

## BUSINESS RESPONSIBILITY REPORT

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Business Responsibility Report of the Company for the financial year ended 31<sup>st</sup> March, 2020 is as under:

### SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1.	Corporate Identity Number (CIN) of the Company	L24230MH1999PLC120720
2.	Name of the Company	Wockhardt Limited
3.	Registered Address	D-4, MIDC, Chikalthana, Aurangabad – 431006
4.	Website	www.wockhardt.com
5.	E-mail ID	investorrelations@wockhardt.com
6.	Financial Year Period	1 <sup>st</sup> April, 2019 - 31 <sup>st</sup> March, 2020
7.	Sector(s) that company is engaged in (industrial activity code-wise)	NIC Code : 21002 Description : Pharmaceuticals
8.	List three key products/services that the Company manufactures/ provides (as in balance sheet)	a. Active Pharmaceutical Ingredients ('APIs') b. Formulations c. Bio-similars d. Vaccines
9.	Total number of locations where business activity is undertaken by the Company	<b>Number of International locations</b> Seven - Switzerland, USA (Illinois & New Jersey), UK, Ireland, France, Dubai, Russia and Australia. <b>Number of National locations</b> Six in Maharashtra [Mumbai and Aurangabad] 2 in Daman UT - Nani Daman; and one each in Gujarat - Ankleshwar and Himachal Pradesh - Baddi*
10.	Markets served by the Company (Local/ State/ National/ International)	<b>Market served through subsidiaries/ step down subsidiaries</b> USA, UK, Ireland, France, European Union, Russia, Brazil and Australia. <b>Direct marketing/ Others</b> India, Russia, Brazil, Vietnam, Philippines, Nigeria, Kenya, Ghana, Tanzania, Uganda, Nepal, Myanmar and Egypt.

\* The details about transfer of manufacturing facility in Baddi, Himachal Pradesh are given in the Boards Report forming part of this Annual Report.

### SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid up Capital (INR) : 385.37 crore
2. Total Turnover (INR) : 890 crore (from Continuing operations)
3. Total Profit after Taxes (INR) : (231) crore
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%): Not ascertainable as Profit After Tax during F.Y. 2019-20 is negative. Actual spent on CSR activities is ₹ 0.56 crore.

Though, during F.Y. 2019-20, it was not mandatory for the Company to spend on CSR activities since the average net profits of the Company for the immediately preceding 3 financial years calculated as per Section 198 of the Companies Act, 2013 ('Act'), was negative, nonetheless, as a continued better corporate governance practices, the Company has contributed ₹ 0.56 crore to Wockhardt Foundation, the CSR arm of the Company, for carrying out CSR activities.

Wockhardt Foundation, a registered Trust engaged in welfare activities since 2008, carries out the CSR activities of the Company under the leadership of Dr. Huzaifa Khorakiwala, Trustee & CEO, Wockhardt Foundation. The Trust continuously strives for the wellbeing of the society in various areas of social concern with focus on areas covered in Schedule VII of the Act.

5. List of activities in which expenditure in 4 above has been incurred:

- Promoting health care
- Sanitation
- Bio toilets
- Safe drinking water

Expenditure incurred for CSR Activities are as per the CSR Policy of the Company. The details of the same have been provided in a Report on CSR activities forming part of this Annual Report.

## SECTION C: OTHER DETAILS

### 1. Does the Company have any Subsidiary Company/Companies?

As of 31<sup>st</sup> March, 2020, the Company has 32 subsidiaries (including step down) located in Switzerland, US, UK, Ireland, Germany, France, Belgium, Mexico, Brazil, Nigeria, Russia, Australia, New Zealand and two in India.

The manufacturing plants are located in India, UK, Ireland, USA and Dubai, U.A.E.

### 2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent Company? If yes, then indicate the number of such subsidiary company(s)?

Being holding Company, majority of BR initiatives are undertaken by Wockhardt Ltd.

### 3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%] ?

The Company continuously works with third party partners including customers, suppliers and other stakeholders of the Company, wherever possible, through its Policies namely Whistle Blower Policy, Anti-Bribery and Anti-Corruption Policy to accomplish the BR initiatives.

