



**INSTRUMENT FOR CHANGE**



## Statement GRI Application Level Check

GRI hereby states that **Jubilant Life Sciences Ltd.** has presented its report "Sustainability Report 2013-14" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see [www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf](http://www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf)

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 4 July 2014

A handwritten signature in dark ink, appearing to read "Ásthildur Hjaltadóttir".

Ásthildur Hjaltadóttir  
Director Services  
Global Reporting Initiative



The "+" has been added to this Application Level because Jubilant Life Sciences Ltd. has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

*The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. [www.globalreporting.org](http://www.globalreporting.org)*

**Disclaimer:** Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 25 June 2014. GRI explicitly excludes the statement being applied to any later changes to such material.



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## Sustainability Strategy 2020

It has been a long and momentous journey since we began believing and applying the concept of sustainability. We were amongst the first few companies which strongly believed in transparency and came up with a Sustainability Report in 2002-03. We were also the first Indian conglomerate to join the organizational stakeholder program of Global Reporting Initiative (GRI) when it was launched in India in 2005.

It is time to hold back and contemplate the past. With this in mind, we conducted a review of our initiatives, processes and performance. We could see that the years of our daily grind created a meaningful impact on the society and improved our environment footprint. Through a process of careful deliberation we have formulated our Sustainability Strategy 2020. This strategy is built on our strengths for placing sustainability at the centre of our business decisions.

### OUR VISION

- To acquire and maintain global leadership position in chosen areas of businesses
- To continuously create new opportunities for growth in our strategic businesses
- To be among the top 10 most admired companies to work for
- To continuously achieve a return on invested capital of at least 10 points higher than the cost of capital

### Future Endeavours

- Water and Energy Efficient
- Low Carbon Footprint
- Ingredients... Responsible Care Certification
- Safety... Care for Self & Others
- Community Acquaint

### OUR PROMISE

*Caring, Sharing, Growing*

*We will, with utmost care for the environment and society, continue to enhance value for our customers by providing innovative products and economically efficient solutions; and for our stakeholders through growth, cost effectiveness and wise investment of resources*

“ ‘Sustainability’ is our investment for the future and we have undertaken ambitious targets to challenge ourselves. ”

## Chairmen's Vision

“We were the first Indian conglomerate to join the organizational stakeholder program of Global Reporting Initiative (GRI) when it was launched in India in 2005.”



**Shyam S Bhartia**  
Chairman & Managing Director

**Hari S Bhartia**  
Co-Chairman & Managing Director

### DEAR STAKEHOLDERS,

36 Years of innovation with chemicals; 12 years of reporting sustainability performance to stakeholders; it has been an exciting journey starting from Vam Organic Chemicals and developing onto the path of transformation to a diversified speciality chemicals and pharmaceutical company offering a wide range of products. We believe that the four key pillars of success are integrated operations, global outreach, innovation and sustainability.

Our vision is to attain and retain global leadership position in our businesses with benefits reaching our stakeholders. The years gone by, have taught us distinct ways of constantly growing with improvement in our sustainability performance and we intend to take it forward. In order to create long term sustainability, we follow triple bottom line approach of economic, environment and social performance. Our promise of Caring, Sharing, Growing is the essence of our activities that are directed towards sustainable growth.

### ECONOMIC GROWTH

The Company is poised to build on the growth momentum for revenue and margins in coming times. This year, the Income from Pharmaceuticals





operations was at 27,277 million INR along with EBITDA at 6,100 million INR and the income from Life Science Ingredients operations was at 30,757 million INR, along with EBITDA at 4,830 million INR. Jubilant recognises that there are no shortcuts for success and we must compete with the best in the world. In order to bring stronger management focus and support our ambitious growth aspirations over the next 3-4 years; we have formed separate Ingredients and Pharmaceuticals organizations out of the current Jubilant Life Sciences business. For this, we have been guided by our goal to strengthen functional capabilities and drive focus on both quality and operational efficiency.

### ENVIRONMENTAL INITIATIVES

We ensure adequate environment protection equipment at all our manufacturing facilities. We practice strict compliance to statutory environment protection requirements. Our units have accreditation to ISO 14001 and we have continuous improvement programmes for energy efficiency and reduction in Greenhouse Gases (GHG) emissions with focus on revenue enhancement from green products. We are also reporting Greenhouse Gas emissions through the Carbon Disclosure Project (CDP), world's largest climate change database representing 722 Financial Institutions Investor Signatories. This year Renewable and Biomass energy contribution stands at 6.85% of our Total Direct Energy consumption.

### WORKPLACE SAFETY

As a responsible and employee friendly organisation, we ensure workplace safety of our employees and it is of prime importance to us to continuously harness to adopt best available safety systems at our manufacturing facilities. In order to move ahead with our commitment we have made efforts to step up safety standards at our manufacturing facilities. We aim to internalise the concept of 'Safety... our Value'. For this, we have started behaviour based safety campaign, instated a safety surveillance structure, and improved accounting & reporting of safety statistics.

### COMMUNITY INVOLVEMENT

Communities around our manufacturing facilities are our stakeholders and all our community initiatives are aligned to the United Nations Millennium Development Goals (MDGs). The Company is engaged with the community regularly and is working on four areas of intervention which include improvement of level of elementary education, improving health indices through innovative services, escalating employability and enabling a conducive environment for social entrepreneurship. We are now touching lives of 0.4 million people in 65 villages near our facilities, through community development programs.

“Sustainability is  
our investment  
for the future”

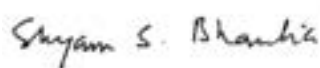
## TRANSPARENCY AND DISCLOSURE

“We were the first Indian conglomerate to join the organizational stakeholder program of Global Reporting Initiative (GRI) when it was launched in India in 2005.” We were the founding corporate member of Organizational Stakeholder Programme of GRI in India and have been associated with GRI in their quest for increasing transparency and reporting in Indian companies, since 2005. This year GRI has constituted “Sustainability and Transparency Consortium” in order to mainstream Sustainability Reporting and give impetus to the new GRI G4 Guidelines released in 2013 for businesses. We appreciate the cause of GRI and have accepted their invitation to become the Founding Member of GRI’s Sustainability and Transparency Consortium in the Chemical Sector. We are also a signatory to the UN Global Compact and continue to support its principles in human rights, labour, environment and anticorruption. Details of our progress in these areas can be found in this report & UNGC website as well.

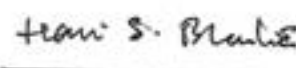
## SUSTAINABILITY STRATEGY 2020

Through a careful evaluation of the impact of our efforts we realised that we can challenge ourselves for better ways of caring for the environment and the communities where we operate. Taking this forward we have crafted our Sustainability Strategy 2020 through which we aim to drive ‘change’ with the instruments of People, Profit, Planet, Products, Partners. This strategy is built on our strengths for placing sustainability at the centre of our business decisions and has specific and measurable targets to help us achieve our vision. With this report “Sustainability is our investment for the future” for 2013-14 we unveil eight measurable and accountable targets covering water and energy efficiency, GHG emissions reduction, safety and corporate social responsibility. The targets cover our material issues and gives focus on the ‘instruments of change’.

As we look forward to yet another year, we intend to maintain a direct link between sustainability and our business priorities. We present our performance and challenges through this report and look forward to your feedback.



**Shyam S Bhartia**  
(Chairman &  
Managing Director)



**Hari S Bhartia**  
(Co-Chairman &  
Managing Director)

## Sustainability Key Metrics

### REVENUE 2013-14

INR  
58033.63  
million

### INTERNATIONAL REVENUES

INR  
43261  
million

### NORMALIZED PAT

INR  
3235  
million

### COMMUNITY INVESTMENT

INR 72.33  
Million

### CSR INVESTMENT AROUND INDIAN OPERATIONS

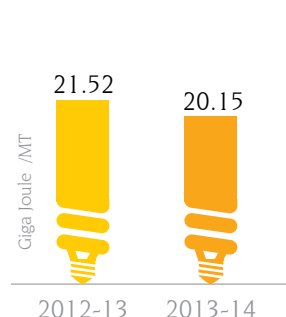
INR 21.186  
million

Long term  
employee benefits  
including Pension,  
Provident Fund,  
Super-annuation

INR 314  
Million

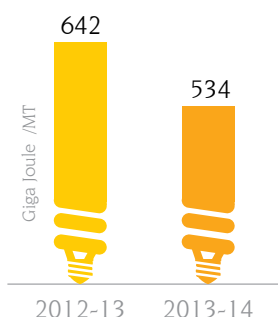
### Specific Energy Consumption

#### Ingredients



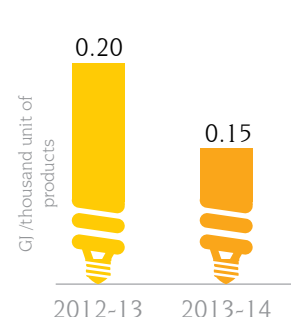
"6.4% decrease  
in specific energy  
consumption"

#### Pharmaceuticals (Active Pharmaceutical Ingredients)



"17% decrease in  
specific energy  
consumption"

#### Pharmaceuticals (Dosage form)

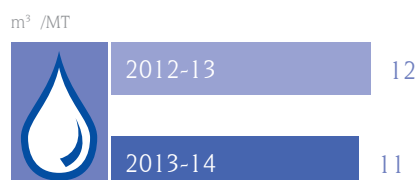


"24% decrease in  
specific Energy  
consumption"



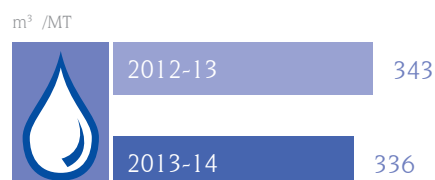
## Specific Water Withdrawal

### Ingredients



"6% decrease in specific water consumption in Ingredients"

### Pharmaceuticals (Active Pharmaceutical Ingredients)



"2% Reduction in specific water consumption in Pharmaceuticals (Active Pharmaceutical Ingredients)"

### Pharmaceuticals (Dosage form)



"30% Reduction in specific water consumption in Pharmaceuticals (Dosage form)"

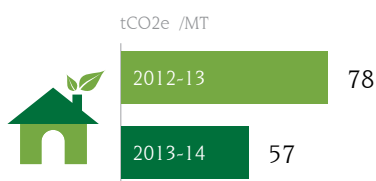
## Specific Green House Gas Emissions

### Ingredients



"5% decrease in specific GHG emissions"

### Pharmaceuticals (Active Pharmaceutical Ingredients)



"26% decrease in specific GHG emissions"

### Pharmaceuticals (Dosage form)



"19% decrease in specific GHG emissions"

## Global Sustainability... Innovating Life Sciences

“Caring  
Sharing  
Growing”

### THE COMPANY

Jubilant Life Sciences Limited is part of the ‘Jubilant Bhartia Group’, which is an Indian conglomerate with a presence in diverse sectors like Pharmaceuticals and Life Sciences, Agri Products, Performance Polymers, Retail, Food, Oil and Gas exploration and Production, Services in Aerospace and Oilfield industries and Automobile.

The Company is a global integrated pharmaceutical and life sciences company and its portfolio includes **Pharmaceuticals:** Active Pharmaceutical Ingredients, Solid Dosage Formulations, Radiopharmaceuticals, Allergy Therapy Products, Sterile Injectables, Ointments, Creams & Liquids, Drug Discovery And Development Solutions And **Life Science Ingredients:** Fine Chemicals, Advance Intermediates, Crop Science Chemicals, Nutrition Ingredients, Life Science Chemicals. We have manufacturing facilities at 7 locations in India and 3 in North America with a dedicated team of 6185 employees across the globe with international sales in more than 100 countries.

The revenue for the year 2013-14 was INR 58033.63 million. The paid up capital was INR 154.5 million and consolidated debt was INR 43952.82 million. The Company has strong assets and financials comprising total assets INR 88605.56 million. The international sales of the Company comprises of revenue from America & Europe at 57.8 %, China at 8.7 %, Asia & others at 8.0 % and India markets at 25.5% respectively.

## Jubilant Bhartia Group A Leading Business Conglomerate



### Pharmaceuticals & Life Sciences

- Integrated Outsourcing Solutions Provider for pharmaceutical and Life Sciences Industry.
- Listed on NSE & BSE, India.



### Agri & Polymers and Retail

- Leading player in Agri Products in North India, caters to niche markets in Performance Polymers.
- Listed on NSE & BSE, India.



### Food

- A master franchise of Domino's Pizza for India, Bangladesh, Nepal & Sri Lanka & Dunkin Donuts for India.
- Listed on NSE & BSE, India.



### Oil & Gas

- Engaged in the upstream oil & Gas exploration and production sector.
- Listed on AIM market, London.



### Services

- Aerospace**
  - Sole authorized Independent Representative of Bell Helicopter in India for sales, marketing and customer support.
  - Also represent other international aerospace companies.
- Oil & Gas Service**
  - Consultant to Transocean-offshore drilling company.
  - Manning & marketing service for Tidewater Marine International etc.



### Auto

- Exclusive dealership of Audi make cars in Karnataka and Tamil Nadu.
- Service centre for Audi cars in Bengaluru, Mangalore and Chennai.
- Custom paint and body workshop in Bengaluru.

## Report Profile and Scope

This Corporate Sustainability Report is published as per the Global Reporting Initiative (GRI) G3.1 Guidelines for the Financial Year 2013 - 2014. This Corporate Sustainability Report is brought out in addition to the Company's Annual Report and Annual Report for Jubilant Bhartia Foundation. An annual reporting cycle is maintained for the Sustainability Report. In July 2013, the Company released its last Sustainability Report 2012-13 "Leveraging science & innovation for sustainable global growth", which was the 11th Sustainability Report of the Company. The Sustainability Reports for all the years can be accessed through the following link <http://www.jubl.com/cpage.aspx?mpgid=19&pgid=27>.

Since the Company has been reporting its performance on Sustainability parameters for past 12 years, systems are already in place to report for all these indicators. While determining the materiality issues for the Company, both internal & external stakeholders were considered. These include stakeholders who can affect the operations/ performance of the Company and others who are affected/ impacted by the Company. Based on this materiality assessment and other internal & external factors, the Company decided to report on all Core and Additional Indicators of GRI G3.1 Version.

The report is compiled in-house by the Corporate Sustainability team. The primary data from the manufacturing facilities are compiled through designated soft wares and systems like BAAN, HRIS. BAAN, an Enterprise Resource Planning (ERP) software is deployed for financial accounting and reporting and PeopleSoft Human Resource Information System (HRIS) is utilized for human resource data accounting. The data presented in the report is verified through systematic internal & external audits. There are no changes in the scope, boundary and measurement methods for this year's report.

All operations of the Company within India and North America are covered including 10 Manufacturing Facilities and Corporate Office at Noida. Energy and Water Consumption data for the employee colonies are included wherever they are adjacent to our manufacturing locations. All the marketing offices are out of the scope of this report. The report also includes subsidiaries which are directly under the control of the Company and which have a significant impact on the sustainability performance of the organisation.

“Jubilant has a robust mechanism for reporting triple bottom line performance i.e., economic, environmental and social. The report is compiled in-house by the Corporate Sustainability team.”

“ We have manufacturing facilities at 7 locations in India and 3 in North America with a dedicated team of 6185 employees across the globe with international sales in more than 100 countries. ”

The key subsidiary companies of Jubilant Life Sciences covered in the report are as follows:

1. Jubilant HollisterStier LLC, Spokane, USA
2. Jubilant DraxImage Inc., Kirkland, Montreal, Canada
3. Jubilant Cadista Pharmaceuticals Inc., Salisbury, USA
4. Jubilant Biosys Limited, India
5. Jubilant Chemsys Limited, India
6. Jubilant Clinsys Limited, India
7. Jubilant Clinsys Inc., NJ, USA
8. Jubilant Infrastructure Limited, India
9. Jubilant First Trust Healthcare Limited, India

#### RESTATEMENT

In 2012-13 report, Scope 3 emission reduction was reported as 930 tCO<sub>2</sub>e against actual calculated value of 460 tCO<sub>2</sub>e.

#### INDEPENDENT ASSURANCE

M/s Ernst & Young LLP has conducted independent assurance for this report and their Assurance Statement is a part of this report.

#### FEEDBACK

In case of queries, clarifications, or feedback related to the report, write to:

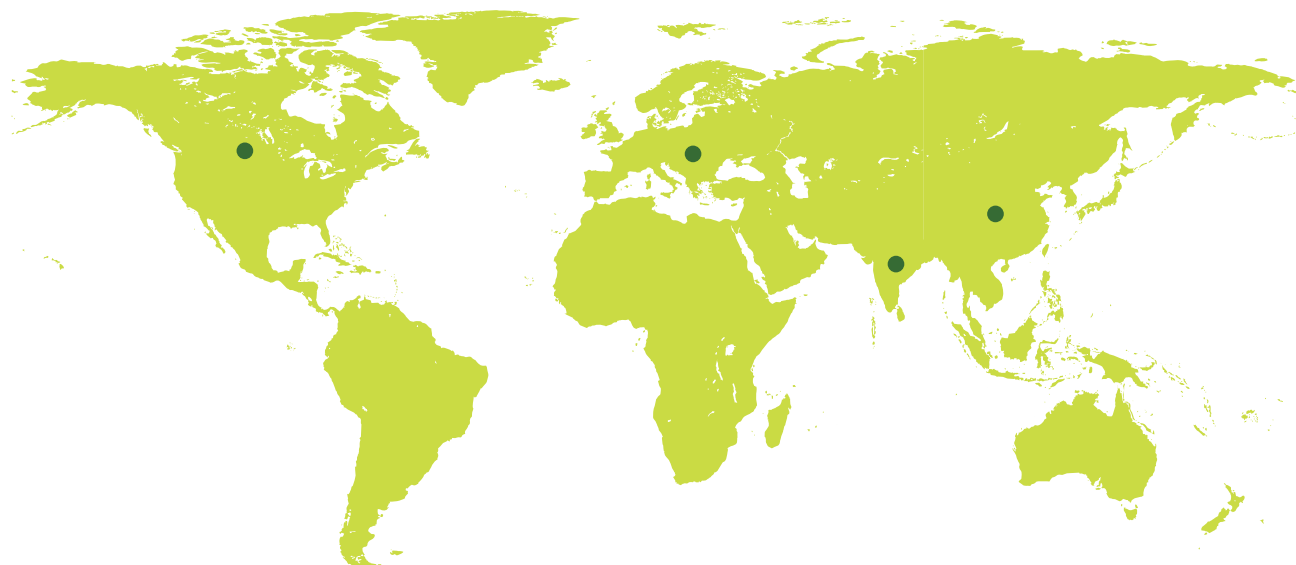
**Mr. Ganesh Chandra Tripathy,**  
**Chief Sustainability Officer.**

Jubilant Life Sciences Limited,  
1-A, Sector 16A, Noida -201301  
Uttar Pradesh, India.

Phone: +91-120-4361901

Email: sustainability@jubl.com

## LOCATION MAP OF OUR MANUFACTURING FACILITIES



### NORTH AMERICA

Kirkland, Quebec, Canada

USFDA approved facility for Contract Manufacturing of Sterile Injectables and Radiopharmaceuticals  
DDDS Office

Spokane, Washington, USA

USFDA approved facility for Contract Manufacturing of Sterile Injectables and Allergy Therapy Products

Horsham, Pennsylvania, USA

Jubilant Cadista - Sales & Marketing  
Head Office

Malvern, Pennsylvania, USA

DDDS Office & R&D Facility

Salisbury, Maryland, USA

USFDA approved facility for Generics (Tablets & Capsules)

Bedminster, New Jersey, USA

Jubilant Clinsys and  
Jubilant Life Sciences Marketing Office

### EUROPE

Merelbeke, Belgium

Regulatory & Generic Marketing

Dusseldorf, Germany

Jubilant Clinsys, Europe Office

### CHINA

Shanghai

Marketing Office

### INDIA

Noida, Uttar Pradesh

Corporate Office & R&D Centres

Roorkee, Uttarakhand

USFDA, UKMHRA, ANVISA Brazil and PMDA Japan approved facility for Generics

Gajraula, Uttar Pradesh

Largest integrated Pyridine & its derivatives facility in the world

Samlaya, Gujarat

Nutrition Products

Bharuch, Gujarat

SEZ for Vitamins and Life Science derivatives

Ambarnath, Maharashtra

Fine Ingredients - Pyridine derivatives

Nira, Maharashtra

Life Sciences Chemicals

Bengaluru, Karnataka

State-of-art Discovery Centre

Nanjangud, Karnataka

USFDA, AFSSAPS France and PMDA Japan approved APIs facility

## Awards & Accolades



“ Innovating,  
collaborating and  
accelerating for our  
partners and more...  
through Leadership  
and Commitment.”

