

Annexure-I

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

Sr. No.	Particulars	Information
1.	Corporate Identity Number (CIN) of the Company	L24231MH1950PLC008311
2.	Name of the Company	Pfizer Limited
3.	Registered Address	The Capital, 1802 / 1901, Plot No. C – 70, G Block, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051
4.	Website	www.pfizerindia.com
5.	E-mail id	contactus.india@pfizer.com
6.	Financial Year Reported	April 1, 2019 – March 31, 2020
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	Pharmaceuticals – NIC Code – 21002
8.	List three key products/services that the Company manufactures/markets/provides:	<ol style="list-style-type: none"> 1. Prevenar 13 2. Becosules 3. Magnex
9.	Total number of locations where business activity is undertaken by the Company:	
i.	Number of International Locations	Nil
ii.	Number of National Locations	<ul style="list-style-type: none"> • The Company's manufacturing plant is located in Goa • Registered Office (Corporate Office) is located in Mumbai • Five regional offices located in New Delhi, Kolkata, Chennai, Hyderabad and Lucknow. • 24 distribution locations across the nation
10.	Markets served by the Company – Local/State/National/International	<ul style="list-style-type: none"> • PAN India • The Company also exports certain products to the following international locations: <ol style="list-style-type: none"> 1. Sri Lanka 2. Nepal 3. Bangladesh

SECTION B: FINANCIAL DETAILS OF THE COMPANY

Sr. No.	Particulars	Information
1.	Paid up Capital	₹45.75 Crore as on March 31, 2020
2.	Total Turnover (Sale of products)	₹2,096.32 Crore for the year ended March 31, 2020
3.	Total profit after taxes	₹509.13 Crore for the year ended March 31, 2020
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	₹7.54 Crore (1.48 % of the Profit after Tax) for the year ended March 31, 2020
5.	List of activities in which expenditure in 4 above has been incurred:	<p>The CSR spent for the year under review includes mainly the following:</p> <ol style="list-style-type: none"> 1. COVID-19 relief efforts in India 2. Pfizer IIT Delhi Innovation & IP Program 3. Interventions to combat AMR in India 4. Pfizer-ACF (Tata Trusts) Cancer Care Initiative 5. Village Transformation Project 6. School Adoption and Development Program <p>For details please refer to the CSR section and Annexure A of the Board's Report of the Company.</p>

SECTION C: OTHER DETAILS

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

The Company does not have any Subsidiary Company.

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).

Not Applicable.

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

Pfizer's Code for Business Conduct – 'The Blue Book' - contains the basic principles and rules with respect to the Business Responsibility ('BR') initiatives. The principles of the said Blue Book are extended to all its business associates who do business with the Company. While the business associates do not directly participate in the business responsibility initiatives of the Company, they are encouraged to adopt these principles.

SECTION D: BR INFORMATION

1. Details of Director responsible for BR

(a) Details of the Director responsible for implementation of the BR policy/policies:

Sr. No.	Particulars	Details
1.	DIN	05162648
2.	Name	Mr. S. Sridhar
3.	Designation	Managing Director

(b) Details of the BR head:

Sr. No.	Particulars	Details
1.	DIN (if applicable)	05162648
2.	Name	Mr. S. Sridhar
3.	Designation	Managing Director
4.	Telephone number	022 6693 2000
5.	E-mail id	sridhar.s@pfizer.com

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Business Ethics, Transparency and Accountability	Product Life Cycle Sustainability	Employees' well-being	Stakeholders' Welfare	Human Rights	Environment	Public and Regulatory Policy	Inclusive Growth and Equitable Development	Customer Responsibility
1.	Do you have policy/policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The Company is guided by "The Blue Book - Summary of Pfizer Policies on Business Conduct" of its parent company, Pfizer Inc., USA. The Blue Book along with Company's local policies covers all the above 9 principles.								

