises, social distancing, use of mask and contact tracing, to ensure the safety and wellbeing of the employees working at our plant locations.



Social distancing in bus commute facility



COVID-assessment being completed by security-guard



Social distancing at canteen



Temperature monitoring at entry points of facility



Safety mock drills being conducted in compliance with social-distancing norms

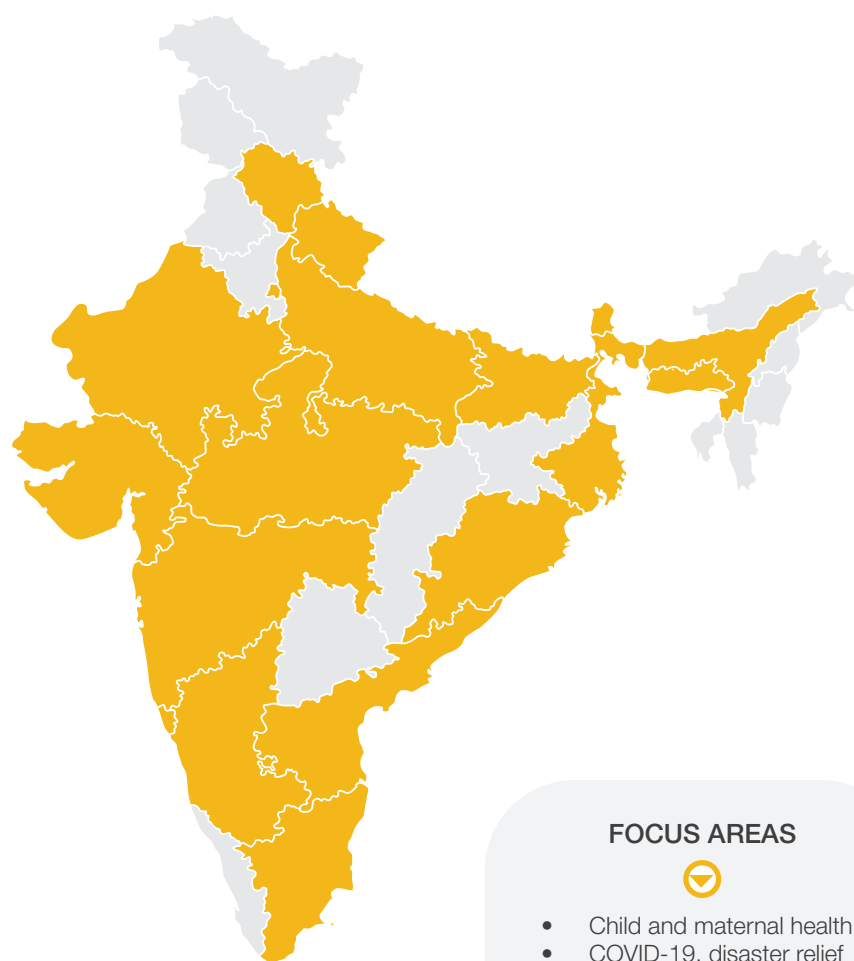


Sanitisation of our facility

CORPORATE SOCIAL RESPONSIBILITY

Our CSR philosophy is inspired by our corporate vision of enriching lives and embodies our commitment to creating a healthier and happier world. Over the years, the convergence of our corporate culture and capabilities has facilitated the sustainable transformation of communities. We have focused on tailoring interventions towards driving transformative change in the communities that we serve. Our programs are aligned to the United Nations-Sustainable Development Goals (UN-SDGs) and aim to make positive contributions to support progress on the Goals. We leverage our knowledge-base, synergies and innovation centric approach to catalyse holistic community development.

Our robust Corporate Social Responsibility (CSR) governance system ensures that our investments translate into tangible developmental outcomes for communities. Our CSR programs are implemented directly and through implementation agencies which includes 'Glenmark Foundation', 'Glenmark Aquatic Foundation', our diverse NGO partners, Government bodies, academia, multi-lateral organisations among others. Our vibrant network of NGO partners have played a vital role in helping us create meaningful value for the people we serve. We have adopted a systematic and iterative approach to intervention design that aims to build resilience and responsiveness into our programs. This approach has enabled us to swiftly adapt our CSR programs to the challenges posed by the pandemic. In the current reporting period, we did not identify any actual and potential negative impacts on local communities.



Over
2 million

Lives positively
impacted over the
years through our
CSR interventions.

VISION



Enriching lives to create a
healthier and happier world.

FOCUS AREAS



- Child and maternal health
- COVID-19, disaster relief and access to healthcare
- Sustainable livelihood and skill development
- Promotion of education and community development
- Glenmark Joy of Giving
- Promoting swimming as a sport

MISSION



- To focus on child health and reduce infant mortality and child mortality
- To empower the marginalised by generating sustainable livelihood
- To promote aquatic sports and place India on the global map.
- To provide access to healthcare through medicine donation and other health initiatives/ projects for the less privileged.
- To support advancement of education
- To encourage employee volunteering across all our locations.
- To provide disaster relief to affected areas

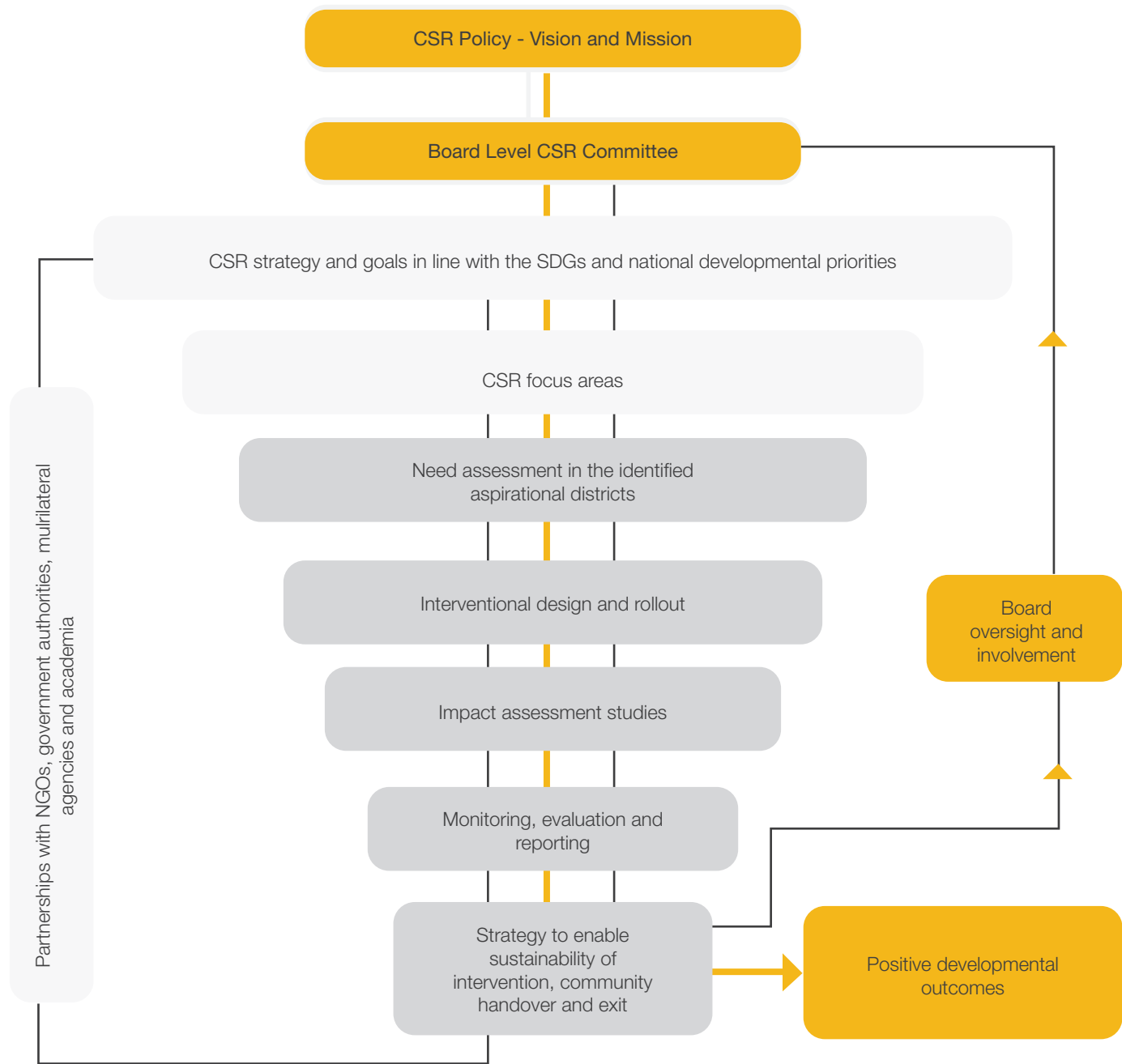
OUR SPHERE OF IMPACT ON THE GLOBAL GOALS THROUGH OUR COMMUNITY DEVELOPMENT PROGRAMS