We appreciate the recognition given by our stakeholders and will continue our efforts in the future. Some of the recent awards are:

- **Entrepreneurs of the Year 2013** – Presented to Mr. Shyam S Bhartia & Mr. Hari S Bhartia, by Hon'ble President of India, Shri Pranab Mukherjee, at AIMA's Managing India Award ceremony - **April 2013**
- **NDTV Profit “Business Leadership Award 2012** awarded to Jubilant Life Sciences, under Corporate Social Responsibility category - **April 2013**
- **FICCI Quality System Excellence Awards 2012** - Gajraula plant won Silver prize under large scale category - **May 2013**
- **CII – National Award for Excellence in Energy Management 2013** - Gajraula plant awarded as Energy Efficient Unit - **August 2013**
- **Lifetime Achievement Award 2010-11-** Presented to Mr. Shyam S Bhartia, by Mr. Anand Sharma, Minister of Commerce and Industry, Govt. of India at CHEMEXCIL's Export Award ceremony - **August 2013**
- **Shri Janeshwar Mishra Export Award** - Excellence Award for the best performance in the field of Export under the category of Chemicals, Pharmaceuticals & Cosmetic Products - **September 2013**
- **Annual Greentech Safety Award 2013** – Gajraula unit received Silver Award, under chemical sector - **September 2013**
- **Express, Logistics & Supply Chain Leadership Award** under the category of Excellence in Manufacturing Supply Chain in “Chemical” during Express Logistics & Supply Chain Conclave - **September 2013**
- **Amity Global Business School CSR Award 2013** in appreciation of outstanding work in the CSR domain – **November 2013**
- **14th Annual Greentech Environment Award 2013** - Gajraula plant, India – **January 2014**
- **3rd Annual Greentech CSR Award 2013** - Gajraula plant, India – **January 2014**
- **Certificate from CocaCola** for compliance to Global Food Safety Initiative as per TCCC norms for the year 2013, presented to Gajraula plant, India – **February 2014**
- **Bio Excellence Award 2014** conferred to Jubilant Biosys under the category Bio-Services, presented at ‘Bangalore India Bio 2014’ – **February 2014**



“Expectations, interests and growth of our stakeholders are vital for our success and we have always endeavoured to maintain an active dialogue with all our stakeholders.”

## Stakeholder Engagement... Inclusive Growth

Expectations, interests and growth of our stakeholders are vital for our success and we have always endeavoured to maintain an active dialogue with all our stakeholders. Stakeholder engagement and their concerns are important elements of our decision making process and we have a robust system in place for maintaining a progressive relationship. The stakeholder engagement process consists of a variety of activities from stakeholder Identification, Consultation, Prioritisation, Collaboration and Reporting. At Jubilant Life Sciences, the approach for and the frequency of engagement with the stakeholders varies on the basis of the type of the stakeholder. There is no fixed frequency of engagement with the stakeholders. However there are annual events like vendor meet for suppliers, annual general meeting for investors, exhibition for customers and others. In addition respective departments engage with their specific stakeholder groups on need basis. Our key stakeholders are mentioned here, along with the modes of engagement:

### CUSTOMERS

As we are engaged in a Business to Business (B2B) model, our customers are industries procuring either their raw materials or sourcing finished products under their brand name. We also act as brand ambassadors for our customers. For the past three decades, we have worked ceaselessly to provide our customers the best of our products and services. Our consistent and unflagging efforts to service our customers have made us global leaders' in several product categories. The Company also reaches out to its partners through participation in various national and international exhibitions.



#### Key events participated by JLSL in 2013-14

Convention on Pharmaceutical Ingredients Japan	Japan
Chemspec India	India
Vitamins Feed Expo	China
VIV India	India
Chemspec Europe	Germany
Chemspec Asia	Bangkok
Convention on Pharmaceutical Ingredients Worldwide	Germany
Active Pharmaceutical Ingredients: Autumn	China
Poultry India Expo	India
Convention on Pharmaceutical Ingredients India	India
China Vitamins Industrial Summit	China

Further, customer satisfaction is assessed periodically for each business division and improvement initiatives are taken accordingly. Apart from this, some of our customers also assess our sustainability performance on a regular basis. The Company provides full cooperation during these customer surveys and takes it as a benchmarking exercise for its sustainability performance. During the year, Jubilant responded to customer sustainability survey by BASF, Novartis and Kyowa Hakko Europe GmbH.



## SHAREHOLDERS

Jubilant Life Sciences values the contribution of all its investors immensely. Our shareholders are kept engaged and updated about the Company's performance, which helps them take informed investment decisions. The Company shares information through the Quarterly Results, Annual Report, Corporate Sustainability Report and Press releases periodically with the shareholders. In order to promptly and effectively handle all types of investors' issues a dedicated email id [investors@jubl.com](mailto:investors@jubl.com) has been set up for the investors. Apart from this, feedback forms are circulated on an annual basis and the same are also made available online on our website [www.jubl.com](http://www.jubl.com). The shareholders also have an opportunity to share their valuable suggestions with the Board of Directors during the Annual General Meeting.

Due consideration and suitable actions are taken on the suggestions/ideas given by the shareholders and employees, subject to being found practical, appropriate and in the interests of the Company. In addition, where the shareholders have expressed their opinion through e-mails to the Company Secretary, the same are forwarded to the concerned authorities for necessary action. The Annual General Meeting (AGM) 2012-13 for investors was held on 27th August, 2013 at Gajraula, India. Apart from this, 4 quarterly calls were conducted during the year attended by around 100 participants from leading brokerage houses, foreign and domestic institutional investors, banks, insurance and portfolio management companies and rating agencies. These quarterly calls are a platform to convey and discuss the Company's financial and operational performance.

## SUPPLIERS AND SERVICE PROVIDERS

Material suppliers and service providers are intrinsic to our manufacturing operations and we have processes and systems to engage with them on a continuous basis. The various categories of suppliers include raw material vendors, packaging vendors, machine suppliers, transporters, contractors, and other service providers. Jubilant Life Sciences has introduced eJ-Buy which is an e-procurement model for paperless buying. This has resulted in increased efficiency, greater transparency in procurement process and systematic information flow.

“Jubilant Life Sciences has introduced eJ-Buy which is an e-procurement model for paperless buying.”

The Supplier Audits are conducted annually to cover critical vendors at least once in three years. In this year, EHS audit was conducted for a total of 13 external manufacturers of India Pharma Business.

Suppliers are also made to declare a Supplier Self-Assessment Evaluation Questionnaire which includes information regarding sourcing, manufacturing process, packaging & labelling, quality assurance and control, and environment, health and safety measures adopted.

Supplier Concerns are addressed through various interactions on a continual basis and through annual Partners in Progress meet. The Suppliers are also updated about Company's progress and plans through various interactions.

Every year the Company organises Partners in Progress (PIP) meet for the suppliers. This year it was conducted during 25th - 26th April, 2013 and more than 200 suppliers participated in the event. The top management shares the financial and sustainability performance during the event. Selected suppliers are rewarded for their achievements and this is a platform for the suppliers to share their views for a long term relationship with the Company.

#### Transporters Safety Program: 'Nischay'

The Company is always concerned about road safety during transportation of its products and raw materials. The road incidents due to third party transportation are analysed and actions are taken to avoid recurrence of such incidents.

In order to improve transporter safety, 'Behavioral Safety Training with focus on defensive driving' was imparted on 21st November, 2013. The training was attended by 35 transport service providers involved in the transportation of Bulk Liquids, Ammonia, CO2 & Dry Cargo. The key message was focus on discipline and commitment to road safety. Also, the Company declared GPS installation as mandatory for its transporters, during the event. Their commitment to safety was coined as 'Nischay'.



#### EMPLOYEES

Our Employees are the agents of growth for the organization. Engaged and inspired employees are true assets for the Company. The management drives, supports and periodically reviews its structured initiatives to enhance employee engagement. Human Resource Information System (HRIS), developed by PeopleSoft has been implemented during the year. This online system is provided for paperless administration and employee information accounting. Human



Resources' team works towards greater involvement of employees leading to increased satisfaction and enhanced commitment levels.

Further, we believe regular employee communication is an important engagement tool. This is accomplished effectively through bi-monthly in-house e-newsletter 'Symphony'. Symphony covers business news, employee engagement activities and initiatives. Apart from this, there are department specific – newsletters which are information sharing platforms circulated to all employees for creating mass awareness.

Employee engagements are organised at all manufacturing facilities and offices on various occasions. During the year, workshops on HIV/AIDS intervention at workplace were conducted at 5 manufacturing facilities in partnership with ILO. On 18th July, 2013 Dental Check-up Camp was organised for the employees at Head Office and on 18th October, 2013 a Health Talk on Breast Cancer Awareness "WEAR PINK" was conducted.

## GOVERNMENT

The Company proactively interacts with government and regulatory authorities on an ongoing basis through various industry bodies, and other related platforms. Jubilant strongly believes in being fully compliant with applicable laws and regulations.

## COMMUNITY

Jubilant recognizes that it is extremely important for any organization to function in sync with the community it operates in. The community adjoining our manufacturing facilities is important for us and we work for enhancing their quality of life. Jubilant Bhartia Foundation (JBF) is promoted specifically for the purpose to work in close coordination with the community to involve them and support them continuously.

Regular interface with the local opinion leaders and community representatives provides adequate feedback which helps to evaluate the requirement and impact of social initiatives. This feedback helps to shape the community initiatives at the manufacturing facilities. CSR teams at various locations interact continuously with the local community to address the local needs.

Three formal community engagements were conducted in Gajraula, Nanjangud and Nira in 2013-14. During these community interfaces, the Company briefed, about the ongoing activities and community programs taken up by Jubilant and also noted the community feedback. In June 2013, Jubilant employees participated in Food drive campaign organized by Indian Food Banking Network (IFBN) and donated food grains. Apart from these, a Study on community savings due to JBF's health program in Gajraula was conducted in





July 2013 and baseline survey for mal-nutrition was conducted in 11 villages around Gajraula.

## MEDIA

The Company adheres to all applicable laws, standards, and voluntary codes related to marketing communications. The Company does not engage in marketing of its products or services that are banned or controversial.

Regular media engagement activities are undertaken with an objective to keep its stakeholders updated about the critical business developments. The Company issued 9 Press Releases during the year.



## Our New Website: Endeavour to create a unique user experience

On 7 January 2014 we launched our fully revamped corporate website, [www.jubl.com](http://www.jubl.com). The new website is one step towards our goal to provide exceptional service to our stakeholders. It is because of this virtue, we felt an imperative need to revamp the website and give to our customers an interface which is dynamic, fully-integrated, backed by latest technology and having ease of use. The new website provides our customers a platform which gives them an easy access to information that they seek to know.

## Converting Risks into Opportunities

Risk perception and strategic planning are imperative to turn risks into opportunity. At Jubilant we focus to become a Risk Intelligent Enterprise through careful consideration of risk into our strategy, decisions, and activity, enabling the company to take advantage of the opportunities that can be created. We utilize a collaborative approach for Risk Management in order to explore and recognize opportunity arising from the risks and driving the same.

### RISK MANAGEMENT STRATEGY

Jubilant has a strong risk management framework in place along with a consistent monitoring system at the Board and Senior Management Levels. This enables active monitoring of business activities for identification, assessment and mitigation of potential internal or external risks. It helps to identify risks at an early stage for appropriate actions and management.

### RISK MANAGEMENT STRUCTURE

The Company's risk management structure comprises of the Board of Directors and Audit Committee at the Apex level, supported by the executive team including Executive Directors, Heads of Businesses, Functional Heads, Unit Heads, Divisional Heads of Accounts & Finance and Head of Management Assurance function. As risk owners, the executive team is entrusted with the responsibility of identification and monitoring of risks. Issues are then discussed and deliberated at various review forums chaired by the Executive Directors and actions are drawn upon. Internal audit is conducted by third party and internal audit team for an independent assessment of the Company's risk mitigating measures. The Audit Committee, on a quarterly basis, reviews the risks for the Company and effectiveness of the internal controls being exercised and advises the Board accordingly.

### RISK MITIGATION METHODOLOGY

Jubilant has a comprehensive internal audit plan and a robust Enterprise Risk Management (ERM) system which helps to identify risks at an early stage and take appropriate steps to mitigate the same. The Company has completed eight years of its certification process wherein, all concerned Control Owners certify the correctness of about 1800 controls related to key operating, financial and compliance related issues, every quarter. This has made internal controls and processes stronger and also serves as the basis for compliance with Clause 49 requirements mandated by the Securities and Exchange Board of India (SEBI).

With the growing pressure of changing stakeholder expectations & public scrutiny, businesses worldwide need to be more cautious in managing the business risks arising from environmental and social

“ We utilize a collaborative approach for Risk Management in order to explore and recognize opportunity arising from the risks and driving the same. ”



impacts. These challenges not only bring reputational threats but also direct risks in the form of society and consumer backlash. In order to bring emphasis on these issues, Environment Health and Safety Risk assessment was conducted by the Corporate Sustainability Team for all Indian facilities, this year. The methodology covers identification of EHS issues and materiality matrix is prepared based on their probability of occurrence and scale of impact. Detailed assessment of existing EHS gaps is done along with their scoring on the basis of the probability and impact. The Company draws out appropriate mitigation plans for all the identified risks and tries to turn them to opportunity.

The key risks and opportunities acknowledged by the Company are described below.

Potential Challenges	Jubilant's Response
<b>Competition</b>	
With significant share of the business represented by exports across different businesses within the life sciences space, the Company faces stiff competition from both domestic as well as international market players. Manufacturers outside India, aided by economies of scale, favourable policies and lower costs amongst others may pose a risk in terms of threatening the Company's ability to maintain its market leadership, achieve planned growth and generate planned margins. The additional risk of competition manifests in the form of certain competitors are suppliers of core raw materials for Life Science Chemicals business, new entrants resorting to penetration pricing to make inroads, dumping strategy by outside manufacturers to fuel price wars from local players amongst others.	The Company has drawn out detailed plans and combat strategies to safeguard existing business against competition which range from Customer and Account Management programs to offering improved quality and service experience to secure long term contracts. With the commissioning of the manufacturing facility at Bharuch and initiatives underway to bring in manufacturing efficiencies, the Company expects further cost optimisation opportunities which will help in successfully taking on competition from international boundaries. The Company has developed new suppliers for certain key raw materials. Significant research and development has been done to improve raw material consumption and increasing the manufacturing efficiency.
	The Government released anti-dumping notification in December 2012 applicable to our Animal Nutrition Business. This was issued against imports of Choline Chloride with 60.79% anti-dumping duty; for 5 years. It presented better trade opportunity for animal nutrition business.

Potential Challenges	Jubilant's Response
<b>Cost Competitiveness: Rising Input Prices and Margin Pressure</b>	
The Company offers low-cost manufacturing for most of its products and is a trustworthy partner for global corporations offering outsourcing with high quality products range conforming to international standards. Rising input prices amidst inflationary market conditions pose a risk to the Company's ability to retain price competitiveness and build reserves to drive future growth. Volatility in molasses and ethanol prices and the increase in input prices of core material such as Acetic Acid, Alcohol, Ammonia can have cascading impact on the business in terms of increased cost of input materials.	The Company has a full-fledged Business Excellence team responsible for planning and implementation of technical initiatives focused on cost reduction. The Company also attempts to enter into long term contracts with volume commitments and prices which are linked to key input material prices to mitigate this risk. Alternate supply sources are constantly explored and evaluated by Supply Chain. Further our attentive research & development initiatives help us in developing cheaper alternatives or re-engineering costs to counter increases in input costs.
<b>Compliance and Regulatory Framework</b>	
The Company needs to comply with a broad range of regulatory controls on testing, manufacturing and marketing of its products in the pharmaceutical and life sciences space. In some countries, including the US, regulatory controls have become increasingly demanding. Failure to achieve regulatory approval of new products may imply that the Company will be unable to recoup its R&D investment through the sale of final products. Any change in regulations or reassessment of safety and efficacy of products based on new scientific knowledge or other factors could result in the amendment or withdrawal of existing approvals to market its products, which in turn could result in revenue loss. This may occur even if regulators take action falling short of actual withdrawal.	The Company has taken measures to comply with these regulations and continuous training programs are organised for employees to keep them updated with latest changes in local regulations. The Company has a system of Statutory Compliance Reporting System (SCRS) for managing compliances as a part of the precautionary approach to prevent potential non-compliance. This web-based system is hosted on the Company's intranet and covers all Indian manufacturing locations of the Company. The status of statutory compliances is reviewed every quarter.
<b>Foreign Currency and Interest Rate Exposures</b>	
Foreign currency exposures on account of global operations arise out of international revenues, imports and foreign currency debt; these may impact the financial results of the Company. Constantly increasing interest cost of the borrowings and depreciating rupee may impact the profitability of the organization adversely. Further, volatility and uncertainty in foreign exchange rate creates complexity and challenges in determining competitive price.	In order to mitigate risks related to foreign currency, the Company has a foreign currency risk management strategy in place to take calculated risks through hedges and forward covers. Jubilant has a committee of dedicated experts and professionals to periodically advice on matters relating to foreign currency risk management. Further, the risk management team formulates policies and guidelines which are periodically reviewed to align with the external environment and business exigency. Further, if required, currency and interest rate swaps are taken on loans and interest rate exposures. A quarterly update on foreign exchange exposures, outstanding forward contracts and derivatives is placed before the Board of Directors.

Potential Challenges	Jubilant's Response
<b>Acquire and Retain Professional Talent</b>	
The Company's dependence on Research & Development (R&D) activity makes it very important that it recruits and retains high quality R&D specialists. In case the Company fails to hire and retain sufficient numbers of qualified personnel its operating results and financial condition could be affected.	The Company has committed substantial resources for recruiting and retaining, qualified and experienced, scientists and professionals, in India and abroad. In order to execute its growth and diversification plans, on one hand the Company continues to hire new, highly-skilled scientific and technical personnel staff; on the other hand, it recognises and rewards talented individuals for effective employee retention.
<b>Protecting Intellectual Property Rights (IPRs)</b>	
Jubilant's success will depend, in part, on its ability in the future to obtain and protect IPRs and operate without infringing others' IPRs. The Company's competitors may have filed patent applications, or may hold issued patents, relating to products or processes that compete with those that the Company is developing, or their patents may impair its ability to do business in a particular geography.	The Company in addition to patents has relied on trade secrets, know-how and other proprietary information and hence its employees, vendors and suppliers sign confidentiality agreements.
<b>Business Interruption due to Force Majeure</b>	
The Company's largest manufacturing facility for organic intermediates is at Gajraula, India. Any disruption or stoppage of work at this facility, for any reason, may adversely affect its business and results of operations not just for this but other business segments which depend on supplies from Gajraula.	An Industrial All Risk insurance protection has been taken by Jubilant to ensure continuity of its business. Besides this, the presence of a majority of the workforce in the residential colony adjoining its manufacturing locations ensures sustenance of operations under challenging circumstances.
<b>Third Party Liability Risks</b>	
The Company's business inherently exposes it to potential liability from its customers or end users for defects in products and services, especially in highly regulated markets noted for their litigious nature and high awards of damages.	The Company carries Global Product Liability Insurance program with respect to its major manufactured products which provides a compensating safeguard against such risks, if they are to materialise.

