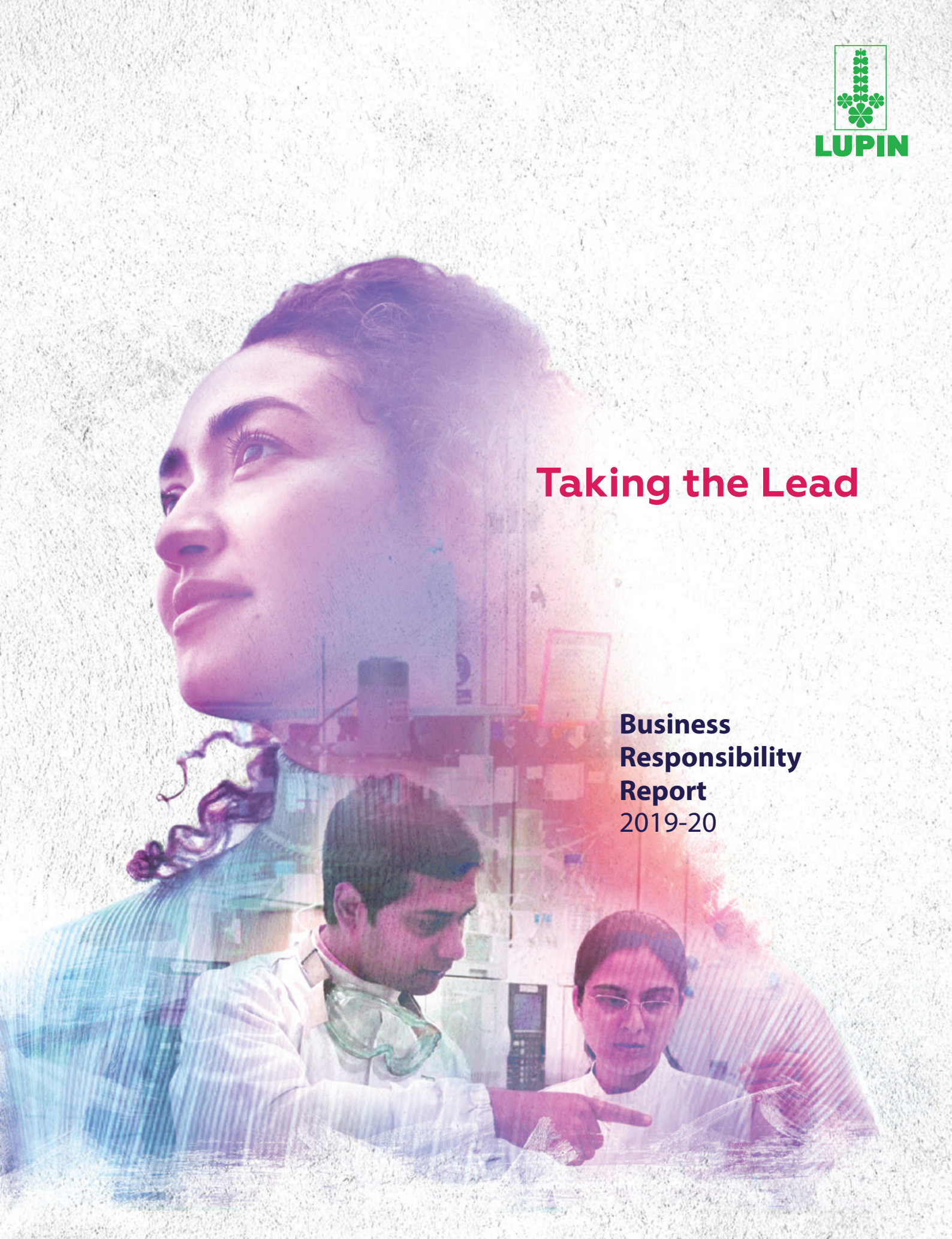




Taking the Lead

**Business
Responsibility
Report
2019-20**



Business Responsibility Report

The Company firmly believes in giving back to the communities it serves. All the sections of the society should flourish has been the Company's mantra. Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has prepared the Business Responsibility Report as under: -