CSR GOVERNANCE

We have an intricately woven CSR governance structure that steers our Company’s community development programs. Our corporate purpose of enriching lives is deeply rooted in our approach to community development. Our CSR policy along with the CSR vision and mission provide the overarching structure for our interventional design and corresponding decision making. Our CSR committee is actively engaged in gauging the effectiveness of our programs and assessing emerging developmental needs. Towards enabling close monitoring of progress across our projects we have adopted a digital dashboard to evaluate progress and roll out measures towards delivering intended developmental outcomes. We document progress across projects on a quarterly basis and impact assessment studies are undertaken periodically. Periodic reports on CSR program progress are submitted to the CSR committee of the Board on a quarterly basis.

OVERVIEW OF OUR CSR GOVERNANCE STRUCTURE AND PROGRAM IMPLEMENTATION



IMPACT OVER THE YEARS

CHILD HEALTH

- 18,60,000+ lives touched through child health interventions over the years
- 2,85,000+ Children reached out through nutrition, immunisation, and sanitation interventions
- 38,000+ Malnourished children reached
- 1,84,000+ pregnant & lactating women served through various interventions



ACCESS TO HEALTHCARE

- Donated medicines and conducted health camps across different states in India
- ~78,000 individuals impacted through disaster relief interventions



PROMOTION OF SPORTS-SWIMMING

- 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.



SUSTAINABLE LIVELIHOODS

- 2,700+ youth were trained to improve their employment prospects
- 23,000+ differently-abled individuals provided rehabilitation support



EMPLOYEE VOLUNTEERING- JOY OF GIVING

- 6,100+ Employees participated
- 47 Glenmark Locations
- 31 Countries
- 40,000+ hours of voluntary service offered by our employees over the years



CHILD AND MATERNAL HEALTH

We believe that healthy children are the foundation of a healthier world. According to SDG India Index & Dashboard 2020-21, 36 children aged under 5 die for every 1,000 live births while the maternal mortality ratio per 1,00,000 live births is 113. Our flagship child health program "Project Kavach" is undertaken by Glenmark Foundation in collaboration with numerous partners with the vision of providing quality primary healthcare and inculcating positive health seeking behaviour for pregnant/lactating mothers and children between 0-6 years. The name "Kavach" translates to a shield which signifies the protection this program aims to achieve. The program is currently implemented in Himachal Pradesh, Sikkim, Madhya Pradesh, Gujarat, and Maharashtra. In FY 2020-21, we employed unique strategies to deliver on our commitment to maternal and child health as well as to mitigate the adverse impacts of the pandemic.





Our health worker with a program beneficiary.

SDGs in focus



MATERNAL AND CHILD HEALTH PROGRAM, GUJARAT

PROGRAM OBJECTIVE

- To promote holistic development of children under the age of 6 years by augmenting the capacity of caregivers and communities in Bharuch district.
- To provide an integrated approach to address the basic healthcare services for pregnant and lactating women such as antenatal and prenatal care.

PROGRAM RATIONALE

According to a 2019 WHO report, every day, around 810 women die globally as a result of preventable causes linked to pregnancy and childbirth. With Project Kavach, we attempt to impede and prevent health complications linked to lack of reproductive health services. By strengthening community healthcare services and delivering integrated solutions, we cater to the healthcare needs of pregnant and lactating women and children in the age group of 0 to 6 years.

KEY HIGHLIGHTS



4,600+

women provided with effective antenatal care services in a timely manner



4,600+

children (0-6) reached out through nutrition, immunisation and sanitation interventions



5,800

number of people reached out through our sanitation campaigns



4,900+

pregnant and lactating women reached

OVERVIEW OF THE PROGRAM

The program was rolled out in collaboration with our NGO partner Institute for Global Development (IGD). It focused on the all-round development of children in the age group of 0 to 6 years and pregnant/lactating women by supporting their psychological, physical and social wellbeing. The intervention encompasses numerous awareness building sessions curated to enhance performance across health parameters of the district. Given the crucial role played by Anganwadis in bolstering maternal and child health, the intervention focuses on augmenting capacity and self-sufficiency of Anganwadis

through customised sessions for Anganwadi workers, ASHA workers, community members, local leaders and Panchayati Raj Institution leaders. Through these sessions community members are sensitised on the importance on healthcare services, immunisation, family planning, nutrition among others. We have established a Reproductive Child Health (RCH) centre at Ankleshwar, through which we provide regular health check-ups, immunisation and services for antenatal and postnatal healthcare.

MITIGATING THE IMPACT OF COVID-19

In addition to regular health care services, the beneficiaries were provided with tele-medicine services and home-visits to mitigate the challenges imposed by the pandemic. We conducted COVID-19 surveillance along with promoting

preventive measures. Our team also conducted home surveys and screening procedures for containment zones in the GIDC area. Additionally, awareness building sessions on COVID-19 vaccination services was undertaken along with establishing a vaccination camp in our RCH center for community members.

ENABLING HEALTHY PREGNANCY AND CHILDBIRTH

Neeta, a pregnant resident of Motali village was found to be anemic by our health care worker. Post diagnosis, the health care worker provided counselling services with guidance on remedies to enhance Neeta's hemoglobin levels. As a result, her hemoglobin levels increased by 45% and she subsequently delivered a healthy baby. The health care worker continued visiting her every month advising her to adopt Kangaroo Care and regularly breastfeed the baby. After 4 months, both baby and mother were found to be healthy.



Our health workers during home visits with beneficiaries.



MATERNAL AND CHILD HEALTH PROGRAM IN RURAL, HIMACHAL PRADESH

PROGRAM OBJECTIVE

- To provide primary health care services including basic diagnostic and referral services in the target geography through Mobile Medical Units (MMU)
- To promote uptake of curative and preventive health services such as immunisation, antenatal and post-natal care, and general OPD services
- To encourage family planning services through institutionalised awareness, education, counselling and referral activities
- To raise awareness on basic healthcare, hygiene and inculcate positive health seeking behaviour

PROGRAM RATIONALE

Recognising the lack of access to medical facilities owing to the hilly terrain of Himachal Pradesh we launched our project to enhance the accessibility of healthcare services for local community members.

KEY HIGHLIGHTS



5,300+

people benefitted from the MMU service



15,000+

pregnant and lactating women benefitted



5,600+

children (0 to 6 years) reached out through our various health interventions



3,700+

beneficiaries reached at RCH centre

OVERVIEW OF THE PROGRAM

The intervention undertaken with our NGO partner Institute for Global Development (IGD) focuses on enabling access to primary health care and promoting the uptake of curative and preventive health services. The program extends immunisation, general OPD services, antenatal and postnatal care through Mobile Medical Units (MMUs). Institutionalised awareness building is also undertaken to strengthen the positive health seeking behaviour of the community members. In FY 2020-21, we registered 2,000+ pregnant women on our technology platforms designed to identify and monitor high-risk pregnancies in the region. Further,

we have set up an RCH centre at Baddi in co-ordination with the Health Department of Solan district and our NGO partner to strengthen the infrastructural healthcare provisions to serve the community. With the support of our healthcare staff, ASHA workers and volunteers we conducted several awareness sessions on reproductive health, childcare and COVID-19 for the community members.

MITIGATING THE IMPACT OF COVID-19

Our team proactively undertook measures towards mitigating the impact of COVID-19 through awareness building sessions and online health services enabled by our medical helpline intervention telemedicine. The telemedicine initiative enabled

expecting mothers to avail online medical advice telephonically or via tri-party video-calling services with a health worker facilitating the interaction of the patient with the doctor.