Potential Challenges	Jubilant's Response
<b>Environmental Compliance, Water availability and Waste disposal risks</b>	
R&D and manufacturing of products involve hazardous chemicals, processes and by-products and subject to stringent regulations. Environmental laws and regulations in the jurisdictions, where it operates, may become more restrictive and be enforced more strictly in the future. Also, the customer requirements as to the quality and safety of products may increase.	The Company aims to manufacture products for its customers through optimized utilization of resources and in a manner so as to minimize effect on the environment. The Company has invested substantially and allocated other resources to proactively adopt and implement manufacturing processes to increase its adherence to environmental standards and enhance its industrial safety levels.
<b>Local Communities</b>	
The newly enacted Companies Act, 2013 mandates allocation of 2% funds for CSR. Local communities around our manufacturing facilities located in rural areas of the Company, are amongst our key stakeholders. Lack of education, healthcare facilities and livelihood opportunities are often a source of discontent. The local communities therefore have high expectations with the Company.	Jubilant Bhartia Foundation has institutionalized the process of community engagement over the years. We engage in CSR projects without creating dependency. We believe in a structured & need based approach for community development at all our sites for which dedicated funds are committed. The nurtured relations have led us to be viewed by community and other external stakeholders as their neighbour of choice.

“The Company maintains enterprise wide risk management capabilities for active monitoring & mitigation of organisational risks on continual and sustainable basis.”



# Sustainability Governance

“ One of the few companies in the country to have a Board level Sustainability Committee. ”



More than 12 years back, we began our journey of proactively taking efforts to integrate environment and society within our business decisions. We recognised the concept of Sustainability, when it had only begun to gain credit. We realised that Sustainability is central to our business and that it was intertwined with our promise of Caring, Sharing, Growing. We were also transparent and vocal about our efforts and performance; and subsequently joined the Global Reporting Initiative’s Organizational Stakeholder Program and were amongst the first organizations which began Sustainability Reporting in 2003.

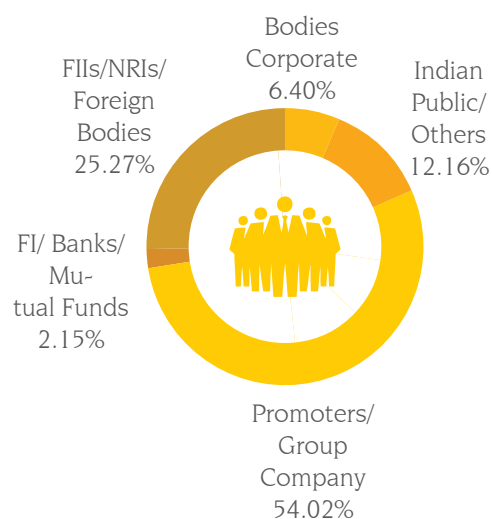
The sustainability journey through these years has been fruitful and following key policies guided the Company to achieve this position:

- Sustainability Mission
- Environment, Health & Safety Policy
- Climate Change Mitigation Policy
- Quality Policy
- Green Supply Chain Policy
- Business Code of Conduct
- Whistle-Blower Policy

The top management’s clear emphasis flows through the Sustainability Committee at Board Level which monitors the progress on triple bottom line parameters. Sustainability Committee comprises of Executive and Independent Directors. Company Secretary officiates as the Secretary of the Committee. The Committee meets once in every six months and during this year, two meetings were held on May 7, 2013 and October 29, 2013. The Sustainability Committee is apprised of the Company’s sustainability performance covering environment, economic, and social indicators on half yearly basis. The decisions taken during these meetings are implemented by the Sustainability Team.

Jubilant has deployed dedicated sustainability teams, both in corporate office and at manufacturing locations, who continuously work to fulfill its aspirations towards sustainability. The Corporate Sustainability team is responsible for integrating sustainability within business decisions along with design and implementation of sustainability initiatives for the Company.

Shareholding pattern as on March 31, 2014



FI-Foreign Investor

FIIs-Foreign Institutional Investors

NRI-Non-resident Indian

## Corporate Governance

At Jubilant, good governance is a tradition. The Company's Corporate Governance philosophy is led by core principles of:

- Caring for the environment which includes caring for the society around us;
- Enhancement of stakeholders' value through pursuit of excellence, efficiency of operations, quest for growth and continuous innovation;
- Transparency, promptness and fairness in disclosures to and communication with all stakeholders including shareholders, government authorities, customers, suppliers, lenders, employees and the community at large;
- Complying with laws in letter as well as in spirit;

### HIGHEST GOVERNANCE BODY

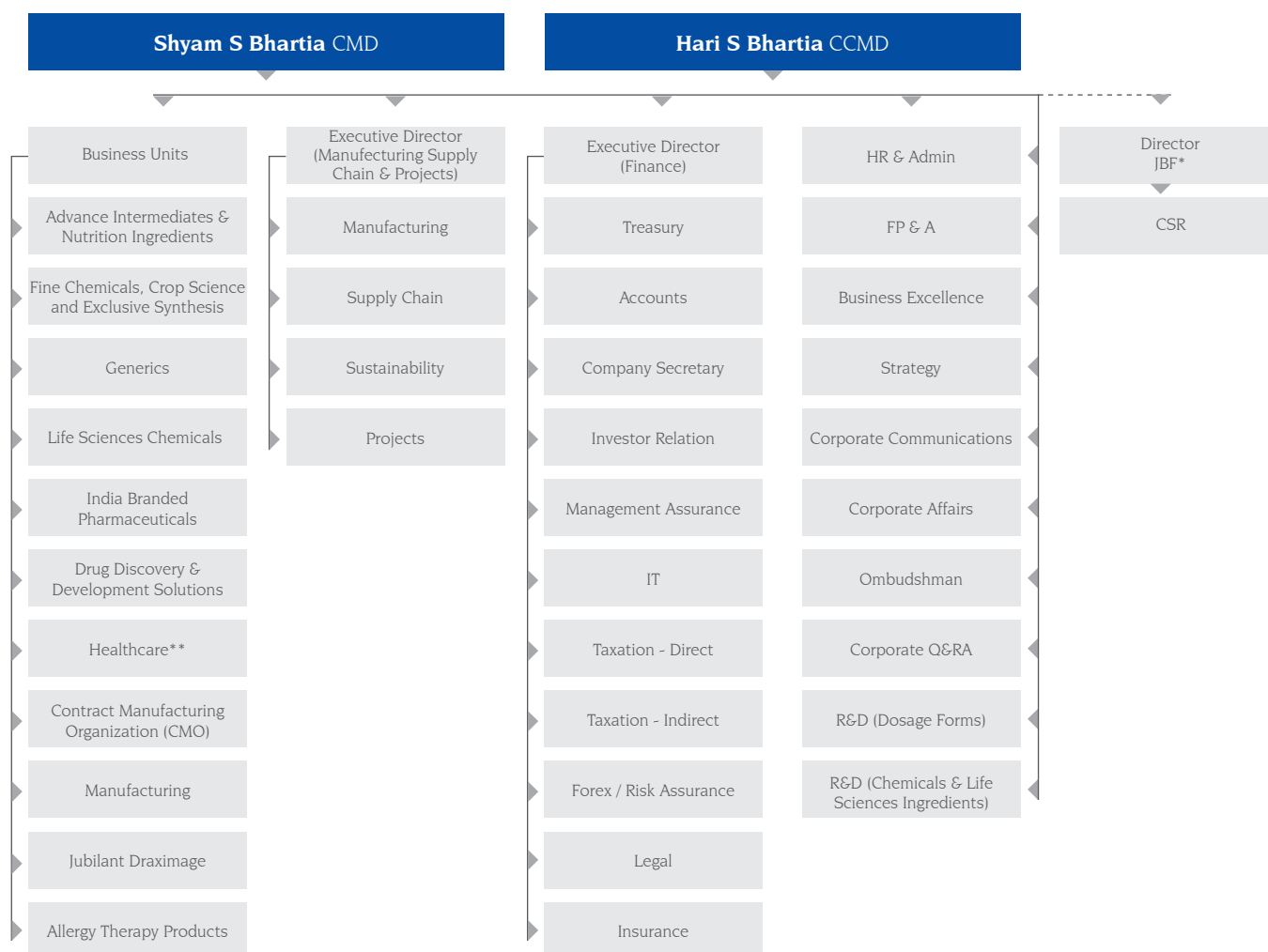
The Board of Directors ('Board') is the apex and highest governing body in Jubilant. The Board along with its Committees provides leadership and strategic guidance to the Company's management while discharging its fiduciary responsibilities thereby ensuring that the management adheres to high standards of ethics, transparency and disclosures. The Board's objectives are to create sustainable values for all stakeholders, provide vision to the Company and oversee the implementation of the Board's decisions. Jubilant has a balanced Board having a judicial mix of executive, non-executive and independent directors. Currently, the Board comprises of 3 Executive Directors and 6 Non-Executive Directors (including 1 Nominee Director and 5 Independent Directors); of which 8 are male and 1 female. All members of the Board are experienced and are above 50 years of age.

Committees of the Board	Executive Committees
Audit Committee	Supply Chain Committee
Remuneration Committee	Purchase Committee
Investors Grievance Committee	Business Performance Review Committee
Corporate Governance Committee	Capex Committee
Sustainability Committee	Credit Control Committee
Finance Committee	Functional Review Committee
Compensation Committee	



To focus effectively on the issues and ensure expedient resolution of diverse matters, the Board has constituted the Board Committees with the consent of Individual Directors. Further, to measure and drive business performance on a continuous basis, Executive Committees have been constituted; comprising Managing Directors, Executive Director-Finance and other Senior Executives of the Company.

Chairman & Managing Director (CMD) and Co-Chairman & Managing Director (CCMD) are the highest Executive Officers of the Company. Both of them belong to the promoter group and have led the Company to its present growth and success. The Chief Executive Officers (CEOs) of various businesses are responsible for smooth functioning of their respective businesses and they are placed at one level below the Board. The Global Management Team of Jubilant is presented below:-



\* Jubilant Bhartia Foundation (JBF) is not for profit organization under Jubilant Bhartia Group and specializes in providing community service. JBF conducts CSR activities for Jubilant Life Sciences for its operation in India.

\*\* Jubilant exits Healthcare Business in Feb 2014

“Directors’  
Remuneration  
Policy of  
Jubilant aims at  
encouraging and  
rewarding good  
performance/  
contribution to  
the Company’s  
objectives.”

## COMPENSATION FOR THE MEMBERS OF THE HIGHEST GOVERNANCE BODY

Directors’ Remuneration Policy of Jubilant aims at encouraging and rewarding good performance/contribution to the Company’s objectives. Remuneration of Non-Executive Directors comprises of sitting fees for attending Board and its Committees meetings; and Commission, as decided by the Board and approved by the members, within the ceiling of 1% of the net profits of the Company, as computed under the Companies Act, 1956 subject to a maximum of one million INR in a year per Director.

The remuneration of Executive Directors (Managing Directors and Whole-time Director) is paid as recommended by the Remuneration Committee and approved by the Board and Shareholders. Remuneration of Executive Directors consists of a fixed component (salary, allowances, perquisites, and other benefits) and a variable component (variable pay or commission). Further, Executive Directors are also given Stock Options. However, Managing Directors who belong to Promoter Group are not eligible for Stock Options. Remuneration Committee ensures that the levels of remuneration are sufficient to attract, retain and motivate Directors to run the Company successfully.

## AVOIDANCE OF CONFLICT OF INTEREST

In terms of the ‘Code of Conduct for Directors and Senior Management’, Directors and Senior Management must promptly disclose to the Board of Directors in case of Directors and to the CMD/CCMD in case of Senior Management if their personal interest interferes with the interest of the Company. Further, in terms of Clause 49 of the Listing Agreements with the Stock Exchanges, Senior Management is also required to confirm to CMD/CCMD on an annual basis that no material financial or commercial transaction has been entered into by them which could have potential conflict with the interests of the Company at large; such affirmations are placed before the Board.

The Company has implemented a ‘Code of Conduct for Prevention of Insider Trading’ in the Equity Shares of the Company for observance by its Directors and identified executives. The said Code, inter alia, prohibits purchase/sale of equity shares of the Company by Directors & identified executives while in possession of the unpublished price sensitive information in relation to the Company.

“The compliance is monitored continuously through the Statutory Compliance Reporting System (SCRS) by EHS teams at the manufacturing locations, the Unit Heads and Company Secretary.”

Conflicts arising, if any, can be resolved through informal discussions. However, if any conflict is unresolved, the following approach is adopted by the Company:

- Analyse or review the situation of conflict;
- Organise meeting jointly with the concerned parties to know their perspective; and
- Reconcile through the involvement of senior executives.

However, no such cases occurred during the year.

### GRIEVANCE REDRESSAL

Jubilant has formulated a 'Whistle Blower Policy' to enable all full time employees to voice concerns anonymously without fear of retaliation /victimisation / discrimination which is a sine qua non for an ethical organisation. To further augment the corporate governance standards, an independent office of the Ombudsman is constituted. Any issue or concern may be reported by e-mail to [ombudsman@jubl.com](mailto:ombudsman@jubl.com) or by logging on to [www.cwiportal.com](http://www.cwiportal.com), an external web portal with whom Jubilant has tied up for processing issues independently and confidentially. For further details refer Annual Report FY 2013-14.

### COMPLIANCE

The compliance is monitored continuously through the Statutory Compliance Reporting System (SCRS) by EHS teams at the manufacturing locations, the Unit Heads and Company Secretary. Further, the Corporate Sustainability Team oversees the compliance with the applicable EHS legal requirements for all manufacturing locations. During this reporting period there was no such case of violation of environmental standards. A Public Interest Litigation (PIL) was filed in Bombay High Court for Nira plant. In January 2014 Mumbai High Court transferred this case to National Green Tribunal (NGT), Pune Bench. NGT has given as direction some corrective measures to the Company which are being implemented. Other than this there has been no significant penalties or non-monetary sanctions for non-compliance with environmental laws during this monitoring period.

There have been no incidences of non-compliance with regulations and voluntary codes concerning marketing communications during this reporting period. Similarly, there have been no significant fines for non-compliance with laws and regulations concerning the provision and use of products and services during this reporting period. Also, there were no incidences of non-compliance with regulations or voluntary codes concerning product & service information and labelling in this year.

“ The Company has always given due emphasis to Health and Safety and has instated systems and processes for the same.”



## Safety... Our Core Value

The nature of the business necessitates a solid foundation for safety. Therefore, maintaining health and safety of employees is critical to the Company's effectiveness and maintaining high morale of the employees.

The Company has always given due emphasis to Health and Safety and has instated systems and processes for the same. The Company's major manufacturing facilities have implemented OSHAS 18001 based occupational health and safety management system and are certified. The Company has dedicated safety officers at all manufacturing facilities and Occupational Health Centres at all major locations. Regular internal and external safety audits are conducted to identify the gap and close them on priority.

Further, the entire workforce at Jubilant Life Sciences is represented in formal joint management- worker Health and Safety Committees. Health & Safety topics are also included in the local formal agreements of the manufacturing facilities of the Company with trade unions.

Finally, OHS Training and Awareness workshops/ talks are conducted regularly covering both permanent and contract employees, to avoid and reduce unsafe acts and situations within the location premises. This year total 41605 man-hours were spent on safety training covering both permanent and contract employees.

Incident statistics	2013-14	2012-13	2011-12
No. of Fatal accident	2	2	0
No. of lost time Injury (other than fatal)	29	26	32
Total Lost days	12000* + 331	12000* + 247	266
No. of First aid cases	627	625	363

\* 12000 on the account of 2 fatalities.

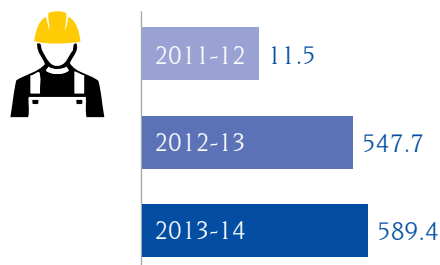
### OWN EVALUATION AND ACTIONS

Even with all the systems and processes in place, safety of employees is challenging and demanding; particularly with contract workmen. This year, we have taken steps to further augment our systems and enhance the safety standards at our manufacturing facilities. We aim to internalise the concept of safety at workplace and hence are insisting the idea of 'Safety is not priority... it is our Value'. With this idea, safety

Lost time frequency rate  
No. of accidents per million man-hrs. worked



Lost time severity rate  
No. of lost man days per million man-hrs. worked



will be treated as the most important thing and will not be compromised over other priorities. In order to deep root this belief we have taken the following initiatives:

### TRANSPARENCY IN REPORTING

We have dedicated all our efforts for better accounting of safety statistics. With all our efforts we could see, an increase in the number of 'reported' injuries. We treat this as a symbol of improvement in reporting and have taken specific and measurable targets with 2012-13 as baseline. We have been working to achieve these targets and have dedicated all our efforts on them.

### WE TAKE OUR RESPONSIBILITY

Safety cannot be treated as a responsibility of a specific department. It is the responsibility of the Company and hence it becomes imperative for all employees to take responsibility for safety. "SANCHETNA" software is deployed for online reporting of unsafe acts & conditions at facilities by employees. This year onwards, safety is covered under Line Function Responsibility and the business is accountable for it. Interdepartmental safety audits are being conducted once a Quarter.

### PRE-EMPLOYMENT MEDICAL CHECK-UP

The Company adopted a system of pre-employment and periodical medical examination for employees to ensure good health and to prevent occupational diseases. The health record of each employee is maintained at each manufacturing location. In addition several employee wellness camps are organised in association with external organisation.

### SAFETY WEEK CELEBRATION

This year 43rd National Safety Week was celebrated at all manufacturing locations in India during 4 - 10 March 2014. The celebrations involved employees, nearby communities and school children. "Safety by All for All" was the theme for the celebration and programs like safety rally, mock drill, awareness training on workplace safety & safety at home, safety quiz, mock drill were conducted.

The programs focussed to create awareness on 5 key areas which include Hazardous Work Activity, Management of Change, Safety Induction & Training, Incident Investigation & Corrective Action and Roles, Responsibilities and Accountability in Behavioural Based Safety to enhance and maintain safety culture.



## Behaviour Change... Safety as value proposition

All our safety programs are linked to a near-term destination of “Zero Incident Organization” and subsequently on a broader journey that seeks to align our core values with our strategy that benefits our company, our employees, our stakeholders and the communities we operate in. Safety is value for us and hence safety management is embraced far beyond the commitment.

Leadership plays a critical role in driving safety culture and there has to be a personal conviction to be deeply involved in safe practices. With the intention to bring safety to forefront, this year, the Company rolled out “Behaviour Based Safety” campaign across our locations in India. The key elements of Behaviour Based Safety (BBS) are Six Step Process, Safety Committees Structure, Personal Safety Plan, Training by Experts, Internal Training. The campaign was inaugurated by the senior management team, passing an indelible message of ‘Safety... Our Value’ at all locations. The initiative was given a grand opening with Jubilant’s Safety Mascot which is wearing all essential Personal Protective Equipment (PPE’s). The safety mascot was officially named as “Suraksha Mitra” – a symbol of giving value to safety at workplace.



“Suraksha Mitra”  
Jubilant Safety mascot

### BEHAVIOUR BASED SAFETY SIX STEP METHODOLOGY

Behaviour Based Safety is an approach for doing our work in a better, smarter and safe way. A six step approach is followed including Observe, Comment on safe Acts, Discuss, Agreement, Discuss other safety issues and Commitment & Thank. This process allows a systematic approach, examining the motivation underlying behaviours, in order to increase safe behaviour.