Section A: General Information about the Company

- 1. Corporate Identity Number (CIN) of the Company** : L24100MH1983PLC029442
- 2. Name of the Company** : Lupin Limited
- 3. Registered address** : Kalpataru Inspire, 3rd Floor,
Off Western Express Highway,
Santacruz (East), Mumbai - 400 055.
- 4. Website** : www.lupin.com
- 5. E-mail id** : hosecretarial@lupin.com
- 6. Financial Year reported** : Year ended March 31, 2020.

7. Sector(s) that the Company is engaged in (industrial activity code-wise):

Industrial Group	Description
210	Manufacture of Pharmaceuticals

As per National Industrial Classification - Ministry of Statistics and Programme Implementation.

8. List three key products/services that the Company manufactures/provides (as in balance sheet):

Diabetology, Cardiovascular and Respiratory Drugs.

9. Total number of locations where business activity is undertaken by the Company:

a. Number of International Locations:

The Company has 25 international subsidiaries located in 13 countries and a Joint Venture in Japan. The Company has Representative Offices in China, Myanmar and Vietnam. Offices in Russia, Ukraine and Kazakhstan are under process of liquidation. The Company has three manufacturing plants located in 3 countries. The Company also has research facilities in the USA and the Netherlands.

b. Number of National Locations:

The Company has 12 manufacturing plants situated at Aurangabad, Tarapur, Pune and Nagpur in Maharashtra, Ankleshwar and Dabhasa in Gujarat, Mandideep and Pithampur in Madhya Pradesh, Visakhapatnam in Andhra Pradesh, Sikkim, Goa and Jammu. The main R&D Centre is located at Pune. The Registered office is in Mumbai. The Company has 27 Carrying & Forwarding Agents, nine Central Warehouses and seven Consignee Agents across the country.

10. Markets served by the Company - Local/State/National/International:

In addition to serving the Indian market, the Company exports to around 72 countries worldwide.

Section B: Financial Details of the Company

- 1. Paid up Share Capital** : ₹ 906 million
- 2. Total Turnover** : ₹ 108058.3 million
(Standalone)
- 3. Total Profit after Taxes:** ₹ 7275.5 million
(Standalone).
- 4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax(%):**
The total CSR spend for the year was ₹ 342 million which is 1.23% of the average net profit of the Company for the last three years calculated in accordance with the provisions of Section 198 of the Companies Act, 2013.

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

With a holistic approach, the Company's CSR arm Lupin Human Welfare and Research Foundation (LHWRF) focuses on thematic areas; Economic, Social, Natural Resource Management (NRM), Rural Infrastructure Development and Learn and Earn. Developing rural economy includes a family centered approach and initiating actions for upliftment of the poor. Other areas like disaster relief and mitigation were taken up with a view to attain sustainable development. In accordance with its CSR policy, various initiatives undertaken by the Company include the following: -

a. Economic Development

The Company was able to unleash the value in rural economy through various activities meant to enhance productivity, infuse technology and diversify in varied sectors viz: agriculture, animal husbandry, rural industries and skill enhancement. These sectoral programs led to a surge in the earnings of beneficiary households in the area under operation.

b. Social Development

With an objective to ensure progress in the sectors of health and education, social development is undertaken simultaneously with economic development. Over the years, LHWRF has continuously complimented the government health infrastructure and their efforts to achieve health-related outcomes such as reducing infant mortality rate and maternal mortality rate. LHWRF is implementing partner of Integrated Child Development Scheme and its performance has been validated by independent agencies. On the education front, LHWRF has over the years strengthened the infrastructure

to provide quality education. The Company understands the limitation of a single corporate organization to overhaul the system. Hence, the focus is more on developing model schools/anganwadis that will inspire and bring about the change. The Self-Help Groups are efficiently managed and were instrumental in empowering women and uplifting their position in the household and in the communities they live.