## SECTION D: BR INFORMATION

### 1. Details of Director/Directors responsible for BR:

#### a) Details of the Director/Directors responsible for implementation of the BR policy/policy

DIN : 00102650  
 Name : Dr. Murtaza Khorakiwala  
 Designation : Managing Director

#### b) Details of the BR head

DIN : 00102650  
 Name : Dr. Murtaza Khorakiwala  
 Designation : Managing Director  
 Telephone No. : 022 - 2653 4444  
 Email : Investorrelations@wockhardt.com

### 2. Principle-wise (as per NVGs) BR Policy / policies:

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs have been articulated in the form of nine Principles as briefed below:

- P1 – Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
- P2 – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
- P3 – Businesses should promote the well-being of all employees.
- P4 – Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.
- P5 – Businesses should respect and promote human rights.
- P6 – Businesses should respect, protect and make efforts to restore the environment.
- P7 – Businesses when engaged in influencing public and regulatory policy should do so in a responsible manner.
- P8 – Businesses should support inclusive growth and equitable development.
- P9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner.

## (a) Details of compliance (Reply in Y/N)

Sl. No.	Questions	Business Ethics	Product Life cycle Sustainability	Welfare of Employees	Stakeholder Engagement	Human Rights	Environment	Public Policy	CSR	Value to customers
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for...	Y	Being a pharma company, it is always ensured that its products are safe and focuses on optimal utilisation of resources.	Y	Y	Y	Y	The Company is member of various professional/ trade bodies etc. through which areas of concern or importance are articulated for taking at appropriate forum.	Y	The Company in its operations ensure customer value through its product design and labelling etc. However, no need has been felt to formulate a specific Policy for the same.
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y		Y	Y	Y	Y		Y	
3	Does the policy conform to any national/ international standards? If yes, specify? #	Y		Y	Y	Y	Y		Y	
4	Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/CEO/appropriate Board of Director?	Y		Y	Y	Y	Y		Y	
5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y		Y	Y	Y	Y		Y	
6	Indicate the link for the policy to be viewed online?	* @		* @	@	@	@		*	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y		Y	Y	Y	Y		Y	
8	Does the Company have in-house structure to implement the policy/ policies?	Y		Y	Y	Y	Y		Y	
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/ policies?	Y		Y	Y	Y	Y		Y	
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y		N	Y	Y	Y		Y	

\* <http://www.wockhardt.com/investor-connect/policies.aspx>

@ Internal Portal accessible to all the employees of the Company.

# The Policies are broadly based on the National Voluntary Guidelines on social, environment and economical responsibilities of business issued by the Ministry of Corporate Affairs.

## (b) If answer to Sl. No 1 against any principle, is 'No', please explain why:

The requisite details are provided in the above table i.e. Section D point 2(a) forming part of this report.

## 3. Governance related to BR:

## a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year:

Reviewed annually

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

The Business Responsibility Report of the Company forms part of the Annual Report 2019-20; and the same is also available on the Company's website [www.wockhardt.com](http://www.wockhardt.com)

## SECTION E: PRINCIPLE-WISE PERFORMANCE

### Principle 1:

#### 1. Does the policy relating to ethics, bribery and corruption cover only the Company? Does it extend to the Group/ Joint Ventures/Suppliers/Contractors/NGOs/Others?

In terms with the Company's philosophy of promoting ethical conduct and practices throughout the organization for enhancing stakeholders' value, the Board of Directors of the Company have laid down a "Code of Business Conduct and Ethics for Board of Directors and Senior Management" ("Code"). The Code requires every Board member and Senior Management Personnel to adhere the highest standards of professionalism, honesty and integrity along with impartiality, fairness and equity.

The Board has also adopted Anti-bribery and Anti-corruption Policy which extend to all individuals working for all affiliates and subsidiaries of the Company at all levels including directors, senior executives, officers, employees, consultants, contractors, trainees, casual workers, volunteers, interns, agents, or any other person associated with the Company.

The Code and the Policy aims at building a healthy organisation by adopting high standards of professionalism, honesty, integrity and ethical conduct.

Further, the Company has an internal structure to ensure implementation of the Code and Policy.