### TRAINING BY EXPERTS

BBS program was started with training of a diverse set of employees from different departments by an external expert faculty. The training programs were attended by 90 employees from all our Indian manufacturing facilities.

### INTERNAL TRAINING

The 90 employees trained by external faculty further became master trainers for 2174 employees.



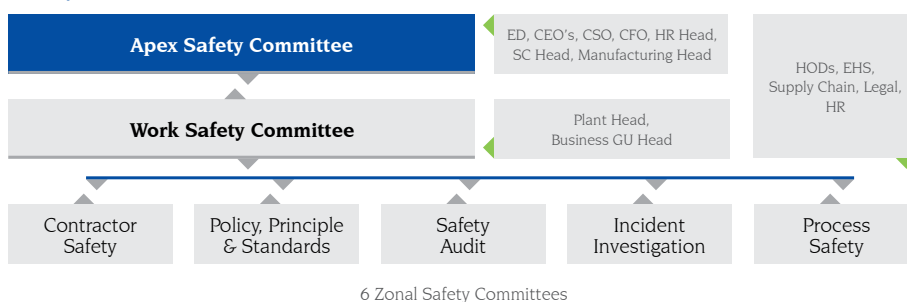
“In our Behaviour Safety Campaign this year, we joined hands with safety experts to train 90 employees for 2160 man-hours. These employees further became master trainers and trained 2174 employees for 6649 man-hours.”

## SAFETY COMMITTEES STRUCTURE

### SAFETY SURVEILLANCE STRUCTURE

In order to have a solid foundation of engaging, motivating, assisting, reinforcing, and sustaining safe behaviours; a three tier Safety Committee Structure has been implemented at all facilities. The

#### Safety Surveillance Structure



Corporate Sustainability Team has the overall responsibility of guiding, monitoring and reviewing performance for all facilities.

### PERSONAL SAFETY PLAN

BBS Approach sets a new way of working in which leaders must continually promote safety and hence a personal safety plan was prepared by the entire management team at all 7 manufacturing facilities. The personal safety plan is an individual commitment towards Safety. It demonstrates line management accountability on safety, allows active involvement in safety review, institutionalizes safety as a key performance indicator and uses leading and lagging indicators to drive safety programs.



## Economic... Growing with Numbers

The Company believes in a sustainable business growth model while caring for environment. The Company ensures internal controls through internal audit team and annual statutory audit carried out by third party in line with country's regulation. The financial performance is assessed and publicly reported after approval by the board, periodically.

This year, the consolidated revenue is up by 12% from 2012-13; International revenues are at 43,261 million INR, contributing 75% to the overall revenues and EBITDA margins are at 17.7% with Normalized PAT at 3,235 million INR. The Company paid net taxes of 1,143.60 million INR at the consolidated level (this amount mentioned, does not include deferred taxes and minimum alternate tax). Interest expense and other borrowing cost of the Company during the reporting period were 3,237.23 million INR as against 2,986.90 million INR in the previous year (2012-13). This year the Company received export benefit of 250.15 million INR from Government.

“The EBITDA margins are at 17.7% with Normalized Profit After Tax (PAT) at 3,235 million INR for 2013-14.”

Component	Data		
	2011-12	2012-13	2013-14
Direct Economic value generated (₹ million)			
Revenues	43,031.3	51,659.5	58,033.63
Economic value distributed (₹ million)			
Major operating costs	25,388.26	29,394.21	35,034.46
Employee wages and benefits	8,363.64	9,625.84	11,051.68
Payments to providers of capital	555.36	559.05	544.55
Community Investment	39.53	41.58	72.33
Retained Earnings	22,411.01	24,601.91	26,110.68

Payments made to providers of capital, are the payments made in the form of dividends to all shareholders and Retained Earnings are cumulative reserves and surplus as on 31st March.

### MARKET PRESENCE

The Company recruits employees based on their skills and merit however, local employees are preferred while they meet the specific role set by the Company. Employee salaries are always higher than the minimum wages mandated by local regulation. The prevailing law in North American manufacturing locations is very stringent and any form of gender discrimination is prohibited. The Company sources its material, machinery, spares stores etc. from across the globe without compromising on quality and value. Preference is given to local suppliers

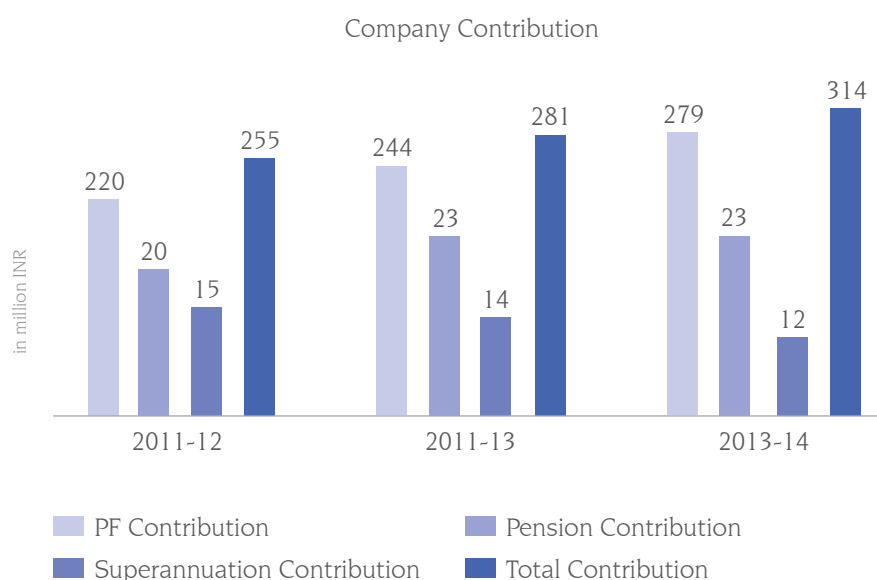
if they satisfy the requisite specifications. In monetary terms, 57.02% of the material was sourced locally whereas 42.98% was sourced from other countries for Indian operations in 2013-14.

### INDIRECT ECONOMIC IMPACT

The Company has created a big supply chain base along with its business growth and in turn has helped to generate significant indirect employment both in India and abroad. In addition, the Company provides infrastructure and services to the community through various programs towards strengthening the rural education, healthcare infrastructure and skill development. Details of these programs have been delineated under social section of this report. The Company has spent 21.186 million INR in 2013-14 towards local community development work around Indian operations.

### LONG-TERM EMPLOYEE BENEFITS

Long term employee benefits include Pension, Provident Fund, Super-annuation and Gratuity. These constitute the key elements of employee's post-retirement benefits in India. Other post-employment benefits include Leave Encashment and Gratuity which are awarded to an employee at the time of separation.



“Our emphasis  
is to work  
jointly with our  
partners to have  
a Sustainable  
Supply Chain.”

International subsidiaries of the Company make contribution to various social security plans and insurance schemes as per local requirements and generally accepted practices in their respective country of incorporation.

### SUPPLIERS AND SERVICE PROVIDERS

We have a very robust process to qualify raw material suppliers which is mandatory before we procure. We also have mechanism to audit the qualified suppliers on periodical basis for Environment Health Safety and Sustainability parameters. We are associated with suppliers which have their own inbuilt EHS management systems. Some of such key suppliers are BP, Reliance, Chambal Fertilizers, IOCL, Coal India to mention a few. We are also having long term contracts with global logistic service providers like DHL, Blue Dart, UTI, Fedex and others.

We aim at the protection of human rights. Our policies cover key aspects of human rights like Child Labour, Forced & Compulsory Labour, Non-Discrimination and others.

We recognize United Nations' Universal Declaration of Human Rights and are also signatory to UN Global Compact (UNGC). Jubilant does not procure material from vendors who violate human rights and standards as stipulated. This year, all three types of contract agreements and purchase orders have been revised to incorporate clause to discourage child labour and forced labour. In order to review this, the suppliers are required to fill a self-declaration form which includes human rights aspects and they are audited on the basis of these forms. In this year, EHS audit was conducted for a total of 13 external manufacturers of India Pharma Business.

## Product Stewardship

Customer satisfaction & product safety is an area of utmost concern, being directly linked to business value. Business Head and Functional Heads are responsible for addressing the issues related to product responsibility aspects of their respective businesses. They are supported by dedicated sales and marketing team, Research & Development (R&D) team, Quality Assurance (QA), Quality Control (QC) team and other relevant departments.

### CUSTOMER SAFETY

Jubilant complies with national and international product safety standards such as EU Registration, Evaluation, Authorization and Restriction of Chemicals (REACH), China REACH, Feed Additives and Premixtures Quality System (FAMI-QS), and KOSHER and other notification obligation of countries like Turkey, Taiwan, Australia, New Zealand, Japan etc. The Carbon Dioxide manufacturing facility at Gajraula has been certified for Food Safety System Certification (FSSC) 22000:2012.

At Jubilant, a two-pronged approach is established for Customer Safety, where in, R&D and REACH teams constantly work to upgrade product safety information, quality assurance and quality control teams ensure that product quality, packaging and labelling of the products are strictly in accordance with the customer specifications, applicable international guidelines and regulatory requirements as applicable. Further, the Chemical Regulatory Team prepares labels as per the applicable regulations of the region.

Depending on the type of product and end customers, systems are in place for appropriate handling of products during transportation, and end use. Material Safety Data Sheets (MSDS) are maintained and provided to the customers for all products. All the products under animal nutrition business are FAMI-QS certified, which ensures safety, quality and regulatory compliance of specialty feed ingredients and their mixtures for animal nutrition. Some of the products are used in the food industry and the facilities involved in manufacturing these products are KOSHER certified. This is to assure the customer that none of the products contain any ingredients of animal origin.

In addition to the above systems, Jubilant Life Sciences also has AFSSAPS (Agence Francaise de Produits Safety Agency), GMP approvals for certain products, PMDA approval (Pharmaceuticals and Medical Devices Agency, Japan) for exporting Risperidone HCl to Japanese market, KFDA (Korea Food and Drug Administration) for exporting Valsartan and Losartan to Korean market, COFEPRIS approval for exporting Pinaverium Bromide to Mexican market,

“The Carbon Dioxide manufacturing facility at Gajraula has been certified for Food Safety System Certification (FSSC) 22000:2012.”

ANVISA, Brazil approval for exporting Carbamazepine to Brazil market and TGA, Australia approval for exporting certain products to Australia.

## AUTHORIZATION AND RESTRICTION OF CHEMICALS (REACH) COMPLIANCE

Compliance and commitment to product safety are central to Jubilant's business philosophy. Jubilant Life Sciences Limited is committed to achieve REACH objective of enhanced protection for human health and environment and diligently follow REACH guidelines of the European Chemical Agency.

Jubilant has already successfully completed the registration of all first tier and second tier chemicals. Registration of third tier chemicals is ongoing. Jubilant also successfully passed the REACH and CLP inspection carried out by the National enforcement Authority of the EU member state.

“Jubilant has already successfully completed the registration of all first tier and second tier chemicals. Registration of third tier chemicals is ongoing.”

During this reporting period, there was no non-compliance with regulations resulting in penalty with regards to safety impacts of Jubilant's products and services during their life cycle. However, the Jubilant HollisterStier LLC facility at Spoken received a warning letter from the US Food and Drug Administration (FDA) due to certain Current Good Manufacturing Practices (cGMP) concerns observed by the regulators. All the queries raised by US FDA were answered within the due date and the Company is expecting a favourable reply from the regulatory agency. However there was no impact of the above on current operations.

## PRODUCT & SERVICE LABELLING

The products are packed with proper labelling and bar-coding, wherever applicable. In its bid to be more inclusive, the Company also uses Braille Code for the products meant for end consumers in Europe. International labelling guidelines are followed for communication of hazards depending on the requirements of the target customer. 'Classification, Labelling and Packaging (CLP)' guidelines are followed for the customers in Europe, whereas for Chinese customers – 'China GHS' (Global Harmonised System) is followed. For the Korean customers 'Korea GHS' is followed. For USA and the rest of the world, the 'World GHS' is followed for classification and labelling of chemicals.

To reduce hazards due to an emergency situation during transportation, **Transport Emergency Management (TREM) cards** are also provided to the driver with necessary information for quick control of the emergency situation. The Company adheres to the transport labels which are governed by the guidelines of the International Air Transport Association (IATA), for shipments by Air, and International Maritime Dangerous Goods (IMDG), for shipments by the Sea, and ADR (European Agreement concerning the International Carriage of Dangerous Goods



“In case of business to business (B2B) model the environmental exposure of our products is taken care by the raw material handling of our partners and hence there is a minimal impact.”

by Road), for road transport. Labels are also continuously updated as per the changes and updates in relevant regulation.

Customer feedback is taken both in formal and informal ways depending upon the type of business and products. A standard customer feedback form has been prepared under the already existing customer feedback system. Feedback forms are sent to all customers and feedback is taken at least once a year.

**ENVIRONMENTAL IMPACT OF PRODUCTS AND SERVICES**

Our product range includes products which are raw materials for our customers or else custom manufacturing. In both these cases the environmental impact of our products depends upon its handling. In case of business to business (B2B) model the environmental exposure of our products is taken care by the raw material handling of our partners and hence there is a minimal impact. Also, environmental impact arising out of the manufacturing processes of the products are taken care in line with the local regulations at our manufacturing locations.

Further, the products are packaged in bulk quantity which considerably reduces the Company’s consumption of packaging materials. Certain products are transported in tankers thus eliminating the use of packaging material and some products are sent in drums & carboys, which are reused wherever feasible.

**PRODUCT TRANSPORTATION**

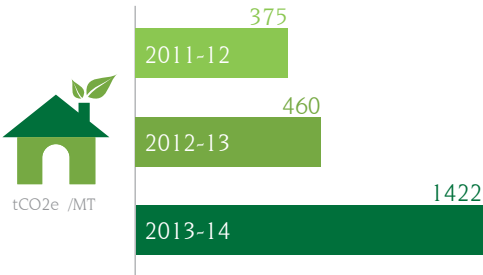
Emissions from the Company vehicles are regularly checked in line with local regulation and the Pollution Under Control (PUC) certificates are maintained in-house. While transporting any hazardous chemical, Transport Emergency Management (TREM) card is provided to the drivers to deal with an emergency situation during transportation and thus minimizing any possible environmental impact.

Jubilant is gradually shifting its transportation mode from road to rail in order to reduce the Company’s carbon footprint. This has helped us to reduce 1422 tCO2e GHG emissions during this year.

**CUSTOMER PRIVACY**

The Company pays special attention to protecting its customers’ intellectual rights and privacy. There have been no incidences of breach of customer privacy and losses of customer data.

Scope 3 GHG emission reduction





“EHS Policy and the Climate Change Mitigation Policy sets overall direction of the Company’s aspiration towards achieving environment performance excellence.”

## Environment Preservation... Caring for Conservation

To maintain and preserve environment is always a challenge to any chemical and pharmaceutical business and Jubilant has never thought twice before going for any extra mile to meet such challenges. To manage environment issues arising out of its operation is always at the focus of daily business activity. The management has adopted best available technologies to manage environmental issues arising out of its activities.

### ENVIRONMENT MANAGEMENT

EHS Policy and the Climate Change Mitigation Policy sets overall direction of the Company’s aspiration towards achieving environment performance excellence. The Company sets sustainability objectives every year and discloses the same publically. The performance against these objectives is reported to the Board of Directors and presented in the Corporate Sustainability Report. Apart from this, specific EHS Goals are set under environment and safety management systems at respective manufacturing locations, which are tracked through the same.

Further, the corporate sustainability team provides guidance and support to the Environment Health and Safety (EHS) teams at the manufacturing locations. Chief Sustainability officer is responsible for the Company’s overall EHS performance. Environment performance is reviewed regularly through internal and external audits. New projects are assessed for identifying any potential hazards related to environment, health and safety. The Executive Director and the Sustainability Committee review the EHS performance on a half yearly basis along with the entire sustainability performance. Sustainability related aspects are included in the induction training for all new employees. Employees are also provided technical training to support their work.

In order to track timely closure of environmental issues raised for continual improvement at our manufacturing facilities ‘Jagriti’ has been deployed. Jagriti is an in-house developed, e-enable software for tracking environmental related observations and analysis to have preventive actions for achieving higher level of environmental standards.

The Company invests significantly for environmental protection and management. An expenditure of about 578.29 million INR has been incurred during this year along with approval of capital expenditure



projects worth 69.6 million INR for environmental pollution control and management measures.

### WORLD ENVIRONMENT DAY 2013

The Company celebrated World Environment Day on June 5th to sensitize the employees for the cause of environment conservation. The theme for World Environment Day 2013 was "Think.Eat .Save"; an anti-food waste and food loss campaign. In order to support the cause, awareness activities were organised at the Jubilant Headquarter which include plantation drive, environmental oath, drawing, quiz, fancy dress. Senior management including Executive Director, Head HR encouraged the participants with certificates during the event.



### On the road to 'Green Chemistry'

The Company's drive for green chemistry has led to the development of eco-friendly processes and use of renewable feedstock. This has triggered impulse for developing a new and more efficient catalytic process for production of Niacin. In this process, chemical conversion consisting of number of individual reaction steps are reduced to one by applying multi-functional catalyst. This makes the process much cleaner, greener and carbon efficient.

Further, Jubilant manufactures Pyridine with agricultural feedstock (molasses). As per the latest Life Cycle based carbon footprint study in 2011-12, it was evident that pyridine manufactured by Jubilant through ethanol (biogenic source) route has a much lesser carbon footprint than similar products which are manufactured through conventional petro route.

### BIO-DIVERSITY

No species listed in the International Union for Conservation of Nature (IUCN) Red List and National Conservation List was found to exist in or near the operations of the Company. All our manufacturing facilities are located outside biodiversity sensitive or notified protected areas; therefore there is no such case of habitats significantly affected by discharges of water and runoff from Jubilant.

### ENGAGEMENT WITH INDUSTRY INSTITUTIONS

The Company supports the Industry associations and Educational institutions for knowledge sharing. This year, the Company addressed engagement programs at FICCI, CII, NPC, BIMTECH, NITEE. The Company is also supporting the Global Reporting Initiative (GRI) and



conducted a session on GRI G4 Guidelines for the Senior Management team at the Head Office with GRI Focal Point India.

## MANAGEMENT SYSTEMS

Most of the manufacturing locations of Jubilant have implemented Environmental, Occupational Health & Safety Management systems following international standards like ISO 14001 and OHSAS 18001. In addition certain manufacturing locations are also certified by USFDA. ISO 14001:2004 has been instrumental towards development of standards and practices encompassing environment management principles. OHSAS 18001:2007 is instrumental in setting up OHS System across units.

In addition, we are a signatory to Responsible Care, an initiative of global chemical industry that drives continuous improvement in health, safety and environmental (HSE) performance, together with open and transparent communication with stakeholders. The Company submits annual report against Key Performance Indicators (KPI) to Indian Chemical Council (ICC), which is a member of International Council of Chemical Associations (ICCA).