c. Natural Resource Management

The management of natural resources is done through various measures such as construction of check dams, farm ponds, digging new wells, deepening/repairing existing wells.

d. Rural Infrastructure Development

Water, sanitation, housing, education and health are inter-related and adequate infrastructure is necessary to maintain it. The Company's intervention in this sector was to provide the best infrastructure.

e. Learn and Earn program

With an aim to provide an opportunity to deserving students, particularly from small towns and rural areas for pursuing higher education with stipend or earning, the Company has in place Learn & Earn program. The said program is in line with the Company's philosophy to share and care, to nurture and enable an inclusive growth. The purpose is to provide an opportunity to young and deserving minds to dream, dare and do what they are capable of doing.

Section C: Other Details

1. Does the Company have Subsidiary Companies?

As on March 31, 2020, the Company had 26 subsidiaries.

2. Do the Subsidiary Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary companies:

Of the 26 subsidiaries, 25 are incorporated outside India, which comply with the requirements of their respective countries and have independent business responsibility initiatives. Lupin Healthcare Limited, the only Indian subsidiary has not commenced commercial operations.

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's suppliers, distributors, etc. do not directly participate in the BR initiatives of the Company; however, they support the same.

Section D: BR Information

1. Details of Director responsible for BR:

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

- 1) **DIN:** 01734642
- 2) **Name:** Mr. Nilesh Deshbandhu Gupta
- 3) **Designation:** Managing Director

b) Details of the BR head:

Sl. No.	Particulars	Details
1.	DIN	01734642
2.	Name	Mr. Nilesh Deshbandhu Gupta
3.	Designation	Managing Director
4.	Telephone No.	+91 22 6640 2323
5.	E-mail id	hosecretarial@lupin.com

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

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

Sl. No.	Questions	Business Ethics	Product Responsibility	Well-being of employees	Stakeholder engagement CSR	Human Rights	Environment	Public Policy	CSR	Customer Relations
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have policies for.	Y	Y	Y	Y	Y (The policy is broadly covered in various HR policies and practices as also codes of conduct)	Y	N	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	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	-	Y	Y
		The policies are broadly based on the National Voluntary Guidelines on social, environmental and economical responsibilities of business issued by the Ministry of Corporate Affairs, Government of India.								

4.	Has the policy been approved by the Board? If yes, has it been signed by MD/CEO/ appropriate Board Director?	Y (Signed by the MD)	Y (Signed by the QA Head)	Y (Signed by the HR Head)	Y (Signed by the CSR Head)	Y (Signed by the HR Head)	Y (Signed by the MD)	-	Y (Signed by the CSR Head)	Y (Signed by the Marketing Head)
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
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	-	Y	Y
8.	Does the Company have in-house structure to implement the policy/policies?	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
10.	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	N	Y	Y	-	Y	Y

* URL: <http://www.lupin.com>

@ <https://lupinworld.sharepoint.com/sites/Intranet/en-in>

b) If answer to question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Sl. No.	Questions	P	P	P	P	P	P	P	P	P
		1	2	3	4	5	6	7	8	9
1.	The Company has not understood the Principles	-	-	-	-	-	-	-	-	-
2.	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3.	The Company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4.	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5.	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6.	Any other reason (please specify)	-	-	-	-	-	-	The Company is a member of various trade bodies, chambers and associations through which it has been advocating from time to time in a responsible manner, about measures to be taken by the government to address issues related to the pharmaceutical industry. However, no need has been felt to formulate a specific policy for the same.	-	-

3. Governance related to BR:

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

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 Company does not publish a BR or a Sustainability Report. However, details are provided in the Management Discussion and Analysis Report forming part of Annual Report every year.