#### 2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

Status of customers' complaints as on 31<sup>st</sup> March, 2020 was as under:

Sl. No.	Particulars	Nos.
1.	At the beginning of the year on 1 <sup>st</sup> April, 2019	13
2.	Received during the year	69
3.	Resolved during the year	71
4.	Pending as on 31 <sup>st</sup> March, 2020	11

#### Shareholders' complaints

During FY 2019-20, 6 complaints were received from the Company's equity shareholders. The complaints involved issues which includes non-receipt of dividend warrant/bonus certificate/rejected DRF. There was no complaint pending as on 31<sup>st</sup> March, 2020. The statement providing the details of investor complaints are also disseminated to the Stock Exchanges on a quarterly basis.

Apart from this, there were 471 letters/queries relating to change of address, issue of duplicate share certificates, Registration of ECS details and issue of fresh Demand drafts in lieu of unpaid dividend etc. out of which 454 letters were replied/resolved as of 31<sup>st</sup> March, 2020. The pending 17 request were received at the end of March 2020 and the same were replied/resolved post 31<sup>st</sup> March, 2020.

No complaints have been received from employees during the year under review.

### Principle 2:

#### 1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

The following products have helped to address environmental concerns:

- Erythropoietin
- Insulin
- Glargine

#### 2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

- (a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

**(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?**

Continuously efforts were taken at Site to improve yield of the products i.e. more output with almost same input (Water, Energy, Raw material etc.), which results in saving of resources, became an important step for positive impact on environment.

Yield improvement and time /resource saving has been done for the products. Details of said improvement done for above mentioned three Products are as follows:

Sr. No.	Product	Improvements
1	Erythropoietin	Yield has been improved to 190%. Following are the details : 1. The batch output was increased to 19 gm from 10 gm. 2. The Downstream processing recoveries were improved from average 20% to average 25%. 3. Use of 5L Glass Spinner instead of 5L fermenter has aided in reduction of utility use such as Steam, Water, air etc.
2	Insulin	1. Cycle time optimisation resulted in increase of plant capacity by 22% (from 22 batches/month to 27 batches /month). 2. Average effective process yield improvement by 6% 3. Reduced the primary packing material consumption by 33%.
3	Glargine	1. Implementation of extended fermentation time has resulted in ~35% of yield improvement. 2. Optimization at CIEC stage to have single CIEC lot which enhances the Downstream batch processing capacity to 20 batches/month from the existing capacity of 12 batches.

Further, the Company conducts its activities in such a manner as to protect the environment, interests of employees and general public. The Company monitors its efforts for sustainable use of resources in manufacturing and is committed to optimum utilisation of all resources.

**3. Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.**

During the process of registering or approving any supplier or vendor, the Procurement Team of the Company secures access to relevant documents to verify the pre-requisites and all compliances as required by law. In case of API or key raw material suppliers, Quality Assurance Team visits their premises to evaluate their delivery capabilities and quality processes.

The Company deploys sustainable sourcing process with awareness towards environment, health & safety, human rights and key social compliances. The activities relating to sustainable sourcing are also detailed hereunder.

**Finished product Manufacturing site**

The Company performs Audit of manufacturing site to ensure compliance with regulatory guidelines such as Schedule M, WHO GMP etc. It is ensured that all activities related to manufacturing, packaging, quality control, dispatch of products, quality systems & documents are in place and complying as per regulations. Quality audit also covers areas like Water system, Utilities, Effluent treatment plant and scrap yard.

The Company also conducts Training programmes for employees of Vendors for Good Manufacturing Practices, Cleaning and personal hygiene, Good Documentation practices, Safety etc.

**Warehouse and CFA**

Under Contract Manufacturing/Management System, the Company have quality audit team which not only conducts quality audit at all CFA & central hub locations but also undertakes annual training programme to ensure knowledge sharing on issues relating to GDP etc. are understood by the key participants nominated by CFAs. Apart from this, CFAs are also encouraged to have their own training sessions to impart knowledge on key operational issues.