## Approvals and Certifications

### India

1	Gajraula	ISO 14001	OHSAS 18001	ISO 9001
2	Nanjangud	ISO 14001	OHSAS 18001	ISO 9001
3	Nira	ISO 14001	OHSAS 18001	ISO 9001
4	Samlaya	ISO 14001	OHSAS 18001	ISO 9001
5	Ambernath	ISO 9001		
6	Bharuch*	ISO 14001	OHSAS 18001	ISO 9001
7	Roorkee	USFDA		

### North America

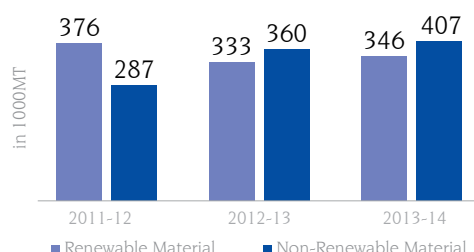
8	Spokane	USFDA		
9	Kirkland	USFDA		
10	Salisbury	USFDA		

\* Except unit II, where implementation is ongoing



## Material and Energy Efficiency

Major Raw Material

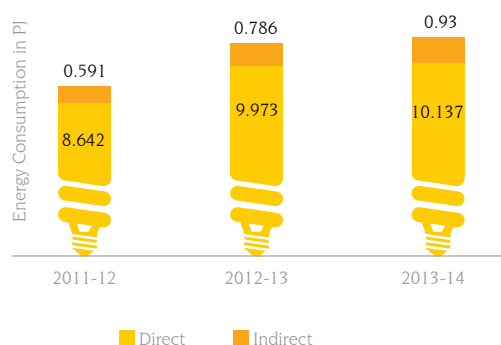


### MATERIAL IN USE

To be cost competitive Jubilant always practice efficient use of quality material in its process. To have sustainable supply of major raw material the Company has focused more & more on naturally available materials. Thus majority of Jubilant's products are manufactured following greener route instead of conventional petro-route. Jubilant utilizes molasses and press mud as its key raw materials which are biogenic in nature and at the same time are waste from another industry. Other major raw materials are alcohol, process chemicals, and API chemicals. Molasses and press mud are the major raw material followed by several process chemicals. Molasses and press mud are by-products and waste from sugar industries and are renewable in nature and constitute over 48% of the total major raw material consumption. Process chemicals like solvents are recovered and recycled wherever possible.

Major Raw Materials	2010-11	2011-12	2012-13	2013-14
Molasses (MT)	95,230	2,71,655	2,54,582	2,46,453
Press Mud (MT)	36,291	1,04,697	78,868	99,586
Alcohol (MT)	92,239	71,511	96,016	1,12,648
Chemicals (MT)	2,02,252	2,15,851	2,64,117	2,94,046

Total Energy Consumption



### ENERGY CONSUMPTION & CONSERVATION

Growing cost of energy and its linkage with climate change impact is a major business concern at Jubilant like any other industry. To tackle this issue, Jubilant has decided to focus on improving process energy efficiency, find alternate sources of uninterrupted low cost energy and increasing the percentage of renewable energy in present energy mix. Fossil fuels like coal, light diesel oil, high speed diesel, furnace oil, natural gas and renewable fuel like bio-gas, bio-diesel and bio-mass are key sources of direct energy in Jubilant. North American units primarily rely on Natural Gas as the main source of direct energy.

This year total energy consumption increased since the Company is growing. Out of total energy consumed 8.4% is from indirect source against 7.4% last year while 6.85% is from renewable energy sources against 6.3% in previous year. Similar to previous years Jubilant took up several resource savings initiatives at our manufacturing locations. During this reporting period total 130 new projects were taken up by Business Excellence team of the Company. These current projects led to a savings of 499 million INR. Out of these 13 key energy saving initiatives tracked for

direct energy saving estimation showed savings of 0.160 Pj energy and 129.9 million INR. This is 1.4% of total energy consumed by the Company.

Direct Energy				
Non renewable sources	Units	2011-12	2012-13	2013-14
Coal	MT	388265	440225	470625
Energy from Coal	Peta Joules	7.27	8.503	8.95
LDO	MT	34	43	29.7
Energy from LDO	Peta Joules	0.002	0.002	0.001
RFO	MT	3862	1065	205
Energy from RFO	Peta Joules	0.15	0.042	0.01
HSD	MT	4728	4608	2921
Energy from HSD	Peta Joules	0.204	0.199	0.13
FO	MT	6104	4642	773
Energy from FO	Peta Joules	0.241	0.188	0.03
Energy from Natural gas	Peta Joules	0.14	0.365	0.33
<b>Total direct energy consumption from Non renewable energy sources</b>	<b>Peta Joules</b>	<b>8.007</b>	<b>9.299</b>	<b>9.44</b>
Renewable Energy Sources	Units	2011-12	2012-13	2013-14
Bio-gas	1000Nm3	30286	29145	26309
Energy from Bio-gas	Peta Joules	0.559	0.522	0.47
Bio-diesel	MT	0	928	2634
Energy from Biodiesel	Peta Joules	0	0.032	0.10
<b>Total direct energy consumption from Renewable energy sources</b>	<b>Peta Joules</b>	<b>0.559</b>	<b>0.554</b>	<b>0.57</b>
Biomass as energy source	Units	2011-12	2012-13	
Biomass	MT	5591	10383	10744
Energy from Biomass	Peta Joules	0.076	0.12	0.12
<b>Total Direct Energy</b>	<b>Peta Joules</b>	<b>8.642</b>	<b>9.973</b>	<b>10.137</b>

Indirect Energy			
Year	Electricity purchased (KWH)	Steam purchased (MT)	Energy equivalent (Peta Joules)
2011-12	116,683,382	61,050	0.591
2012-13	165,978,216	55,023	0.786
2013-14	172857852	96,424	0.930



# Sustainability Case Studies

## Nanjangud Alternate Sources of Energy

### BACKGROUND

*Need for utilizing alternate sources of energy!*

Resource depletion, environmental degradation and climate change pose fundamental threats to human security. The demand for energy is increasing with an ever increasing population. It is therefore crucial to look at a mixture of sources of energy including both renewable and non-renewable. Burning of fossil fuels like coal, oil and natural gas are the largest contributors of greenhouse gas emissions which lead to climate change. Conversely renewable energy sources like biodiesel do not account for greenhouse gas emissions. In this case study the team at Nanjangud has put in efforts to explore alternate sources of energy.

### OBJECTIVE

*Explore sustainable energy solutions: Low cost and Low carbon footprint!*

This initiative was taken to optimize the boiler efficiency, use of renewable and alternate energy, and to eliminate the hazards of carbon soot produced in the boiler; thereby reducing the cost of steam generation.

### RESULTS AND BENEFITS

#### Phase I

- Boiler downtime reduced from 24 to 8 Hrs/month.
- Steam generation cost reduced from Rs. 4.63/kg to Rs. 3.73 /kg.
- Total Rs. 286.10 Lacs Savings during Oct 2012 to Aug 2013.
- Spares required to be replaced in fuel circuit due to frequent breakdown was Rs 8 lacs/ annum; avoided now.
- Preheating of fuel main storage tank has been stopped for biodiesel storage.
- Preheating of fuel has been reduced from 120° C to 80° C.
- Boiler efficiency increased from 67% to 81%

#### Phase II

- Reduction in steam generation cost Rs 3.73/Kg to Rs 2.1/Kg.

### MOTIVATING FACTORS

*Opportunity for reducing cost of steam generation and downtime of boiler!*

Steam is one of the major cost components in the manufacturing of Active Pharmaceutical Ingredients (APIs) at Nanjangud. The steam generation cost was high due to high fuel cost and frequent downtime of boilers. Fuel price shot up by 18% in a year whereas Choking & other operating issues with Furnace Oil were leading to boiler breakdown and interruption in steam supply. These factors motivated the team to reduce the steam generation cost by increasing the efficiency of boiler with a better fuel and look for alternate source of steam..

**Kudos to the 'Project Impact Team' for their immense contribution!!!**

#### Nanjangud Team:

Subramanian Alagappan,  
Machchindra Waphare,  
M.N. Nataraj,  
P. Nataraj,  
N.S. Vijayakumar,  
Mahesh Kumar,  
Premkumar,  
Veervanekateswara Rao

Under the leadership of the Unit Head Mr. P. Yoganjaney Reddy.

### APPROACH



### ACTIONS TAKEN

The scenario presented an opportunity to reduce the steam generation cost and the environment footprint of the unit for which two important initiatives were taken. The initiatives are described as follows:

#### Phase I:

##### "Use of Biodiesel as Alternate Fuel"

In this phase biodiesel was utilized as fuel. Biodiesel is a renewable fuel which is manufactured from plant oils including soybean oil, cotton-seed oil, canola oil, or recycled cooking greases e.g., yellow grease or animal fats. It is a better fuel due to the technical advantages offered. Biodiesel has a higher calorific value and lower ash content; which give a better fuel performance. Further, it has a lower viscosity and sulphur content which aid better combustion and lower corrosion. It also has lower water content and higher flash point; which ensures that it is a safe fuel. Lastly, using biodiesel reduces greenhouse gas emissions; this is because carbon dioxide released from biodiesel combustion is offset by the carbon dioxide sequestered while growing the soybeans or other feedstock.

#### Phase II:

##### "Purchase of Steam from neighboring Industry"

Steam purchase option was evaluated to further reduce the cost of steam generation. In this phase the plant started purchasing saturated steam from an industry next-door. M/s Rajshil industries engaged in manufacturing of absorbent kraft for laminates and paper products; had equivalent excess steam generation capacity which was utilized to generate & supply saturated steam to the plant. A new IBR line from JLS to Rajshil was erected to bring in steam and return condensate. The pipeline was routed underground to avoid blockage of the industrial area road in between the two industries. The erection and commissioning was done without



82.5% Reduction in CO2 Emissions and 54.64 % reduction in Steam Cost!

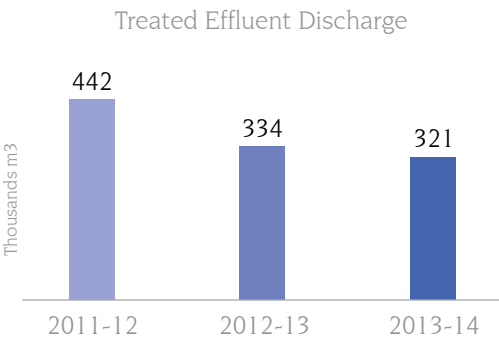


NOTES: Savings are verified by Business Excellence

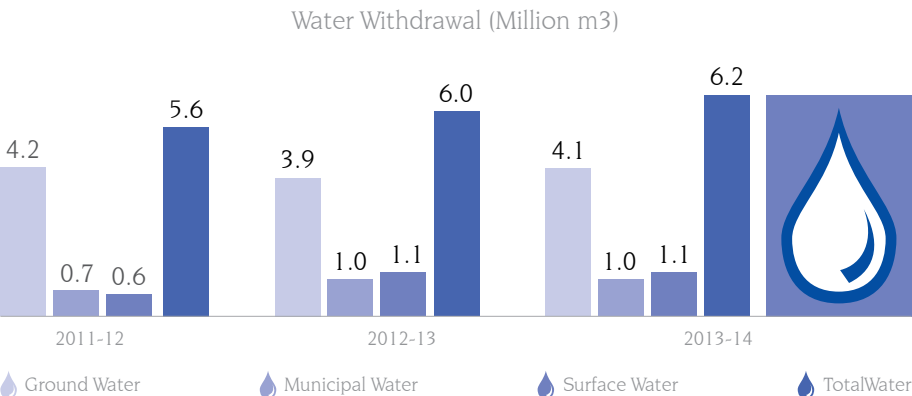
*Saved fossil fuel for future generations*

# Water and Waste Water Management

Jubilant is continuously optimizing water consumption through process modification and adoption of new technologies. The Company strives to recycle back usable water from the effluents after treatment in order to reduce fresh water intake. The company has also implemented rain water harvesting facilities, which help to recharge ground water. Most of our major manufacturing locations have adopted a zero discharge strategy.



The Company has installed waste water treatment facilities at all major units and are zero discharge. The effluents from three manufacturing locations in India, namely Ambernath, Samlaya and Bharuch, are sent to Common Effluent Treatment Plants (CETPs) after primary treatment at the unit. Final treatment is done by CETPs under the supervision and control of the respective government-industrial authorities. Treated effluents from Bharuch are ultimately discharged to the sea. Three North American units discharge effluents in compliance with local regulation. There are no water sources that are significantly affected due to withdrawal of water by the Company. There was also no significant spill during this reporting period.



# Sustainability Case Studies

## Water Conservation at Ambarnath

### BACKGROUND

By 2025, 1800 million people will be living in countries or regions with absolute water scarcity, and two-thirds of the world population could be under stress conditions!\*

Water use has been growing at more than twice the rate of population increase in the last century; and at this rate water is expected to become the most precious resource. 2013 was declared as "International Year of Water Cooperation" by the United Nations General Assembly. During the year the team at Ambarnath unit took some major initiatives towards water conservation resulting in significant reduction in its water consumption.

### OBJECTIVE

To reduce fresh water consumption & effluent generation!

This initiative was taken to optimize the quantity of water used for our processes and reduce fresh water intake by the unit and thereby eliminate purchase of tanker water at high cost.

### MOTIVATING FACTORS

Opportunity for reducing cost of water purchased from Tankers & meet MPCB Guidelines!

Ambarnath unit sources fresh water from MIDC and the shortfall is made through Tanker purchase. The cost of water procurement was very high with Tanker water sourced at Rs. 70/KL & MIDC water at Rs. 28/KL (proposed to be increased to Rs. 41/KL). The high cost of water was a major motivating factor. The other driving force was Maharashtra Pollution Control Board (MPCB) Guidelines on effluent quality parameters for discharge to Common Effluent Treatment Plant (CETP). Presently the effluents are treated for pH and then discharged to CETP operated by MIDC, for its further treatment & subsequent discharge. Effluent quality parameters for discharge to CETP given in Table 1 by MPCB called for installation of an Effluent Treatment Plant (ETP). The effluent that was discharged for treatment to CETP for a nominal cost of Rs. 8/KL would now cost much higher, about Rs. 50/KL for treatment through ETP. Further there is a serious space constraint at the unit to install a large ETP. The initiative thus aimed at reducing water consumption as well as reducing effluent generation. It is an ideal case for "Pollution Prevention Pays".

### APPROACH



### ACTIONS TAKEN

The scenario was an opportunity to reduce the water footprint and environment footprint of the unit and various initiatives were taken for the same. Initiatives were taken to reduce fresh water intake which will in-turn reduce effluent generation and help in optimizing capacity for proposed ETP.

#### Phase I

- At the beginning of this project it was decided to stop the use of Tanker water from July 2013 and then further steps were taken to reduce consumption of water.
- Identification of leaks and spills from various equipment's, operations and activities generating effluents.
- Review the Standard Operating Procedure (SOP) of Operations and Activities contributing to high water consumption and effluent generation.

- Sampling of effluents from different sources for monitoring their quality and quantity.

#### Phase II

- Daily monitoring and reviewing of water consumption and effluent quantity.
- Water supply rationing was done to process areas based on assessment of wastages.
- Standard Operating Procedures were suitably amended for activities consuming higher water / higher effluent generation.
- Most Process residue was being dumped on the floor before collecting into drums for disposal; resulting in frequent floor washing leading to high fresh water intake and increase in quantity of effluent. Reduce dumping of process residues on floor and in turn reduce number of times floor washing id done which reduces water consumption.

#### Phase III: Technical Modification



Kudos to the 'Project Impact Team' for their immense contribution!!!

Corporate  
N.K. Jain  
Praveen Bansal

Ambarnath Unit  
Dattatray N. Patil  
Santosh Laddha  
Bhauasheeb Fulsoundar  
Prashant Bhosale  
Santosh Patil

Vivek Bhatia  
Pankaj Sonawane  
Yogesh Dhekale  
Bhushendra Nagi  
Jasbir Thapa  
Santosh Bhor

Table 1: MPCB Guideline for Effluent quality parameters for inlet to CETP

No.	Parameter	Units	Inlet Limit
1	pH	-	6.5 - 8.5
2	COD	mg/L	< 250
3	BOD, 3 Days @27°C	mg/L	< 100
4	Oil and Grease	mg/L	< 10
5	Total Dissolved Solids	mg/L	< 2100
6	Suspended Solids	mg/L	< 100
7	Chlorides	mg/L	< 600
8	Sulphates	mg/L	< 100
9	Phenolic Compounds	mg/L	< 1.0
10	Sulphides as S	mg/L	< 2.0
11	Chromium Cr <sup>6+</sup>	mg/L	< 0.10
12	Bio assay Test: Survival of fish after 96 hours in 100% Effluent	%	90



### RESULTS AND BENEFITS

Savings from Jan'13 level

- 30.6% reduction in water consumption.
- 34.5% reduction in specific water consumption.
- 65.83% reduction in effluent generation.
- 67.7% reduction in specific effluent generation.

"Cost of proposed ETP reduced by Rs. 51 Lakhs with capacity reduction from 100 to 40 KL/Day."

47.3 Lakhs OPEX savings every year!

No.	Recurring benefits	Quantity Reduced KL/Day	Cost Rs./unit	Savings Rs. Lakhs/Year
1	Tanker Water Purchase	100	70	25.2
2	Effluent Treatment Cost	80	15	4.32
3	Soft Water Generation	30	1.07	0.12
4	Steam Generation Cost	30	30	3.24
5	Reduction in future ETP Operational Cost in lieu of effluent reduction	80	50	14.4
Total Savings in OPEX				47.3

NOTES: \* United Nations Water Factsheet, 2013  
Recurring Savings are verified by Business Excellence and Finance

Saved water for future generations

“258719 MT of  
non-hazardous  
waste is  
recycled/  
re-used”



## Waste Optimization

The Company has developed a two-pronged strategy to deal with its waste generated, - ‘recycling & recovery’, and ‘safe disposal’. Our ‘Reduce Waste at Source’ strategy is aimed at the following:

- Prevention and reduction of waste generation at source
- Efficient use of raw materials and packaging materials
- Encouraging re-use, recycling, and recovery

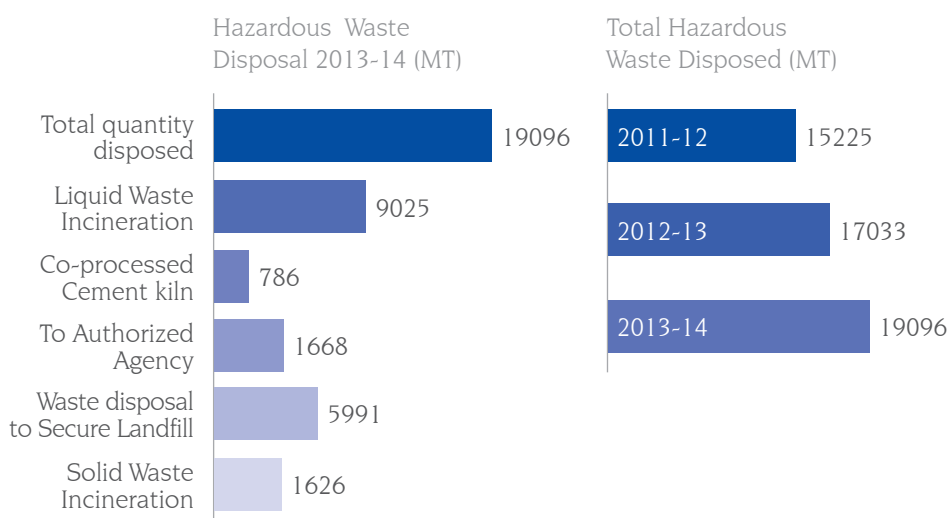
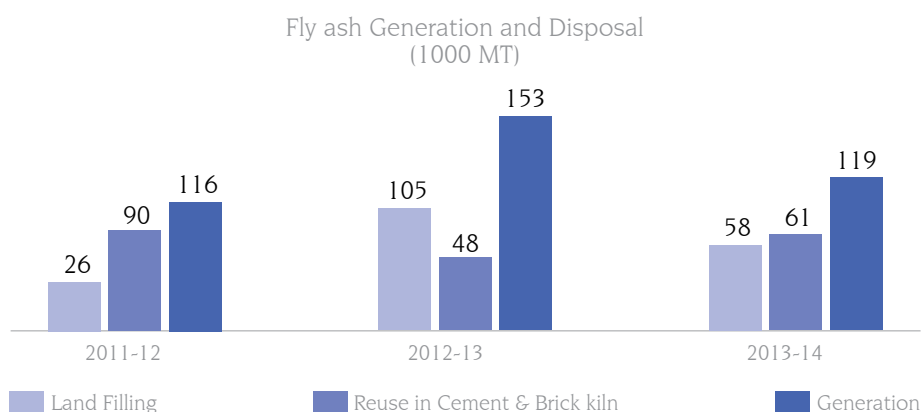
The Company is moving away from the waste treatment to waste minimization mode. Such a move involves the sustainable recovery of resources by seeking optimal recovery of materials from wastes. Some of the salts currently recovered from Effluent Treatment Plants are Potassium Carbonate from Citalopram Hydro Bromide Process, Ammonium Bromide & Ammonium Chloride from Tramadol Hydrochloride Process, Sodium benzoate from Ox-carbamazepine process, Sulphuric Acid from Lamotrigine process, Dimethyl Sulfoxide (DMSO) from Citalopram manufacturing process.