Section E: Principle-wise performance

Principle 1

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

The philosophy of the Lupin group on corporate governance has been to adhere to the highest standards of ethical corporate behaviour and fairness to stakeholders. Codes of Conduct have been adopted for Directors, Independent Directors and Senior Management Personnel. The Company abides by well-accepted norms of ethical, moral and legal conduct in all its business operations and encourages and promotes a culture of intensive deliberations, transparency and impartiality in its dealings with stakeholders and the public at large. It adheres to uncompromising integrity in the conduct of business and does not tolerate corrupt and immoral practices. As a testament of its robust corporate governance practices and ethical conduct of business, the Company instituted an initiative that encompasses three important policies viz. Code of Conduct, Whistleblower Policy and Prevention of Workplace Harassment including sexual harassment at workplace. With a view to ensure implementation of best standards of Corporate Governance, the Company provides guidance to its joint venture partners/vendors/suppliers/contractors and continues to receive their unrelenting support.

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.**

The Company did not receive any complaint of sexual harassment. During the year, the Ombudsperson received 20 complaints, pertaining to employment related grievances which were of minor nature. Teams of Strategic Business Unit Heads/Officers appointed by the Ombudsperson investigated/examined the complaints and the same were satisfactorily resolved.

Principle 2

1. **List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**
 - i. 'Gluconorm' (Metformin) an Anti-Diabetes drug.
 - ii. 'Rablet' (Rabeprazole) an Anti-Ulcer Drug for treatment of hyperacidity.

- iii. 'Tonact' (Atorvastatin) for reducing Cholesterol.

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

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

The Company manufactures and distributes at its world-class manufacturing facilities a wide range of branded formulations, generics and active pharmaceutical ingredients. As consumption per unit depends on the product mix, there are no specific standards to ascertain reduction achieved at product level.

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

The Company's products do not have any broad-based impact on energy and water consumption by consumers. However, the Company has taken several ongoing measures to reduce consumption of water and energy.

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.**

The Company has standard operating procedures for approving vendors. Materials are procured from approved vendors both local as also international. The Company's quality assurance team conducts periodic audits of vendors, especially those who supply key materials. The Company has long standing business relations with regular vendors and enters annual freight contracts with leading transporters for movement of materials. The Company continues to receive unrelenting support from its vendors.

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 their capacity and capability of local and small vendors?**

The Company procures goods and avail services from local and small vendors, particularly those located around its manufacturing locations. As a result of procurement of goods from local vendors, the Company saves on transportation as also inventory carrying costs. The Company provides technical support and guidance to vendors in developing products.

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.

Yes, the Company works on the philosophy of four R's i.e. reduce, recycle, recovery and reuse. With a proactive approach, the Company continues to strengthen its water conservation strategies. Other than recovering and reusing of wastewater, consumption of fresh water was also reduced by recovering steam condensate and its reuse as makeup in boilers. During the year, the Company has commissioned additional state-of-the-art wastewater recovery plant consisting of reverse osmosis, multiple effect evaporator and agitated thin film dryer plants at one more site to treat, recover and recycle wastewater. About 68% of the wastewater generated in plants was recovered, recycled and reused directly to utilities thereby reducing usage of fresh water. Besides, rainwater harvesting and other conservation measures have helped to collect water which was used in place of fresh water.

About 55% of high calorific value incinerable waste generated at plants was sent for co-processing in cement kilns and utilization in other industry. In cement plant high calorific incinerable hazardous wastes were used as a substitute for fossil fuels and thereby reduced the consumption of fossil fuel both at waste incineration facilities by elimination of waste for incineration. This also helped in indirectly reducing greenhouse gas emissions. Spent solvents generated in the API manufacturing process were also recovered in-house and reused or sent to the authorized recyclers. Used/spent oil generated from the plants was also sent to the authorized recyclers.

The Company being a brand owner has initiated collection, recycling, co-processing and reuse of post consumable plastic waste which is being used as a packaging material for the domestic market. This post consumable plastic waste is collected from diverse parts of India and are being channelized to generate products or as an alternate source of energy.

Principle 3

1. Please indicate the total number of employees.

18,302 permanent employees in India as on March 31, 2020.