TIMELY ADVICE FOR HEALTHY PREGNANCY

Padma, a 24 year old pregnant resident of Haripur Sandholi village was feeling weak during her second pregnancy. Through an interaction with our health worker it was found that she had a low hemoglobin level of 7.6 g/dl. She was advised to take iron and calcium supplements and healthy food items rich in vitamin C. Padma diligently followed the health worker's advice and soon her hemoglobin level improved.



Health awareness session for beneficiaries



Food relief program

SDGs in focus



CHILD HEALTH PROJECT IN REMOTE TRIBAL FOREST AREAS OF MADHYA PRADESH

PROGRAM OBJECTIVE

- To focus on establishing a community-based malnutrition management program that aims to address malnutrition and create food security for marginalised families belonging to the nutritionally vulnerable community of Madhya Pradesh – Korku tribe

PROGRAM RATIONALE

According to NITI Aayog, in India, under-nutrition is a prime factor for over 40% of the deaths of children below the age of five. With our Konku-Puchiku initiative, we focus on alleviating the impact of malnutrition among the community members of Korku tribe by assisting them with numerous interventions including developing self-sustained farming practices in addition to deploying health services for children, pregnant and lactating women.

KEY HIGHLIGHTS



1,200+

families provided with the backyard nutrition gardens



1,500+

malnourished children reached out



50+

families assisted to raise backyard poultry farms



5,500+

Children immunised in our supported villages



27,800 +

children (0-5) reached out through nutrition, immunisation and sanitation interventions



2,300+

families have reverted to growing traditional crops and millets

OVERVIEW OF THE PROGRAM

The program is undertaken in collaboration with Spandan Samaj Seva Samiti and spans across 150 villages in Khandwa and Burhanpur district. Tailored to the needs of the nutritionally vulnerable Korku community in Madhya Pradesh, the initiative strives to establish community-based malnutrition management by enabling self-sustained food security. The program empowers identified undernourished children and pregnant women to fight malnourishment through an integrated gamut of solutions. The intervention employs early tracking and follow up, diagnostic

services including antenatal checkups, immunisation drives, health camps rolled out by a mobile health team. By providing assistance in developing backyard nutrition gardens, backyard poultry farming and enabling revival of millets, the program supports community self-reliance to meet nutritional needs. Although community engagement sessions were stalled due to COVID-19 pandemic, distribution of food and nutrition kits was sustained. Nutrition counselling services were also organised along with distribution of food kits.

MITIGATING THE IMPACT OF COVID-19

We created awareness about the COVID-19 pandemic during the food basket distribution services. Owing to the shortage of masks during initial phase of lockdown, we trained community members to sew cloth masks at home. We extended our support

by distributing ready to cook food mixes to the 200 families in collaboration with Spandan Samaj Seva Samiti and ANNADA, in addition to our other food relief programs.

BACKYARD NUTRITION GARDEN ENABLING SELF-SUFFICIENCY

Sukhran Onkar has a family of 7 and they live in the village of Dhama. He had a meagre source of income and was facing challenges to feed his family and his granddaughter was diagnosed with Moderate Acute Malnutrition (MAM). Being positively influenced by our capacity building program, he cultivated vegetables from the seeds distributed as part of backyard farming initiative. Subsequently, he could sell vegetables as a result of a healthy harvest thereby supplementing his income along with meeting the nutritional needs of the family.



Beneficiaries at an awareness building session



Beneficiary of our self-sustaining food security initiative.



SDG in focus



Beneficiaries of the mMitra program

mMITRA, LEVERAGING INNOVATION TO EMPOWER MOTHERS, MAHARASHTRA

PROGRAM OBJECTIVE

- To reduce mortality, morbidity and improve the well-being of mother, children and neonates in underprivileged communities of Mumbai and Aurangabad

PROGRAM RATIONALE

Due to various systemic factors, especially overcrowding of government hospitals, there is very little counselling offered to pregnant women, it is imperative for us to roll out initiatives that focus on enabling the well-being of pregnant and lactating women. With the mMitra voice-call service, we equip women from underprivileged sections in the state of Maharashtra with knowledge on maternal health themes such as breastfeeding, personal hygiene, nutrition, immunisation and anemia.

KEY HIGHLIGHTS



2,521 + 6,581 = 9,372

Sion Hospital, Mumbai

Government Medical
Hospital, Aurangabad

Total number of
beneficiaries of mMITRA
at Maharashtra

OVERVIEW OF THE PROGRAM

Capitalising on the penetration of mobile phones in India, mMitra leverages a voice-call based service to share relevant, culturally appropriate, clinically tested, customised 60 – 90 second voice messages on preventive care with pregnant and lactating women. The voice-call services are personalised in the regional dialect of the beneficiary and in accordance to the individual health specifications and requirements. Through the program we also extend pre, post-natal and general health services through counselling sessions and access to virtual OPD services. In collaboration with our NGO partner ARMMAN, we reached out

to pregnant and lactating women at Sion Hospital, Mumbai and Government Medical Hospital, Aurangabad for enrollment to the mMitra voice call services. During the pandemic we facilitated the transitioning of physical health check-ups to online sessions via the Virtual OPD (VOPD) services. Celebration of national/ international celebration days specific to maternal health such as breastfeeding, nutrition, immunisation, gestational diabetes, HIV-AIDS further enabled us to spread awareness on maternal-health focused themes.

MITIGATING THE IMPACT OF COVID-19

We seamlessly transitioned our services to virtual medium. Through the provision of virtual OPD services and thematic awareness sessions on COVID-19 for our beneficiaries, we

helped in relieving the stress induced due to missed check-ups and lack of physical access to health services.

VIRTUAL INTERVENTION ENSURING TIMELY CARE FOR MOTHER AND CHILD

Anuradha, a 20 year old lactating mother from Aurangabad was distressed as her baby was vomiting for eight days. Despite her attempts the baby was unable to breastfeed properly. Through our virtual OPD service, a paediatric doctor examined her and the baby. Post examination the doctor prescribed medicines to Anuradha for immediate consumption. After 2 days, our health worker checked with Anuradha on the health of her baby. She informed the health worker that her baby had stopped vomiting and was breastfeeding well. A combination of our mMitra voice calls and the Virtual OPD intervention helped Anuradha in ensuring her baby's wellbeing despite the constraints posed by the pandemic.



Awareness sessions for beneficiaries



SDGs in focus



Health on Wheels (HoW) camp

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

PROGRAM OBJECTIVE

- To provide health care services to the underprivileged section with special emphasis on children (0-6 years), pregnant and lactating women
- To provide reproductive health care including immunisation to pregnant and lactating women
- To complete immunisation of children (0-6 years)
- To provide emergency commute to patients in need of medical attention

PROGRAM RATIONALE

Prompted by the lack of access to primary health care services among the communities of East Sikkim owing to the hilly and treacherous terrain, we have embarked on this initiative to serve the communities with mobile medical health services, medical check-ups and health awareness sessions.

KEY HIGHLIGHTS



3,400+

people benefitted from 316 health camps



31+

Integrated Child Development Services in 9 villages covered



1,300+

children in the age group (0-6 years) benefitted

OVERVIEW OF THE PROGRAM

In partnership with Voluntary Health Association of Sikkim and Inclusive India Foundation, the Health on Wheels program provides access to quality primary healthcare across 9 villages of East Sikkim, covering a population of 20,000+ with mobile health care services. The program is rolled out through health camps, awareness building sessions, ambulance services,

home visits and aims to provide quality reproductive health care and immunisation services. In FY 2020-21, in addition to home visits by medical staff for people with mobility issues, 192 free commute services were provided to patients during emergency medical needs.



Health camp and home visits conducted by our health workers

MITIGATING THE IMPACT OF COVID-19

Several challenges were faced in setting up health check-up camps at ICDS centres due to COVID-19 restrictions, to overcome this situation, health camps were organised at Primary Health Care Centres along with increasing the number of home

visits. Nutritional and hygiene kits comprising of nutritional food supplements, cloth mask and hand sanitizers were distributed during awareness sessions to pregnant and lactating women, children and elderly members of the community.