In Jubilant, the non-hazardous wastes are primarily either recycled or reused by third parties. Fly ash, metal scrap, plastic scrap, paper and wooden material scraps are the major contributor of non-hazardous waste.

Non-hazardous waste sold to third party	Total (MT)
1 SS Scrap	14
2 MS Scrap	93380
3 Aluminum Scrap	17
4 MS drum	538
5. Plastic waste & plastic drum	80972
6. Wooden Scrap	22425
7. Kachra / Zero waste	299
8. Paper and Glass Waste	65
9. Fly Ash	61009
Total Quantity	258719

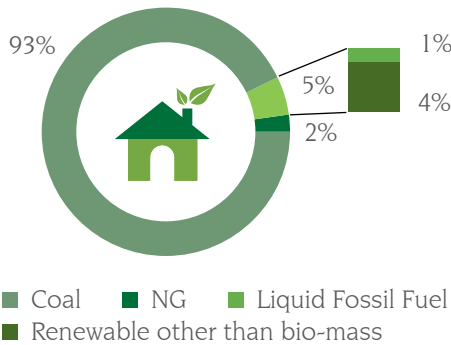
Jubilant has also adopted co-processing technique for scientific disposal of some of its hazardous waste, in which hazardous waste material which was earlier incinerated in-house, is now sent to cement kilns for co-processing. This helps in utilising hazardous waste as alternative fuel for cement industry. Co-processing results in complete thermal destruction of such hazardous waste.

Apart from this, some hazardous wastes are incinerated in-house. The Central Pollution Control Board (CPCB) guidelines are followed while operating incinerators at major units and while installing new ones. Some of the Units do not operate incinerators and send their hazardous waste to government authorised Common Treatment Storage and Disposal Facilities (TSDFs) or authorised third parties. As per the Company's commitment towards safe disposal of e-waste, we dispose of e-waste through authorized recycler. This helps in material recovery from e-waste.



## Climate Change... low carbon initiatives

2013-14 Direct GHG Fuel mix



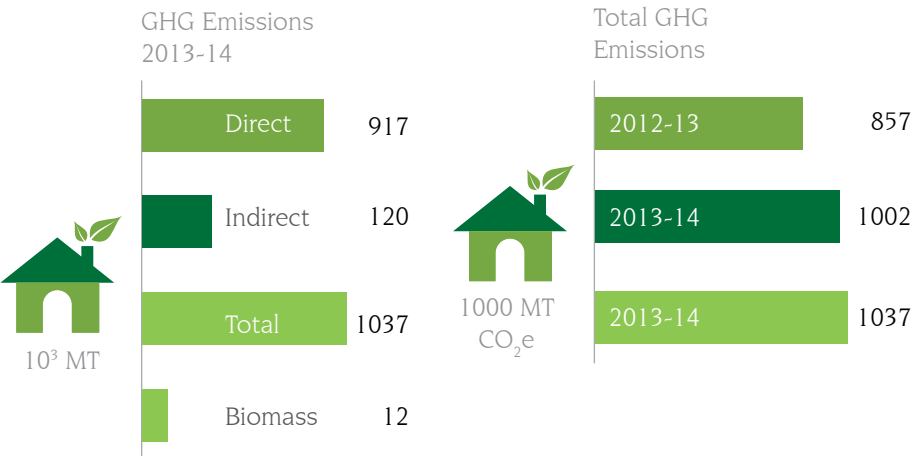
Jubilant’s management understands the significance of climate change impact on its business and monitors business risks and opportunities arising out of national and international regulations and protocols related to climate change.

The Company is continuously striving to reduce its energy consumption to reduce its carbon foot print. The Company has engaged dedicated team for identification & implementation of energy efficiency measures and cleaner technology to fulfil its commitment delineated in its Climate Change Mitigation Policy. Bio-mass, biogas and bio-diesel are the key renewable energy sources in the overall energy mix of the company. Further, the Company has invested significantly to generate energy from its distillery effluent in the form of Bio-gas and slop, fired in the boiler. The Company is also monitoring and reporting its GHG emission regularly.

Jubilant has calculated direct and indirect GHG emissions according to GRI requirements. Data for fuel consumption at various locations has been used for calculation of direct emissions and emission factors have been calculated on site specific data wherever applicable. In some cases the default data and data provided by the supplier have been used. For indirect energy emissions, grid emission factors have been used, as applicable.

### CARBON DISCLOSURE PROJECT

Jubilant is one of the few companies in India disclosing GHG emissions and taking voluntary reduction initiatives by participating in the Carbon Disclosure Project (CDP) being executed by WWF and CII in India. CDP today holds the largest database of primary corporate climate change information in the world.



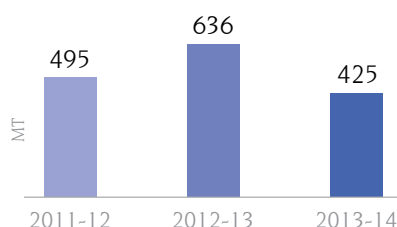


## Emissions

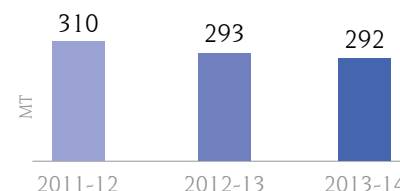
Jubilant recognizes that air pollution and climate change issues are linked to different types of emissions from its operations and has put in place necessary control measures along with monitoring system to check their performance against local regulations. While electrostatic precipitators, scrubbers, thermal oxidizers, and cyclones are used for air pollution control, initiatives like technology change, switching to renewable energy, improving energy efficiency are applied to reduce GHG emission at Jubilant.

The Company does not manufacture product containing Ozone Depleting Substances (ODS). All banned ODS have been phased out as per applicable regulations. In Jubilant Life Sciences, emission of ozone depleting substances is primarily due to use of ODS based refrigerants in air-conditioners and chilling plants. This year total ODS emission was 223 kg CFC 11 equivalent against 152 kg CFC 11 equivalent in 2012-13.

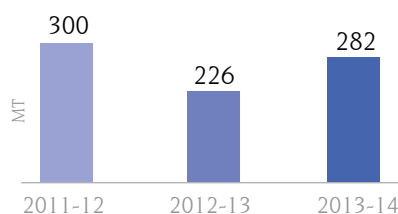
SO<sub>2</sub> Emissions



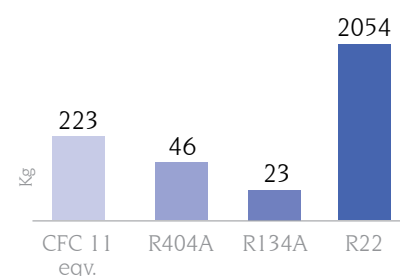
PM Emissions



NO<sub>x</sub> Emissions



ODS Emissions (2013-14)



## Community... Sharing with Partners

“Reaching out to 65 villages, 0.4 million people through community development programs covering primary education, basic healthcare and livelihood generation.”

The Company vision is to bring progressive social change through strategic multi-stakeholder partnership and involving knowledge generation & sharing, experiential learning and entrepreneurial ecosystem. Jubilant Bhartia Foundation (JBF) is a not for profit organization, established in 2007 by Jubilant Bhartia Group to implement its corporate social responsibility programs. JBF engages with the communities around Jubilant's manufacturing locations to bring progressive social change through different community development programs.

**BASELINE SURVEYS** are conducted to identify critical community development areas where JBF intervention is required. During the year a study was conducted to assess the impact on community savings due to JBF's health program around Gajraula. A baseline survey for malnutrition in 11 villages around Gajraula was also carried out this year. JBF also engaged with Schools across the locations for assessment of the quality of education & learning imparted.

**PROJECT MONITORING** is carried out under supervision of senior management of the company. The JBF program officers/field officers at each location works in sync with the Unit Heads and implement CSR projects planned.

### Focus Areas

**Education**  
Muskan- an initiative to support quality education

**Healthcare**  
Swasthya Prahari – an initiative to reduce infant & maternal mortality ratio

**Livelihood**  
Nayee Disha – Vocational Training for better livelihood opportunities

**The India Social Entrepreneur of the Year Award**  
Rewarding Talent



Our community initiatives are aligned with the United Nations Millennium Development Goals (MDGs):

**GOAL 1: ERADICATE EXTREME POVERTY AND HUNGER**

The Company addresses this goal through its programs for Enhancing Employability and Combating Malnutrition. The Company understands that skill development needs to be part of a strategy for growth that improves the lives of all. The mismatch between education and labour market requirements is fulfilled with vocational training. Jubilant in association with a social enterprise, Labournet, is providing vocational training at three locations including Nanjangud, Gajraula and Nira. The customised training programs include trades like tailoring, retail management, soft skill development, electricians and beautician courses.

Malnutrition of children is a major problem in India, especially in the rural areas and in the poorer communities. It results in stunted development and death in extreme cases. Although nutritional supplements are available at very affordable prices, these are not accessible by the communities that need them the most. This is the case because of lack of awareness among the community as well as poor supply-chain of such supplements. Jubilant Bhartia Foundation has proposed to help in improving the nutritional intake and status of children under the age of 5 through focused expansion of home fortification and promotion of breastfeeding with improved behaviour change among the intended village communities in target areas. The project is proposed as a pilot in Gajraula. This project will ensure to bring about and sustain the positive behaviour of using supplementary food through strengthened Community Based Distribution Network (CBD); ensuring reach of quality product at the house hold level in the project villages supported by comprehensive local media based IEC (Information Education and Communication) programme and a fully developed vendor network.

The baseline data for 11 pilot villages in Gajraula including 2542 children has been taken and analysis of the same is in process.

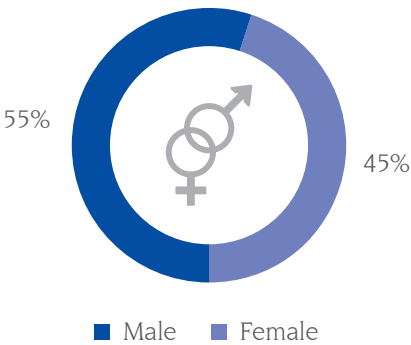
Key facts:

No. of Villages	11
Population	30752
No of Children up to 60 months	2542
Female Child	1151
Male Child	1391



Health guard with a new mother

Male-Female Child Ratio



## GOAL 2: ACHIEVE UNIVERSAL PRIMARY EDUCATION

Project Muskaan was introduced by the Company in 2007 to support the Government initiatives in primary education. It primarily aims at improving the learning environment and the quality of education in the select rural government primary schools so that students are motivated to attending school and ultimately cutting down the dropout rate.

To increase and improve the learning abilities of children the foundation has set a routine of monthly activities for the whole annual calendar year in the project schools. The small steps of month-wise Muskaan activities would reach the bigger goal of bringing change in reading, writing and speaking abilities of children.

### Scholarship Programme



In India, every year, almost 62% of children drop out of Secondary School Education including the bright and talented ones. Lack of financial aid is one of the reasons turning these talents into lost opportunities for the nation. Jubilant Pratibha Puraskaar is an initiative at Gajraula launched to gift a deprived but deserving child, a bright future through a monthly scholarship of Rs 500/- . This year the scholarship was provided to 10 students selected through a Common Eligibility Test conducted by JBF. The programme also involves select Jubilant Senior Employees who will provide guidance to these 10 students as mentors.

## GOAL 3: PROMOTE GENDER EQUALITY AND EMPOWER WOMEN

The Company understands that equal opportunity and women empowerment would come through equal access to health care, quality education at all levels, career and vocational guidance, employment, equal remuneration, occupational health and safety and social security etc. The Company has the policy of non-discrimination and it stringently follows it. The projects of the Foundation are also modelled in a way where women can have access to good health, learn gainful skills and become self-dependent. The SHG project provides an opportunity to women to become economically independent. Under this framework JBF trains the women to form SHGs (Self-Help Groups) and link them to bank. Women are also motivated to open a micro enterprise to add to the total income of their family. With the infrastructure support from Jubilant, the stitching centre at Nanjangud (operated by SHG) is also running successfully from past three years.

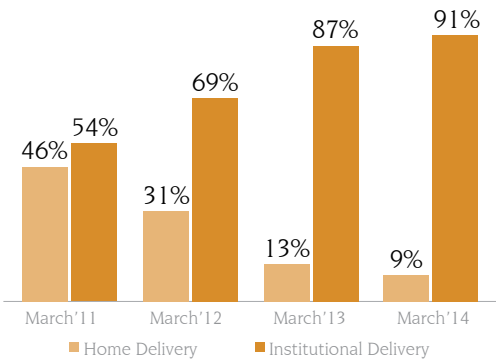


### Women Empowerment

Rahisha, a 48 years old women residing in Makhanpur village of Roorkee always nurtured a dream of starting her own business. Rahisha wanted to support her husband, a barber by profession and the single earning member of the family, in ensuring a meaningful life to their 3 daughters and a differently-able son.

The Self Help Group (SHG) initiative of JBF under livelihood program helped her in realizing her dreams. Rahisha became a part of Fatma SHG, initiated by JBF. With the credit support from SHG, she started making toys at home and along with her husband sells them to the local market. Gradually, she is also repaying the loan money to the SHG which is increasing the savings of the SHG with the interest paid by her.

Home vs Institutional Delivery Pattern  
Gajraula



### GOAL 4 & 5: REDUCE CHILD MORTALITY & IMPROVE MATERNAL HEALTH

Child and mother mortality is a sensitive indicator of a country's development. Jubilant has been operating a Project 'Swasthya Prahari' at Gajraula which promotes Planning and monitoring birth rate, Monitoring and reducing Infant Mortality Ratio (IMR), Monitoring and increasing Institutional delivery to reduce Maternal Mortality Ratio (MMR). The Swasthya Praharis are the women Health Guards responsible to make home contact; motivate people for visiting health institutions and promote institutional child birth. Also, provide counselling to expecting & lactating mothers, provide information on nutrition of children and mothers. There has been a significant increase in the institutional delivery after the inception of the project curbing IMR and MMR.

An MoU was signed between Jubilant Bhartia Foundation and Family Health International (FHI360) / Improving Healthy Behaviour Program (IHBP) to work on improving health behaviour of women in Gajraula including children through mass campaigns, counselling and trainings. IHBP is part of the Health Partnership Program Agreement (HPPA) between USAID and the Government of India. The project collaborates closely with the Ministry of Health & Family Welfare (MOHFW), the Ministry of Women and Child Development (MWCD), and their agencies and counterparts at the state and district levels. The agreement will help JBF in improving the health statistics in Gajraula. IHBP would provide the communication and training materials (without any charge)





*JBF & USAID signing MoU*



*Muskaan students participating  
in Har Aangan Mein Ped activity*

for a year to create awareness on family planning/reproductive health, tuberculosis, HIV/AIDS, and maternal and child health to the target population in Gajraula.

#### **GOAL 6: COMBAT HIV/AIDS, MALARIA AND OTHER DISEASES**

The Company has been working since long towards HIV/AIDS awareness. We have registered Integrated Counselling & Testing Centre (ICTC) which caters in identification of HIV infected people and their proper counselling. World AIDS Day observed on 1 December is dedicated to raising awareness of the AIDS pandemic caused by the spread of HIV infection. The 2013 theme for World AIDS Day was “Shared Responsibility: Strengthening Results for an AIDS-Free Generation. The day was observed at our manufacturing facilities including corporate office. Also, the Foundation regularly organizes several awareness campaigns and since its inception has generated mass awareness through promotional material, rallies and distribution of contraceptives. Jubilant also operates a DOTS centre for TB treatment at Gajraula unit for diagnostic and counselling services. Apart from this, various other regular health camps are organised in the community around manufacturing locations.

#### **GOAL 7: ENSURE ENVIRONMENTAL SUSTAINABILITY**

World Environment Day is observed every year on June 5, at various locations of Jubilant Life Sciences. The trend was continued this year and World Environment Day was celebrated along with families of Jubilant’s employees on June 1, 2013 at the Corporate Office, Noida. The event included drawing competition, slogan writing, fancy dress, poem recitation and quiz on the theme of environmental awareness. The importance of environmental conservation and leading a lifestyle of low ecological footprint was discussed. An online quiz was also organised on the same day. Har Aangan Me Ped activity comprising sapling plantation by the project Muskaan students was held at various locations to generate awareness on environment.





*Swasthya Prahari at work*



*World AIDS day at Bharuch*

## GOAL 8: GLOBAL PARTNERSHIP FOR DEVELOPMENT

The Company is partnering several local and global organisations. This year Jubilant's major partners under its various programs were:

1. World Economic Forum (WEF)
2. Schwab Foundation for Social Entrepreneurship
3. Confederation of Indian Industry (CII)
4. Pratham
5. Labour net
6. Indian Food Bank Network
7. Aid Matrix
8. US AIDS
9. Goonj

## EMPLOYEE VOLUNTEERING

Jubilant encourages workplace volunteering and employee contribution to the society. The Company organizes various programs where the employees have come forward to show their benevolence.

Jubilant provides various opportunities to employees to engage in and support social activities. This year the employees came forward to support following activities:

- Book donation to 'Muskaan' school students through 'Joy of Reading Program'
- Flood relief for Uttarkashi cloud burst
- Blood donation camps
- Donating to Food Banking Network (IFBN)
- Supporting the noble cause of bringing a positive change in the lives of Tihar jail inmates by buying Rakhi, bags, and cosmetics made by them.

## Employees... Our Assets

Happy and confident workforce is key to our success. Implementing our strategy and growing our business depends on recruiting a large number of qualified professionals to the company and maintaining the full commitment of our staff. Our Business Principles commit us to providing our people with a safe working environment respecting their human rights; promoting their professional development; and creating an inclusive work environment.