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Business Ethics, Transparency and Accountability	Product Life Cycle Sustainability	Employees' well-being	Stakeholders' Welfare	Human Rights	Environment	Public and Regulatory Policy	Inclusive Growth and Equitable Development	Customer Responsibility
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
	The Blue Book and local policies adopted by Company are formulated keeping in mind the best global ethical, regulatory and environmental practices and after due consultation with relevant stakeholders..									
3.	Does the policy conform to any national / international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Pfizer's Blue Book represents one of the best global ethical, regulatory and environmental practices. Further, the local policies adopted by the Company meet with the local regulatory requirements.									
4.	Has the policy being approved by the Board? If yes, has it been signed by MD/Owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
	The Board of Directors of the Company have adopted "The Blue Book - Summary of Pfizer Policies on Business Conduct" of Pfizer Inc, its Parent Company.									
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	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	http://www.pfizerindia.com/eNewsWebsite/investor/company_profile.aspx								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	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	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	Y	Y	Y
	The Company has established a Whistle Blower / Vigil Mechanism. The Company also has separate process to report adverse event reporting and other product related complaints.									
10.	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	The Company's Secretarial Auditor has conducted a review of the BRR related compliances and working of the policies. There are no qualifications or adverse remarks in the Secretarial Audit Report with respect to the BRR of the Company. Periodic reviews are carried out by the Company on the working of the Policies and annual refresher training is provided to the employees.								

**2a. If answer to Sr. No. 1 against any principle, is 'No', please explain why:
(Tick up to 2 options)**

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The Company has not understood the Principles	NA	NA	NA	NA	NA	NA	NA	NA	NA
2.	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	NA	NA	NA	NA	NA	NA	NA	NA	NA
3.	The Company does not have financial or manpower resources available for the task	NA	NA	NA	NA	NA	NA	NA	NA	NA
4.	It is planned to be done within next 6 months	NA	NA	NA	NA	NA	NA	NA	NA	NA
5.	It is planned to be done within next 1 year	NA	NA	NA	NA	NA	NA	NA	NA	NA
6.	Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

3. Governance related to BR

- 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

The frequency of assessment of BR performance by the Board of Directors is on an annual basis.

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

The Company has published its Business Responsibility Report for financial year ended March 31, 2020, which forms part of the Annual Report. The same is also available on the Company's website at www.pfizerindia.com.

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability:

Conducting ourselves with integrity helps us earn the trust and respect of the people we serve. At Pfizer, it is the first and foremost responsibility of each employee to abide by the Company's policies on business conduct. Each employee must comply not only with the letter of these policies but also with their spirit. Our policies are reviewed annually to ensure that they meet or exceed evolving legal standards and societal expectations.

1. Does the policy relating to ethics, bribery and corruption cover only Company? Yes/No. Does it extend to the Group/ Joint Ventures / Suppliers / Contractors / NGOs / Others?

The Company is guided by the policies enshrined in the Blue Book with respect to ethics, bribery and corruption. These are applicable not only to the Company but also to the business associates who do business with the Company.

2. How many stakeholders' complaints have been received in the past financial year and what % was satisfactorily resolved by the management? (if so, provide details thereof, in about 50 words or so) -

43 complaints were received during the financial year ended March 31, 2020 from the stakeholders. 37% of these were satisfactorily resolved. Internal review is still ongoing for the pending items.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

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

- Wysolone group of Products (5mg/10mg/20mg)

- Folvite

- Hetrazan 100

2. Product wise details in respect of resource use (energy, water, raw materials etc.) per unit of product:

Sr. No.	Product	RM used per unit of product (mg)	Energy used per unit of product (KwH)	Water used per unit of product (ml)
1.	Wysolone Tablets (5mg/10mg/20mg)	105/110/160	0.04	0.2
2.	Folvite Tablets	70	0.04	0.2
3.	Hetrazan	200	0.04	0.2

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

This year Goa team in with collaboration with the Business, Regulatory & Medical team eliminated Product information Leaflets from the packs of 10 SKUs (mainly above 5 SKUs). In addition, this Team also eliminated around 1 Lakh paper privacy pouches from Minesse, a leading brand from Oral Contraceptive family. This resulted in reduction in Paper which promotes environment sustainability.

Quantity of Leaflet Saved: 12 Lakhs

Quantity of Privacy Pouch: 1 Lakh

Total Weight of Paper Saved: 2.7 Tonnes

(ii) Reduction during usage by consumers (energy / water) has been achieved since the previous year?

Goa site has initiated energy conservation projects which resulted reduction of Electrical power consumption by 15 % over previous year.

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

Your Company places utmost emphasis on Environment, Health and Safety ('EHS') practices of its suppliers. In order to ensure that the suppliers are in compliance with EHS regulations, the Company conducts periodic assessment of supplier sites. Further the Company supports efforts of suppliers to improve their EHS practices & sustainability.

4. What are the steps taken to procure goods and services from local and small producers, including communities surrounding their place work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

In line with the principles of Blue Book, the Company also procures goods and services from local and small manufacturers and service providers particularly located near its manufacturing facility at Goa. The business associates who do business with the Company are covered under Company's policies and evaluated periodically for Environment, Health and Safety practices and compliances. This helps your Company to ensure maintaining sustainability with the business associates to ensure business continuity and availability of the products to our stakeholders.

