



**HETERO**



# NURTURING A GREENER TOMORROW

SUSTAINABILITY REPORT 2019-20





## Chairman's Message

"Committed to serve the world with affordable medicines."

At Hetero, we have built our organization brick-by-brick, molecule-by-molecule, year-by-year by the strength and resolve of all our employees both at individual and team levels. As we foray into our 27<sup>th</sup> year, we remain steadfast in our commitment to quality, expansion of product portfolio, stakeholders' interests and our founding mission of enabling access to affordable medicines to the world. And we, at Hetero, will continue to contribute our efforts in advancing healthcare for the greater good.

The greatest strength of Hetero has been the ability to handle challenges and perseverance, change with a flexible attitude, opportunities with diligence and success with humility.

We will continue this rich legacy of Hetero in all the future and will keep serving to the interests of customers, patients, communities and environment.

Sustainability will continue to guide our development and interaction with all our stakeholders.

A handwritten signature in blue ink, appearing to read "B.P.S. Reddy", with a horizontal line underneath.

**Dr. B.P.S. Reddy**

Chairman

Hetero Group of Companies





## Managing Director's Message

Dear Stakeholders,

For over 27 years, Hetero has been relentless in its mission to enhance access to affordable medicines to the world. Making a modest beginning in the year 1993, we evolved into a respected global pharmaceutical company with a presence in over 126 countries. Most importantly, our commitment to sustainability makes our growth truly meaningful. With environmental and social responsibility deeply ingrained in our ethos, we are positively impacting the communities touched by us.

The last quarter of the financial year, which witnessed the touchdown of an unprecedented global health calamity COVID19 couldn't defeat our spirit. We were successful in striking a balance between catering to our founding mission and safeguarding our employees' health, which we value the most.

By swiftly and stringently deploying the mandated measures to prevent COVID-19 spread, we continue to overcome the production and supply chain disruptions and serve our partners, patients, and other stakeholders worldwide with life-saving medicines. The entire credit goes to all our committed and courageous Hetero Family members who continue to make a difference with their dedicated efforts.

While we continue to deliver the existing products, we hope to bring in new products that can play a critical role in treating COVID-19. We intend to join forces with other pharmaceutical companies, international health agencies, regulatory bodies, and governments, etc. and support them in all the ways possible in the battle against the pandemic.

On the front of environmental sustainability and climate change, we have made considerable progress in material management, water and effluent management, and utilization of renewable energies. We have ensured that 53% of the wastewater gets into the system, 55% of our effluent reaches ZLD and the reduction in freshwater consumption by 13%. The wind and Solar power plants set up by us in three states delivered 124 MWh of power to the grid while we have made provisions to double renewable fuel use in our operations in the last four years.

Sustainability is an essential pillar of our business delivery. By including sustainability risk as an important aspect of our sustainability evaluation process, we are ensuring consistent performance in all parameters. We are committed to periodically assessing what is most material in sustainability and aligning our future strategy to it. Compliance with law of the land is an essential virtue which we have been steadfast on for all these years. This year we have added it to our list of material aspects. Looking forward we will be taking a deep dive to further increase the sphere of sustainability aspects.

I can assure all our stakeholders that we remain committed to sustainability, and our quest to achieve excellence in sustainability performance will continue in all the times to come.

**Dr. Vamsi Krishna Bandi**  
Managing Director

# Leadership Team

Working together to make sustainability flourish

“In the unprecedented times of COVID pandemic, our commitment to serve and deliver with sustainability did not get weaker even for a day. It has only grown stronger. We realize that the sustainability principles adopted have assisted in uninterrupted operations during COVID19. Going forward, our commitment to sustainability is only growing stronger and will see newer dimensions being addressed..”

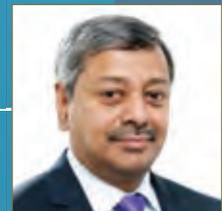
A.V. Narsa Reddy  
Executive Director



Dr. K. Rathnakara Reddy  
Director



Ganesh Karuppannan  
Chief Financial Officer





Dr. C. Mohana Reddy  
Director



J. Sambhi Reddy  
Director



Dr. G. Palleswara Rao  
Director – Formulation  
Operatons (Jeedimetla)



K.V. Bhaskara Reddy  
Director – Finance



P. Bhaskar Reddy  
Vice President – Operations  
(Jadcherla)



B. Murali Krishna Reddy  
Director – Marketing



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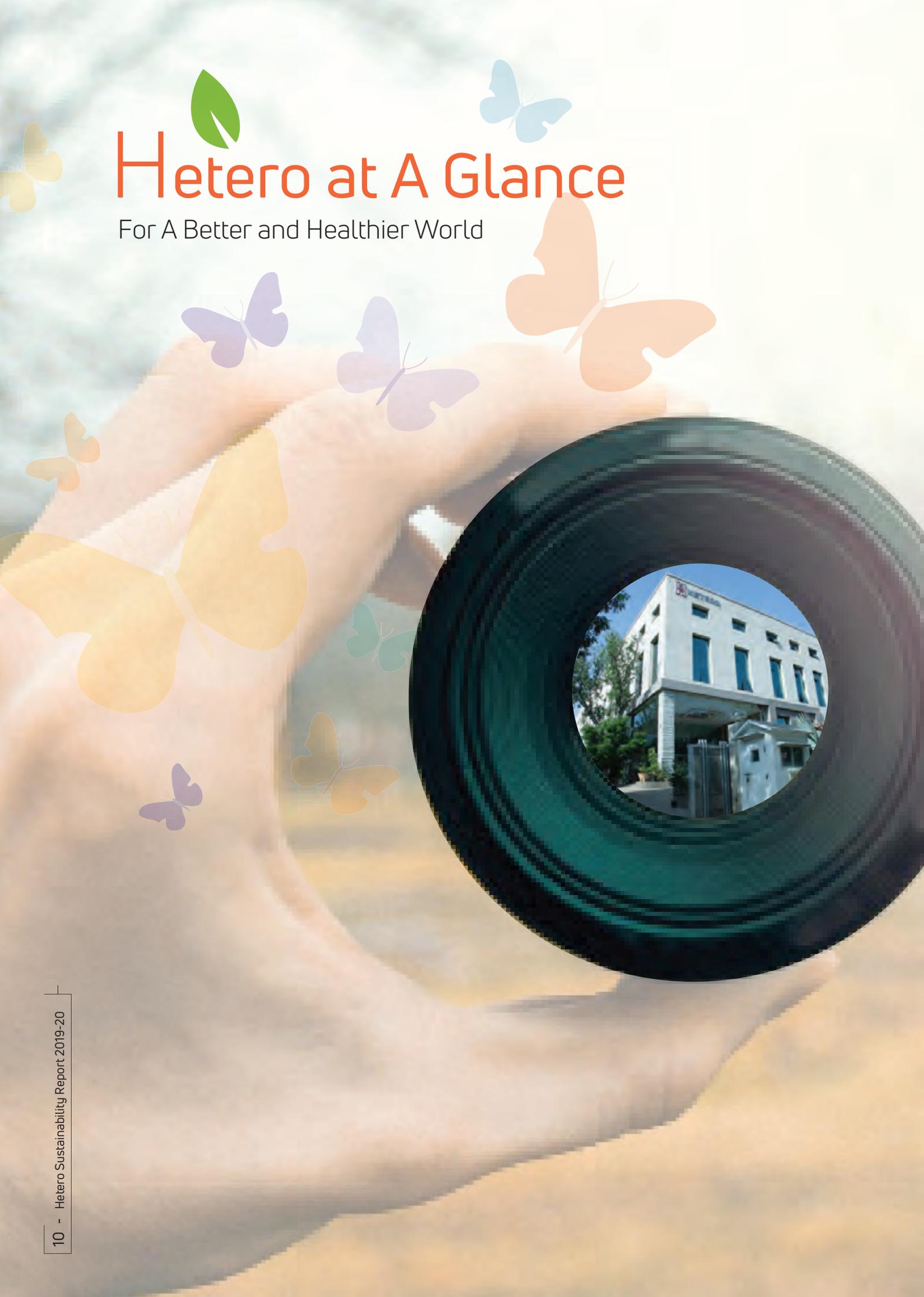
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# Hetero at A Glance

For A Better and Healthier World





**27**  
years of excellence



**21,000**  
employees globally



**36**  
state-of-the-art  
manufacturing facilities



**Largest**  
closely held pharmaceutical  
company in India



**300+**  
products in portfolio



Among the  
**Largest**  
of ARV APIs & FDFs  
in the world



Presece in  
**126+**  
countries



Asia's  
**Largest**  
SEZ complex for APIs  
manufacturing at Visakhapatnam,  
Andhra Pradesh



# Our Purpose & Values



## Our Purpose

At Hetero, we come to work each day for one reason:

To put science to work for delivering affordable medicines that will help meet the health needs of every person on our planet.

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## Our Core Values

Our Core values guide us and serve as the pillars of our internal conduct as well as that of our relationship with customers, partners and shareholders.

### KNOWLEDGE

We value and respect Knowledge as the key enabler in our mission to develop affordable healthcare. We greatly cherish knowledge in our team members, associates, partners and the community at large.

### DYNAMISM

We are agile, pro-active and passionate about each and everything that we do.

### QUALITY FOCUS

We are committed to the highest standards of Quality in every aspect of our business, and work towards raising those standards through continuous improvement.

### RESPONSIBILITY

We have deep-rooted sense of Responsibility towards all our stake-holders - customers, employees, shareholders and each and every associate who partners us. And we strive relentlessly towards delivering on those responsibilities.

# Our Business

## OUR STRATEGIC BUSINESS VERTICALS



### ACTIVE PHARMACEUTICAL INGREDIENTS (APIS)

- Leading supplier to generics manufacturers
- 15 exclusive facilities for large scale production

### FORMULATIONS

- A world leader in manufacturing of branded and non-branded generics
- Largest global supplier of Anti-Retroviral Drugs
- 21 dedicated facilities





### CUSTOM PHARMACEUTICAL SERVICES (CPS)

- Envisaged to make high quality medicines accessible worldwide
- Established presence in India
- Fast expanding across the world specifically in emerging markets



### BIOSIMILARS

- State-of-the-art single-use manufacturing facilities and dedicated R&D wing; designed to meet US FDA and EU standards
- Launched Darbapoetin alfa, Rituximab, Bevacizumab and Adalimumab globally
- 2 biosimilars under clinical trials and 4 in the pipeline



### BRANDED GENERICS

- Significant economies-of- the-scale advantages and backward integration capabilities
- Contract manufacturing of APIs, Finished Dosages, Cytotoxic APIs and Injectables
- Technology transfer projects

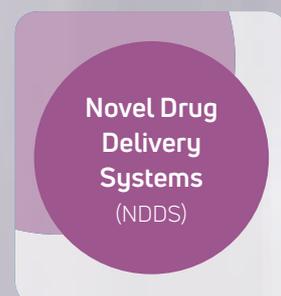
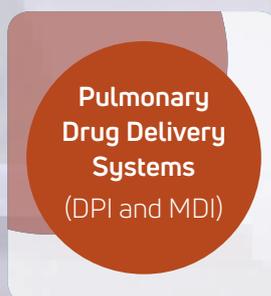
# We Can Deliver