BABY DELIVERED IN GLENMARK AMBULANCE ENROUTE HOSPITAL

29-year-old Lalita, was concerned with her approaching due date because of restrictions imposed by COVID-19 lockdown and the nearest hospital being 15 km away from her residence. On the morning of her delivery, her family faced transportation linked challenges, fortunately they could avail the services of Glenmark ambulance, and the baby was delivered safely in the ambulance. In co-operation with the vigilant ambulance driver, the mother and child were taken to the nearest Primary Health Center (PHC) for further medical assistance.

TRANSFORMING THE LIVES OF WOMEN AND CHILDREN BY COMBATING HOUSEHOLD AIR POLLUTION



SDGs in focus

Indoor air-pollution is caused by the use of unsustainable cooking fuels such as wood, animal dung and crop waste and has health and environmental implications. This is a serious health hazard

for women and children, as they are more likely to be exposed to higher levels of indoor air pollutants. To address this complex challenge, we partnered with the CSIR-National Environmental Engineering Research Institute (NEERI), an institution under the Government of India, to design cost effective and energy efficient mud stoves that would mitigate the problem. We employed an innovation driven approach to improve the thermal efficiency and emission profile of the traditional mud stoves. In FY 2020-21, we finalised prototypes and are field testing them to check for the effectiveness.

GLENMARK NUTRITION AWARDS 2021

Through our child health programs, we have committed to combating malnutrition among children aged 0 to 6 years, and pregnant and lactating women. The onset of the pandemic highlighted the need for a multi-stakeholder participatory approach to actively tackle malnutrition. For that reason, we built a platform to recognise stakeholders who have paved the way to beat the hunger pandemic in India. The Glenmark Nutrition Awards were instituted in 2021 in partnership with IDOBRO Impact Solutions and UN World Food Program, to foster a conducive ecosystem that enables change agents to flourish and expand their sphere of influence.

Over 225 NGOs/individuals from 27 States and 8 Union Territories participated in the awards and winners were selected by a distinguished panel of experts from Tata Institute of Social Sciences (TISS), Indian Institute of Technology, Bombay IITB, NITI Aayog, Indian Council of Medical Research (ICMR) and United Nations- World Food Programme (UN WFP). The awards programme was attended by renowned personalities such as Mr. Bishow Parajuli, Country Representative and Director UN World Food Programme; Mr. Philip Kotler, Author, Distinguished Prof. at The Kellogg School of Management; and Mr. Yosef Abramowitz, CEO, Energia, and three-time Nobel Prize nominee.



Virtual ceremony of Glenmark Nutrition Awards, 2021

COVID-19 RELIEF INTERVENTIONS

The pandemic has impeded progress on some of the most pressing global developmental goals and has exacerbated existing challenges for vulnerable communities. Recognising the criticality of providing relief measures to communities during this crisis, we have closely monitored the situation to find ways to meet the needs of vulnerable groups. Our relief measures have focused on serving underserved communities and frontline workers.



COVID-19 interventions

a. Providing 5 million meals

Disruption of food supply chains and loss of livelihoods together aggravated the state of malnourishment. The crisis has further compounded the hunger pandemic, according to United Nations World Food Programme (WFP) estimates, the number of people at risk of starvation globally is at more than 270 million. Recognising this urgent need, we have been working relentlessly towards addressing the hunger pandemic. In FY 2020-21, through our pan-India meal distribution drive we delivered on our pledge to providing 5 million meals. We also established a distress cell focused on the food and nutrition linked concerns of communities. Identified beneficiaries were provided with support by distributing food kits.

b. Supporting frontline workers with essential supplies

Keeping frontline workers safe has been of the utmost importance during in India's pandemic management strategy. In our endeavour to support healthcare workers, we donated PPE kits and other protective and preventive supplies across India.

c. Augmenting the capacity of the healthcare system

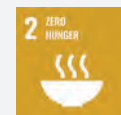
Our focus through this intervention was to equip healthcare workers with the requisite know-how for COVID-19 management, provision of ancillary support to healthcare facilities and community awareness building on COVID-19. We conducted a series of technical training programs to equip healthcare workers with the knowledge and tools to sensitise their communities on COVID-19. The training program covered topics such as effective use of COVID-19 safety equipment, and preventive and precautionary measures. We also conducted awareness drives to sensitise communities on infection prevention and control measures.

d. Facilitating access to healthcare through telemedicine and tele-counselling

Social distancing guidelines created a barrier for effective delivery of health care services especially for marginalised communities. In our effort to bridge this gap, we enabled access to telemedicine to the communities that we serve through our CSR programs. A toll-free helpline number was made available for this purpose in Himachal Pradesh, Gujarat, Delhi NCR, Madhya Pradesh, and Rajasthan. This initiative greatly benefitted pregnant women who were missing their routine health check-ups because of COVID-19.

The pandemic has also had a devastating impact on mental health. So, we extended our tele-counselling services to help people de-stress and improve their mental health during the lockdown.

SDGs in focus



SUSTAINABLE LIVELIHOOD AND SKILL DEVELOPMENT



According to NITI Aayog the unemployment rate in India stood at 6.2% in year 2020. In our endeavour to address this issue,

we have undertaken skill development programmes to empower youth. We envision the intervention to enable young individuals to contribute to the economy while securing their own livelihood. In FY 2020-21, we have trained over 700 individuals through our skill development program. Further, through our Jaipur foot program, we supported the rehabilitation of over 1,000 differently abled individuals by providing artificial limbs, fitments, and callipers.

PROMOTING EDUCATION AND COMMUNITY RELIEF



Education is a fundamental enabler of inclusive and sustainable development. We serve tribal communities in Maharashtra by strengthening education linked infrastructural amenities. We have

supported other rural communities by helping them overcome barriers to accessing education. We also help educational institutes by providing resources to elevate student learning experience. We are committed to serving communities during natural calamities. In FY 2020-21, we worked with Americares India Foundation in the aftermath of cyclone Amphan in West Bengal and distributed shelter kits and water purification tablets to over 600 families in 12 villages.

PROMOTING SWIMMING AS A SPORT



The Glenmark Aquatic Foundation supports Indian swimmers in order to elevate India's performance at international swimming competitions. The foundation runs three high performance swimming centres at Mumbai, Delhi and Bengaluru. In line with government regulations during the pandemic the centres were

operational for only few months during the reporting period. No major swimming meet (competition) was held during the year. In FY 2020-21 the foundation actively engaged with swimmers and coaches through a series of customised lectures. It also sealed a partnership with FINIS and American Swim Coaches Association to roll-out a bilingual online coach education program, the first of its kind to be available in both Hindi and English. GAF supported Kushagra Rawat to train in the USA with an eye towards qualifying for the Olympics in 2021. GAF has extended its current partnership for the SAI Glenmark TIDM program in Delhi with Sports Authority of India till 2025.

EMPLOYEE VOLUNTEERING: THE GLENMARK JOY OF GIVING

Encouraging employee volunteering has been a cornerstone of our corporate citizenship program. Engaging employees in community development has a multidimensional value proposition. Involvement in volunteering activities helps them have a sense of purpose and fulfilment. Additionally, it cultivates a mindset to actively contribute to social good and create a wave of positive change in society.

In FY 2020-21, we designed unique interventions to negate the barriers created by the pandemic and enable employees feel connected with their communities. Employees at our manufacturing and R&D facilities actively participated in the

"Make Masks, Save Lives" campaign by preparing handmade masks using DIY kits which were then distributed to underserved communities around the facilities.

The rapid shift of education to virtual classrooms and digital learning has created an urgent need for quality published materials in alternate and accessible formats for children with visual disabilities. This gap threatens to impact the education and learning prospects of our young population, placing them at a further disadvantage of personality development and future employability. The One Glenmark One Voice platform has been designed to enable employee volunteering to record audio stories

for children with visual impairment. In FY 2020-21, employees recorded audio stories which will be shared to organisations working with visually impaired children.

Further, through our Digital Donation Campaign we encouraged employees to support underserved children with online education during the pandemic, by donating their old smartphones and tablets.