2. Please indicate the total number of employees hired on temporary/contractual/casual basis.

5,999 as on March 31, 2020.

3. Please indicate the number of permanent women employees.

915 as on March 31, 2020.

4. Please indicate the number of permanent employees with disabilities.

17 as on March 31, 2020.

5. Do you have an employee association that is recognized by management?

As the Company's plants and offices are situated at multiple places, there are unions and associations of employees at the respective locations.

6. What percentage of your permanent employees are members of this recognized employee association?

About 6% of the permanent employees are members of recognised employee associations.

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.

Sl. 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, as the Company does not hire child labour, forced labour or involuntary labour.	N.A.
2.	Sexual harassment	Nil	N.A.
3.	Discriminatory employment	Nil	N.A.

8. What percentage of your under mentioned employees were given safety and skill up-gradation training in the last year? (only safety training)

(a) Permanent Employees: - Safety training is an integral part of the induction training program and is imparted to 100% employees in the manufacturing plants at the time of joining the Company. It includes firefighting, first-aid, procedural and chemical safety, etc. While procedural safety trainings are regularly imparted depending on the function, firefighting and first-aid trainings are given at scheduled intervals as part of the retraining programs.

- (b) Permanent Women Employees:** - Women employees are provided safety training. Induction safety training is imparted to 100% of all the recruited women employees in manufacturing facilities and other trainings like first-aid etc. are also imparted periodically.
- (c) Casual/Temporary/Contractual Employees:**- 100% casual/temporary/contractual employees in operating functions are trained.
- (d) Employees with Disabilities:** - The Company makes no discrimination while imparting training to differently abled employees vis-a-vis their fellow employees.

Principle 4

- 1. Has the Company mapped its internal and external stakeholders? Yes/No.**

Yes, the Company has mapped its stakeholders.

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

The Company has identified the disadvantaged, vulnerable and marginalized 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.**

The Company launched the 'Jan Kovid' Helpline under the tagline 'Mann Ka Swaasthya, Tann Ki Suraksha' for the residents of Mumbai, Bhopal and Indore, which facilitates medical outreach to citizens to resolve queries about COVID-19, its symptoms, details about nearest testing centers or government hospitals, and help for those suffering from stress, anxiety or mental health issues. The Company's ophthalmology division, 'Lupin Blue Eyes' is associated with Eye Bank Association of India in a unique co-campaign called 'Punarjyoti' ('Rebirth of Eyes'), which promotes the noble message of pledging donation of eyes after death. Asthma detection camps are organised pan India which facilitates free screening of patients where chest physicians are present to diagnose patients and provide appropriate treatment. About 800 camps were organised, at which, information on causes of COPD and symptoms were shared with patients who were offered free Spirometry diagnosis, doctor's consultations and advised lifestyle modifications. The Company organised programs in schools and residential societies to educate parents and teachers about pediatric asthma. A dedicated multilingual website Right2breathe to educate patients about Asthma and Allergies

was developed. With an aim to answer patient queries related to ailments, a chatbot named ANYA, designed to provide medically verified information for health-related queries was launched. The Company developed the HUMRAHI app application which provides demonstration of Insulin administration techniques and is helpful to diabetic patients as well as doctors. The said app also provides information on diet for diabetic patients. In continuation of the Company's commitment towards TB eradication from the country, a unique mobile app named FIGHT TB, a one-stop solution for doctors treating Tuberculosis, was created. The said app promotes WHO recommended treatment guidelines for TB as also helps clinicians to notify TB patients.

Principle 5

- 1. Does the policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

In line with the Company's commitment to respect and protect human rights, the Company neither hires child labour, forced labour or involuntary labour nor discriminates between its employees. The Company's code of conduct and the human resource practices cover most of these aspects. This policy extends to the entire Lupin Group.

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

The Company did not receive any complaint during the financial year, in respect of violation of human rights.