## DIVERSE DOSAGE FORMS

**Solid Oral  
Dosage Forms**  
(IR and MR like  
DR/SR/CR)

**Liquid Oral  
Dosage Forms**  
(Solutions and  
Suspensions)

## WIDE RANGING THERAPEUTICS





# Research & Development

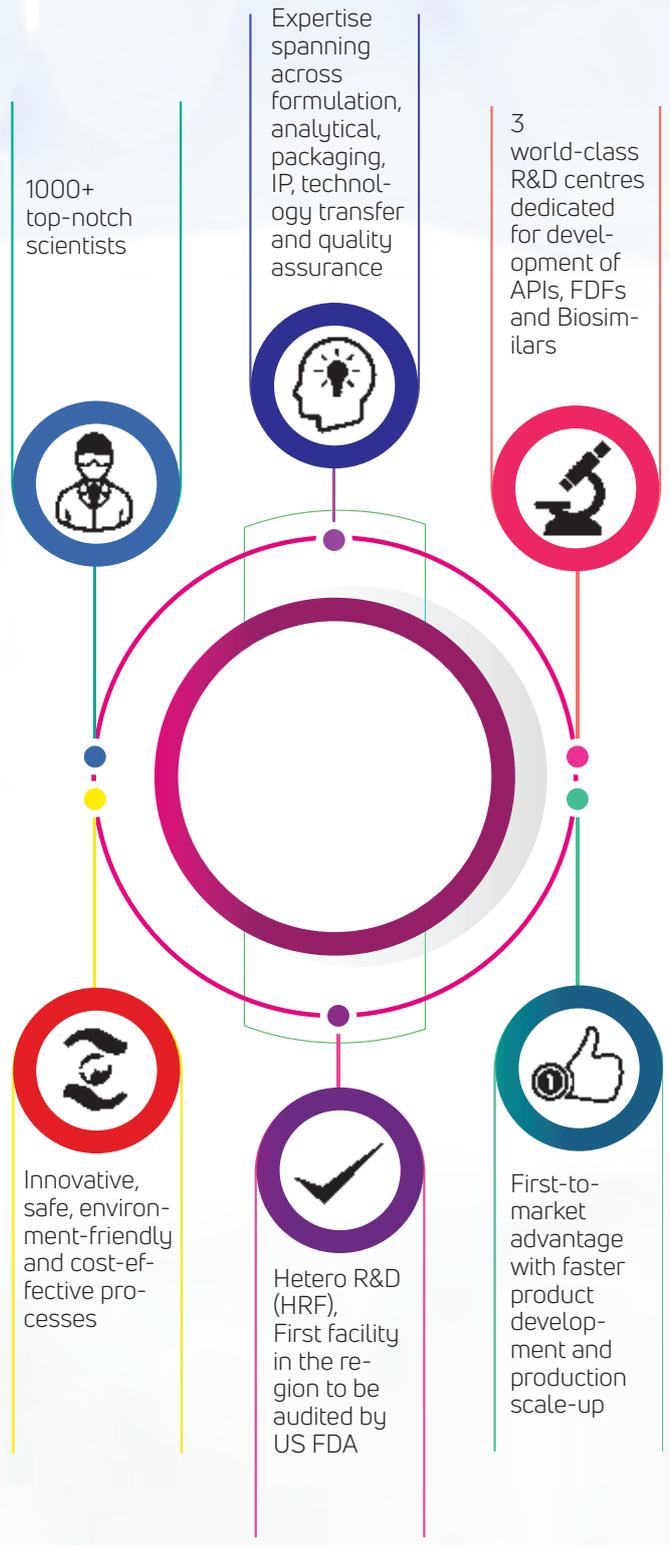
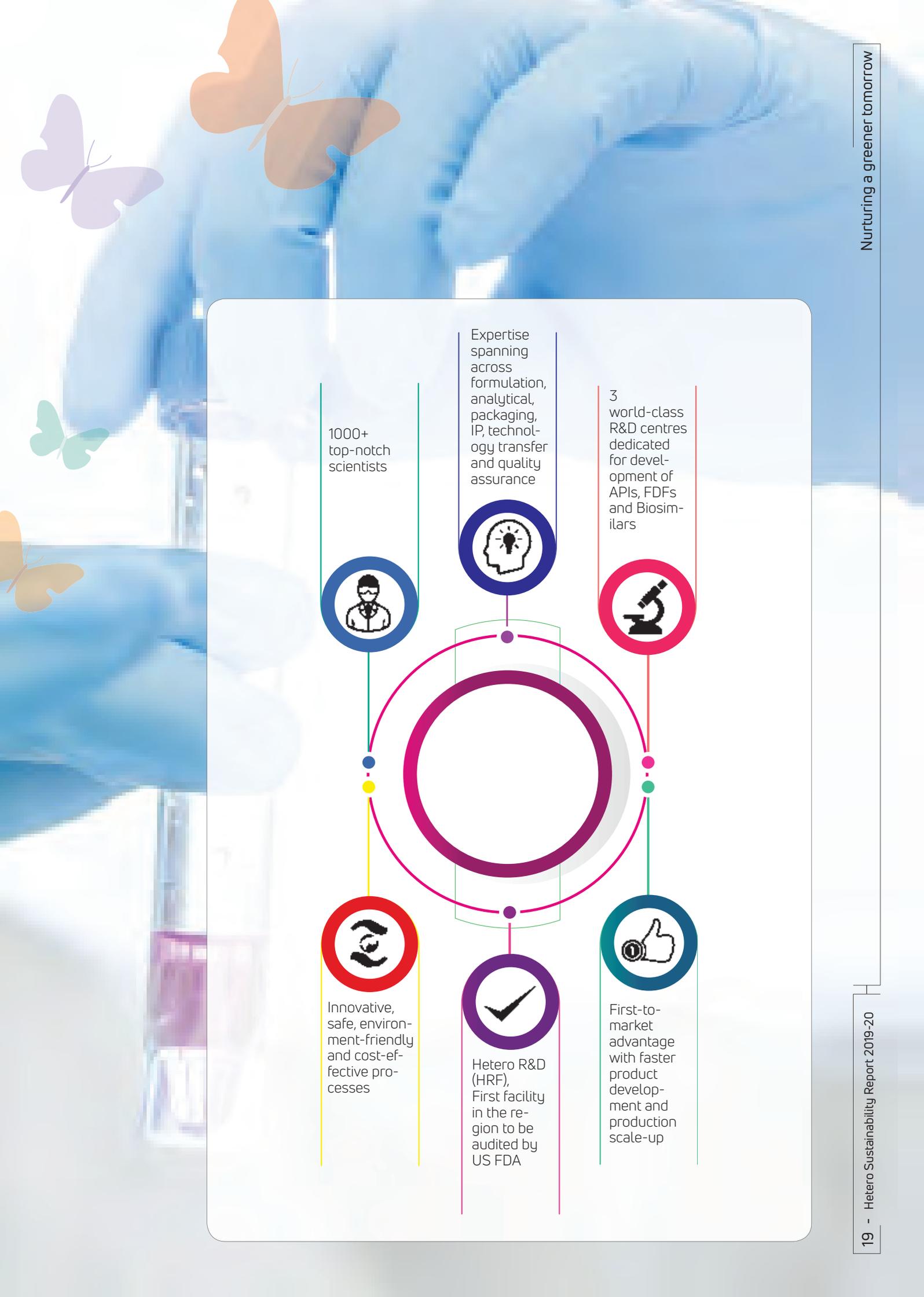
At the Heart of Our Continuing Success

Hetero is led and driven by its expertise in Research and Development. From as far back as 1995, our R&D division played a crucial role in developing an expansive product basket to meet diverse market requirements across the globe.

Helmed by about 1000+ top notch scientists with wealth of knowledge and experience, our R&D has been able to develop niche generics, complex APIs, Novel Drug Delivery systems (NDDS), New Chemical Entities (NCEs) and Biosimilar products.

Numerous PCTs, Patents, ANDAs and FTFs accredited to us showcase our strength in R&D.

Hetero Research Foundation -- an exclusive state-of-the-art facility supports all our research endeavours under one roof. It is a refuge to research teams working in the areas of diverse specialisations including APIs, formulations, custom synthesis, contract research, analytical, packaging, IP, technology transfer and quality assurance. We also have world class R&D facilities dedicated to Formulations and Biologic research at the respective manufacturing units.





# Our Presence Worldwide



Manufacturing Facility

Branch Office / Subsidiary

# Our Defining Moments



- ★ One of the first companies to develop life-saving generic drug 'Oseltamivir' for Bird Flu and Swine Flu.

1994  
-  
2000

- ★ Emergence as one of the first Indian companies to offer affordable ARV APIs.

- ★ Hetero R&D acclaimed for developing about 20 APIs within 3 years.

2001  
-  
2006

2007  
-  
2012

- ★ Established Asia's largest APIs manufacturing complex at Vizag, India.

- ★ Forayed into US generics market.

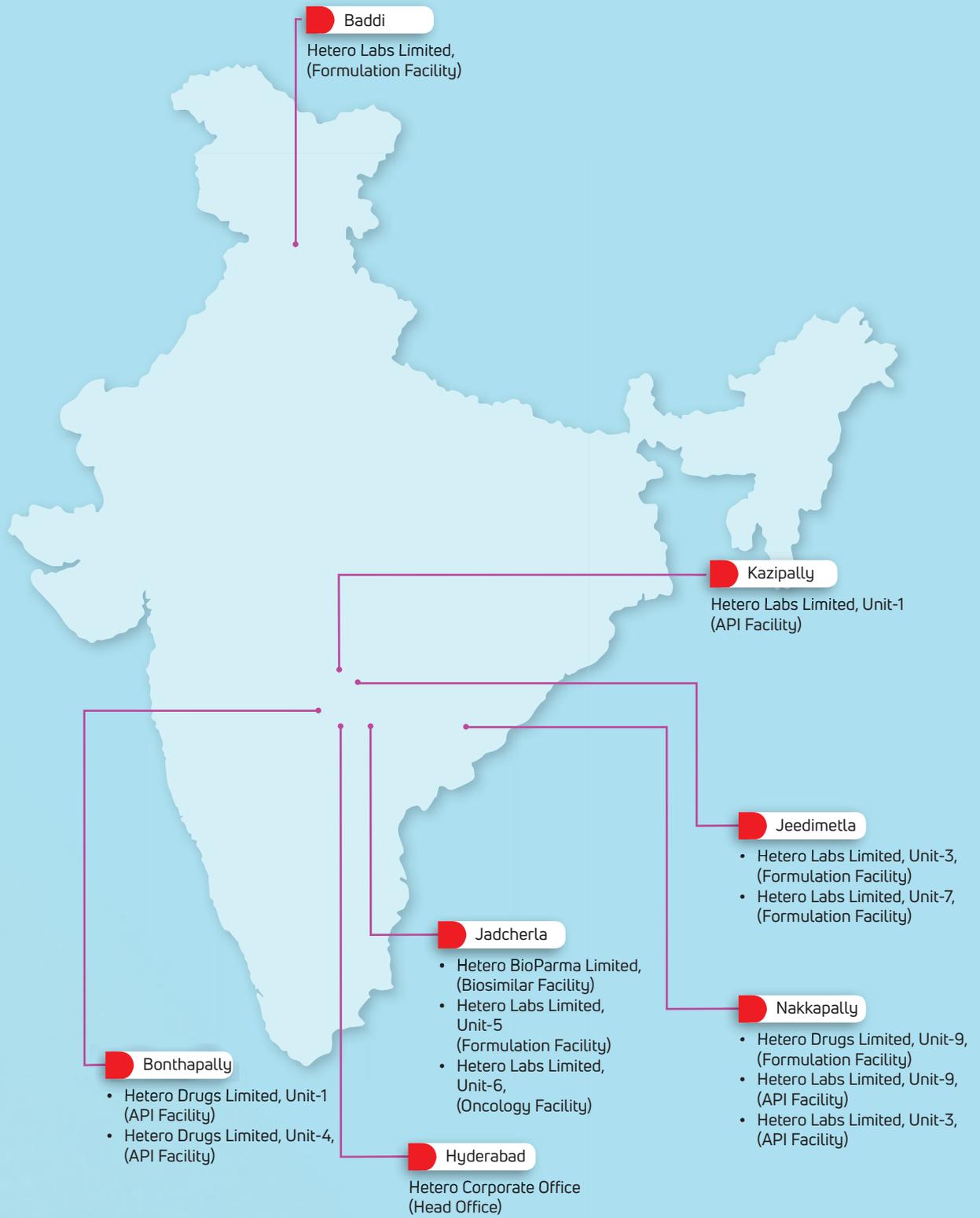
- ★ Established World class Biologics unit in Hyderabad, India.

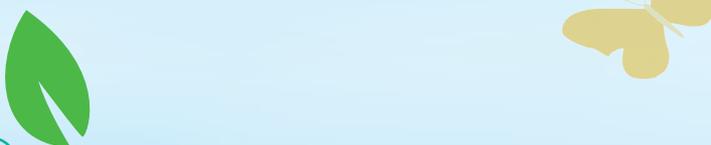
2013  
-  
2020

- ★ Launched the blockbuster Hepatitis C drug 'Sofosbuvir' under in-licensing.
- ★ Expanded our Hepatitis portfolio
- ★ First-to-launch the FDCs of 'Ledipasvir+Sofosbuvir' and 'Sofosbuvir+Velpatasvir' in India and several other markets.
- ★ Advanced our ARV expertise
- ★ Launched the first-ever FDCs 'Darunavir+Ritonavir' & 'Emtricitabine + Tenofovir Alafenamide' in India
- ★ Asserted our place in Biosimilars
- ★ Launched four biosimilar products 'Darbapoetin alfa', 'Rituximab', 'Bevacizumab' & 'Adalimumab' in shortest time.
- ★ Hetero launches TAFFIC, the first generic Bictegravir combination therapy in India.
- ★ Hetero launches generic Lapatinib under the brand name 'Hertab' in India
- ★ Hetero Labs Limited acquires Tarbis Farma, in Spain

# Location of Hetero's Manufacturing Facilities







# 500 acres of API Excellence

Hetero Chemical Complex situated near Visakhapatnam, India is Asia's largest API manufacturing SEZ housing over 1000 reactors.

## OUR PRODUCTION CAPACITIES

### ACTIVE PHARMACEUTICAL INGREDIENTS (APIs)

**Reactor Volume**  
(in kl) (per Annum)

**7,320**

**Installed Capacity**  
(in MT) (per Annum)

**36,878**

A Distinct World of

# Formulations

Hetero's one of the India's largest finished dosage SEZ located near Hyderabad



## OUR PRODUCTION CAPACITIES

### FORMULATIONS

**Tables**  
  
45.0025  
(Billion units)

**Pellets**  
  
360  
(Tonnes)

**Injectables**  
  
181  
(Million units)  
(includes lyophilised,  
liquid & powder)

**Capsules**  
  
6.7025  
(Billion units)

**Liquids**  
  
22.5  
(Million units)

### BIOSIMILARS

#### Bulk Manufacturing

120 KL / Annum  
200 L to 1000 L  
bioreactors  
(Simultaneous manufacturing of 3 products)

#### Formulation Manufacturing

PFS  
3 Million / Annum

Vials  
1 Million / Annum



# Our Response to COVID-19 Pandemic



**By asserting our role as a caring employer, committed pharmaceutical organization and a responsible corporate citizen, Hetero is helping the world to cope with the pandemic.**

COVID -19 pandemic is one of the major global health crises of our times with the world continuing to reel under its impact. Since the onset of this pandemic, Hetero has been proactive in responding to the various challenges surrounding it. By asserting our role as a caring employer, committed pharmaceutical organization and a responsible corporate citizen, the entire team of Hetero is playing their part in helping the world to cope with the pandemic. We also express our sincere gratitude to all those on the frontlines around the globe who are relentlessly working to care and contain the spread of this pandemic.



## ENSURING UNINTERRUPTED PRODUCTION & SUPPLY CHAIN

To help the world fight against COVID-19 epidemic, the company has been ensuring adequate supplies of essential medicines such as Hydroxychloroquine Sulphate, Oseltamivir and Lopinavir / Ritonavir to health authorities both in India and other countries across the globe. While containing and supporting the combat against COVID -19 remains our utmost priority, there are other life-threatening diseases like Cancer, HIV/AIDS and Hepatitis etc. which require access to affordable medicines. Being one of the largest generics manufacturer, we are carrying out our production operations to meet the needs of patients suffering from such critical illnesses. With 40%\* of identified HIV/AIDS patients depending on our drugs, we have a heightened responsibility on our shoulders.

Our production, supply chain and logistics teams have been working in tandem to ensure that life-saving medicines are in adequate supply for enabling our partners and healthcare providers meet the needs of patients across the world.