OUR IMPACT



6,100+

Employees participated



31

Countries



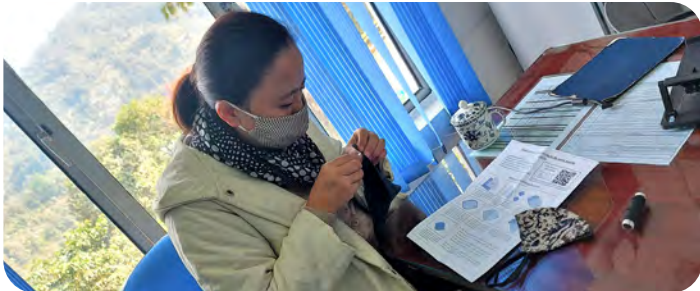
47

Glenmark Locations



40,000 +

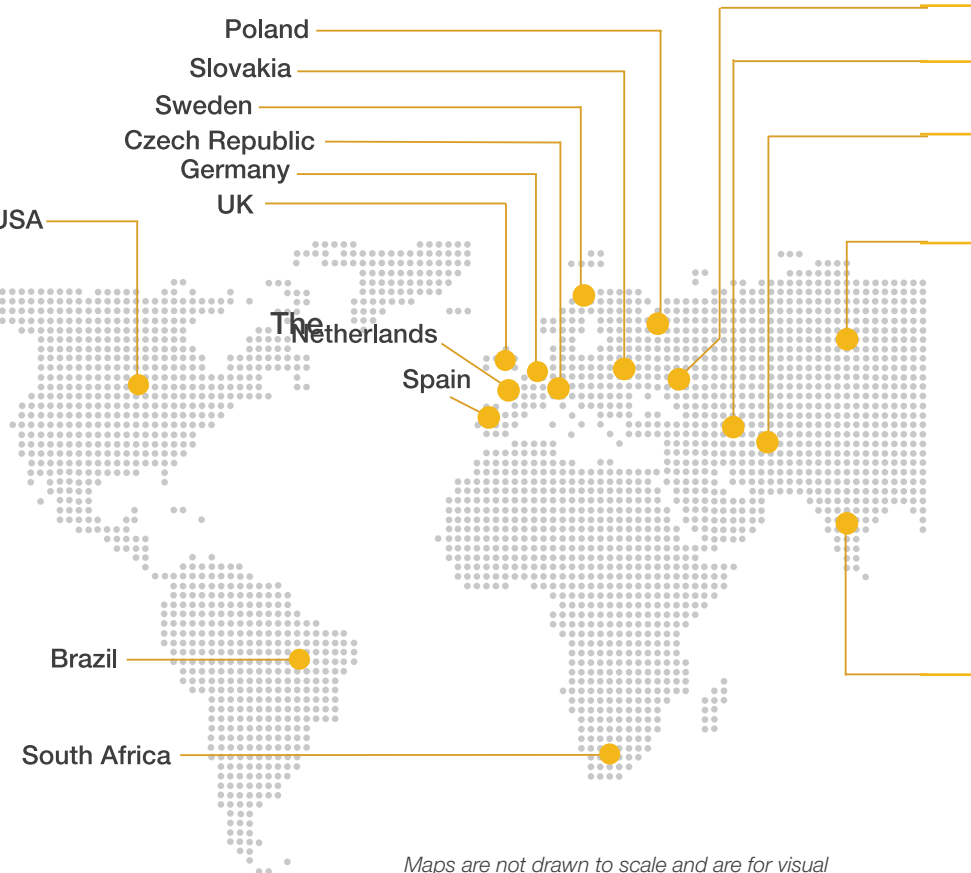
hours of voluntary service offered by our employees over the years



Employees participating in "Make Masks, Save lives" campaign

Employees participating in the "One Glenmark One Voice" campaign

EMPLOYEES SPREADING THE GLENMARK CHEER ACROSS THE GLOBE IN FY 2020-21



Maps are not drawn to scale and are for visual representation only



Brazil: Supported children with cerebral palsy. **Czech:** Made donations towards poverty eradication and supported cancer patients. **Germany:** supported visually impaired children and young adults. **Kazakhstan:** supported an orphanage and women facing difficult circumstances. **Malaysia:** Contributed to the COVID-19 relief. **Poland:** Supported orphanages, an animal shelter, and supported healthcare staff. **Russia:** Brought smiles to 60 children's faces at an orphanage. **South Africa:** Supported orphan children. **Slovakia:** Supported rehabilitation and educational center for people with mental disabilities. **Sweden:** Provided support to victims of child abuse. **Spain:** Provided food and essentials to the deprived through National Food Bank.



The Netherlands: Provided support to underserved communities through a charity **UK:** Supported a charity focused on addressing homelessness
USA: Supported the cause of pediatric oncology **Ukraine:** Donated warm shoes and items to a local orphanage **Zambia:** Donated cooking stove to a rural health care center
India- Ankleshwar, Aurangabad, Baddi, Dahej, Goa, Indore, Kurkumbh, Mohol, Mahape, Nalagarh, Nashik, Sikkim, Sinnar, Sanpada, Taloja: Participated in "Make Masks, Save Lives" campaign.

ANNEXURE: GHG QUANTIFICATION METHODOLOGY

For the reporting period, we have consolidated and strengthened our GHG inventorying process by aligning it with 'GHG Protocol Corporate Accounting and Reporting Standard'. The GHG inventory categorisation, calculation methodologies, standards, and assumptions have been aligned with the protocol. The scope and coverage of the inventory is specific to our India operations and our approach for the calculation includes collection, collation and internal validation of data by the EHS department on a monthly basis from 15 sites (100 % of our manufacturing facilities and R&D centers).The reference sources for conversion and emission factors have been detailed for each category below:

SCOPE 1

Scope 1 emission data incorporates the direct GHG emissions from sources owned or controlled by the company. We have included data pertaining to following categories:

- 1. Stationary combustion-** We calculated direct GHG emissions from activity data of fuel sources comprising of LPG, Furnace Oil, Natural Gas, HSD and LPG owned or controlled by the company. The fuel consumption for each source was converted using standard conversion factors and subsequently multiplied with emission factors to get the net emission.
- 2. Mobile combustion-** We calculated direct GHG emissions from mobile combustion data of the company owned vehicles. The fuel quantity purchased for company owned vehicles was referred for the calculation and multiplied with emission factors to get the net emission.
Assumptions/Exclusions: For instances of unavailability of actual quantity of fuel consumed, we calculated the consumption based on distance covered by the vehicle and assuming an average mileage of 10 km/l of fuel.
- 3. Fugitive emissions** - For fugitive emissions data, we calculated the direct GHG emissions from refrigerants and coolant gases used in our operations. The recharge of refrigerant gases at respective operating site was captured and multiplied with respective emission factors based on the refrigerant type.

| Category | Sub-category | Emission factor source | Emissions FY 2020-21 (tCO ₂) |
|--------------------------------|-----------------------------|---|--|
| Stationary combustion | Fuel-Manufacturing/offices | IPCC Guideline for Natural Greenhouse Gas Inventories of 2006 | 36,622.21 |
| Mobile combustion | Fuel-company owned vehicles | IPCC Guideline for Natural Greenhouse Gas Inventories of 2006 | 78.168 |
| Fugitive emissions | Refrigerants | DEFRA, 2021 guidelines | 8,675.53 |
| Total Scope 1 emissions | | | 45,375.91 |

SCOPE 2

Scope 2 emission data encompass the indirect GHG emissions based on the activity data from grid electricity consumption. Electricity consumed data across facilities was consolidated in reference with invoices provided by the service provider. India specific grid emission factor was employed for ascertaining total emissions.

| Category | Sub-category | Emission factor source | Emissions FY 2020-21(tCO ₂) |
|---|---|---|---|
| Emission generated from the purchased electricity, heat or steam owned by the company | Purchased electricity-manufacturing/offices | CO ₂ baseline database for the Indian Power Sector User Guide, issued by Central Electricity Authority, Government of India CEA (v. 16) guide (location-based) | 110,139.80 |
| Total Scope 2 emissions | | | 110,139.80 |

SCOPE 3

Scope 3 emission data incorporate indirect emissions from sources which are not owned and controlled but are a consequence of the activities of the company. We monitor and quantify the data pertaining to following categories:

- 1. Purchased goods and services-** Indirect emissions from Raw Materials (RM) and Packaging Material (PM) services were used in this category. We have employed spend-based methodology based on procurement data for calculation of net emissions due to unavailability of emission factors of each product type.
- 2. Capital goods-** The calculation of indirect emissions for this category was based on data of Manufactured capital goods and purchased equipment purchased equipment- filters, pumps, weighing machines, motors among others. We have employed spend-based methodology based on procurement data for calculation of net emissions due to unavailability of emission factors of each product type.
- 3. Fuel and energy related activities-** We calculated the upstream emissions related to fuel and electricity consumption. The upstream activities include- extraction, refining and transportation of raw fuel sources to our location prior to combustion. Emission factors were used to ascertain the emissions attached to each energy category
- 4. Upstream transportation and distribution-** We calculated the indirect emissions from the upstream domestic and international inbound of Raw Materials (RM), Packaging Materials (PM), Capex among others. The mode of transportation for domestic inbound is assumed to be by road, international inbound is assumed to be by air or by sea. The total distance travelled has been calculated based on source and destination (this includes the interim distance between port/airport to plant as per their respective mode of transport). Upstream transportation mode specific-emission factors have been multiplied with the distance and tonnage of each trip to arrive at the emissions. This includes domestic and international transits via air, sea and road.
- 5. Waste generated in operations-** We have considered hazardous and non-hazardous waste generated in operations and their disposal methods for the calculation of emissions in this category. The consolidated hazardous waste data has been bifurcated based on the disposal method and corresponding emission factors for combustion, landfilling and closed loop processing of waste have been applied for net emission calculation. For the calculation of emissions from non-hazardous waste, we have multiplied the waste categories with their corresponding emission factors.
- 6. Business travel-** We calculated the emissions from air and rail travel used as mode of transportation by employees for business commute. Distance for each trip has been ascertained using World airport codes data for air travel and m-indicator for rail travel. Corresponding emission factors for air and rail travel was used to arrive at the total emission.
- 7. Employee commute-** We calculated the emissions from employee commute based on the survey conducted by the Human Resource (HR) team. The activity data comprises of company bus/shuttle services, two-wheelers, four-wheelers and cab services used by employees. The inventorying of this category is based on two key sources:
 - The distance pertaining to our standard bus routes.
 - The distance travelled ascertained through employee survey across facilities
 - Based on the outcomes of survey, emissions per employee was calculated and the same was multiplied with total number of permanent employees to get the net emission.
- 8. Downstream transportation and distribution services-** We calculated the emissions from the transportation of finished goods supplied to various sources. The mode of transportation for domestic outbound is assumed to be by road or by air, international outbound is assumed to be by air or by sea. The total distance travelled has been calculated based on source and destination (this includes the interim distance between port/airport to plant as per their respective mode of transport). Downstream transportation mode specific-emission factors have been multiplied with the distance and tonnage of each trip to arrive at the emissions. This includes domestic and international transits via air, sea and road.

| Category | Sub-category | Emission factor source | Emissions FY 2020-21 (tCO ₂) |
|---|--------------------------------------|--|--|
| Purchased goods and services | Purchased goods & materials | The database of Japan's Ministry of Environment: The Ministry of the Environment's database, Japan; emission source units per price of capital goods (Secretariat) Pharmaceuticals The original EF is 2.83 tCO ₂ -e/Million Yen, As on 31 st March 2021 Exchange Rate used is 1 JPY = 0.70042 INR - https://www.exchange-rates.org/Rate/JPY/INR/3-31-2021 | 120,378.52 |
| Capital goods | Capital Goods & Materials - Projects | The database of Japan's Ministry of Environment: The Ministry of the Environment's database, Japan; emission source units per price of capital goods (Secretariat) Pharmaceuticals The original EF is 2.83 tCO ₂ -e/Million Yen, As on 31 st March 2021 Exchange Rate used is 1 JPY = 0.70042 INR - https://www.exchange-rates.org/Rate/JPY/INR/3-31-2021 | 6,567.89 |
| Fuel and energy related activities | Energy related emissions | DEFRA, 2021 guidelines | 29,463.34 |
| Upstream transportation and distribution | Domestic and International Inbound | World Resources Institute (2017) - GHG Protocol tool for mobile combustion Version 2.6 | 10,211.05 |
| Waste generated in operations | Waste generation & Disposal | DEFRA, 2021 guidelines | 1,655.30 |
| Business travel | Air Travel + Rail travel | DEFRA, 2021 guidelines & India Specific Rail Transport Emission Factors for Passenger Travel and Material Transport, 2015 - India GHG Program | 722.1 |
| Employee commute | Employee commute | India Specific Road Transport Emission Factors, 2015 - WRI - India GHG Program | 11,909.15 |
| Downstream transportation and distribution services | Domestic and International outbound | World Resources Institute (2017) - GHG Protocol tool for mobile combustion Version 2.6 | 51,220.73 |
| Total Scope 3 emissions | | | 232,128.10 |

Independent Assurance Statement

Scope and Approach

DNV GL Business Assurance India Private Limited ('DNV') 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 disclosures related to the Company's sustainability performance in the digital format of its Sustainability Report 2020-21 ('the Report'), as well as disclosures referenced in its Annual Report, the Company's website and other publicly available documents. This Report is prepared by the Company based on the Global Reporting Initiative (GRI) Sustainability Reporting Standards 2016 and its revisions ('GRI Standards') and its Core option of reporting, for the financial year ending 31st March 2021.

We performed a limited level of assurance based on our assurance methodology DNV's VeriSustainTM¹, 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.

As part of our assurance engagement, 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 2020 to 31st March 2021 based on the reporting principles of GRI Standards and DNV VeriSustain.

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 of fourteen (14) manufacturing units in India, Argentina, the Czech Republic and the United States of America (USA).

The intended user of this Assurance Statement is the Management of the Company ('the Management'). Our assurance engagement was planned and carried out during June 2021 – August 2021.

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 as well as references in the Company's website and other publicly available documents. The Company is also responsible for the maintenance and integrity of its website containing the sustainability-related disclosures referenced within 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 2020-21 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 data and information provided by the Company to us as part of our review have been provided in good faith and free from material 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 periods. We expressly disclaim any liability or co-responsibility for any decision a person or an entity may make based on this Assurance Statement.

Basis of our Opinion

We planned and performed our work to obtain the evidence considered necessary to provide a basis for our opinion for a limited level of assurance based on DNV's VeriSustain. Due to the outbreak of the COVID-19 pandemic and related travel restrictions, we carried out remote assessments in line with DNV's

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

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

remote audit methodology as one-to-one discussions and onsite assurance was not feasible. We adopted a risk-based approach, that is, we concentrated our efforts on the issues of high material relevance to Glenmark Pharmaceuticals Limited.

As part of the assurance 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 operations of Active Pharmaceutical Ingredients (API) and Formulation units in India. We undertook the following activities:

- Review of the Company's approach towards materiality determination and stakeholder engagement, and the outcomes as stated in the Report. We did not have any direct engagement with external stakeholders;
- Reviews of the draft and final versions of the Sustainability Report;
- 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;
- Review of the management approach disclosures related to identified material topics through interviews with selected senior managers responsible for devising and implementing sustainability strategies. We were free to choose interviewees and interviewed those with overall responsibility to deliver the Company's sustainability objectives;
- Remote verification at sample API and Formulation units in India, that is, manufacturing units located at Indore (Madhya Pradesh), Dahej (Gujarat), Samlik Marchak (East Sikkim) and Colvale (Goa), including review of the processes and systems for preparing and consolidating site-level sustainability data in line with the principles of reliability, accuracy and completeness. We were free to choose sites for conducting assessments on the basis our risk-based approach; 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 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 2020-21, 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 requirements related to GRI 102: General Disclosures 2016, GRI 103: Management Approach 2016 and disclosures related to the following GRI Topic-specific Standards which have been chosen by the Company to bring out its performance against its identified material topics:

- GRI 205: Anti-corruption 2016 – 205-1, 205-2
- GRI 302: Energy 2016 – 302-1, 302-3, 302-4;
- GRI 303: Water 2018 – 303-1, 303-2, 303-3, 303-4, 303-5;
- GRI 305: Emissions 2016 – 305-1, 305-2, 305-3*;
- GRI 306: Effluents and Waste 2016 – 306-1, 306-2, 306-4
- GRI 307: Environmental Compliance 2016 – 307-1;
- GRI 308: Supplier Environmental Assessment 2016 – 308-1, 308-2;
- GRI 401: Employment 2016 – 401-1, 401-2, 401-3 ;
- GRI 403: Occupational Health and Safety 2018 – 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-8, 403-9, 403-10;
- GRI 404: Training and Education 2016 – 404-1, 404-2, 404-3;
- GRI 405: Diversity and Equal Opportunity 2016 – 405-1, 405-2;
- GRI 412: Human Right Assessment 2016 – 412-1 ;
- GRI 413: Local Communities 2016 – 413-1, 413-2;

- GRI 414 : Supplier Social Assessment 2016 - 414-1, 414-2 ;
- GRI 416: Customer Health and Safety 2016 - 416-1, 416-2.