5. What is the Mechanism to recycle products and waste? Yes/No (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)

The pharmaceutical products cannot be recycled. The Company's Goa manufacturing facility is a zero effluent discharge site. All effluents generated at the said facility are treated and recycled back. Waste is segregated into hazardous and non-hazardous waste and managed through a robust waste management system. All the non-hazardous waste generated at the manufacturing facility is sent for recycling through authorized recyclers. The hazardous waste is sent for incineration to authorized vendors.

Principle 3: Businesses should promote the well-being of all employees

1. Total number of employees:

The Company has 2,489 employees as on March 31, 2020.

2. Total number of employees hired on temporary/contractual/casual basis:

The Company has 238 employees who are hired on contractual basis.

3. Total number of permanent women employees:

The Company has 237 permanent women employees.

4. Number of permanent employees with disabilities: NIL

5. Does the organization have an employee association recognized by Management?

Yes, we have employee association at our Plant locations in Goa and Thane and field colleagues in Women Healthcare.

6. % of permanent employees as the members of such employee association?

8.16 % of the permanent employees are members of recognized employee association.

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:

Sr. No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1.	Child labour/forced labour/involuntary labour	Nil	Nil
2.	Sexual harassment	Nil	Nil
3.	Discriminatory employment	Nil	Nil

8. What % of permanent employees, permanent women employees, casual/temporary/contractual employees and employees with disabilities were given safety & skill up-gradation training in the last year?

Not Applicable

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

1. Has the Company mapped its internal and external stakeholders? (Yes/No)

Yes, we have mapped our internal and external stakeholders.

2. Has the Company identified the disadvantaged, vulnerable and marginalized stakeholders?

Yes, we have identified the disadvantaged, vulnerable and marginalized stakeholders.

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

Yes. The company has undertaken several activities which includes disaster relief through donation of medicines and restoring primary health facilities and School Adoption and Development Program in Mumbai and Goa to identify and engage with schools for building and refurbishing sanitation and safe drinking water units, civil infrastructure, science labs and menstrual hygiene.

Principle 5: Businesses should respect and promote Human Rights

1. Does the Company's policy on Human Rights extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/ Others?

Yes.

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

No stakeholder complaints were received in the past financial year.

Principle 6: Business should respect, protect, and make efforts to restore the environment

1. Does the Company's policy on protection of environment extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

Yes.

2. Do we have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? (if yes, please give hyperlink for webpage)

Yes, the manufacturing facility at Goa has undertaken significant number of initiatives to address the global environmental issues such as climate change, global warming, carbon foot print reduction through elimination of furnace oil usage, reduction in electricity consumption, recycling of treated effluent for gardening and reduction in raw material usage.

The Company also a 5 Year Plan to introduce Solar panels every year up to 250 KW which will cater up to 6-8 % of the annual requirement.

3. Has the company identified and access potential environmental risks?

Yes, the Company has identified environmental risks and carried out impact assessment for all the operations carried out at the site and has adequate controls to mitigate all the potential environmental risks.

4. Does the Company have any project related to Clean Development Mechanism? (if yes, provide details thereof in 50 words also whether any environmental compliance report is filed)

Yes, the site has implemented various projects to eliminate the use of Furnace Oil.

Goa site has plan to install additional Solar Photo Voltaic panels of 70 KW capacity for captive consumption for the site.

5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. (if yes, please give hyperlink for webpage)

Yes, the site has undertaken various process development projects thereby reducing the energy usage and emphasizing on clean technology. The Goa site is planning for a pilot renewable energy project (Solar and wind).

The Goa site has installed one 50 KW pilot Renewable Energy Plant consisting of 45 KW Solar Photo Voltaic Cells & one 5 KW Wind Turbine.

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

Yes, all the air emissions/ waste water generation/ waste generation are within permissible limits given by the state SPCB.

7. Number of show cause/legal notices received from CPCB/ SPCB which are pending as on end of financial year?

No show cause/legal notices received from CPCB/SPCB which were pending as on end of financial year.

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

1. Is the Company a member of any trade and chamber association? (if yes, name the major ones that your business deals with)

Yes.

- Organization of Pharmaceutical Producers of India.
- Federation of Indian Chambers of Commerce & Industry.
- US-India Business Council
- US-India Strategic Partnership Forum

2. Has the Company advocated/lobbied through above associations for the advancement or improvement of public good? (if yes specify the broad areas – governance and administration, economic reforms, inclusive development policies, energy security, water, food security, sustainable business principles, others)

Yes.