## ENSURING EMPLOYEES' HEALTH & SAFETY

We have aligned our operations in accordance with local government and health authority guidelines to protect the health and well-being of our employees across the world. We have put in place adequate safeguards and measures like thermal screening, split shifts, allowing remote operations (wherever feasible), provision of masks & sanitizers, implementing social distancing norms and frequent disinfection drives at all our facilities and offices to minimize the risk of transmission. We have formed a dedicated task force comprising of Senior Management Members, EHS, HR and Security at respective places for overseeing strict implementation of the guidelines.

Despite the overwhelming challenges, our employees, through their committed efforts, are enabling Hetero to deliver life-saving medicines to the world.



## COMMUNITY OUTREACH

We at Hetero are doing our bit to reach out to communities affected by the pandemic. We have contributed to a tune of INR 10 crores and 8 crores to CM Relief Funds of Telangana & Andhra Pradesh States respectively to support their various initiatives to combat the disease. The company extended its support in the form of cash and by supplying essential medicines.

Additionally, through our CSR arm, we have been implementing a host of community outreach initiatives in many locations where we have our presence. We are reaching out to those working

**THE FIGHT TO COME OUT STRONGER**  
To help fight the ongoing pandemic, Hetero Pharmaceuticals has made a contribution of INR 10 crores to the Chief Minister's Relief Fund of Telangana Government.





on the frontlines like Healthcare & Sanitation Workers, Police, Public Servants and Medical Professionals with PPEs, Masks, Sanitizers and Medicines. Besides undertaking disinfection drives in villages adjoining our Nakkapalli facility, we have also provided dry provisions to about 20,000 families in those villages in collaboration with Visakhapatnam District Administration. We hope to continue extending our support to the cause in the future too.

We at Hetero remain steadfast to our commitment to support all our stakeholders including partners, patients, employees and community at large. We will continue to work around the challenges posed by this pandemic and will give our best to ensure access to affordable medicines.

#### FIGHTING THE BATTLE AGAINST COVID-19 WITH HOPE AND CARE.

To help fight against the ongoing COVID-19, Hetero has made a contribution of INR 5 crore and an additional donation of INR 1 crore worth of PPE kits, Masks and Essential Medicines to support Andhra Pradesh Government.



# Awards

## Accolades and Achievements

Hetero honoured with the IDMA Margi Memorial 'Best International Patent Award' 2018-19.



Hetero's Unit V at Jadcherla SEZ wins the 'Golden Peacock Award' for Occupational Health and Safety



Hetero's largest API manufacturing facility at Nakkapalli, Visakhapatnam honoured with 'Excellent Energy Efficient Unit' Award by Confederation of Indian Industries (CII).



Hetero's Jeedimetla Unit III honoured with the 'EHS Excellence Award 2019'.



Hetero Labs Limited wins the 'Best S&OP Planning Practice' Award at 13th ELSC Leadership Awards.



Hetero Biopharma – awarded in the category of 'Excellence in Pharma Packaging'



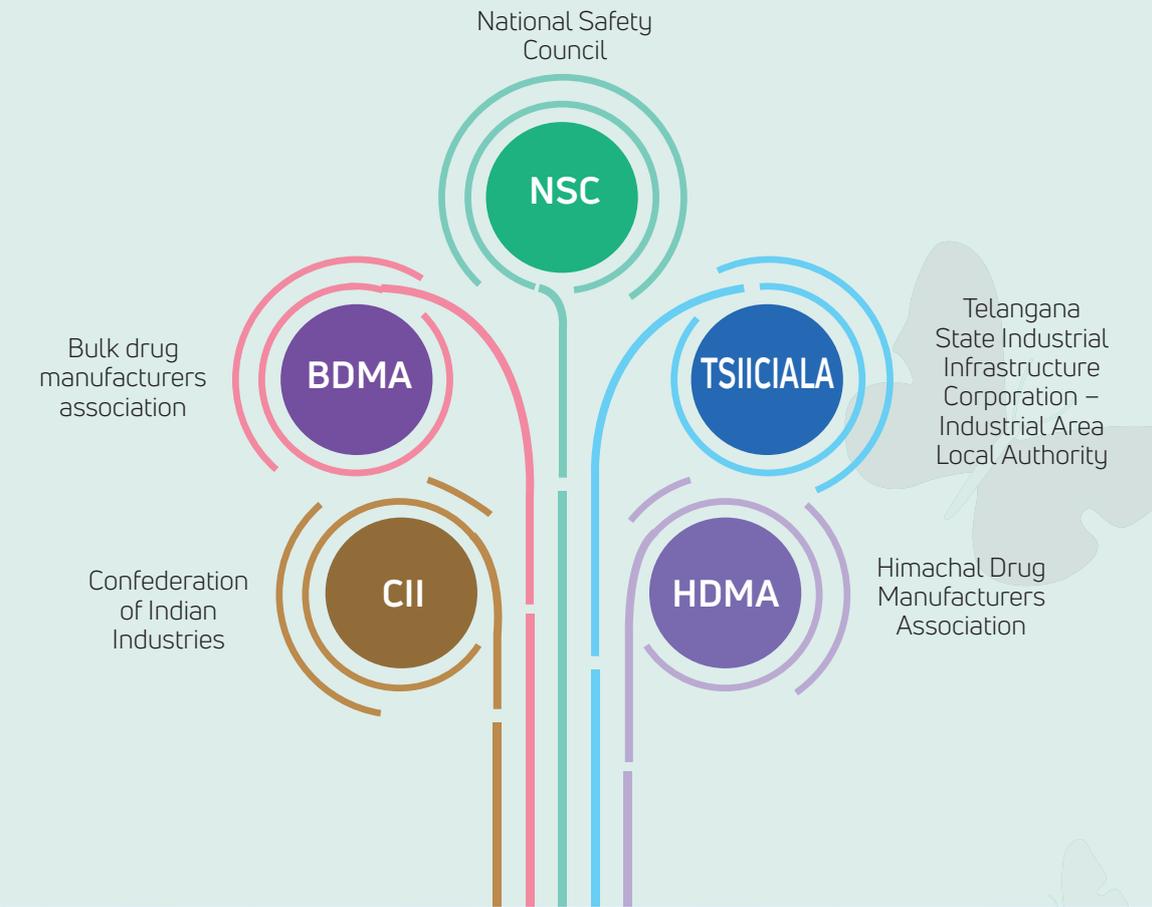
Hetero honoured with 'Outstanding Export Performance Award – Silver Star' by Pharmexcil.



Hetero's Unit V, Jadcherla received the prestigious 'Suraksha Puraskar' (Occupational Health and Safety Award) from National Safety Council (NSC) of India.



## Memberships with Associations



## Our Certifiers and Trainers



British Standards Institutions (BSI)



TUV India Pvt Ltd

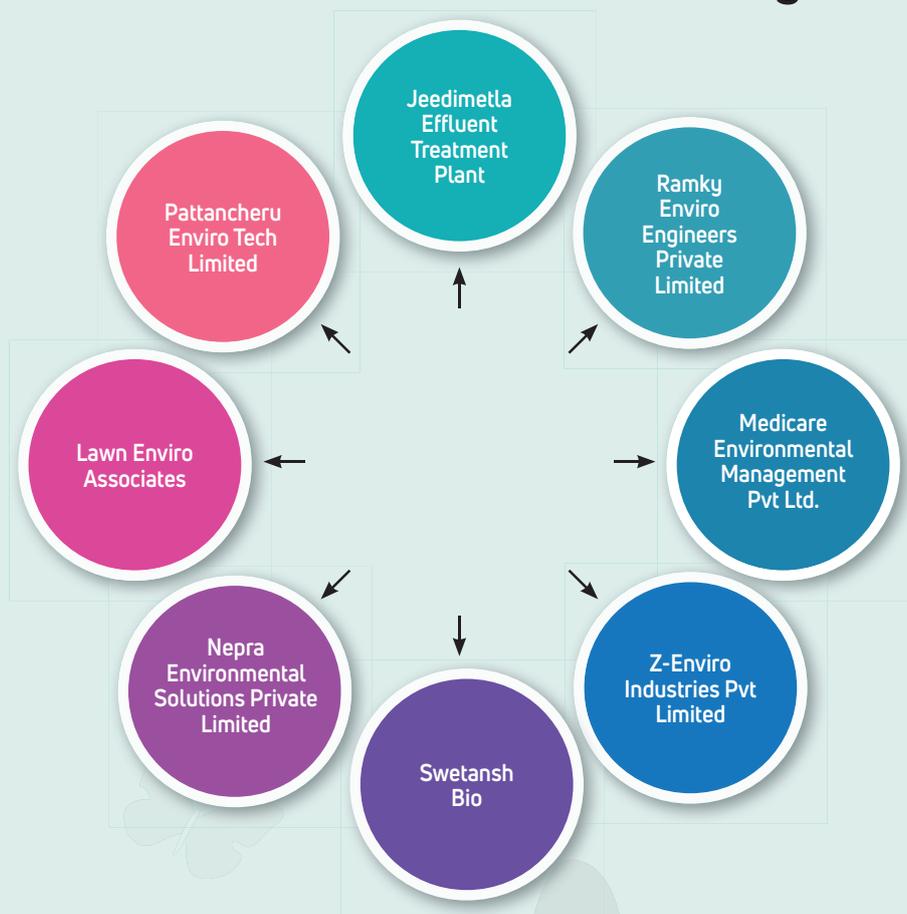


DNVGL Business Assurance India Limited



St. John Ambulance

## Our Partners in Sustainability



## Trusted for Quality

### Global Regulatory Approvals

US FDA | EU GMP | TGA – Australia | PMDA – Japan  
MHRA – UK | MCC – South Africa | ANVISA – Brazil  
IDA | PIC/S | INVIMA – Colombia | COFEPRIS – Mexico  
GCC – DR | MFDS – South Korea | MOH – Russia  
DIGEMID – Peru



# Be the Change

Our Planet. Our Home.

## Reporting Approach

Stakeholders have always shown interest in knowing about our sustainability performance. To acknowledge the interest of our stakeholders and to provide a transparent mechanism for viewing our year-on-year progress on various dimensions of sustainability, we initiated sustainability reporting four years ago.

This is our fourth sustainability report. This report has been prepared in accordance with global reporting initiatives (GRI) standards (Core Options) and covers period from 1st of April 2019 to 31st of March 2020. Last year (prepared for 1st of April 2018 to 31st of March 2019), we have transitioned from GRI-G4 to GRI standard (Core Options) and we continue to apply it this year as well. Our sustainability reports are based on key reporting principles of inclusiveness, completeness and materiality.

Hetero drugs ltd., Hetero Labs Ltd, Hetero biopharma's Limited, and Corporate office, at Hyderabad are covered in the boundary of this report. Majority of our manufacturing operations for the aforementioned companies are in India. Sales and marketing offices are spread across the world and our products are supplied to different parts of the world. This reports boundary is limited to our India operations. All material topics covered in this report have same boundary as mentioned above, unless and until specified otherwise. The boundary of sustainability reporting has not changed between last year and this year.

There are no material re-statements and correction is this report as compared to last year's report. This year our sustainability priorities continued to be the same as in FY18-19, i.e. water and wastewater, climate change and energy, process safety.

There has been no significant change in organization's size, structure, ownership, or supply chain

### Assurance

We carry out third party assurance of our sustainability reports. The external assurance of report has been provided by BSI in accordance with the AA1000 assurance standards. The assurance standard is a part of this report.

### Connect

Any queries, suggestions and feedback about this sustainability report please write to us at [sustainability@heterodrugs.com](mailto:sustainability@heterodrugs.com).

Owing to diverse product portfolio, category wise quantification of each product is challenging and hence, it has not been captured in this report. However, our production capacities for different types of products are provided below. Any product specific information can be provided on request.

## Approach to Sustainability

### Acting responsibly

Operating in the sector of pharmaceuticals we have inherent sustainability risks relating to environment and people. Being responsible and acting responsibly is a core value of Hetero. We extend this core value to our management of substantiality aspects of our business operations. We are dedicated to conserving and protecting the natural resources of our planet and providing safe work environment and safe health solutions. Complying with regulatory compliance and stretching beyond in a systematic manner helps us in incorporating good environmental practices in our operations and promoting our supply chain to follow the same.

To adapt to this approach, we have made provisions and continue to evaluate and re-align them across the material aspects:

- First and foremost, we have an annual dedicated budget for environmental activities to ensure that all that is a must to act responsibly can be planned and delivered in a timely manner
- Further, to manage the environmental responsibility and health and safety aspects, we have internal systems governed by the ISO systems like ISO14001, ISO 45000 etc. We have successfully implemented these systems at all our operating sites. The ISO systems provide necessary checks and balances for the documentation and implementation of each aspect.