### Total workforce as on March 31, 2014

Location/Company - JLL	Executives	Workmen	Total	Temp & Labour Supply	Job Contracts/	Over All
Projects	Over All					
Corp office/ Branches	747	0	747	31	51	829
Gajraula	609	266	875	554	472	1901
R&D Noida	400	0	400	34	79	513
Samlaya	44	26	70	62	65	197
Nira	162	112	274	124	93	491
Nanjangud	578	219	797	264	113	1174
Roorkee	259	126	385	90	42	517
Ambernath	130	30	160	0	115	275
Bharuch	221	18	239	121	114	474
<b>(A)</b>	<b>3150</b>	<b>797</b>	<b>3947</b>	<b>1280</b>	<b>1144</b>	<b>6371</b>
<b>Indian subsidiaries</b>						
Jubilant Biosys	253	0	253	11	0	264
Jubilant Chemsys	266	0	266	12	0	278
Clinsys	62	0	62	1	0	63
JFTH	0	0	0	0	0	0
Jubilant Infrastructure	97	64	161	63	114	338
<b>Total (B)</b>	<b>678</b>	<b>64</b>	<b>742</b>	<b>87</b>	<b>114</b>	<b>943</b>
<b>International subsidiaries</b>						
JOL China	12	0	12	0	0	12
JOL USA	5	0	5	0	0	5
Cadista	101	176	277	64	0	341
Clinsys Inc	25	0	25	4	0	29
Jubilant Pharma NV	16	0	16	0	0	16
Jubilant LifeSciences NV	1	0	1	0	0	1
Hollister Stier	254	365	619	0	0	619
Draxis	281	260	541	0	0	541
<b>Total (C)</b>	<b>695</b>	<b>801</b>	<b>1496</b>	<b>68</b>	<b>0</b>	<b>1564</b>
<b>Grand Total (A+B+C)</b>	<b>4523</b>	<b>1662</b>	<b>6185</b>	<b>1435</b>	<b>1258</b>	<b>8878</b>

“ In Jubilant, Performance Management System (PMS) has been implemented and designed in a manner to enable identification, assessment, reward good performance, encourage talent, and ensure motivation amongst the employees. ”

We align business priorities with the aspirations of our employees leading to the development of an empowered and responsive workforce. One of the key contributors to employee motivation are the policies and benefits extended by the Company. Human Resource Policies and benefits have been articulated in the 'HR Policy Manual' available on the Intranet. The manual defines eligibility, entitlement, terms & conditions and associated documentation, with each policy. Key Human Resource policies formulated by the organisation are:

- Employment Policy
- Compensation and Benefits Policy
- Travel & Transfer Policy
- Employee Assistance Policy
- Separation Policy

At Jubilant, maintaining employee and labour relationship, is based on three pillars which include Human Resource (HR) Department, Sustainability Department and Ombudsman office. The HR Department covers all labour related issues and compliances while the EHS Department oversees the work environment and safety aspects. The Ombudsman takes care of grievances that are reported to his office. Respective departments monitor the progress regularly and ensure

#### Age wise employee break-up of all Indian manufacturing units and Corporate Office, Noida & R&D 1&2

Age in years	Headcount Numbers		
	EXECUTIVE	WORKMEN	Grand Total
< 30	1189	149	1338
30-50	209	111	320
> 50	1752	537	2289
Grand Total	3150	797	3947

that all relevant regulations are complied with. Sr. Vice President (HR) of the Company is responsible for all types of labour practice aspects of the Company while at the individual manufacturing location Human Resource (HR) issues are reviewed by the respective Unit HR Heads.

In Jubilant, Performance Management System (PMS) has been implemented and designed in a manner to enable identification, assessment, reward good performance, encourage talent, and ensure motivation amongst the employees. The organisational goal setting begins with the Business Planning process every year. It derives its linkage with the business plan that is finalised in March for the subsequent financial year into business unit/ functional unit goal and so

“ We align business priorities with the aspirations of our employees leading to the development of an empowered and responsive workforce. ”

on. PMS is formulated on Balanced Scorecard providing a clear linkage between organisational and individual objectives.

Talent management is key to success in this competitive marketplace. Jubilant is continuously engaged in building an excellence based culture to meet current and future business challenges. Talent and Succession planning process at Jubilant involves four key steps:

1. Identification of organisational leadership needs based on the business and leadership challenges
2. Identification and Assessment of key human resources on the basis of potential and performance
3. Succession Planning for critical positions
4. Identify focussed development plan and retention plan for key resources and succession plan to manage Company's investment in these resources through appropriate actions

A Performance Linked Incentive System is in place to monitor the performance of the employees at our manufacturing locations. The Company also has wage agreement at manufacturing locations with trade unions and works committee.

Further, to improve employee satisfaction and retention, the Company has put in place several employee benefit schemes both statutory and beyond. These include maternity leave for female employees, disability and invalidity coverage as per the Industrial Dispute and Workers Compensation Act and Group Medclaim Insurance for employees and their dependents.

#### Gender wise employee break-up of all Indian manufacturing units and Corporate Office, Noida & R&D 1&2

Gender	Headcount Numbers		
	EXECUTIVE	WORKMEN	Grand Total
Male	198	0	198
Female	2952	197	3749
Grand Total	3150	797	3947

*Note: To avoid any conflict with local regulation, information on employee gender/ age and other details have not been disclosed for subsidiaries of the Company. Frequent change in contract workers made it difficult for the company to track & report compiled information on gender/ age of contract workers of the Company.*

The Company provides certain benefits exclusive to full-time employees at manufacturing units. Few of them are education and hostel fees reimbursement for certain employees' children; accommodation in the township; Loan on nominal interest for the purchase of computer, vehicle and housing etc.

The full-time employees of the Company in North American Units have benefits different to that of Indian operations. Some select benefits include Short Term / Long Term Disability Insurance (Company paid) Benefits, Health Club Reimbursement, Jury Duty Leave / Court Appearances and Military LOA (Leave). The Company believes that jury duty and court subpoenaed appearances are a responsibility of good citizenship. The Company therefore provides employee pay for up to 21 calendar days per summons. Under Military Leave, the Company supplements military pay up to 20 days of training, 120 days of emergency military leave. Re-employment rights for unpaid full-time military leave. All female employees in Indian units and all employees in North American units are entitled to parental leave. All the employees availing the leave returned to work during this period.

#### Voluntary Attrition rate break up of all Indian units, R&D, Corporate Office and Branch Offices

LOCATION	AVERAGE MANPOWER			ATTRITION YTD			ATTRITION % (ytd)		
	EXECUTIVE	WORKMEN	TOTAL	EXECUTIVE	WORKMEN	TOTAL	EXECUTIVE	WORKMEN	TOTAL
BRANCHES	177	0	177	56		56	31.62%	0.00%	31.62%
BHARUCH	232	19	252	107	8	115	46.05%	41.62%	45.72%
BHARUCH - Infra		0					0	0.00%	0.00%
AMBERNATH	136	33	169	41	2	43	30.17%	6.08%	25.48%
CORPORATE									
OFFICE	396	0	396	68		68	17.19%	0.00%	17.19%
GAJRAULA	619	265	884	51	2	53	8.24%	0.75%	5.99%
NANJANGUD	621	203	824	162	5	167	26.10%	2.46%	20.27%
NIRA	157	114	271	12	1	13	7.64%	0.88%	4.80%
R & D NOIDA	329	0	329	52		52	15.78%	0.00%	15.78%
ROORKEE	246	95	341	54	17	71	21.99%	17.87%	20.84%
SAMLAYA	44	24	69	4		4	9.02%	0.00%	5.83%
Over All	2957	754	3711	607	35	642	20.53%	4.64%	17.3%

Note: Attrition calculations exclude employees who have retired during this reporting period

### Age-wise attrition & new joinee details for Indian manufacturing locations, Corporate Office, Noida and R&D 1&2

Age in yrs	ATTRITION			New Joinee		
	EXECUTIVE	WORKMEN	Grand Total	EXECUTIVE	WORKMEN	Grand Total
< 30	364	22	386	535	53	588
30-50	10	1	11	9	0	9
> 50	233	12	245	338	24	362
Grand Total	607	35	642	882	77	959

### Gender wise attrition & new joinee details for Indian manufacturing locations, Corporate Office, Noida and R&D 1&2

Gender	ATTRITION			New Joinees		
	EXECUTIVE	WORKMEN	Grand Total	EXECUTIVE	WORKMEN	Grand Total
Female	40	0	40	58	0	58
Male	567	35	602	824	77	901
Grand Total	608	36	642	882	77	959

## LABOUR MANAGEMENT & LABOUR RELATIONS

Jubilant Life Sciences encourages its employees, both permanent and contract, in their efforts to develop good relations and constructive bargaining practices with the management. Local human resource personnel takes care of employee relation and interact with the employees and contractors about various services, measures and initiatives to assist them in creating and maintaining a workplace that is conducive for work.

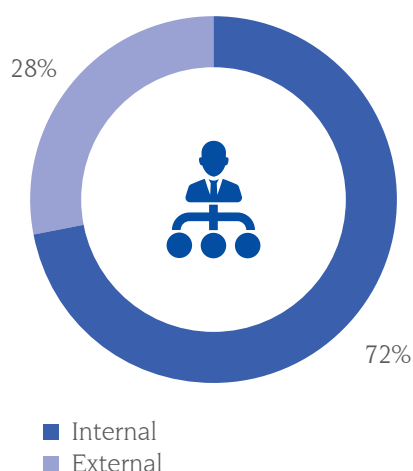
Trade Unions exist at three locations and Works Committee has been formed by the employees at one location. All arrangements with respect to collective bargaining and trade unions are as per applicable laws of the land. The entire workforce at Jubilant Life Sciences is represented in formal joint management- worker health and safety committees. Health & safety topics are also included in the local formal agreements of the manufacturing facilities of the Company with trade unions. In India 621 employees are covered by collective bargaining agreements with trade unions & worker committee. At the Montreal Unit of the Company, as of March 31, 2014, 269 employees were covered by Trade Unions/ Collective Bargaining Agreements.

## MINIMUM NOTICE PERIOD

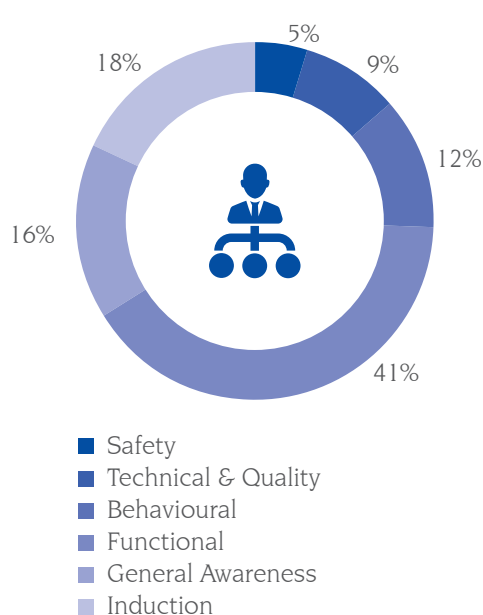
The minimum notice period is mentioned in the appointment letter of all permanent employees including workers. While the minimum notice period varies for management staffs depending on their position in the organisation, the minimum notice period followed for termination of permanent worker is 30 days and the same is mentioned in their appointment letter. This is in accordance with the prevailing regional/ country labour laws.



Training Mandays



Training Topics



## Employee Engagement... Overall Development

Imparting regular quality training to employees is fundamental to improve existing talent pool of the company to remain competitive in the market. As part of learning and development opportunities the Company organises various internal and external trainings on regular basis. Key capability development programs include leadership development programs, strategic initiatives programs, self-development programs, and customised programs. There is dedicated learning and development team who continuously work for identification of training need, preparing training calendar and conduct training. All new employees need to participate in induction training after joining the organization. Induction training module has been redesigned this year covering topics on the Company's policies and procedures on human rights, occupational health and safety, environment in addition to other company business operational issues.

Manufacturing Location	Executive	Workmen	Grand Total	T. Hours	Mandays	Avg Mandays per head per annum
Ambarnath	130	30	160	2688	336	2.1
Bharuch	221	18	239	439	55	0.2
HOBR (Corp+ Branches+ IBP)	747	0	747	28173	2663	3.6
Gajraula	609	266	875	22644	2831	3.2
Nanjangud	578	219	797	22600	2825	3.5
Nira	162	112	274	2647	1258	4.6
R&D	400	0	400	5217	652	1.6
Roorkee	259	126	385	9763	1220	3.2
Samlaya	44	26	70	744	93	1.3
Grand Total	3150	797	3947	94914	11933	3.0

Category	Actual Headcount as on March 2014	Training Manhours	Average Training (Training Manhours/Employee)
Executive	3150	85858	27
Worker	797	9056	11
Total	3947	94914	24

Category	Actual Headcount as on March 2014	Training Man-hrs	Avg. Training (Training Man-hrs/Employee)
Female	198	3909	20
Male	3749	91005	24
Total	3947	94914	24

## Human Rights... Our Conduct & Practices

‘Human Rights’ is an important aspect of today’s civilized society. At Jubilant, we are committed to our Sustainability Mission and signatory to the UNGC Principles with human rights commitments. We have formulated policies and systems to ensure protection of Human Rights of all concerned; these are defined in the Business Code of Conduct. These policies cover issues of Child Labour, Forced & Compulsory Labour, Non Discrimination and Freedom of Association and Collective Bargaining. The Company has made the Business Code of Conduct available to all employees through intranet.

### HUMAN RIGHTS POLICY UNDER BUSINESS CODE OF CONDUCT

#### Child Labour

"Jubilant Life Sciences believes in protection of the young and vulnerable. It is Company's policy not to employ child labour. In order to ensure this, every new recruit is required to submit a proof of age. Further, the Company is committed to work in a pro-active manner to eradicate child labour by actively contributing to the improvement of children's social situation. To promote this, the Company encourages its Suppliers also to work towards a no child-labour policy."

#### Non-Discrimination

"Jubilant Life Sciences is committed to ensuring that workplaces are free from all forms of discrimination or harassment on the basis of age, caste, sex, religion or any other ground. No discrimination whatsoever is practiced during the Human Resource processes of recruitment, employee development and rewarding performance."

#### Freedom of Association

"We respect the right of our employees to form association in accordance with the local laws applicable. At our locations we are engaging in open and continuous dialogue with the associations. Our employees have the right to join associations of their own choosing or to refrain from joining one, unless otherwise prohibited/necessitated by law."

#### Forced and Compulsory Labour

"Jubilant Life Sciences respects the dignity of labour and denounces all forms of forced and compulsory labour. The company therefore, ensures that its terms of employment are transparent and voluntary."

### OPERATIONAL RESPONSIBILITY AND OMBUDSMAN

The operational responsibility of human rights is vested on the Human Resource (HR) Head at each manufacturing location reporting to the corporate HR Head. HR Head oversees the implementation of the human rights policies and takes responsibility of resolving any violations arising. This year the Company rolled out an e-learning module on "Human Rights - Concept, Global and Indian Regulation & Framework at Jubilant", which was completed by a total of 1347 employees across the organisation. The Company plans to go for a second round of the training next year to cover all employees.

## OMBUDSMAN



### PORTAL

[www.cwiportal.com](http://www.cwiportal.com)



### E-MAIL:

[ombudsman@jubl.com](mailto:ombudsman@jubl.com)

Further, the Company revised its Whistle-blower Policy during 2012-13 and created a dedicated Ombudsman team for addressing the grievances reported by the employees. A charter of the Ombudsman has also been prepared and made available on the intranet of the Company. This Charter allows stakeholders, including employees, to voice their concerns and guide the Company to resolve issues efficiently. Under this policy the employees can report any information which they believe reflects serious malpractice, impropriety, abuse or violation of code of conduct in relation to the Company's functioning. The Company has a dedicated email id which can only be accessed by the Ombudsman Office, for anonymous reporting. The online portal ([www.cwiportal.com](http://www.cwiportal.com)) is another way of reporting concerns and maintaining complete anonymity of the whistle-blower. No cases of corruption were reported to the Ombudsman's Office during the reporting period.

## NON-DISCRIMINATION

The Company does not encourage and is strictly against any form of discrimination or harassment on the basis of age, caste, sex, religion or any other ground. Equal salary is provided to the male and female members of the workforce for the similar set of work. Jubilant Life Sciences is a signatory to the CII Code of Conduct on Affirmative Action that reconfirms the Company's commitment to equal opportunity in employment for all sections of society. Two cases of discrimination were reported to the Ombudsman's Office during this reporting period. In one case the person involved was rusticated and the other case is under investigation.

## FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

Jubilant respects the right of its employees to form an association in accordance with the local laws applicable. At its locations, the Company engages in open and continuous dialogue with the employee associations. There are no operations where the right to exercise freedom of association and collective bargaining are at significant risk. There were no cases of violation of human rights regulation by our suppliers during this year.

“ The Company does not allow child labour in any of its business activities. In order to ensure this, every prospective employee is required to submit a proof of age. ”

## CHILD LABOUR

The Company does not allow child labour in its business activities. In order to ensure this, every prospective employee is required to submit a proof of age. This is applicable to all employees including contract workmen hired. In addition there are regular internal and external audits. The Company also encourages its Suppliers to work towards a no child-labour policy. Self-Evaluation is filled by the suppliers of the Company which delineates prohibition of Child Labour. There were no cases of child labour reported within the organisation or with our suppliers.

## FORCED AND COMPULSORY LABOUR

Jubilant Life Sciences respects the dignity of labour and denounces all forms of forced and compulsory labour. The Company therefore, ensures that its terms of employment are transparent and voluntary. No incident of forced or compulsory labour at the suppliers end came to Company's notice during this reporting period.

## SECURITY PRACTICES

All security personnel are briefed about relevant policies of the Company which lay the foundation for them to function effectively. They are also trained in first responder and fire security at all manufacturing locations. The security personnel are given behavioural trainings on body language, dealing with visitors and employees and other related trainings for escalation of issues.

## INDIGENOUS RIGHTS

The Company has operations in various locations across India & North America. The Company supports local culture and heritage for the respective regions. There have been no violations involving rights of indigenous people or those related to human rights in Jubilant during this reporting period.

## PREVENT CORRUPTION

Jubilant Life Sciences is committed in avoiding any form of corruption in any of its business dealing. Jubilant has a Policy on Bribery and Corruption which is stated in the Business Code of Conduct. The policy prohibits any personal payment or bribes by employees of the Company.

“Jubilant, adheres to the Government of India Competition Policy which protects the interests of consumers and producers by promoting and sustaining a fair competition.”

During this year one manufacturing location was selected at random and detail investigation of any corrupt practices, was conducted. The investigation did not result in any cases of corruption.

#### **PUBLIC POLICY**

The Company engages with a variety of stakeholders like government, regulatory agencies, NGOs, and industry associations. Through its interactions with these stakeholders the Company participates in identifying and framing public policy matters. The Company also uses industry association forums to voice its views about policies.

There have been no financial and in-kind contribution to political parties, politicians and related institutions.

#### **ANTI-COMPETITIVE BEHAVIOUR**

Jubilant, adheres to the Government of India Competition Policy which protects the interests of consumers and producers by promoting and sustaining a fair competition. To strengthen its knowledge on recent developments in the area of anti-competitive behaviour, Jubilant employees participate in external workshops and seminars time to time. There have been no legal actions on anti-competitive behaviour, antitrust and monopoly practices on the Company.

#### **COMPLIANCE**

There have been no significant fines or non-monetary sanctions for non-compliance pertaining to human rights, corruption, labour practices during this reporting period.

## Operational Targets Performance

Way Forward 2012-13	Progress 2013-14
As Corporate Sustainability Reporting at Jubilant enters a new decade with this report, the Company will work towards developing indicator specific accounting principles and provide training to relevant employees for better understanding and further streamlining the already existing systems for Sustainability Reporting.	Corporate sustainability accounting principle was prepared in accordance with existing reporting practices and GRI reporting framework. It has been implemented at all manufacturing locations.
Jubilant Life Sciences will continue to participate in voluntary initiatives like United Nations Global Compact's Ten Principles for Sustainability. The Company will continue to align its Sustainability Report with the National Voluntary Guidelines issued by the Ministry of Corporate Affairs, as it did for the first time in the present report.	The company has submitted its Communication on progress for 2012-13 to UNGC during this reporting period and also aligned the current report in line with NVG guidelines.
The Company will revise its existing supplier & external manufacturing contracts' standard Terms and Condition through incorporation of relevant clauses on restriction of child labour and forced labour in their business. This is to further extend Company's commitment in respect of ILO convention and country regulation on Human Rights (HR) issues.	All three types of contract agreements/ PO documents have been revised incorporating relevant clauses on child labor and forced labor.
The Company will conduct in-house training for capacity building of Company's Supply Chain Auditors to further strengthen their sustainability audit skills while conducting regular supplier's audit covering EHS & HR performance of the suppliers.	Training on "Human Rights - Concept, Global and Indian Regulation & Framework at Jubilant" was conducted across all locations through an e-learning module. A total of 1347 employees participated in this training.
The Business Excellence Team will work continuously towards reduction of energy and water consumption. The team will also work on waste reduction and resource optimisation.	Several projects on energy, water & waste reduction and resource optimization were undertaken. The details are covered under the Environment section of this report.