The Company focuses its advocacy on strengthening public health systems and access to healthcare, particularly towards the under-served segments. The Company has been advocating for amendments in the current policies governing the industry that would facilitate in providing an enabling environment for business to grow and supply products to various government procurement agencies. Advocacy is also focused on strengthening of the innovation eco systems through policies that encourage the creation and deployment of intellectual property in the broader area of healthcare and further development of the National Health Policy framework. Strengthening of coordination between the state and central FDA leading to faster availability of the latest innovative therapies for the patients without IP violation/infringement is an area of active advocacy by the company. Some specific areas of advocacy include:

- Policy frameworks to encourage widespread participation of the private sector in strengthening national programs, such as Ayushman Bharat and National Immunization Program.
- Public Health Policies
- Inclusive Development policies
- Drug Regulatory policies
- Encouraging Healthcare innovations made in India (towards impacting larger public health)

Principle 8: Businesses should support inclusive growth and equitable development

1. Does the Company have specified programmes/initiatives/projects in pursuit of this principle? (if yes, details thereof)

Your Company's CSR purpose is to promote access to quality healthcare in the country by nurturing innovations, encouraging community involvement of our employees and synergizing efforts in partnerships with government and other stakeholders for collective impact.

COVID-19 relief efforts in India:

Your Company has deployed an estimated ₹2 Crore towards various COVID-19 relief efforts. Some of our prominent interventions include:

Donation of 3 lakh protective N95 Masks: Our frontline healthcare workers are performing a remarkable duty to provide healthcare services to patients across the country. In order to provide relief to such personnel, your Company has funded NGOs to donate close to 3 lakh certified N95 protective masks for use by frontline and supporting healthcare personnel across India.

COVID-19 Treatment Facility for Police Personnel: In addition to the healthcare workers, our police personnel too are serving as COVID warriors with courage and dedication. In order to support our Police Personnel, your Company has supported a 75-bed isolation ward at the Mumbai Police Kalina Hospital for the Maharashtra Police. Support was provided towards COVID-19 Emergency Response Intervention for setting up of the temporary COVID-19 hospital dedicated to police personnel in Kalina and for other critical lifesaving supplies.

Providing 5 State-of-the-art ventilators: As the number of COVID-19 cases rapidly increase in Maharashtra, the MCGM Disaster Management Cell along with the Health Department ramped up the testing and isolation facilities available. Your Company partnered with Ameriquest India Foundation to provide five high-quality Macquet Servo-I Ventilators to three key Government hospitals with COVID-19 facilities: HBT Trauma Care Centre, Jogeshwari; Bhabha Hospital, Bandra; and Rajawadi Hospital, Ghatkopar, all located in densely populated suburbs in Mumbai.

Assisting migrant workers with food relief: Goa is home to your Company's manufacturing plant. Being an industrial state, it is also home to a large migrant population that would require basic food relief and support at this time. Through its NGO partners, your Company provided food and grocery packets along with other essentials for those in need in the talukas of Sattari and Valpoi in Goa.

Essential medicine donation: Your Company donated 75,000 tablets of Trulimax (Azithromycin) for the treatment of COVID-19 patients under the care of Government facilities.

Pfizer-IIT Delhi Innovation & IP Program:

Your Company created this unique incubation accelerator program with an aim to support, promote and reward healthcare innovations made in India. The program, launched in partnership with the Foundation for Innovation and Technology Transfer (FITT) at IIT Delhi, is now in its fourth phase. Since inception in 2015-16, collectively between full-time incubations and support for IP filings, the program has supported 34 innovators in their journey of creating innovations.

Interventions to combat AMR in India: After a successful launch of a high-decibel public awareness campaign 'AMR ko Aao Milkari Rokein' (Let us work together to curb AMR) in January 2019, your Company continued its efforts to curb AMR in India. With a clear priority to "Support national programs and priorities with linkages to healthcare", Pfizer Limited, in March 2020, partnered with

an NGO Americares India Foundation (AIF) to roll out two distinct initiatives that aimed at reducing the spread of antimicrobial resistance in the country.

A flagship programme under this umbrella—**Project Parivartan** focusses on addressing the current Infection Prevention and Control (IPC) challenges in healthcare facilities. In this multi-year project, your Company will support the development of a model for “Institutional Capacity Building” to deliver facility-based IPC and Anti-Microbial Stewardship among small- and mid-size hospitals across India.