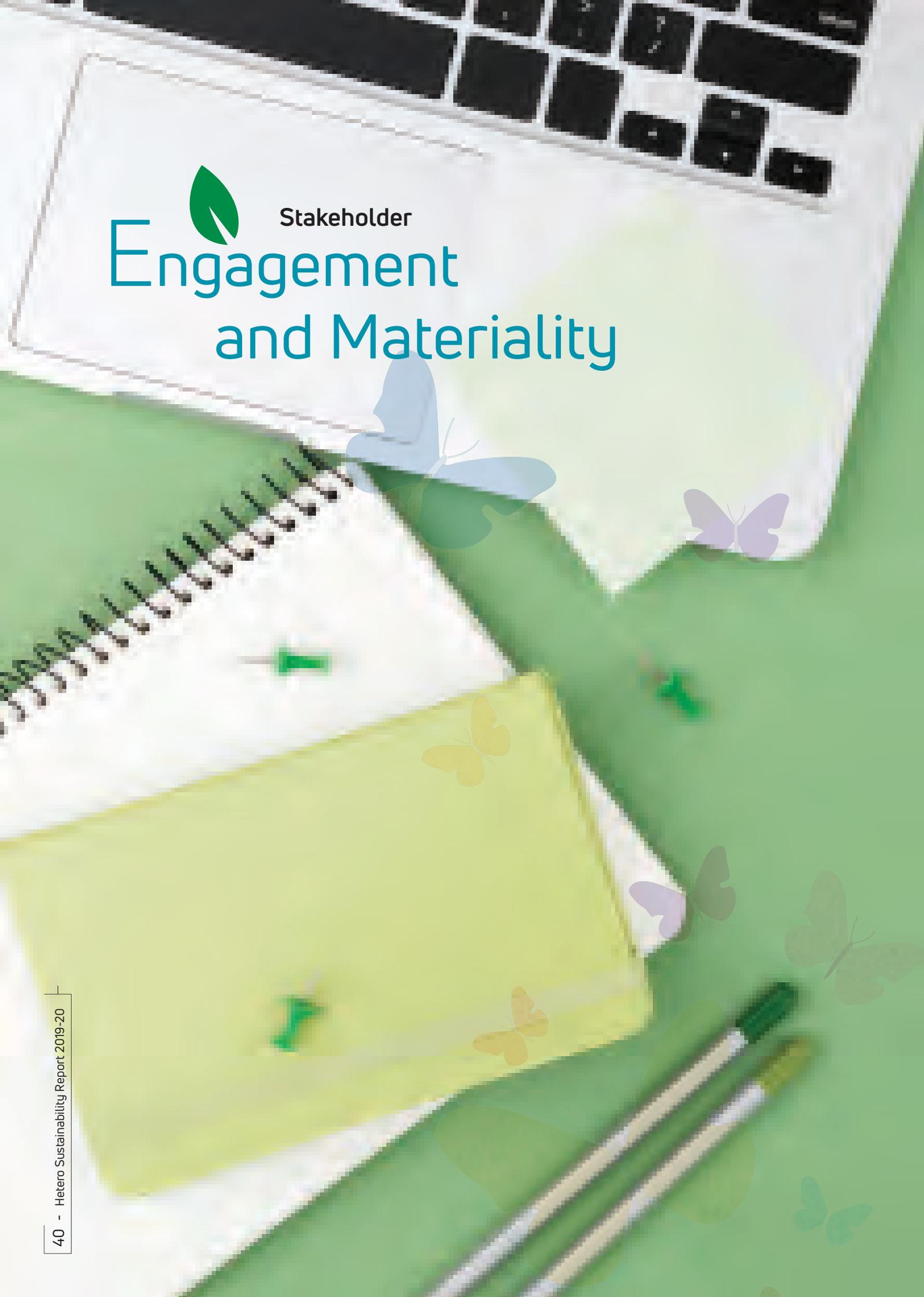
- To monitor progress on environmental parameters a systematic process is in place for numeric data gathering, recording and collating which is supported by the sustainability portal. Bottom up approach is applicable to collecting data against each aspect with well-defined responsibilities. Performance data is reviewed, presented and discussed regularly at plant and corporate committee meetings.
- We are annually audited on various management systems, and regulatory compliances by various bodies and agencies as applicable.
- We see value in setting targets, and communicating the targets and progress with our stakeholders. We have set targets and communicated them for selected aspects. All externally communicated targets are set for a period of 5 years and will be re-visited at the end this period to review their adequacy and updated with future outlook.
- We regularly communicate our progress on material aspects through our website, and social media platforms in various forms like regular annual reports.
- Trainings, capacity building, internal audits all feed into meetings at various level to bring about change in approach wholistic or topics specific as necessary.
- Lastly, "the sustainability guideline principles" of Hetero provides guidance on policy, management systems, review, audit etc. to ensure effective implementation of sustainability approach.

We started on our journey of comprehensive sustainability disclosure four years ago. Public disclosure practice has had a profound impact on our culture of sustainability. It has brought tremendous awareness and clarity among our internal stakeholders on what sustainability is and what it means to us at Hetero. It has enabled better alignment of thoughts and action on sustainability from one and all. New initiatives like strengthening of policies, data collection and collation systems, determination of our carbon footprint, measurement of reduction initiatives could be established.

Having been the centre point for driving sustainability, we feel excited about the future initiative and actions that are planned.



**Srinivasu Metlapalli**  
Sr. GM - HSE (Formulations)  
& Head - Sustainability



Stakeholder  
Engagement  
and Materiality

Our Stakeholder engagement is guided by our value system. The knowledge and insights that we gain from interacting with our stakeholders adds to our dynamism and quality and makes us fulfil our responsibility of conducting business in a sustainable manner for all.

## Hetero's Value System Guides Stakeholder Engagement

Stakeholder engagement is an ongoing process at Hetero. Formal and informal engagement provide us feedback on all spheres of our business. We segregate them and communicate internally for appropriate action as needed. To ascertain that stakeholders can reach out to us from anywhere in the world, we provide numerous connect points on our website. We also engage with our stakeholders specifically on matters related to sustainability through the sustainability feedback mechanism established last year.



Stakeholders	Key stakeholder interest and concerns derived from stakeholder engagement	Mode of Engagement	Frequency of Engagement
<b>Government organizations:</b> State Pollution Control Board (SPCB), Ministry of Corporate Affairs 	Government – CSR spent, effluent and waste	Site Visits, Personnel interactions, Participation in Meetings, Feedback on Sustainability Report.	Annual
<b>Customers:</b> Business to business customers 	Customer – Health and Safety, Compliance, product quality, reliability	Customer Meets Formal and informal Feedback from Customers /Health Professionals/ Medical Practitioners Customer Audits.	Annual
<b>Employees:</b> Full time and contract employees 	Employees – Occupational health and safety, career progression, non-discrimination, learning	Online Surveys, Feedback forms, Employee Meets, Skills Development programs, Open Floor Suggestions, Annual Performance Management system.	Regular Intervals
<b>Society:</b> Local Communities 	Society – education, contribution to well-being and environmental performance	Village Meetings Community surveys Feedback from Community Participation in local activities.	Annual and also on need basis
<b>Suppliers:</b> Contractors and Material Suppliers in India 	Suppliers – health and safety and ethical procurement practices	Vendor Audits, Facility Visit, Offsite Assessment Online Surveys, Agreements, Suppliers Trainings.	Annual and also on need basis with specific suppliers (with respect to supplier assessments)
<b>Investors:</b> Board of Directors and Bankers 	Investors – Long term sustainability, transparency, compliance, economic value	Directors Meetings Annual Review Meetings Publish Annual Reports.	Once in 3 months

## Cumulative Outcome of All Stakeholder Engagements

Stakeholder	Stakeholders Sustainability Concerns	Response
Government	CSR activities and outcome parameters can be further strengthened	Exercise to understand avenues for strengthening based on the new situations emerging from pandemic being planned
Customer	Enhancing the sustainability process and procedures	Sustainability guiding document and procedure implemented
	Rainwater harvesting	Rainwater harvesting capacity enhanced
Employee	Employee interaction / training on Hetero's values	Planned value day
	Updating the CSR program	Engaging farmers and introduced skill based training centre

## Materiality

This year's report will be our fourth sustainability report. During the development of our first report for the year 2016-17, materiality assessment was carried out to identify the material sustainability aspects for Hetero. These were identified through extensive interaction with the internal stakeholders. As per GRI, materiality assessment must be carried out periodically. We have decided to carry out the materiality assessment once in three years. We have initiated a comprehensive re-assessment of materiality as per GRI standards guideline.

In defining material Aspects as per GRI a reasonable estimable of sustainability impacts, risks, or opportunities must be carried out while keeping in mind the main sustainability interests and topics, and Indicators raised by stakeholders, challenges for the sector reported by peers and competitors. Hetero's values, policies, strategies, operational management systems, goals, and targets may also influence the material aspects. While relevant laws, regulations, international agreements, or voluntary agreements with strategic significance to the company may also add to the material aspects. Overall, our objective is to include all the material aspects which will contribute to sustainable development of Hetero.

The adequacy of currently identified material topics for future is being assessed. To carry out further modifications in the materiality assessment of Hetero, stakeholder feedback / perception and expectations are being gathered as follows:

- A questionnaire has been developed and circulated to all concerned internal stakeholders
- Feedback and/or comments from external evaluations are being considered
- Desktop based research to gather most prominent issues relating to the sector and media reports

The feedback from all sources will be analyzed and ranked using the likelihood and severity impact matrix developed by us. We understand that some of the material sustainability aspects and indicators may be difficult to quantify, or it may be that we are in nascent stage with respect to those topics. We view these different stages, as an opportunity for us to evolve and emerge strong year-on year in our sustainability practices.

We were expecting to share and reflect, the results of the above-mentioned materiality analysis with all our stakeholders through this year's report. However, the



**Jeyasingh Balakrishnan**  
Head - Corporate Communications

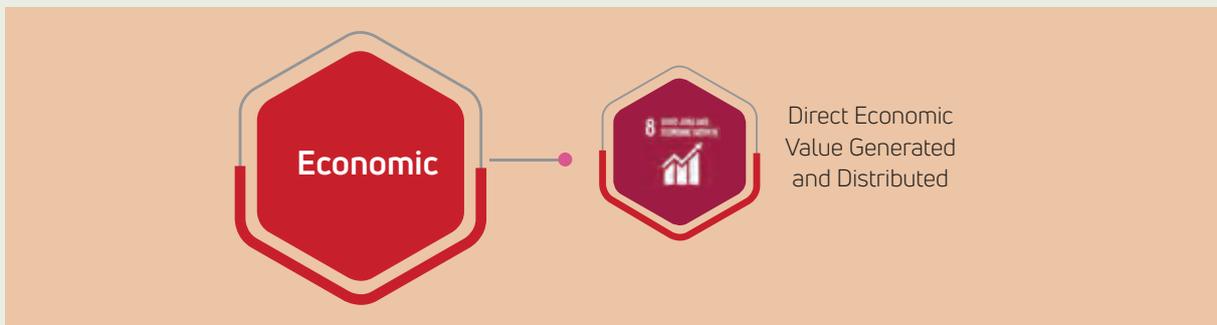
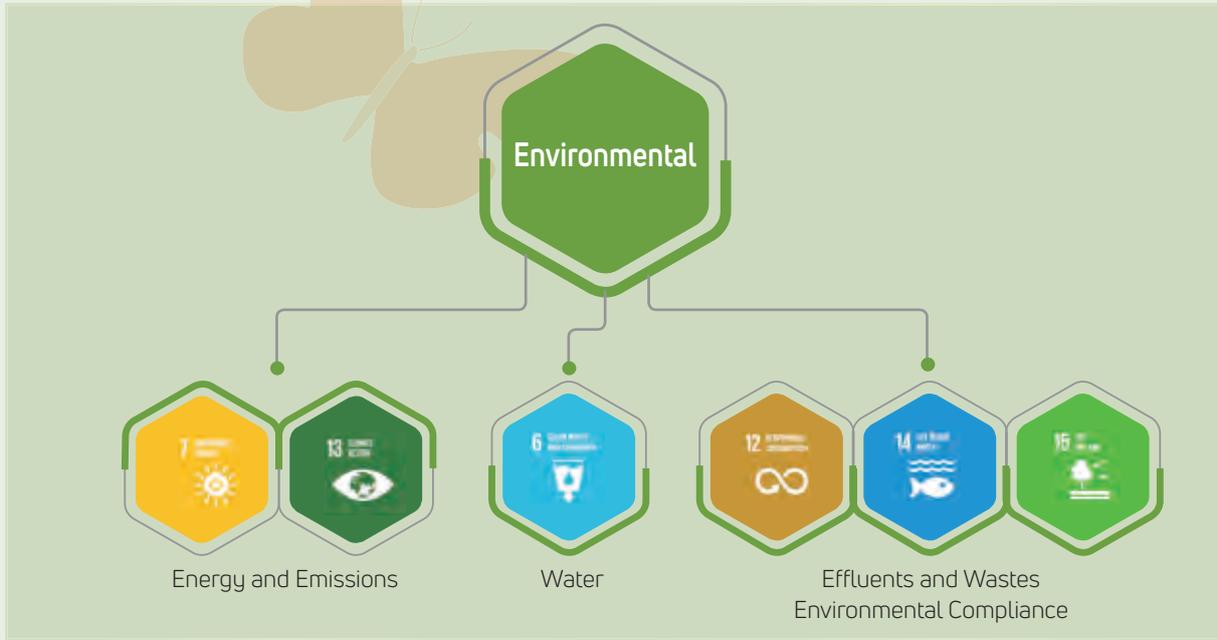
Hetero's Communications team plays a central role in communicating relevant messages for internal and external circulation while enabling seamless information flow between our organisation and stakeholders across the world. Inspired by the mantra of 'Right Time - Right Message - Right Media', we are effectively spreading awareness pertaining to Health, Social and Environmental Sustainability besides keeping the world updated on the latest developments at Hetero.

unprecedented situation arising a result of the pandemic has derailed the process and we will be completing it in due course and share the updated materiality assessment in next report.