Note: GRI 305-3 (Scope 3 emissions) considers Manufacturing and R&D operations in India as its boundary of reporting and considers emissions related to the following categories: a) Purchased goods and services; b) Capital goods; c) Fuel and energy related activities; d) Upstream transportation and distribution; e) Waste generated in operations; f) Business Travel (limited to air and rail travel); g) Employee commute; and h) Downstream transportation and distribution

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 Report brings out the outcome of the materiality determination exercise carried out by the Company in 2018-19 to identify the key topics which impact the Company and its stakeholders. The prioritized material topics relevant to the Company were identified based on industry trends, internal targets and risks, which were then ranked by cross-functional internal stakeholders based on qualitative and quantitative parameters aligned to the Company's value drivers. During the reporting period, the identified material topics were reassessed and validated by the Company's senior management teams to confirm its continued relevance considering the prevailing business environment.

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 concerns and areas of interest of various stakeholders, and the significant outcomes from the Company's stakeholder engagement processes are brought about within the Report.

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 Report brings out key outcomes arising from the materiality determination and stakeholder engagement processes, and disclosures on policies, strategies, management systems and governance mechanisms, including the Company's sustainability management systems which include the processes for monitoring and reviewing key performance indicators and metrics to address responses to identified material issues. However, the Company may further define and disclose short, medium and long-term targets for all identified material topics towards further strengthening its adherence to the Principle of Responsiveness.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Responsiveness.

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 remote 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 put in place an internal audit mechanism for strengthening the reliability and accuracy of 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

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 the Company's sustainability performance related to its prioritized material topics and reporting boundaries for the reporting period through appropriate GRI Topic-specific Standards. The Company is in the process of strengthening its existing sustainability management and disclosure systems and processes to meet requirements related to the principle of Completeness. The Report also indicates disclosures where information was not available, along with reasons for exclusions in line with GRI's reporting requirements.

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.

Neutrality

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

The Report articulates disclosures related to the Company's sustainability performance for prioritized material topics including key risks, opportunities and challenges faced during the reporting period in a neutral tone in terms of the content and presentation, while applying consideration towards not unduly influencing stakeholders' assessments made based on the reported disclosures.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality.

Statement of Competence and Independence

DNV applies its own management standards and compliance policies for quality control, in accordance with ISO IEC 17021:2015 - Conformity Assessment Requirements for bodies providing audit and certification of management systems, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct² during the assurance engagement and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement and Management Report. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process.

For DNV GL Business Assurance India Private Limited

| | |
|---|---|
| <p>Lankalapalli, Bhargav</p> <p>Digitally signed by Lankalapalli, Bhargav Date: 2021.08.24 18:21:14 +05'30'</p> <p>Bhargav Lankalapalli Lead Verifier DNV GL Business Assurance India Private Limited, India</p> | <p>Vadakepatth Nandkumar</p> <p>Digitally signed by Vadakepatth, Nandkumar Date: 2021.08.24 18:34:25 +05'30'</p> <p>Vadakepatth Nandkumar Assurance Reviewer DNV GL Business Assurance India Private Limited, India.</p> |
|---|---|

24th August 2021, Mumbai, India.

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

² The DNV Code of Conduct is available on request from www.dnv.com

GRI INDEX

| GRI Standard | | Disclosure | Page No. | Reason for omission |
|--|--------|--|-----------------|---------------------|
| GRI 102: General Disclosures, 2016 | | | | |
| Organisational Profile | | | | |
| GRI 102: General Disclosures 2016 | 102-1 | Name of the Organisation | 4 | |
| | 102-2 | Activities, brands, products & services | 10-12 | |
| | 102-3 | Location of Headquarters | 10-11 | |
| | 102-4 | Location of Operations | 10,11,13 | |
| | 102-5 | Ownership and legal form | 14 | |
| | 102-6 | Markets served | 10,11,13 | |
| | 102-7 | Scale of the Organisation | 13 | |
| | 102-8 | Information on employees and other workers | 70,71 | |
| | 102-9 | Supply Chain | 38 | |
| | 102-10 | Significant changes to the organisation and its supply chain | 38 | |
| | 102-11 | Precautionary Principle or Approach | 34 | |
| | 102-12 | External initiatives | 19,31 | |
| | 102-13 | Membership of associations | 15 | |
| Strategy | | | | |
| GRI 102: General Disclosures 2016 | 102-14 | Statement from senior decision maker | 6,7 | |
| | 102-15 | Key impacts, risks and opportunities | 32,33 | |
| Ethics & Integrity | | | | |
| GRI 102: General Disclosures 2016 | 102-16 | Values, principles, standards and norms of behaviour | 10-11 | |
| Governance | | | | |
| GRI 102: General Disclosures 2016 | 102-18 | Governance structure | 19,28, 29,30 | |
| Stakeholder engagement | | | | |
| GRI 102: General Disclosures 2016 | 102-40 | List of stakeholder groups | 15,16 | |
| | 102-41 | Collective bargaining agreement | 83 | |
| | 102-42 | Identifying and selecting stakeholders | 15 | |
| | 102-43 | Approach to stakeholder assessment | 15 | |
| | 102-44 | Key topics and concerns raised | 15 | |

| GRI Standard | Disclosure | Page No. | Reason for omission |
|---|------------|--|---------------------|
| Reporting practices | | | |
| GRI 102: General Disclosures 2016 | 102-45 | Entities included in consolidation of financial statements | 12 |
| | 102-46 | Defining report content and topic boundaries | 4 |
| | 102-47 | List of material topics | 4 |
| | 102-48 | Restatements of information | 4 |
| | 102-49 | Changes in reporting | 4 |
| | 102-50 | Reporting period | 4 |
| | 102-51 | Date of most recent report | 4 |
| | 102-52 | Reporting cycle | 4 |
| | 102-53 | Contact point for questions regarding the report | 4 |
| | 102-54 | Claims of reporting in accordance with GRI standards | 4 |
| | 102-55 | GRI content Index | 115 |
| | 102-56 | External assurance | 5 |
| Material Topics | | | |
| Environmental | | | |
| Managing our carbon emissions | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 44,45 |
| | 103-2 | The management approach and its components | 44,45 |
| | 103-3 | Evaluation of management approach | 44,45 |
| GRI 307: Environmental Compliance 2016 | 307-1 | Non-compliance with environmental laws and regulations | 44 |
| GRI 305: Emissions 2016 | 305-1 | Direct (Scope 1) GHG emissions | 49 |
| | 305-2 | Energy Indirect (Scope 2) GHG emissions | 49 |
| | 305-3 | Other indirect (Scope 3) GHG emissions | 49 |
| Impacts of climate change on health | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 44,45,49 |
| | 103-2 | The management approach and its components | 44,45,49 |
| | 103-3 | Evaluation of management approach | 44,45,49 |
| Energy efficiency | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 44-47 |
| | 103-2 | The management approach and its components | 44-47 |
| | 103-3 | Evaluation of management approach | 44-47 |