Additionally, Pfizer along with AIF, will launch an **Online Learning Platform** for healthcare workers to ensure that they have access to quality training on IPC across India. The project is currently in the initial phase of building the IPC module as per the WHO guidelines. The platform would be accessible free of cost with certification in three languages (English, Hindi, Malayalam).

Pfizer-ACF (Tata Trusts) Cancer Care Initiative:

Launched in partnership with Alamelu Charitable Foundation (ACF), a SPV constituted by Tata Trusts. This Cancer Care initiative aims to serve as a one-stop, information and support centre for patients and families at key cancer facilities supported by Tata Trusts.

The program is in the first Phase of its operation and includes the following:

- Health and Wellness Kiosks in Ranchi, Diphu, Silchar and Tirupati. These kiosks provide services including counselling and interactive sessions on preventing cancer and other lifestyle-related disorders, counselling session for smoking cessation and prevention, screening for Oral, Cervical and Breast cancer, general physician examination among others.
- Community Outreach and early detection for NCDs through screening of catchment population and referral to nearest centres.
- Set-up and operationalize a Patient Referral and Tracking Platform
- Manage and operate a Virtual Patient Helpdesk, complemented by one on-site patient navigator in OPD and day care centers in Ranchi, Diphu, Silchar and Tirupati.

Village Transformation Project:

Your Company, in partnership with BAIF, has embarked on a holistic village transformation intervention. The aim of the project is to transform the lives of 5000 people living in 13 hamlets of Kaulale gram panchayat at Jawhar, Maharashtra, adopted by Pfizer. The objective of the program is to:

- Improve access and availability of drinking water all-round the year
- Ensure access to nutrition, sanitation and healthcare facilities.
- Improve livelihood options through an increase in productivity and diversification
- Create awareness regarding water and water conservations

With these interventions, we hope to build sustainable, productive, healthier and self-sufficient communities in the region.

Pfizer School Adoption and Development Program:

Your Company had taken up 13 schools in Mumbai and Goa under the Pfizer School Sanitation and Development Program in 2018-19. The program has now reached completion impacting the lives 6000 students in the regions.

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

Yes.

- COVID-19 relief efforts – in association with Americares India Foundation and International Association for Human Values (IAHV)
- Interventions to combat AMR in India – in association with Americares India Foundation
- Pfizer IIT Delhi Innovation and IP Program – in association with Government Structure
- Pfizer-ACF (Tata Trusts) Cancer Care Project – in association with Tata Trusts

- Village Transformation Project – in association with BAIF
- Pfizer School Adoption and Development Program – in association with IAHV and AquaKraft

Government of India and is working towards in transforming a Village in Maharashtra on a 360-degree approach.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

3. Has the Company done any impact assessment of your initiative?

Yes.

4. What is the Company's direct contribution to community development projects – Amount in ₹ and details of the projects undertaken)

- COVID-19 relief efforts in India: ₹1.92 Crore
- Interventions to combat AMR in India: ₹1.21 Crore
- Pfizer-ACF (Tata Trusts) Cancer Care Initiative: ₹1.84 Crore
- Village Transformation Project: ₹1.18 Crore
- School Adoption and Development Program: ₹1.10 Crore
- Charitable Contribution to Can Kids and St. Jude's through Standard Chartered Mumbai Marathon – ₹0.18 Crore

5. Has the Company taken steps to ensure that the community development initiative is successfully adopted by the community? (explanation in 50 words)

Yes. Your Company in association with multiple implementation partners, has rebuilt and refurbished sanitation & safe drinking water units, civil infrastructure and science labs across schools in Mumbai and Goa. Along with this, your Company also conducts menstrual hygiene sensitization workshops through NGOs and provide hygiene kits at schools. Additionally, your Company also supported the COVID-19 response efforts of the Government of India.

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

Total 188 product complaints were received for the financial year ended March 31 2020. 94% of the said complaints were satisfactorily resolved by the management. The remaining 6% complaints were in-progress and under investigation. These will be satisfactorily resolved by the management post completion of the investigation.

No adverse trend related to product quality has been observed for the product complaints received during the financial year under review.

2. Does the Company display product information on the product label, over and above what is mandated as per local laws?

Yes.

3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and /or anti-competitive behavior during the last 5 years and pending as on the end of financial year?

No.

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

Yes.

For and on behalf of Board of Directors

R.A. Shah
Chairman

S. Sridhar
Managing Director

Mumbai, June 15, 2020 DIN: 00009851

DIN: 05162648