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 policy covers the Company, its subsidiaries and all contractors working within the Company premises.

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

The Company always accords the topmost priority to conservation and optimum utilization of natural resources. The Environment, Health, Safety and Sustainability policy of the Company (<https://lupinworld.sharepoint.com>) emphasizes on operating in environmentally responsible and sustainable manner by initiating energy efficient

measures in order to reduce/eliminate waste. Water is a precious resource and the Company has a mechanism to recycle and recover wastewater in order to reduce fresh-water consumption. By using energy generated from non-conventional renewable sources a reduction in energy consumption was achieved. The Company plans to convert its existing furnace oil fired boilers to natural gas fired boilers next year at one of its manufacturing plants.

3. Does the Company identify and assess potential environmental risks? Y/N.

Yes internal/external mechanisms are in place, whereby all new facilities and products are risk assessed including environmental impact assessment and development of environmental management plans. The said environmental management plans are reviewed during internal meetings. The Company received prestigious International Sustainability Rating System (ISRS) certification after audit by external independent party. The Company continues to be the only pharmaceutical industry in the world to have received the certification in the 8th edition for four of its units. These sites are audited every year by the external independent party.

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?

Yes, at one of its manufacturing sites, the Company plans to convert its existing furnace oil fired boilers to natural gas fired boilers.

5. Has the Company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

Some energy-efficient and clean technology initiatives carried out by the Company at different locations were as under: -

- Installed Motion Sensors for Light Fixtures.
- Installed guns for compressed air/portable and purified water.
- Replaced CFL lights with LED ones.
- Installed variable frequency drive on cooling water pumps.
- Trimmed Pump impeller at utility.
- Installed emulsification system for effective burning of furnace oil Boiler.
- Replaced steam ejector with dry vacuum pump.

- Implemented close loop system in chilled water.
- Replaced screw air compressor with centrifugal air compressor.
- Installed energy efficient gear boxes and motors.
- Installed auto control valves for steam utilization at furnace oil storage tank.
- Installed HVAC and process equipments with variable frequency drives.
- Replaced conventional pumps with high efficiency ones.
- Installed condensing economizer and pressurized economizers.

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

Yes, and the same are monitored by both internal as also approved external agencies.

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

There were no unresolved show cause/legal notice received from CPCB/SPCB.

Principle 7

1. Is the Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

The Company is a member of various trade bodies, task forces and forums, chambers and associations inter alia: -

- (a) Federation of Indian Chambers of Commerce and Industry (FICCI);
- (b) Confederation of Indian Industry (CII);
- (c) The Associated Chambers of Commerce and Industry (ASSOCHAM);
- (d) Indian Pharmaceutical Alliance (IPA);
- (e) Indian Drugs Manufacturers Association (IDMA);
- (f) Bulk Drugs Manufacturers Association (BDMA);
- (g) Pharmaceutical Export Promotion Council of India (PHARMEXCIL);
- (h) Bombay Chamber of Commerce and Industry; and
- (i) Federation of Indian Export Organisation (FIEO).

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others).

Over the years, the Company has advocated at various forums about measures to be taken to address basic issues pertaining to improvement of public health and promote balanced as well as sustainable economic development. The Company supports the government in its efforts to harness the country's innovation capabilities and suggests measures to offer facilities and incentives viz. encourage investments in R&D. The Company makes continuous efforts to promote the use of generic medicines with a view to make available affordable medical treatment to the under-privileged sections of the society.

Principle 8

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

The Company established LHWRP in 1988 to undertake rural development and implement the CSR program directly. LHWRP has a presence in 4546 villages located in 63 blocks of 23 districts spread across nine states in India. LHWRP operates through 20 centres. The portfolio of the CSR activities is given below:

Economic Development Programme

- Agriculture;
- Animal Husbandry;
- Rural Industries;
- Financial Inclusion;
- Skill Development; and
- Learn and Earn programme.

Social Development Programme

- Women empowerment;
- Health including Awareness and treatment programs of Tuberculosis in rural and urban areas;
- Education; and
- Social Security.