| GRI Standard | | Disclosure | Page No. | Reason for omission |
|--|-------|---|----------|---------------------|
| GRI 302: Energy 2016 | 302-1 | Energy consumption within the organisation | 46 | |
| | 302-3 | Energy intensity | 46 | |
| | 302-4 | Reduction of energy consumption | 46 | |
| Waste management | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 44,45,52 | |
| | 103-2 | The management approach and its components | 44,45,52 | |
| | 103-3 | Evaluation of management approach | 44,45,52 | |
| GRI 306: Effluents and Waste 2016 | 306-1 | Water discharge by quality and destination | 52 | |
| | 306-2 | Waste by type and disposal method | 52 | |
| | 306-4 | Transport of hazardous waste | 52 | |
| Water management | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 44,45,50 | |
| | 103-2 | The management approach and its components | 44,45,50 | |
| | 103-3 | Evaluation of management approach | 44,45,50 | |
| GRI 303: Water and Effluents 2018 | 303-1 | Interactions with water as a shared resource | 51 | |
| | 303-2 | Management of water discharge-related impacts | 51 | |
| | 303-3 | Water withdrawal | 51 | |
| | 303-4 | Water discharge | 51 | |
| | 303-5 | Water consumption | 51 | |
| Social | | | | |
| Enhancing availability and accessibility of medicines | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 67,68 | |
| | 103-2 | The management approach and its components | 67,68 | |
| | 103-3 | Evaluation of management approach | 67,68 | |
| Patient Safety | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 60 | |
| | 103-2 | The management approach and its components | 62,63 | |
| | 103-3 | Evaluation of management approach | 62,63 | |
| GRI 416: Customer Health and Safety 2016 | 416-1 | Assessment of the health and safety impacts of product and service categories | 60 | |

| GRI Standard | | Disclosure | Page No. | Reason for omission |
|---|--------|--|----------|---------------------|
| | 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and services | 60 | |
| Ensuring product quality | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 66 | |
| | 103-2 | The management approach and its components | 66 | |
| | 103-3 | Evaluation of management approach | 66 | |
| Promoting diversity | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 69,70,74 | |
| | 103-2 | The management approach and its components | 69,70,74 | |
| | 103-3 | Evaluation of management approach | 69,70,74 | |
| GRI 401: Employment 2016 | 401-1 | New employee hires and employee turnover | 72,73 | |
| | 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | 69,70 | |
| | 401-3 | Parental leave | 70 | |
| GRI 405: Diversity and equal opportunity 2016 | 405-1 | Diversity of governance bodies and employees | 28,70,71 | |
| | 405-2 | Ratio of basic salary and remuneration of women to men | 70 | |
| Employee health and safety | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 85,86 | |
| | 103-2 | The management approach and its components | 85,86 | |
| | 103-3 | Evaluation of management approach | 85,86 | |
| GRI 403: Occupational Health and Safety 2018 | 403-1 | Occupational health and safety management system | 85 | |
| | 403-2 | Hazard identification, risk assessment and incident investigation | 85 | |
| | 403-3 | Occupational health services | 85 | |
| | 403-4 | Worker participation, consultation, and communication on occupational health and safety | 87 | |
| | 403-5 | Worker training on occupational health and safety | 86 | |
| | 403-6 | Promotion of worker health | 86 | |
| | 403-8 | Workers covered by an occupational health and safety management system | 85 | |
| | 403-9 | Work-related injuries | 85 | |
| | 403-10 | Work-related ill health | 85 | |

| GRI Standard | | Disclosure | Page No. | Reason for omission |
|--|-------|--|----------|---------------------|
| Human resource development | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 77 | |
| | 103-2 | The management approach and its components | 77 | |
| | 103-3 | Evaluation of management approach | 77 | |
| GRI 404: Training and Education 2016 | 404-1 | Average hours of training per year per employee | 77 | |
| | 404-2 | Programs for upgrading employee skills and transition assistance programs | 78-82 | |
| | 404-3 | Percentage of employees receiving regular performance and career development reviews | 74 | |
| Community engagement | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 89 | |
| | 103-2 | The management approach and its components | 91 | |
| | 103-3 | Evaluation of management approach | 91 | |
| GRI 413: Local Communities 2016 | 413-1 | Operations with local community engagement, impact assessments, and development programs | 89 | |
| | 413-2 | Operations with significant actual and potential negative impacts on local communities | 89 | |
| Human Rights | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 83,84 | |
| | 103-2 | The management approach and its components | 83,84 | |
| | 103-3 | Evaluation of management approach | 83,84 | |
| GRI 412: Human Rights Assessment 2016 | 412-1 | Operations that have been subject to human rights reviews or impact assessments | 83 | |
| Governance | | | | |
| Business ethics | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 26 | |
| | 103-2 | The management approach and its components | 26 | |
| | 103-3 | Evaluation of management approach | 26 | |

| GRI Standard | | Disclosure | Page No. | Reason for omission |
|---|-------|--|----------|---------------------|
| Compliance and risk management | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 32,33 | |
| | 103-2 | The management approach and its components | 32,33 | |
| | 103-3 | Evaluation of management approach | 32,33 | |
| GRI 205: Anti-Corruption 2016 | 205-1 | Operations assessed for risks related to corruption | 32,33 | |
| | 205-2 | Communication and training about anti-corruption policies and procedures | 31 | |
| Intellectual property rights | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 38 | |
| | 103-2 | The management approach and its components | 38 | |
| | 103-3 | Evaluation of management approach | 38 | |
| Responsible supply chain | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 38 | |
| | 103-2 | The management approach and its components | 38,39 | |
| | 103-3 | Evaluation of management approach | 38,39 | |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 | New suppliers that were screened using environmental criteria | 39 | |
| | 308-2 | Negative environmental impacts in the supply chain and actions taken | 39 | |
| GRI 414: Supplier Social Assessment 2016 | 414-1 | New suppliers that were screened using social criteria | 39 | |
| | 414-2 | Negative social impacts in the supply chain and actions taken | 39 | |
| Digitisation | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 35,36 | |
| | 103-2 | The management approach and its components | 35,36 | |
| | 103-3 | Evaluation of management approach | 35,36 | |
| R&D | | | | |
| GRI 103: Management Approach 2016 | 103-1 | Explanation of the material topic and its boundary | 36,37 | |
| | 103-2 | The management approach and its components | 36,37 | |
| | 103-3 | Evaluation of management approach | 36,37 | |

SDG INDEX

| SDG | Targets | Linkage to report section and page number |
|---|--|---|
|  | 2.1: end hunger and ensure access by all people, the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round | Corporate Social Responsibility |
|  | 3.1: reduce the global maternal mortality ratio | Corporate Social Responsibility |
| | 3.2: end preventable deaths of newborns and children under 5 years of age | Innovation centric approach |
| | 3.7: ensure access to reproductive health-care services, including for family planning, information and education | |
| | 3.B: supporting the research and development of medicines for catering to evolving patient needs | |
|  | 4.a: build and upgrade education facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all | Corporate Social Responsibility |
|  | 5.5: ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making | Our People and Culture |
|  | 6.3: improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials and substantially increasing recycling and safe reuse of water | Water conservation and management |
| | 6.4: substantially increase water-use efficiency and ensure sustainable withdrawals and supply of freshwater. | Waste management |
|  | 7.2: increase substantially the share of renewable energy in the global energy mix | Climate change strategy |
|  | 8.2: to achieve higher levels of productivity through technological upgrading and innovation. | Innovation centric approach |
| | 8.8: protect labour rights and promote safe and secure working environments for all workers | Our people and culture |
|  | 9.5: employing scientific research and innovation to deliver breakthroughs in our focus therapeutical areas | Innovation centric approach |

| | | |
|---|---|-----------------------------------|
|  | 10.3: Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices | Corporate Social Responsibility |
|  | 11.6: reduction of the adverse per capita environmental impact paying special attention to air quality | Corporate Social Responsibility |
|  | 12.2: achieve sustainable management and efficient use of natural resources | Climate change strategy |
| | 12.4: achieve environmentally sound management of chemicals and all wastes throughout their life cycle | Water conservation and management |
| | 12.5: substantially reduce waste generation through prevention, reduction, recycling and reuse | Waste management |
|  | 13.1: Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters | Climate change strategy |
|  | 15.1: ensure the conservation, restoration and sustainable use of terrestrial ecosystems | Climate change strategy |
| | 15.3: combat desertification, restore degraded land and soil, including land affected by desertification | |
|  | 16.5: Substantially reduce corruption and bribery in all their forms; target | Corporate governance |
| | 16.6: Develop effective, accountable and transparent institutions at all levels | Our people and culture |



www.glenmarkpharma.com
www.glenmarkfoundation.org
www.glenmarkaquatic.org