**Analytical Laboratory**

The Company performs Audit of Analytical Laboratory to check Compliance with Good laboratory practices and evaluate that all activities related to testing & identification of drugs are as per regulations. It is also checked that all required Safety equipment/measures are available in laboratory and documents are maintained as per required standards.

The Company conducts Training Session for employees on Good Laboratory Practices, Good Documentation practices, Safety etc.

**4. Has the Company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work?**

**If yes, what steps have been taken to improve the capacity and capability of local and small vendors?**

The Company being into pharmaceuticals business operates in a stringent regulatory framework for its products and services. The Company follow strict sourcing procedures for its APIs, raw materials, packing materials, other chemicals etc. considering the requirements of applicable manufacturing and quality processes. Over the period, the Company has long and strong business relations with regular vendors and tries to encourage sourcing of the goods and services from appropriate vendors including local and small, wherever applicable.

**5. Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste? (Separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

The Company has a mechanism to recycle or dispose material including waste in an authorised manner, wherever possible. The wastes generated from the operations are segregated into recyclable (RC), non-recyclable (NRC) and non-recyclable non-biodegradable (NRCNB).

Wherever possible, efforts are made to convert NRC and NRCNB wastes to RC by finding industries that can use these wastes as raw materials.

**Principle 3:**

Sl. No.	Particulars	Details
1	Please indicate the Total number of employees	5,106
2	Please indicate the Total number of employees hired on temporary/ contractual/ casual basis.	999
3	Please indicate the Number of permanent women employees	294
4	Please indicate the Number of permanent employees with disabilities	2
5	Do you have an employee association that is recognized by management	Yes. The Company has recognized employee associations at Aurangabad & Ankleshwar.
6	What percentage of your permanent employees is members of this recognized employee association?	About 1.96%
7	Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year	
	<b>Category</b>	<b>No of complaints filed during the financial year</b>
	Child labour/forced labour/ involuntary labour	Nil
	Sexual harassment	Nil
	Discriminatory employment	Nil
8	What percentage of your under mentioned employees were given safety & skill upgradation training in the last year?*	
	a) Permanent Employees	100%
	b) Permanent Women Employees	100%
	c) Casual/Temporary/Contractual Employees	100%
	d) Employees with Disabilities	100%

Note: \*At all the manufacturing sites, all the Employees have to undergo safety training without that they cannot start their work.

**Principle 4:**

**1. Has the Company mapped its internal and external stakeholders?**

The Company has mapped its internal and external stakeholders.

**2. Out of the above, has the Company identified the disadvantaged, vulnerable and marginalized stakeholders?**

The Company has identified its disadvantaged, vulnerable and marginalised stakeholders.

**3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.**

Being a global pharmaceutical Company, the Company has analysed its eco system and identified challenges such as malnutrition, lack of sanitation, hunger and disease, education and poor rural development. Our CSR programmes are built around the key focus areas (i) Healthcare, (ii) Education, (iii) Infrastructure development; and (iv) Promoting social causes etc. The Company's 'Whistle Blower Policy' encourage stakeholders to report their genuine concern, if any. The Policy provides for adequate safeguard to the Whistle Blower against victimisation. Additionally, the Company has also an investors' grievance cell where the investors can raise their concerns.

**Principle 5:****1. Does the policy of the Company on human rights cover only the Company or extend to the Group/JV/Suppliers/Contractors/NGO/Others?**

Wockhardt is an equal opportunity provider employer and does not discriminate based on colour, caste, race, region, religion etc. Women candidates are encouraged to apply.

The policy on human rights covers internal as well as external stakeholders such as suppliers, vendors, contractors, partners, group companies and subsidiaries.

**2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the Management?**

No stakeholder complaints were received in the reporting period with regards to human rights violations.

**Principle 6:****1. Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

The Company is committed to conduct its business in a responsible manner by ensuring the safety and health of its employees, customers, partners, contractors and community neighbours.

The responsibility for adherence to the policy related to Environment, Health & Safety lies with key stakeholders viz. employees and workers, contractors and partners, community representatives and public at large.

The Company is committed to operate all its units in an environment friendly manner while protecting health and safety of its employees.