Material aspects and indicators identified in the earlier assessments have been included in this report. We have

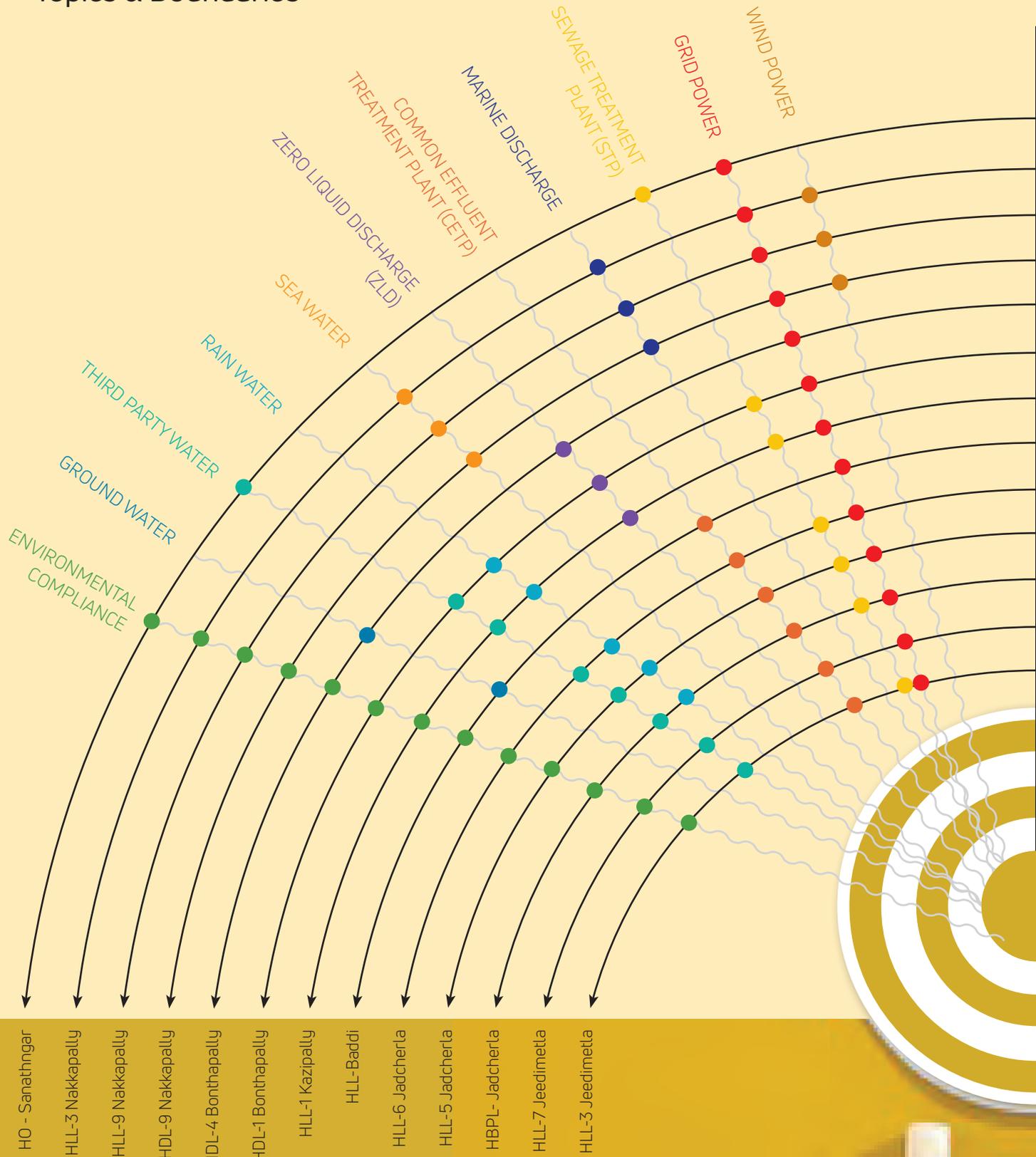
mapped our material topics / action to the United Nations Sustainable development goals (UN SDG) and found them to align with eight of the SDG goals. Detailed list of GRI indicators reported in this report are mentioned in the GRI Index at the end of the report.

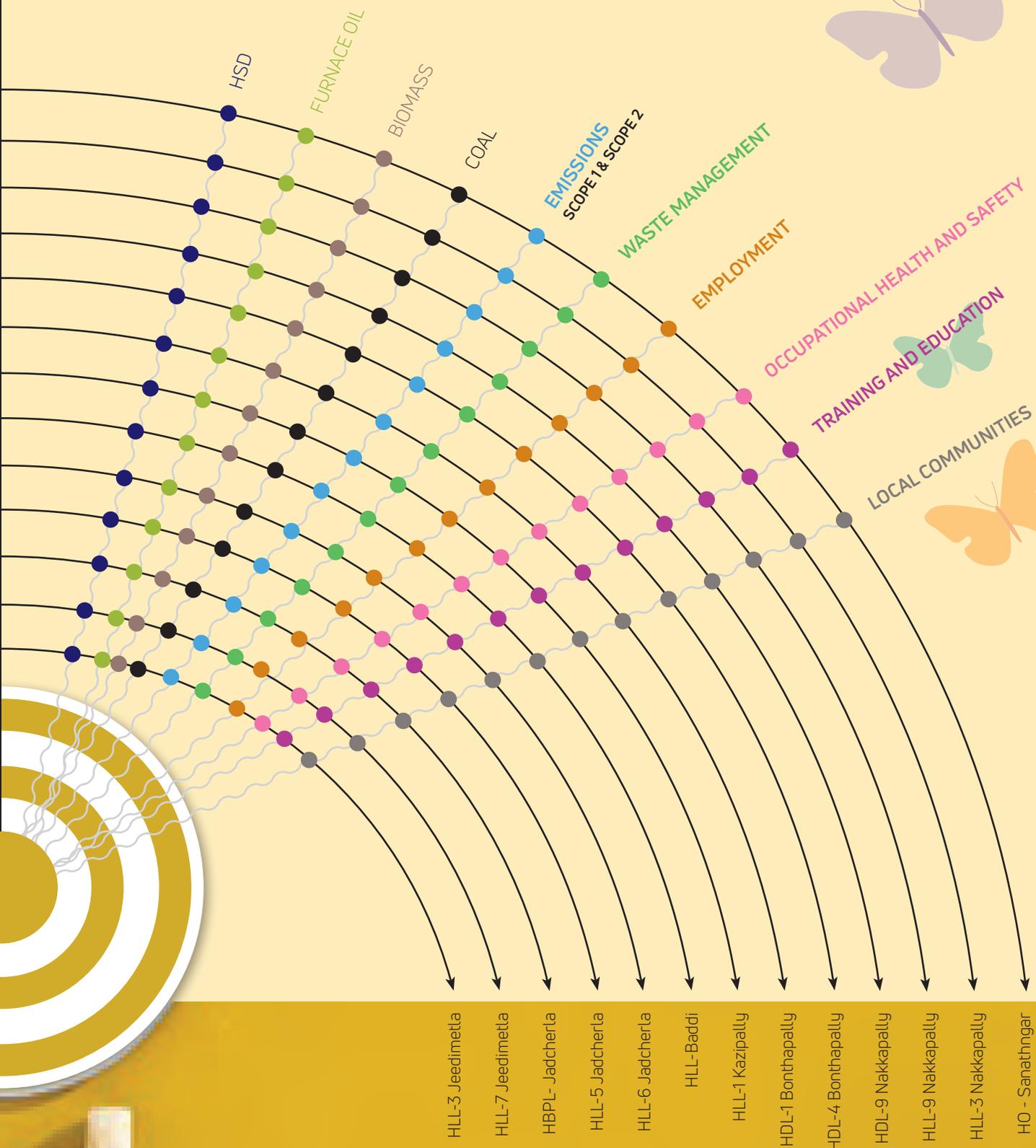
### Material Topics and Aligned UN SDGs



# Material

## Topics & Boundaries







# Governance

Governance is about working strategically towards companies' vision while delivering value to all stakeholders, in a transparent manner. Our leadership team drives effective governance through responsible and dynamic leadership.

Board of directors form the highest governing body at Hetero. Highest leadership role held by women is at Director level. **We have thirteen members in the board out of which three are independent directors, six Whole-Time directors.**

## BOARD COMPOSITION

### **PARTHASARADHI REDDY BANDI**

Whole-Time Director (HLL)  
Director (HDL, HBPL)

### **BANDI VAMSIKRISHNA**

Managing Director (HLL)  
Director (HDL)

### **ATTUNURI VENKATANARASA REDDY**

Whole-Time Director (HLL)  
Director (HDL)

### **KALAVATHI BANDI**

Director (HLL, HDL)

### **MOHANA REDDY CHILUKURI**

Whole-Time Director (HLL)  
Director (HBPL)

### **SAMBI REDDY JONNALA**

Whole-Time Director (HDL)

### **RATHNAKAR REDDY KURA**

Director (HLL)  
Whole-Time Director (HDL)

### **SRINIVAS REDDY MALE**

Director (HLL)

### **RAJASEKHARA REDDY**

Independent Director (HLL)

### **GOPAL REDDY ANNAREDDY**

Independent Director (HLL)

### **GOPALA KRISHNA RAMPALLI**

Independent Director (HDL)

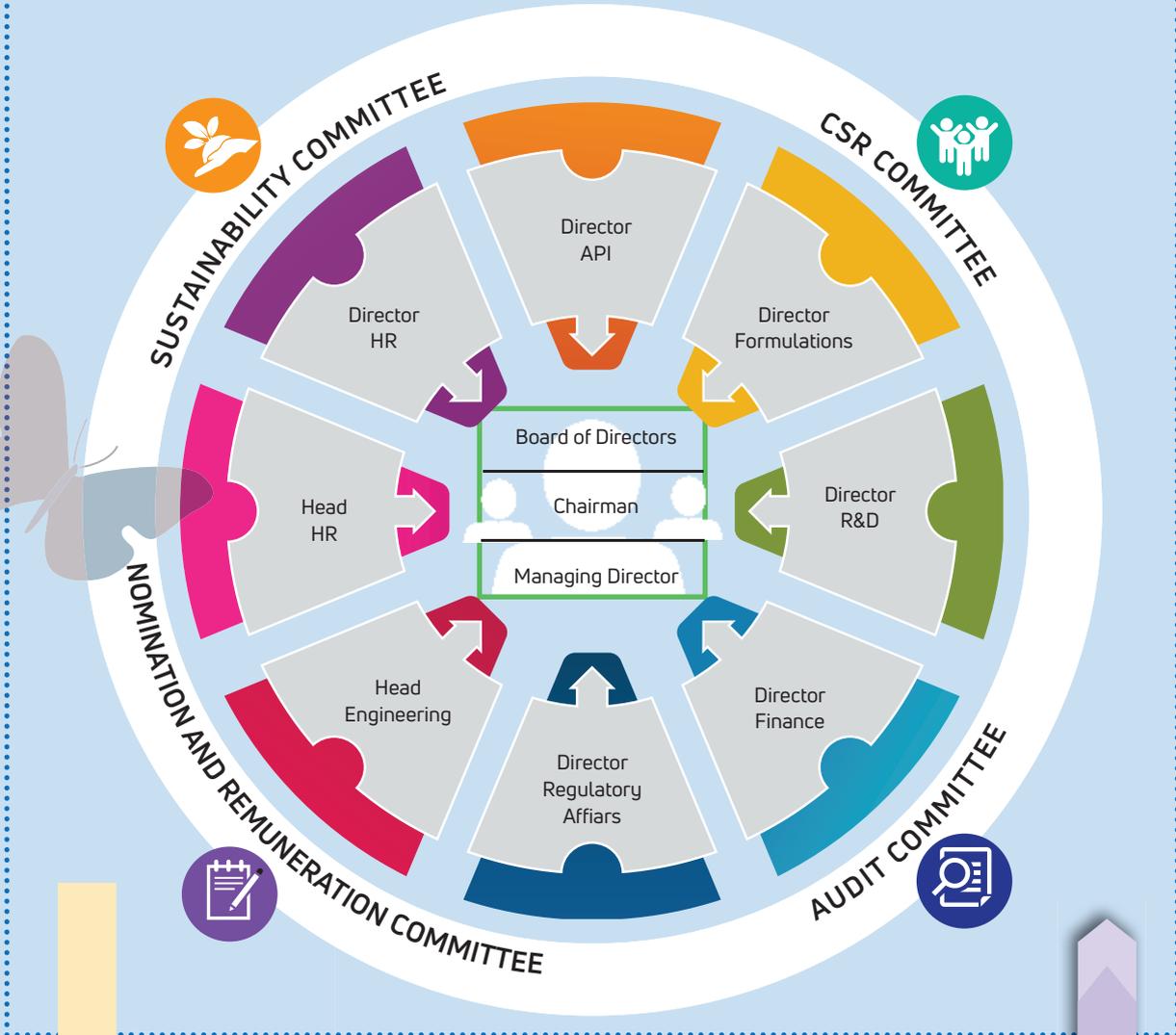
### **VIJAYA BHASKARA REDDY KESARI**

Whole-Time Director (HDL)  
Director (HBPL)

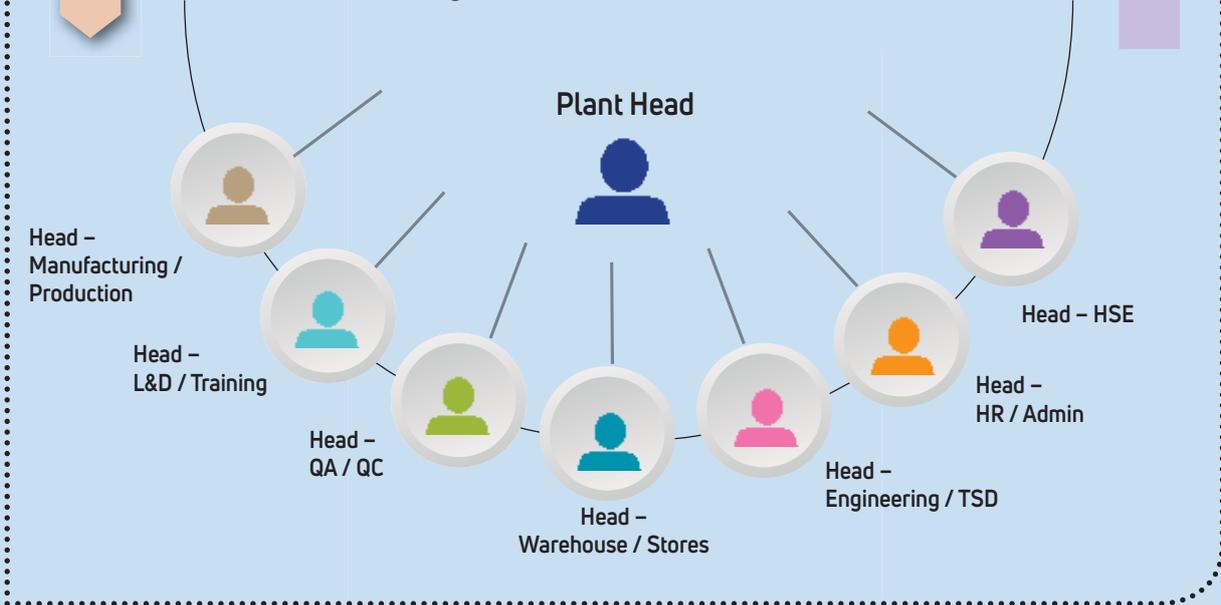
### **REDDY NARSIMHA**

Director (HDL)

### Sustainability Governance Structure at Group Level



### Sustainability Execution Structure at Plant Level



We have a sustainability committee, to formulate and drive sustainability initiatives of the company. It reports to the board of directors which provide strategic direction and guidance. The committee also guides and overviews sustainability reporting. The committee is chaired by Managing Director and constitutes of head of departments as its members. Sustainability, regulatory affairs, Corporate Communications, CSR, HSE, Human Resources, Learning and Development, and Engineering are other members of the committee. The committee meeting takes place at least twice in a year and more meeting are organised as needed.