Rural Infrastructure Development Programme

- Crossroad Development as market hub;
- Rural Economic Housing;

- Village inroads; and
- Civic amenities Community health management.

Natural Resource Management

- Water Resource Development; and
- Alternate Energy Development and promotion such as solar lights, biogas, biomass stoves and similar green initiatives.

Disaster Relief and Mitigation

- Relief;
- Recovery;
- Rehabilitation; and
- Restoration of Livelihood of the affected.

LHWRP has done remarkable work for COVID relief and transiting migrant workers.

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

As stated earlier, the entire CSR activities of the Company are implemented through LHWRP. It has exhaustive and appropriate systems in place to effectively execute CSR programs on the field directly. LHWRP mobilises additional resources from banks and government to achieve high impact within the areas of its operations. Most of the projects are implemented by LHWRP independently. However, it engages in knowledge and funding partnership with eminent academic and government bodies to develop designs, machines, technology to enhance productivity or make processes easier/safer for the target population.

3. Have you done any impact assessment of your initiative?

The Company regularly conducts third party impact assessments of its CSR initiatives through qualitative feedbacks collected from the beneficiaries of projects. Several projects are undertaken in partnership with government and semi-government agencies that have their own monitoring mechanisms and impact assessment systems. A robust internal M & E system has been in operation.

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

During the year, an amount of ₹ 342 million was spent on various community development projects for economic advancement through Education and Training viz. Agricultural development, Animal husbandry, Women empowerment, Community health management, Natural

resource management, Economic advancement through education and training, Promotion of rural industries, Learn and Earn and Disaster management activities.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community?

Most of the CSR initiatives undertaken by the Company are not imposed from the top but are designed with people's participation right from the village level. Consequently, only those activities, which are beneficial to the community are taken up. Various initiatives aimed at productivity enhancement, livelihood development, income generation, and technological infusion have struck a chord with the rural community and have been accepted on a wider scale.

Principle 9

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

As on March 31, 2020, about 1% of customer complaints received during the year, were pending, which have since been resolved.

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).

The Company complies with all the legal statutes regarding display of product information on labels.

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 on end of financial year. If so, provide details thereof.

A stockiest based in Bengaluru filed a case before the Competition Commission of India (CCI), against the Karnataka Drug & Chemists Association, its office bearers and the Company alleging anti-competitive arrangements. CCI passed an Order against the parties which was set aside in an appeal filed by the Company before the Competition Appellate Tribunal (COMPAT). CCI has preferred an appeal against the COMPAT Order before the Supreme Court and the matter is sub-judice.

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

The Company regularly carries out consumer surveys at doctor level.

For and on behalf of the Board of Directors

Nilesh Deshbandhu Gupta
Managing Director
(DIN: 01734642)

Mumbai, May 28, 2020



Lupin is an innovation-led transnational pharmaceutical company headquartered in Mumbai, India. The Company develops and commercializes a wide range of branded and generic formulations, biotechnology products and APIs in over 100 markets in the U.S., India, South Africa and across Asia Pacific (APAC), Latin America (LATAM), Europe and Middle-East regions.

The Company enjoys leadership position in the cardiovascular, anti-diabetic, and respiratory segments and has significant presence in the anti-infective, gastro-intestinal (GI), central nervous system (CNS) and women's health areas. Lupin is the third largest pharmaceutical company in the U.S. by prescriptions. For the nine months ended December 31, 2020, the Company invested 9.8% of its revenues on research and development.

Lupin has 15 manufacturing sites, 7 research centers, more than 20,000 professionals working globally, and has been consistently recognized as a 'Great Place to Work' in the Biotechnology & Pharmaceuticals sector.

Please visit www.lupin.com for more information.

Follow us on Twitter: www.twitter.com/LupinGlobal

Linkedin: www.linkedin.com/company/lupin/

Facebook: www.facebook.com/LupinWorld/