**2. Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? If yes, please give hyperlink for webpage etc.**

The Company complies with applicable energy laws and regulations and reviews its technology upgradation and energy efficiency initiatives on a periodic basis. These actions contribute to mitigation of GHG emissions. The Company give emphasis on conservation of energy and optimum utilization of natural resources. The Company also understands the importance of climate change, risk mitigation by adapting to likely climate changes and its impact on business operations.

The Company has process of inventorisation of its Greenhouse Gas emissions.

**3. Does the Company identify and assess potential environmental risks?**

Yes

**4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?**

At present, the Company does not have any project related to Clean Development Mechanism.

**5. Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy etc.? If yes, please give hyperlink to web page etc.**

Yes. The Company continues to undertake several initiatives for energy efficiency and cleaner technologies. Some of the energy efficient initiatives carried out by the Company at different units are as under:

- CFL and HPMV Lamps replaced by LED lamps in phased manner.
- Reduced operational frequency of Air Handling units to maintain Environmental condition during facility non-operational/area shutdown.
- Chiller's set point increased from 6.5 deg.C to 7.0 deg.C for reduction in Power consumption.
- Reduced boiler operating pressure and achieved fuel consumption up to 3%.
- Use of Furnace oil in place of Industrial diesel in boiler.

The details of the same have also been provided in Board's Report forming part of this Annual Report ([www.wockhardt.com/investor-connect/annual-reports.aspx](http://www.wockhardt.com/investor-connect/annual-reports.aspx))

**6. Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Yes. The air quality levels are well within the standards and limits prescribed by the Pollution Control Boards.

An effluent treatment facilities installed at the manufacturing units of the Company have been working satisfactorily and meets the regulatory norms as prescribed by the Pollution Control Boards. At few sites, discharged process water is being recycled after treatment thus conserving water.

Solid waste from plants is also safely disposed-off or stored as per guidelines prescribed by the State Pollution Control Boards.

**7. Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as of end of financial year.**

3 [Includes two matters which are pending in The National Green Tribunal, Western Zone, Pune.]

**Principle 7:**

**1. Is your Company a member of any trade and chambers or association? If yes, name only those major ones that your business deals with.**

The Company is a member of the following trade and chambers or association:

- IMS AG
- World Economic Forum
- Indian Pharmaceuticals Alliance
- Federation of Indian Chamber of Commerce and Industry
- Confederation of India Industry
- Bombay Chamber of Commerce and Industry

**2. Have you advocated/ lobbied through above associations for the advancement or improvement of public good? If yes, specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Polices, Energy Security, Water, Food Security, Sustainable Business Principles, Others)**

The Company, from time to time, contributes through advocacy/representation to various Chamber of Commerce, administration and authorities in the areas that are of concern or importance.

The Company has earlier apprised the Govt. of India that Wockhardt will help Antibiotic Stewardship Program with Govt. to encourage responsible use of antibiotic in the country:

- Use of antibiotic by medical professional on scientific basis (highlighting misuse of drugs)
- Advocacy approach to align Policies by Regulators
- Create awareness for general consumers
- Wockhardt Surveillance Study – It provides pertinent information on hospital and indication wise prevalence of Resistant Pathogens. This information would complement the activities of Antibiotic Stewardship Forum.
- Wockhardt is also developing antimicrobial susceptibility testing devices that would provide reliable information on susceptibility of a given pathogen to Wockhardt's antibiotics under development. This would enable judicious/ rational use of these new antibiotics in clinical practice which is an important element of Antibiotic Stewardship Program.

**Principle 8:**

**1. Does the Company have specified programmes/ initiatives/ projects in pursuit of the policy related to Principle 8? If yes, details thereof.**

Yes. The Company endures to focus on social concerns such as malnutrition, lack of sanitation, hunger and disease, education and rural upliftment. Further, through its CSR programmes that are built around the key focus areas such as healthcare (promoting preventive health care, sanitation and safe drinking water), education, infrastructure development and promoting social causes etc., the Company continues to engage itself for the welfare of society at large.



**2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?**

The programmes are undertaken by Wockhardt Foundation, CSR arm of the Company which is engaged in social service and human welfare activities, under the leadership of its Trustee & CEO, Dr. Huzaifa Khorakiwala who is the Executive Director of the Company.