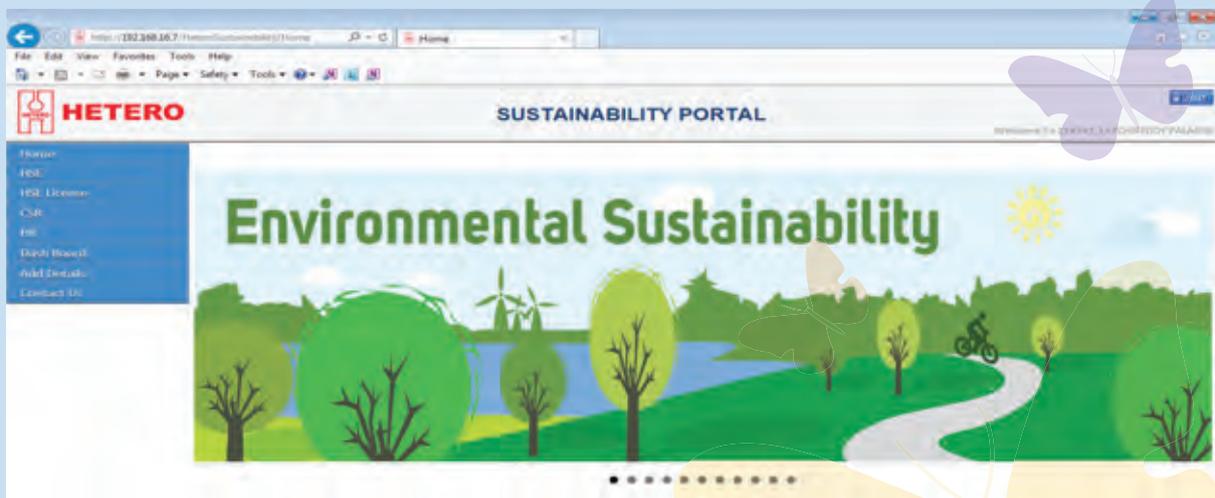
Implementation of several sustainability initiatives takes place at manufacturing units. Unit level execution teams from varied departments implement these initiatives. Manufacturing units at the same time, are met with real time challenges, issues and opportunities on matters linked to sustainability. The unit level committees, headed by plant head interact and provide inputs for the sustainability committee.

Our sustainability governance structure is tightly knit and well connected with the manufacturing sites.

## Data Integrity

We have been steadfast in our progress towards enhancing data integrity. Last year, we initiated the project to enhance coverage of sustainability data management portal. We have completed updating and expect to collect sustainability data with lesser manual interference and in a more systematic manner.

### HETERO SUSTAINABILITY PORTAL DASH BOARD



## Core Elements of Sustainability Guiding Principles

The "Hetero Sustainable Guiding Principles" have been prepared with an intention of setting out the requirements; including establishment, documentation, implementation, maintaining and continually improving the effectiveness on sustainability in line with the current applicable legal and other compliance obligations.



**M. Prasad Reddy**  
Associate Vice President –  
Baddi Operations

Baddi is the only unit at Hetero which is located in the northern part of India. Despite being farthest of all units, we are culturally integrated and connected as Hetero family. The sustainability practices and principles are implemented seamlessly across geographies.

## Policies, Conduct and Practice Guidelines that Support Sustainability



- Freedom of Association and the Right to Collective Bargaining
- Policy Against Discrimination



- Policy Against Forced or Compulsory Labour
- Disciplinary Policy



- Working Hours and Over Time Policy
- Remuneration Policy



- Whistle Blower Policy
- Employees Resignation and Discharge Policy
- Grievance Handling Policy



- Policy Against Harassment / Abuse
- Expectant Mothers Policy



- Fair business practices
- Anti-Bribery and Anti-Corruption Policy



- Employee Conflict of Interest Policy
- Anti-Money Laundering Policy



- Responsible Marketing Policy
- Information Security Policy



- Sensitive Transactions Policy
- Sustainable Procurement Policy

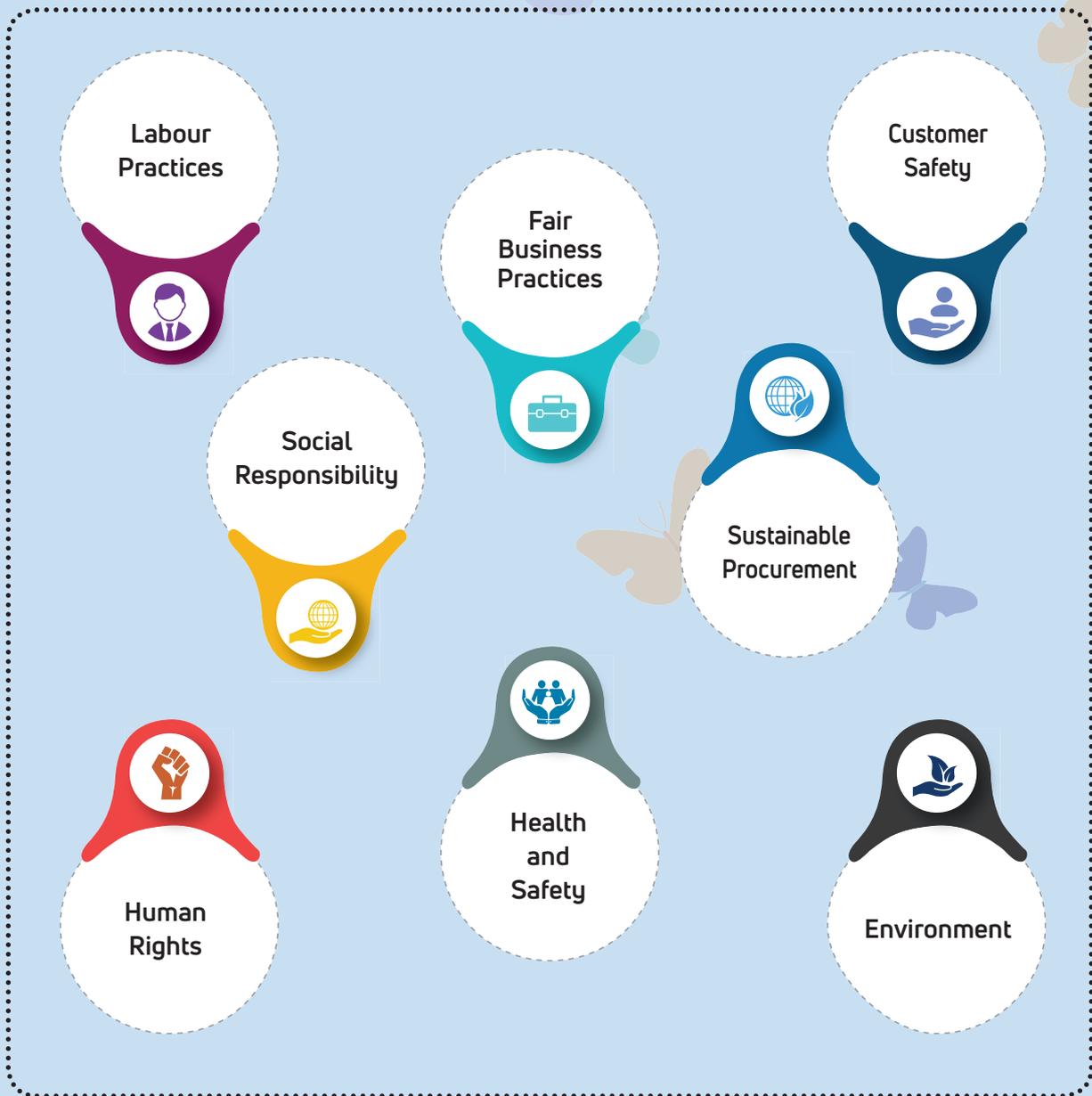


- Customer Safety Guidelines
- HSE Policy



- Energy Policy
- Biodiversity Policy

## HETERO SUSTAINABLE GUIDING PRINCIPLES





## Risk Management

Risk management is integral part of assisting the company to deliver consistently. Hetero has appropriate risk management framework which is primarily designed for financial risks and has been extended to other risks. It defines risk rating criteria, likelihood of risk, risk impact, and mitigation plan by the respective functional heads. The objective of risk management framework is to keep the build readiness to combat risks. Major risks identified by the business and functions are systematically addressed through mitigating actions on continuous basis, improving the effectiveness of risk management, and control processes.

The internal audit team helps to enhance and protect organizational value by providing risk-based objective assurance, advice, and insight. The internal audit team prepares annual audit plans based on risk assessment and conducts extensive reviews covering financial, operational and compliance controls. Areas requiring specialized knowledge are reviewed in partnership with external experts or by recruiting resources with specialized skills.

**Key financial risk identified are:** market risk, credit risk and liquidity risk.

**Key Sustainability risks perceived by Hetero are:** Regulatory risk, Health and Safety Risk, Sustainability risks in supply chain and Social Risks

We perceive sustainability risks in supply chain and are in the process of evaluating it under our ongoing materiality assessment and may include it as a material risk if identified to be material.



**Sudershan Pallap**  
Associate Vice President – Legal

Legal compliance on all fronts is the fundamental commitment of long-term success. With the complex and constantly changing business scenario regulatory risk management is among the top priorities. We are always on our toes to ensure maximum environmental compliance in the entire business chain. We our further strengthening our systems through IT intervention to improve tracking and reporting on compliance.



## Sustainability Targets Performance Summary

Employees are our greatest assets and we strongly care for their life. Besides constantly embracing newer technologies and processes for mitigating occupational hazards, we frequently conduct health and safety awareness drives to inculcate safety culture among our employees. We also implement a host of environmental measures that fall within and beyond the fold of our operations. They include utilizing best of available technologies for efficient effluent treatment and waste management, natural resources' conservation, harvesting renewable sources of energy besides tree plantation programs among others.

Meanwhile, we have been on track in achieving the other milestones i.e. setting up of goals and targets, and approach to sustainability themes outline in our first report. In 2017-18 we have through a systematic approach defined goals and targets for selected sustainability indicators. All goals and targets have been set for the target year 2022 with the base year of 2017. We are tracking our progress against these targets and the same is presented in this report.



**A. Sudhakar Reddy**  
Vice President – Liaisoning

Principles of sustainability touch every business perspective at Hetero. Enhancement of data integrity through initiatives like sustainability portal empower us in delivering more responsibly.

## Progress Against Targets

### Environment

Targets	Reduce specific fresh water consumption by 5% by 2022 (base year 2017)	Reduction of Greenhouse gas (GHG) emissions by 2% by 2022* (base year of 2017)	Increase in waste water recycling by 5% by 2022 (base year 2017)	Reduction of landfill waste disposal by 10% by 2022 (base year 2017)
Unit	ML/Mn Rs Revenue	tCO <sub>2</sub> e/Revenue from sales in Mn Rs	ML	MT
FY 2016-17	0.0116	4.9	107.48	2213
FY 2017-18	0.0114	4.88	167.96	6163
FY 2018-19	0.0108	4.65	212.26	5533
FY 2019-20	0.099	4.50	199.95	6120
Progress / Achievement	13.2% 	6.17% 	9.3% 	-22% 

### Health & Safety

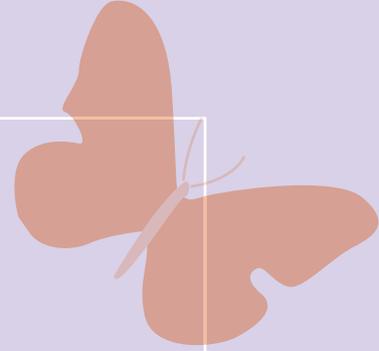
Targets	Risk Assessment Review at least 75% of facilities 2022	2 Man day safety training per head per year 2022
Unit	%	Man days
FY 2016-17	Not compiled	Not compiled
FY 2017-18	Not compiled	Not compiled
FY 2018-19	36	1.39
FY 2019-20	52	1.16
Progress		

### Sustainable Procurement

Targets	100% communication of requirements on sustainable practices to vendors 2022	100% vendor qualification audits for raw materials 2022	100% assessment of vendor sustainability practices through Monkey Survey by 2022
Unit	%	%	%
FY 2016-17	0%	-	-
FY 2017-18	60%	Process Initiated	90%
FY 2018-19	90%	Under Trial	90%
FY 2019-20	90%	initiated	90%
Progress			

 Achieved  Under Progress

\* Both scope 1 and scope 2 GHG emission are included in the GHG emissions intensity ration.



# Creating

Economic Value  
for all in the Society





## Economic Performance

We have systematically generated economic value from our business and shared it with all stakeholders what rightfully should be shared with them. This year our revenue grew by 3% over last year. Our contribution towards employees is 9% of our revenue and that towards government is 8% of our revenue. Community investments are based on the needs of the community. Hence, INR 198 Million was spent on CSR activities. No environmental fines and penalties were applicable for the FY19-20. We did not experience any complaints, fines or recalls with regards to our products and its impacts on customers' health and safety in this year.

### Approach

Economic value must be shared with the community from where it emerges, is our philosophy and approach.

### Efforts / Actions

- Generating constant economic progress
- Providing fare share to employees
- Structured processes of adding value to the society where we operate
- Supporting local business by developing local supply chain
- Meeting all our legal financial obligations systematically

### Outcome

- Last 27 years, we have demonstrated constant progress through our revenue. In FY20, our revenue increased by 3% compared to last year.
- Most of our employees are from the local society in all geographies of operation.
- Remuneration is in alignment with the market practices in the region
- Through structured CSR program we constantly provide societies support that they need
- Nearly 90% of our procurement is from local suppliers (within India)
- We have diligently been paying all applicable taxes to the government every year

## Our Future

### ARVs

Our strong portfolio of over 30 ARV combinations is currently catering to 40% of global HIV/AIDS treatment, making us a global leader in this space.