Way Forward 2012-13	Progress 2013-14
<p>In the coming months, there would be a greater focus on improving the quality of education through JBF's flagship education program- Muskaan. The activities under the project shall be designed in a way so as to attract greater participation from students and the community. This year foresees the improvisation in the project module of Muskaan- the primary education program of JBF. There would be a special focus on improving the quality of education. The activities under the project are to be designed in a way to attract greater participation from students and active community involvement.</p>	<p>Month wise activity module has been introduced to improve the quality of education under Muskaan Program.</p>
<p>As its contribution to Goal 5 of the MDGs, The Swasthya Prahari project under health initiative will have an emphasis on combating anaemia under MDG in mothers which is also an important component of reducing Maternal Mortality Rate (MMR).</p>	<p>Jubilant has taken up a project on mal-nutrition in children (&lt; 5 year age) as part of mid-year CSR project planning. Baseline survey on mal-nutrition has already been conducted in 11 villages during this reporting period and target group has been identified. Special emphasis on Maternal Mortality Rate has helped to reduce maternal mortality rate to Zero in the project area.</p>
<p>Under the skill development program, JBF will work towards enhancing the capacity of vocational training centres to 2500 trainees per year, cumulatively.</p>	<p>As per our commitment, JBF has enhanced the capacity of vocational training centers to 2500 per year, cumulatively.</p>
<p>The Company will continue to anchor the Social Entrepreneur of the Year India Award in association with the Schwab Foundation (sister concern of WEF).</p>	<p>During the year, the Company also anchored the Social Entrepreneur of the Year India Award in association with the Schwab Foundation for Social Entrepreneurship (sister concern of WEF).</p>

## Way Forward... Sustainability Strategy 2020

Jubilant has made considerable progress on the sustainability journey over the past 12 years. In order to accelerate our efforts towards sustainability, we are unveiling our Sustainability Strategy 2020 accompanied by clear deadlines. The “Jubilant Sustainability Strategy 2020” fix a common framework for all our actions articulated around six pillars. Underpinning these six pillars are six targets spanning our social and environmental performance. Our Strategy is distinctive because it spans our entire portfolio of chemicals and pharmaceuticals and all countries in which we operate. We have established measurement techniques and review mechanisms for these targets.

Baseline 2012-13		2020	
PILLARS	TARGETS	Chemical Segment: Gajraula, Nira, Ambarnath, Samlaya and Bharuch	API & Pharma Segment: Nanjangud, Roorkee, Spokane, Salisbury and Kirkland
WATER	Reduce Specific Water consumption	-12%	-12%
ENERGY	Reduce Specific Energy consumption	-12%	-12%
CLIMATE CHANGE	Reduce Specific GHG emissions	-12%	-12%
MANAGEMENT SYSTEM	Responsible Care Certification	All Plants	All Plants
SAFETY	Reduce total number of Manhours lost	-30%	-60%
CORPORATE SOCIAL RESPONSIBILITY	Companies Act 2013	Comply with provisions on CSR	
	Swasthya Prahari: Reduce mal-nutrition ratio amongst children below 5 years in 10 identified villages (Baseline 35%) in next 3 years	20%	20%
	Renovate Existing community health centre to improve infrastructure and services with the aim to extend affordable basic health care to the local community.		

## National Voluntary Guidelines

India's National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) were released by the Ministry of Corporate Affairs (MCA) in 2011. These set of nine principles offer businesses an Indian understanding and approach to inculcating responsible business conduct.

NVG "THE NINE PRINCIPLES"		
Principle	Description	Page No.
Principle 1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	25-29,42
Principle 2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	22,24,37, 38, 43-51
Principle 3	Businesses should promote the wellbeing of all employees	30-33,58-67
Principle 4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.	15-19
Principle 5	Businesses should respect and promote human rights	64-67
Principle 6	Business should respect, protect, and make efforts to restore the environment	16-17,20-24,43-51
Principle 7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	18,67,73
Principle 8	Businesses should support inclusive growth and equitable development	18,24,52-57
Principle 9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	15,37-39,67

## United Nations Global Compact

Jubilant became a member of the UN Global Compact (UNGC) in 2010 with the aim of internalizing the ten Global Compact Principles in the areas of human rights, labour, environment and anti-corruption within the Company's strategies, policies and operations. Through our support to the UNGC, we also aim to undertake projects to advance the broader development goals of the United Nations particularly the Millennium Development Goals. From 2010 onwards the Company is submitting its communication on Progress (COP) every year and our communications are available at UNGC website.

UNGC "THE TEN PRINCIPLES"			
Area	Principle	Statement	Page No.
Human Rights	Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights; and	29,59
	Principle 2	make sure that they are not complicit in human rights abuses	36,64-67
Labour	Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	64,65
	Principle 4	the elimination of all forms of forced and compulsory labour	36,66
	Principle 5	the effective abolition of child labour; and	36,66
	Principle 6	the elimination of discrimination in respect of employment and occupation	65
Environment	Principle 7	Businesses should support a precautionary approach to environmental challenges	22
	Principle 8	undertake initiatives to promote greater environmental responsibility; and	43-51,56
	Principle 9	encourage the development and diffusion of environmentally friendly technologies	41,43,50,51
Anti-Corruption	Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	66

## Memberships in Associations

### S. No. NAME OF THE ASSOCIATION/ COMMITTEE

1	All India Alcohol Based Industries Development Association
2	All India Distillers' Association
3	All India Industrial Gases Manufacturers' Association
4	American Chemical Society
5	Catalysis Society of India
6	Chemexil
7	Confederation of Indian Industry (CII)
8	Employers' Federation of India
9	FEFANA (EU Association of Specialty Feed Ingredients and their Mixtures)
10	Federation of Indian Chambers of Commerce & Industry (FICCI)
11	Indian Chemical Council (ICC)
12	Indian Chemical Society
13	Indian Institute of Chemical Engineers
14	Indian Pharmaceutical Association
15	Indo-Canadian Business Chamber (ICBC)
16	Institute of Applied Manpower Research
17	International Society of Heterocyclic Chemistry
18	International Society of Pharmaceutical Engineering (ISPE) India Affiliate
19	Indian Speciality Chemical Manufacturers' Association (ISCMA)
20	Karnataka Drugs and Pharmaceuticals Manufacturers' Association (KDPMA)
21	Lucknow Management Association
22	Mysore Chamber of Commerce & Industry
23	Nanjangud Industries Association
24	Public Affairs Forum of India (PAFI)
25	Pharmaceuticals Export Promotion Council (Pharmexil)
26	PHD Chambers of Commerce
27	QCFI (Quality Federation of India)
28	The Institution of Engineers (India)
29	US-India Business Council (USIBC)
30	Uttar Pradesh Alcohol based Industries Association (UPABIDA)
31	World Economic Forum

## List of Abbreviations

ABBREVIATION	FULL FORM
AIDS	Acquired Immuno Deficiency Syndrome
API	Active Pharmaceutical Ingredients
B2B	Business to Business
BBS	Bahaviour Based Safety
BSE	Bombay Stock Exchange
CBD	Community Based Distribution Network
CCMD	Co-Chairman & Managing Director
CETP	Common Effluent Treatment Plant
CMD	Chairman & Managing Director
CSR	Corporate Social Responsibility
DDDS	Drug Discovery & Development Solutions
EHS	Environment, Health & Safety
EIA	Environmental Impact Assessment
ERP	Enterprise Resource Planning
GHG	Green House Gases
GRI	Global Reporting Initiative
HIV	Human Immunodeficiency Virus
IMR	Infant Mortality Rate
IPR	Intellectual Property Rights
IUCN	International Union for Conservation of Nature
JBF	Jubilant Bhartia Foundation
MDG	Millenium Development Goal
MMR	Maternal Mortality Rate
MT	Metric Tonnes
NSE	National Stock Exchange
NVG	National Voluntary Guidelines
ODS	Ozone Depleting Substances
OHS	Occupational Health & Safety
PM	Particulate Matter
PPE	Personal Protective Equipment
PUC	Pollution Under Control
SCRS	Statutory Compliance Reporting System
SEBI	Securities and Exchange Board of India
SHG	Self Help Group
SO <sub>2</sub>	Sulphur Dioxide
UNGC	United Nations Global Compact
VOC	Volatile Organic Compound



# Assurance Statement



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**The Management and Board of Directors**  
Jubilant Life Sciences Limited  
1-A, Sector 16-A  
NOIDA 201391  
Uttar Pradesh, India

## Independent Assurance Statement

Ernst & Young LLP (EY) was engaged by Jubilant Life Sciences Limited (the 'Company') to provide independent assurance on its Corporate Sustainability Report 2013-14 (the 'Report') covering the Company's sustainability performance during the period 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014.

The development of the Report based on the Global Reporting Initiative (GRI-G3.1) Guidelines, its content, and presentation is the sole responsibility of the management of the Company. EY's responsibility, as agreed with the management of the Company, is to provide independent assurance on the report content as described in the scope of assurance. Our responsibility in performing our assurance activities is to the management of the Company only and in accordance with the terms of reference agreed with the Company. We do not therefore accept or assume any responsibility for any other purpose or to any other person or organization. Any dependence that any such third party may place on the Report is entirely at its own risk. The assurance report should not be taken as a basis for interpreting the Company's overall performance, except for the aspects mentioned in the scope below.

## Assurance standard

Our assurance is in accordance with International Federation of Accountants' International Standard for Assurance Engagements Other than Audits or Reviews of Historical Financial Information (ISAE 3000), and our conclusions are for 'limited' assurance as set out in ISAE 3000.

## Scope of assurance and methodology

The scope of our work for this assurance engagement was limited to review of information pertaining to environment, health & safety (EHS) and social performance for the period 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014. We conducted review and verification of data collection/ measurement methodology and general review of the logic of inclusion/ omission of necessary relevant information/ data and this was limited to:

- Review of consistency of data/information within the report as well as between the report and source;
- Review the level of adherence to GRI G3.1 Guidelines, the reporting framework followed by the Company in preparing the Sustainability Report;
- Execution of an audit trail of claims and data streams, on a selective basis, to determine the level of accuracy in collection, transcription and aggregation. Plants of the Company at Roorkee, Gajraula & Bhanuch were visited for this purpose apart from Head/Corporate Office at Noida.
- Review of the Company's plans, policies and practices, pertaining to their social, environment and sustainable development.

## Limitations of our engagement

The assurance scope excludes:

- Data and information outside the defined reporting period (1st April 2013 to 31st March 2014);
- Review of the 'economic performance indicators' included in the Report which, we have been informed by the Company, are derived from the Company's audited financial records;
- The Company's statements that describe expression of opinion, belief, inference, aspiration, expectation, aim or future intention.



#### Our assurance team and independence

Our assurance team, comprising of multidisciplinary professionals, was drawn from our Climate Change and Sustainability network, and undertakes similar engagements with various Indian and international companies. As an assurance provider, EY is required to comply with the independence requirements set out in International Federation of Accountants (IFAC) Code of Ethics for Professional Accountants. EY's independence policies and procedures ensure compliance with the Code.

#### Observations

During our review, we observed that Company has compiled the Report on the basis of GRI-G3.1 Guidelines of the Global Reporting Initiative. It was observed that the data monitoring and calculation methodology for sustainability parameters is fairly robust.

#### Conclusion

Based on our scope of review and approach, nothing has come to our attention that causes us not to believe that the Report covers a broad range of environment, health & safety (EHS) and social issues that are relevant to the business activities and sustainability performance of the Company.

Ernst & Young LLP

Sudipta Das  
Partner

Dated: 17 July 2014  
Place: Kolkata

EY refers to the global organization, and/or one or more of the independent member firms of Ernst & Young Global Limited.

## GRI G3.1 Content Index

Application Level		A +	Self- Declared		Assured by	Ernst & Young LLP
Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
<b>STANDARD DISCLOSURES PART I: Profile Disclosures</b>						
<b>1. Strategy and Analysis</b>						
1.1	Statement from the most senior decision-maker of the organization.	Fully	5			
1.2	Description of key impacts, risks, and opportunities.	Fully	20			
<b>2. Organisational Profile</b>						
2.1	Name of the organization.	Fully	10			
2.2	Primary brands, products, and/or services.	Fully	10			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	11			
2.4	Location of organization's headquarters.	Fully	13			
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	13			
2.6	Nature of ownership and legal form.	Fully	10,26			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	10,15			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
2.8	Scale of the reporting organization.	Fully	10,34			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	11			
2.1	Awards received in the reporting period.	Fully	14			
<b>3. Report Parameters</b>						
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	11			
3.2	Date of most recent previous report (if any).	Fully	11			
3.3	Reporting cycle (annual, biennial, etc.)	Fully	11			
3.4	Contact point for questions regarding the report or its contents.	Fully	12			
3.5	Process for defining report content.	Fully	11			
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	11			
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	11			
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	11			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	11			
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/ periods, nature of business, measurement methods).	Fully	12			
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	11			
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	77			
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	12			
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	26			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	27			
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	26			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	16			
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	28			
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	28			
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	26			



Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	4, 25, 26, 98			
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	25			
4.1	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	25,28			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	22			
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	36,50			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
4.13	Memberships in associations (such as industry associations) and/or national/ international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	73			
4.14	List of stakeholder groups engaged by the organization.	Fully	15			
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	15-19			
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	15-19			
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	15-19			

G3.1 DMAs	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)</b>							
<b>DMA EC</b>	<b>Disclosure on Management Approach EC</b>						
<b>Aspects</b>	Economic performance	Fully	34				
	Market presence	Fully	34				
	Indirect economic impacts	Fully	35				
<b>DMA EN</b>	<b>Disclosure on Management Approach EN</b>						
<b>Aspects</b>	Materials	Fully	43				
	Energy	Fully	43				
	Water	Fully	46				
	Biodiversity	Fully	41				
	Emissions, effluents and waste	Fully	46-51				
	Products and services	Fully	38				
	Compliance	Fully	29				
	Transport	Fully	39				
	Overall	Fully	40-42				
<b>DMA LA</b>	<b>Disclosure on Management Approach LA</b>						
<b>Aspects</b>	Employment	Fully	59				
	Labor/management relations	Fully	58,59				
	Occupational health and safety	Fully	30-33				
	Training and education	Fully	63				
	Diversity and equal opportunity	Fully	65				
	Equal remuneration for women and men	Fully	65				
<b>DMA HR</b>	<b>Disclosure on Management Approach HR</b>						
<b>Aspects</b>	Investment and procurement practices	Fully	36,64-67				

G3.1 DMAs	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
	Non-discrimination	Fully	65				
	Freedom of association and collective bargaining	Fully	65				
	Child labor	Fully	66				
	Prevention of forced and compulsory labor	Fully	66				
	Security practices	Fully	66				
	Indigenous rights	Fully	66				
	Assessment	Fully	64-67				
	Remediation	Fully	64-67				
<b>DMA SO</b>	<b>Disclosure on Management Approach SO</b>						
<b>Aspects</b>	Local communities	Fully	52-57				
	Corruption	Fully	66				
	Public policy	Fully	67				
	Anti-competitive behaviour	Fully	67				
	Compliance	Fully	67				
<b>DMA PR</b>	<b>Disclosure on Management Approach PR</b>						
<b>Aspects</b>	Customer health and safety	Fully	37				
	Product and service labelling	Fully	38				
	Marketing communications	Fully	19, 29				
	Customer privacy	Fully	39				
	Compliance	Fully	39				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>STANDARD DISCLOSURES PART III: Performance Indicators</b>							
<b>Economic performance</b>							
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	34				
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	45,50				
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	34,36				
EC4	Significant financial assistance received from government.	Fully	34				
<b>Market presence</b>							
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Fully	34				
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	35				
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	34				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>Indirect economic impacts</b>							
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	35				
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	35				
<b>Materials</b>							
EN1	Materials used by weight or volume.	Fully	43				
EN2	Percentage of materials used that are recycled input materials.	Fully	43				
<b>Energy</b>							
EN3	Direct energy consumption by primary energy source.	Fully	43, 44				
EN4	Indirect energy consumption by primary source.	Fully	44				
EN5	Energy saved due to conservation and efficiency improvements.	Fully	44				
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	43, 44				
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	43				



Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>Water</b>							
EN8	Total water withdrawal by source.	Fully	46				
EN9	Water sources significantly affected by withdrawal of water.	Fully	46				
EN10	Percentage and total volume of water recycled and reused.	Fully	46				
<b>Biodiversity</b>							
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Fully	41				
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	41				
EN13	Habitats protected or restored.	Fully	41				
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Fully	41				
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Fully	41				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>Emissions, effluents and waste</b>							
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	50				
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	50				
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	43, 45, 50				
EN19	Emissions of ozone-depleting substances by weight.	Fully	51				
EN20	NOx, SOx, and other significant air emissions by type and weight.	Fully	51				
EN21	Total water discharge by quality and destination.	Fully	46				
EN22	Total weight of waste by type and disposal method.	Fully	48				
EN23	Total number and volume of significant spills.	Fully	46				
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Fully	49				
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Fully	46				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>Products and services</b>							
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	39				
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Fully	39				
<b>Compliance</b>							
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	29,39				
<b>Transport</b>							
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	39				
<b>Overall</b>							
EN30	Total environmental protection expenditures and investments by type.	Fully	40				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>Social: Labor Practices and Decent Work</b>							
<b>Employment</b>							
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Partially	58,59,60	Employee age & gender break up not disclosed for 3 North American plants & contract workers of Indian facilities	Not available	Reason for partial reporting explained on page 60 of the report	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Fully	61				
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	60				
LA15	Return to work and retention rates after parental leave, by gender.	Fully	61				
<b>Labor/management relations</b>							
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	62				
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	62				
<b>Occupational health and safety</b>							
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully	62				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Fully	30, 31				
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	30				
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	30				
<b>Training and education</b>							
LA10	Average hours of training per year per employee by gender, and by employee category.	Fully	63				
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	17				
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	59				
<b>Diversity and equal opportunity</b>							
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	26, 60				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>Equal remuneration for women and men</b>							
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Fully	65				
<b>Investment and procurement practices</b>							
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Fully	36				
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	36				
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	64				
<b>Non-discrimination</b>							
HR4	Total number of incidents of discrimination and corrective actions taken.	Fully	65				



Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>Freedom of association and collective bargaining</b>							
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Fully	65				
<b>Child labor</b>							
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Fully	66				
<b>Prevention of forced and compulsory labor</b>							
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Fully	66				
<b>Security practices</b>							
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Fully	66				
<b>Indigenous rights</b>							
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Fully	66				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>Assessment</b>							
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Fully	64				
<b>Remediation</b>							
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Fully	66, 67				
<b>Social: Society</b>							
<b>Local communities</b>							
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Fully	18				
SO9	Operations with significant potential or actual negative impacts on local communities.	Fully	18,52				
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	18				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>Corruption</b>							
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	66				
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	64				
SO4	Actions taken in response to incidents of corruption.	Fully	67				
<b>Public policy</b>							
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	67				
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	67				
<b>Anti-competitive behavior</b>							
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	67				
<b>Compliance</b>							
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	67				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>Social: Product Responsibility</b>							
<b>Customer health and safety</b>							
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Fully	37-39				
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	38, 39				
<b>Product and service labelling</b>							
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	38, 39				
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	29				
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	39				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
<b>Marketing communications</b>							
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	19				
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	29				
<b>Customer privacy</b>							
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	39				
<b>Compliance</b>							
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	29				

## GRI G3.1 A+ LEVEL THIRD PARTY ASSURED

GRI APPLICATION LEVEL						
	C	C+	B	B+	A	A+
Self Declared		Report Externally Assured		Report Externally Assured		Report Externally Assured ✓
Third Party Checked						
GRI Checked						







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