**3. Have you done any impact assessment of your initiatives?**

Projects undertaken as part of CSR initiatives are reviewed from time to time. Each project has specific deliverables to be met. The internal teams ensure the implementation of the projects undertaken.

**4. What is the Company's direct contribution to community development projects - Amount in INR and the details of the projects undertaken?**

Though, it was not mandatory for the Company to spend on CSR activities, during F.Y. 2019-20, since the average net profits of the Company for the immediately preceding 3 financial years calculated as per Section 198 of the Companies Act, 2013, was negative, Nonetheless, as a continuing good governance practices, the Company contributed ₹ 0.56 crore to Wockhardt Foundation, the CSR arm of the Company, for CSR activities.

The details of CSR activities and manner in which amount have been spent is provided in Report on CSR activities forming part of this Annual Report.

**5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

Yes. The Company firmly believe that community development initiatives are adopted by the community.

**Principle 9:**

**1. What percentage of customer complaints/consumer cases are pending as on the end of financial year?**

As on 31<sup>st</sup> March, 2020, there were about 1.96% complaints pending.

**2. Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (Additional information)**

All relevant Product information such as approved Product label claims, Batch details, Dosage form, Generic name, Drug Warning and other text claims as per applicable approved Regulatory guidelines are displayed on the product carton & label.

Additional detailed information along with usage of the product is provided in the form of Patient Information Leaflet (PIL), wherever applicable.

Consumer Services contact details are also mentioned for Food/Nutraceutical Products & Dermatological Products.

**3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as of end of financial year? If so, provide details thereof, in about 50 words or so.**

The details of cases as on 31<sup>st</sup> March, 2020 are summarised below:-

- Around 19<sup>th</sup> August, 2015, Wockhardt USA LLC and Wockhardt Limited were named along with numerous other drug manufacturers as defendants in an antitrust litigation concerning the drug Namenda IR and its generic versions. The parties reached to preliminary settlement in May 2019. The Court has yet to grant final approval of the settlement.
- Wockhardt USA LLC and Morton Grove Pharmaceuticals, Inc. are defendants in a series of class action and individual antitrust actions alleging that generic drug manufacturers pursued a common goal of achieving artificially-inflated generic drug prices through the allocation of markets and through price-fixing agreements. These actions have been transferred to a multidistrict litigation pending in the Eastern District of Pennsylvania ("MDL"), In re Generic Pharmaceutical Pricing Antitrust Litigation, 16-md-2724. The parties are presently taking discovery.
- Standing Rock Sioux Tribe brought an action against Morton Grove Pharmaceuticals, Inc. and other manufacturers and distributors of opioid and other drugs for alleged health care costs incurred from, *inter-alia*, health care services provided to patients allegedly suffering from addiction or disease, overdose, or death. The case has been stayed and is consolidated in the multidistrict litigation pending in the U.S. District Court for the Northern District of Ohio, In re: National Prescription Opiate Litigation, Case No. 1:17-md-02804-DAP.

- Competition Commission of India (CCI) passed an order under the Competition Act, 2002 against Chemist and Druggist Association, Goa ('CDAG') in suo moto Case on the complaint filed by M/s. Excel Health Care, wherein pharmaceutical companies were involved as opposite parties including Wockhardt Limited. CCI imposed penalty of ₹ 10.62 Lac only on CDAG and Pharmaceutical companies including Wockhardt Limited were cleared of all allegations by the CCI. Appellant/CDAG has challenged the findings of the CCI before NCLAT. Pleadings stands completed. The matter is pending for final arguments on merits before NCLAT. The Company's exposure to risk and potential liabilities in the matter is minimal.
- A complaint has been filed against Federation of Gujarat State Chemist & Drug Association, Ahmedabad by M/s. Amit Agencies stockist in CCI for not giving him purchase orders for distribution of drugs in Gujarat Region. The matter is being investigated by Regional Director, CCI. The Company has already provided requisite details denying the claim and complied with all the directions. No communication is received after May 2018.

**4. Did your Company carry out any consumer survey/consumer satisfaction trends?**

Consumer surveys are periodically carried out by the Company to understand the customer needs and feedback.