We aim further our reach to meet the needs of 10 million patients by 2020 keeping in pace with 90-90-90 vision of global humanitarian agencies.

### Oncology

By relentlessly investing in building our expertise in Oncology, we are playing a significant role in facilitating affordable cancer care with our 35+ world-class products



## Our Partnerships and Supply Chain

Over the years we have established productive alliances and long-term partnerships with leading global pharma organisations who rely on us for producing medicines with optimum cost-effectiveness. Thanks to our robust R&D and backward-integration capabilities which present significant economies-of-scale advantages. In addition, we have also been successful in helping our partners launch many first-time generics across major therapeutic areas.

While our global collaborations with innovator companies allowed us to constantly expand our product basket and impact global markets our partnerships with global procurement agencies helps us to increase access to life-saving medicines across the world.

**Some of the top global aid agencies partnering with us for ensuring access to affordable life-saving medicines:**

**PEPFAR - SCMS / Chemonics | UNDP | PAHQ | GLOBAL FUND | MAUL | MSF | IDA | CHAI | UNOPS | UNICEF etc**



While growing globally, we have taken note of the local strengths available in India, which is our manufacturing hub. It has helped us develop extensive local supply chain in India, while our global suppliers complement the local. We have constant and robust supply chain which helps us deliver timely and cost effectively. About 90% of our suppliers are local (i.e. from within India). In FY 20, we have spent 24% of global suppliers and 76% on local suppliers. **Aligned with Governments 'Make-in-India' Initiative.**

Supply chain considered is gate-to-gate hence including raw materials, service providers etc...1



**Dr. Manoranjan Kumar**  
Sr. Vice President  
Head CQA - API

Our procedures for Quality Assurance are vigorously trained, followed and monitored through regular quality inspections and audits, which have been ingrained into our Hetero DNA, resulting our performance in to producing affordable and quality products to meet customer satisfaction.



**Dr. Mahesh HRK**  
Vice President  
Head CQA - Formulations

Keeping



# Environmental

Footprint Green and Clean



We are dedicated to conserving and protecting the natural resources of our planet. Being responsible and acting responsibly is a core value of Hetero. We extend this core value to our management of environmental impacts of our business operations. Complying with regulatory compliance and stretching beyond in a systematic manner helps us in incorporating good environmental practices in our operations and promoting our supply chain to follow the same. To adapt to this approach, we have an annual dedicated budget for environmental activities.

We have zero tolerance for any significant environmental non-compliance. We have systems and procedures to maintain environmental compliance. Environment and legal team together deliver on environmental compliance. As a result of our efforts we have paid no fines for any environmental non-compliance nor did we have any significant violations in FY19-20. There are no legal proceedings against Hetero on the topic of environmental compliance. However, we do have minor findings / clarifications with regards to environmental compliance raised by local regulator (pollution control board).



11.2      129.1      20.9

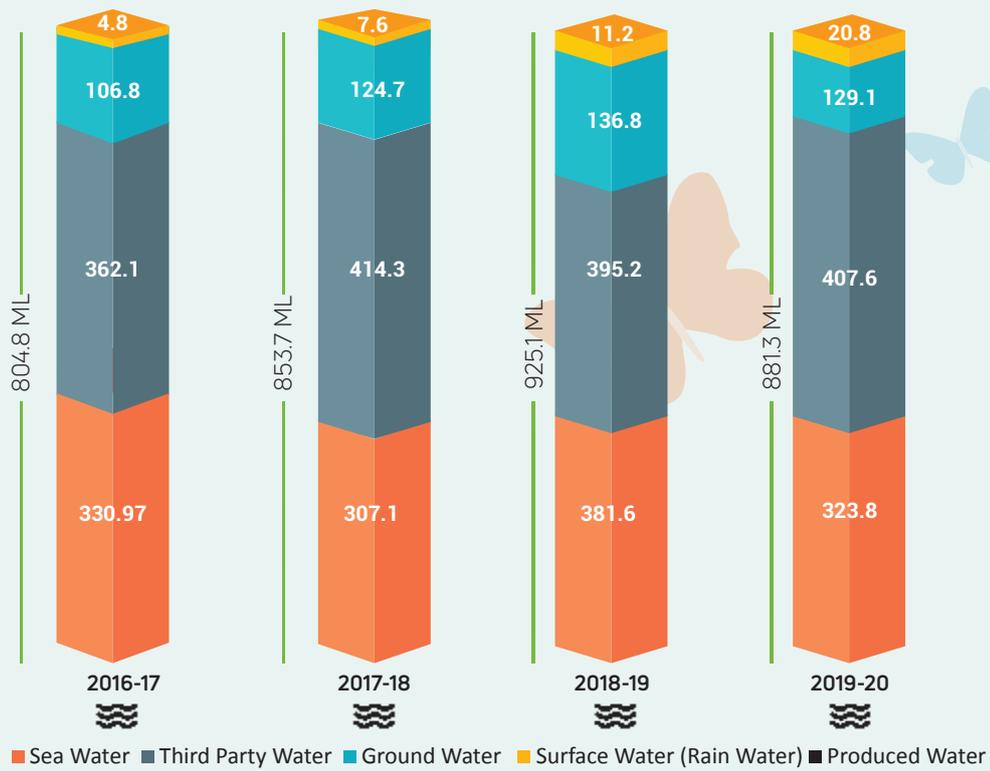
## Water and Waste Water

Water is an essential input for our operations. However, all our production units are located in water stressed areas with competing demand for the resource from all quarters. To quantify water withdrawal from different sources appropriate measurement techniques are applied like volumetric meters have been installed for all pipe based water supply and number of tankers are recorded for tanker based supply. Appropriate conversion and multiplication factors are applied to arrive at the total volume of water consumed. Same is recorded at each site and is made available in the sustainability data base.

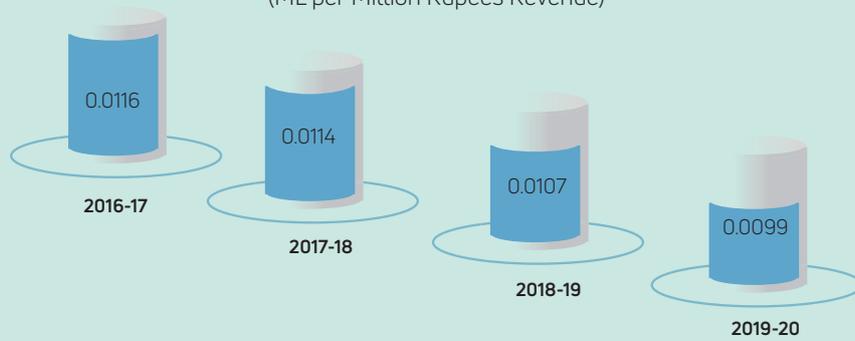
Hetero is dedicated to conserving water so that our planet remains healthy and there is enough for everyone. These are just some of the ways we are working towards making sure that no water is wasted. Fresh water withdrawal in FY 19-20 was 557.8ML.

Approach	Efforts / Actions	Outcome	Target / Commitment
<p>Most of our facilities are located in water stress areas, hence our approach is to reduce fresh water consumption in manufacturing.</p> <p>We are also aware of the water needs of community and work towards fulfilling the same</p>	<ul style="list-style-type: none"> <li>Increasing our water use efficiency through regular internal water monitoring system</li> <li>Significantly increase rainwater harvesting and use of rain water</li> <li>Significantly increase the share of recycled water in our utilities and to continue efforts in finding ways to utilize the same.</li> </ul>	<ul style="list-style-type: none"> <li>Overall water use reduced by 5% compared to last year</li> <li>Several non-process water saving measures were identified and undertaken which lead to water saving of 13.7ML per annum.</li> <li>Rainwater harvesting and usage doubled in FY19-20 as compared to FY18-19</li> <li>Use of recycled water has been doubled (base year FY17-18)</li> <li>All units follow ISO 14001 processes for documentation and carry out audits</li> </ul>	<p>To reduce our specific freshwater consumption by 5% by 2022 over a base year of 2017-18</p>

### Total Water Withdrawal by Source (in ML)

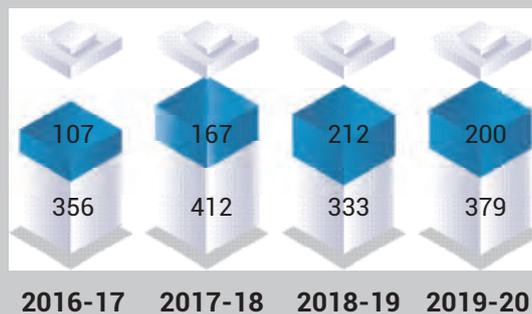


### Specific Fresh Water Consumption (ML per Million Rupees Revenue)



Rain water harvesting and utilization of rain water to combat water stress is well understood. In last five years, we have significantly raised our water harvesting capacities. Our largest rain water harvesting structure of 55,000KL capacity was set up at Jedcharla. In FY19-20, the rainwater harvesting pond was available for storage throughout the rainy season helped increase use of rainwater by more than 300% since FY16-17 and by 85% since last year.

### Effluent Generation and Circulation (in ML)



Legend: Waste Water Generated (Grey), Waste Water Recycled / Reused (Blue)

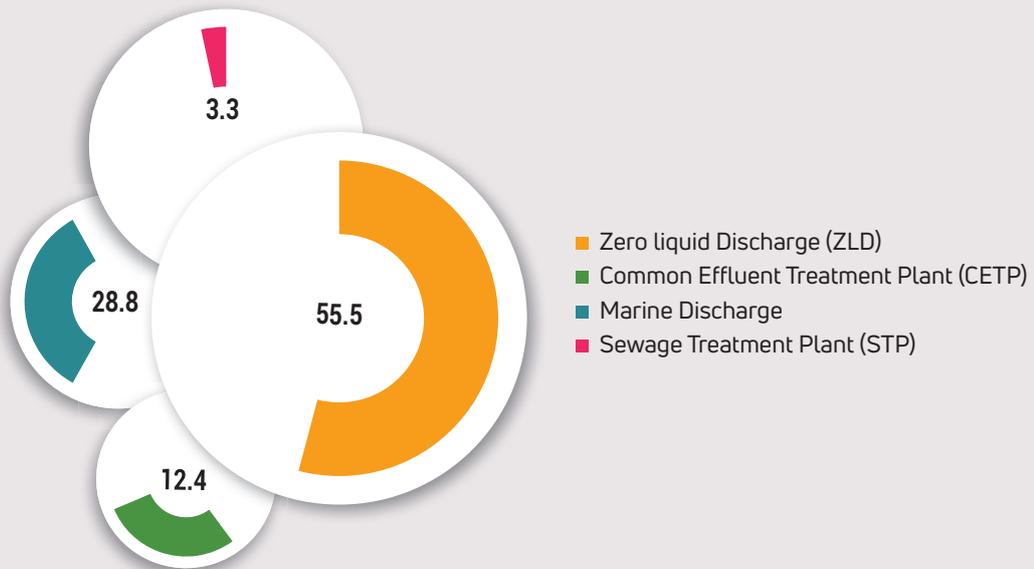


## Effluent Discharge

Effluents impact varies with the quantum and mode of disposal. Effluent discharge can impact land, soil quality, groundwater, surface water and aquatic life in the sea. To minimize any negative impact of effluents generating from our facilities is the primary objective of our effluent management practices.

We have strengthened our ZLD system in FY20 and it is now implemented in 6 facilities and we invested INR 5 crore to set up this system and have been able to treat 55% of the effluent through ZLD thus, reducing the effluent being sent to CETP.

**Waste Water Disposal Pattern (%)**



We quantify the effluent discharged and recycled through appropriate instruments and recorded keeping procedures. Domestic sewerage is currently included in the effluent calculation and we are in the process of setting up mechanism to separately account for it. The effluent quality parameters are in confirmation to regulatory requirements defined by local regulatory bodies. Emphasis is laid on ensuring the data quality through checks and balances set in our system. One of the methods used is effluent quality measurement by third party vendors in addition to our own laboratory data.



## Waste Management

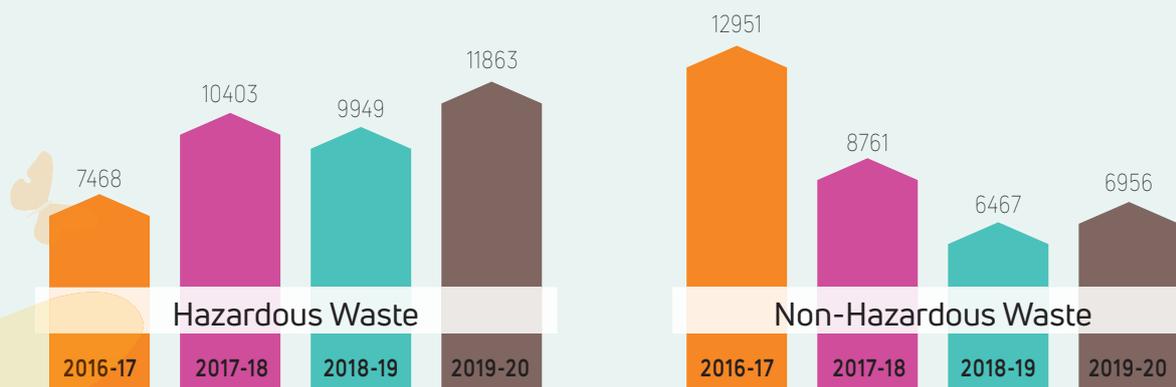
Waste generation in industrial process is inevitable but minimizing the negative impacts is possible. Our approach to waste management is always governed by the principle of minimizing the negative impacts. The waste management process and documentation are well governed by our environmental management systems specifically through ISO14001. Major hazardous waste generated in our operations is process rejects / residues, distillation residue, spent carbon, evaporation salts, ETP sludge, and bio-medical waste. Non-hazardous waste constitutes mainly HDPE drums / carboys, MS drums, packaging material, metal scrap, plastic, paper, rubber and glass. All non-hazardous waste is disposed through authorized recyclers.

Approach	Efforts / Actions	Outcome	Target / Commitment
<p>Always governed by the principle of minimizing the negative impacts of waste generated</p>	<ul style="list-style-type: none"> <li>• Efforts to reduce waste reaching landfill</li> <li>• Better waste segregation for effective disposal and recycling and reuse</li> <li>• Systematic process of waste accounting</li> </ul>	<ul style="list-style-type: none"> <li>• FY19-20 51% of the total hazardous waste reached landfill where as in FY18-19 55% reached landfill</li> <li>• Non infected plastic from biomedical waste has been segregated leading to 50% reduction in waste incinerated since last year</li> <li>• There was 5% increase in the waste utilized for co-processing</li> <li>• All units are follow ISO 14001 process</li> </ul>	<p>To reduce the landfill waste by 10% by 2022 over the base year of 2017</p>

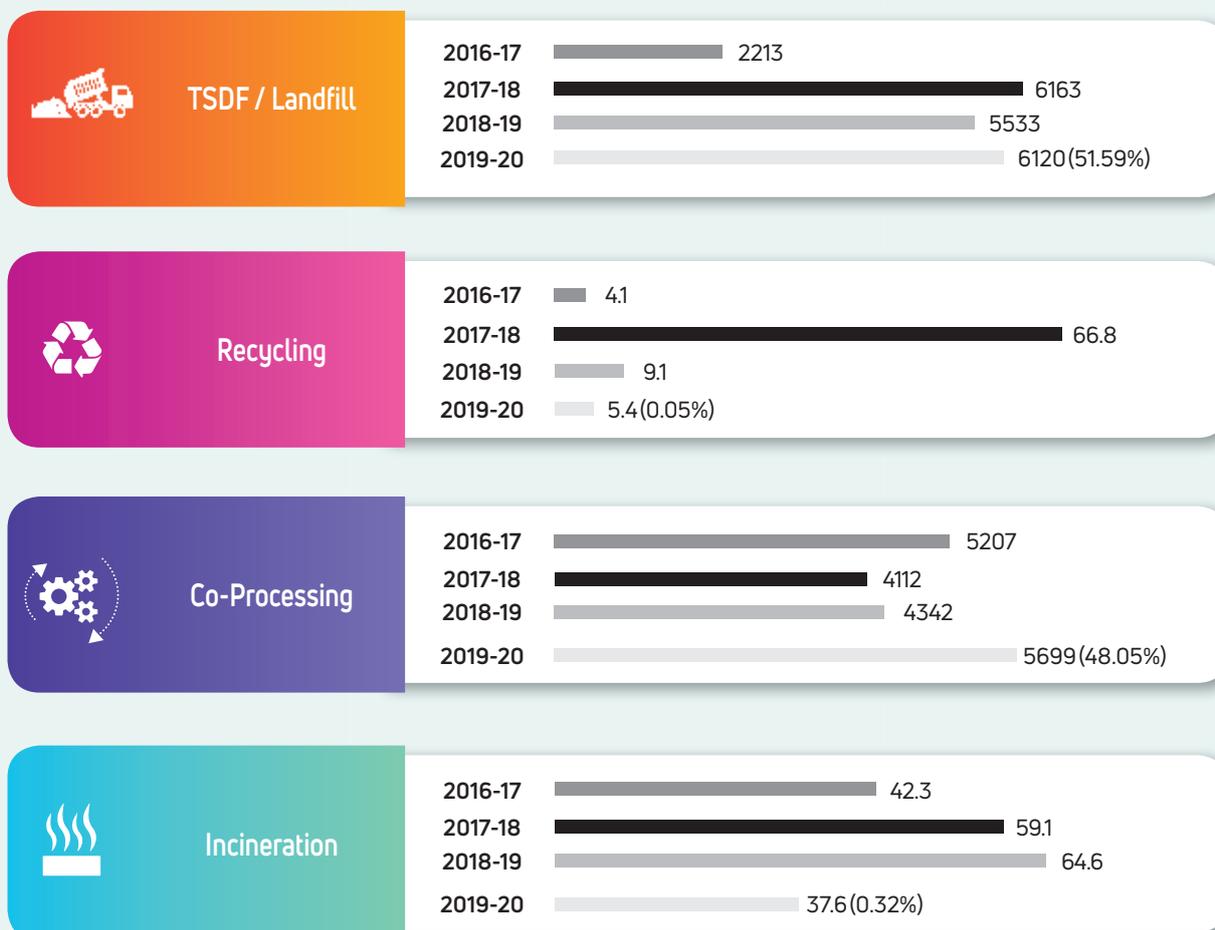
### SPECIFIC WASTE GENERATION (MT PER MILLION RUPEES REVENUE)



### WASTE GENERATION BY TYPE (MT)



### HAZARDOUS WASTE DISPOSAL PROFILE (MT)





## Climate Change and Energy

Climate change poses various risks and opportunities for each and every business operation. We have systematically assessed our way forward on climate, which is interlinked with energy as the primary reason for our carbon footprint. We are on a journey to reducing our emissions and assisting others reduce their emissions through adoption of appropriate energy saving measures and renewable energy use.

### Approach

Energy and climate change are intertwined and we approach them together. Natural resources for energy generation are limited and need to be preserved and utilized cautiously. Our approach to climate change revolves around preparing for a low carbon future and contributing to society in low carbon development.

### Efforts / Actions

- Setting up systems and process for systematic energy conservation and management
- Training and awareness sessions on energy conservation and climate change
- Making provision for renewable fuels and power
- Reducing GHG emissions
- Assist others in reducing footprint and meeting the NDC

### Outcome

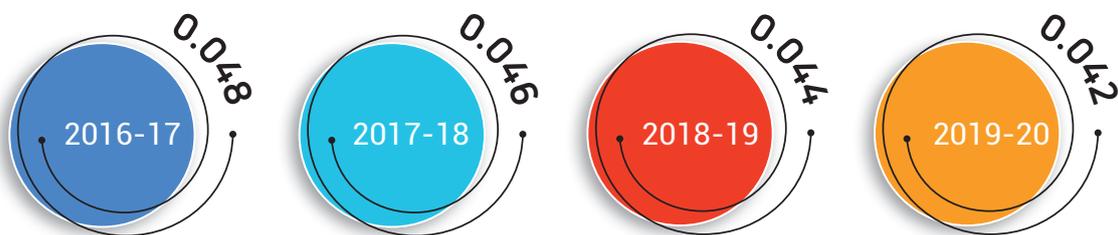
- FISO 50001 implemented at all manufacturing facilities
- All employees have been engaged in energy conservation initiatives
- Renewable fuel usage nearly doubled in last four years
- Nearly 30% of total power consumed is derived from renewable power sources
- Reduction in GHG intensity by 6% from 2017-18
- Total installed capacity of wind power is 124.5MW and solar power is 4.16MW.

### Target / Commitment

Reduce our specific GHG emissions (scope 1 and scope 2) by 2% by 2022 with 2017 as the base year

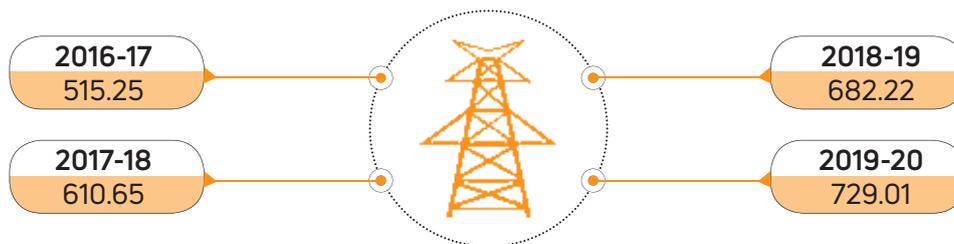
Due to increase in production overall energy consumption has increased despite all the energy efficiency measures. We have made attempts to increase our direct renewable energy consumption both from fuel and power respectively. Thus, the total GHG emissions are avoided. GHG emission intensity-based commitments have been made in the report.

**ENERGY INTENSITY (PER MILLION RUPEES REVENUE)**

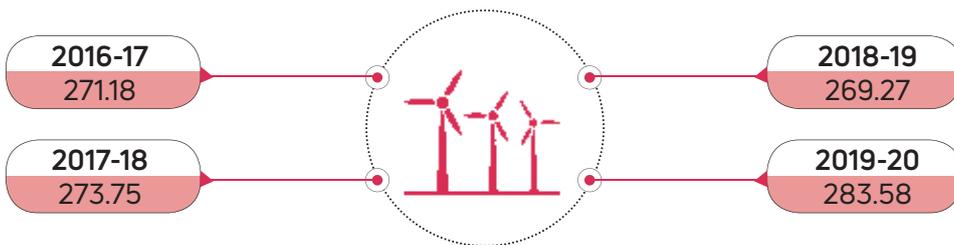


**ENERGY CONSUMPTION (TJ) BY SOURCE**

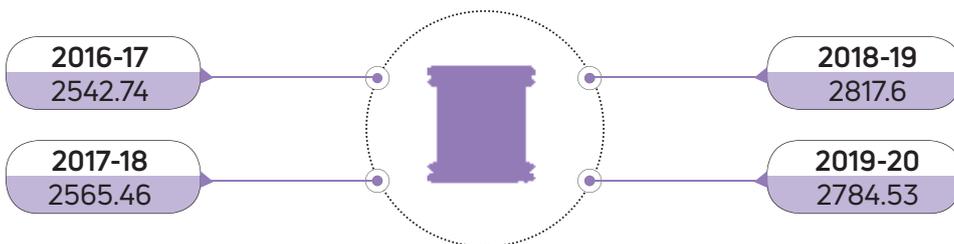
**GRID POWER**



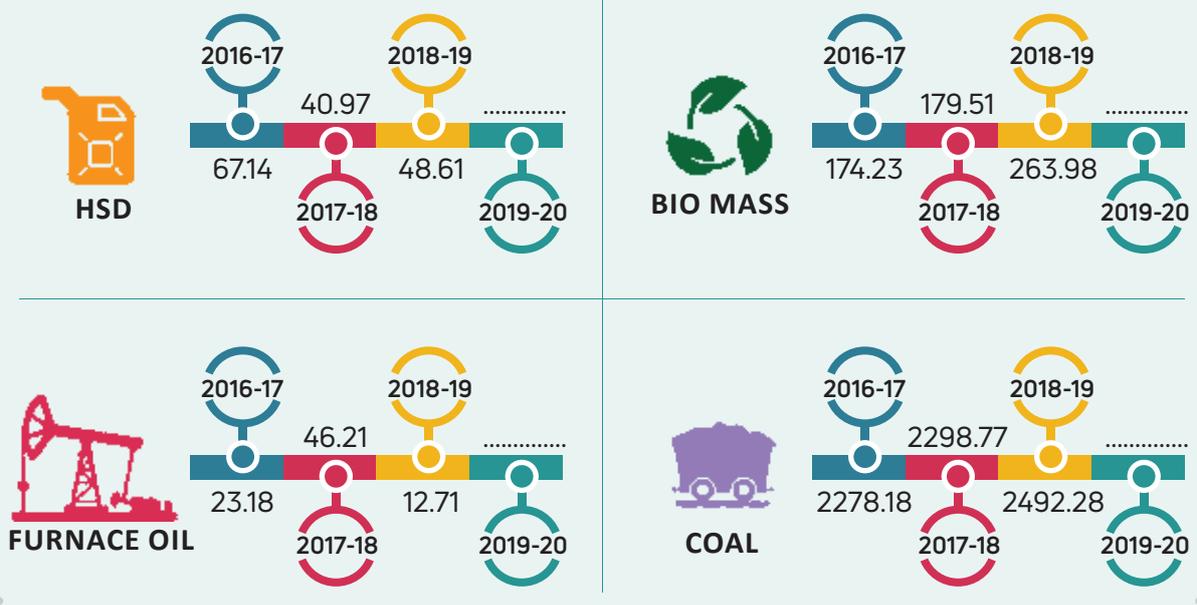
**WIND POWER**



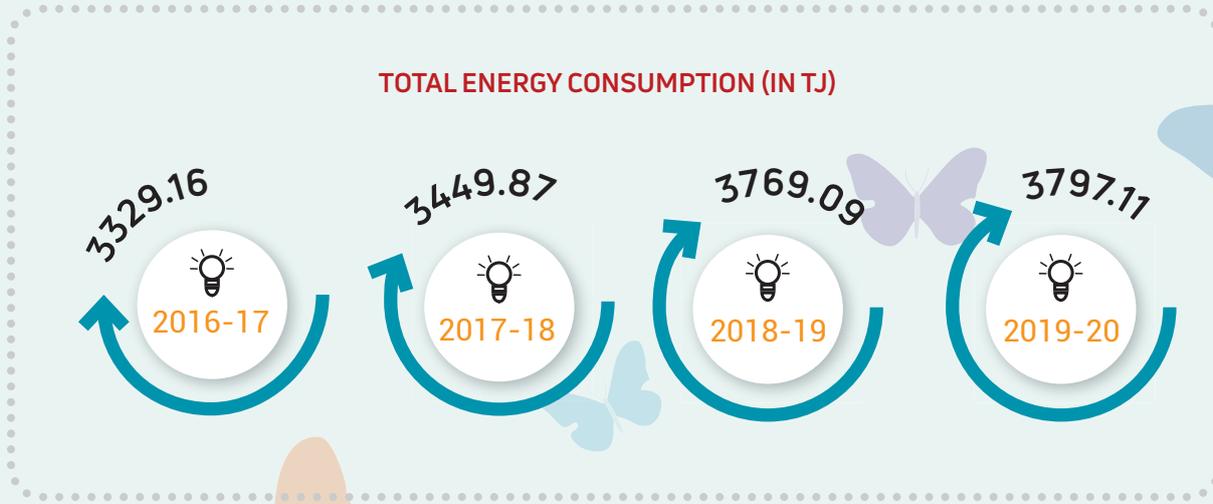
**FUELS**



### ENERGY FROM FUELS (TJ)

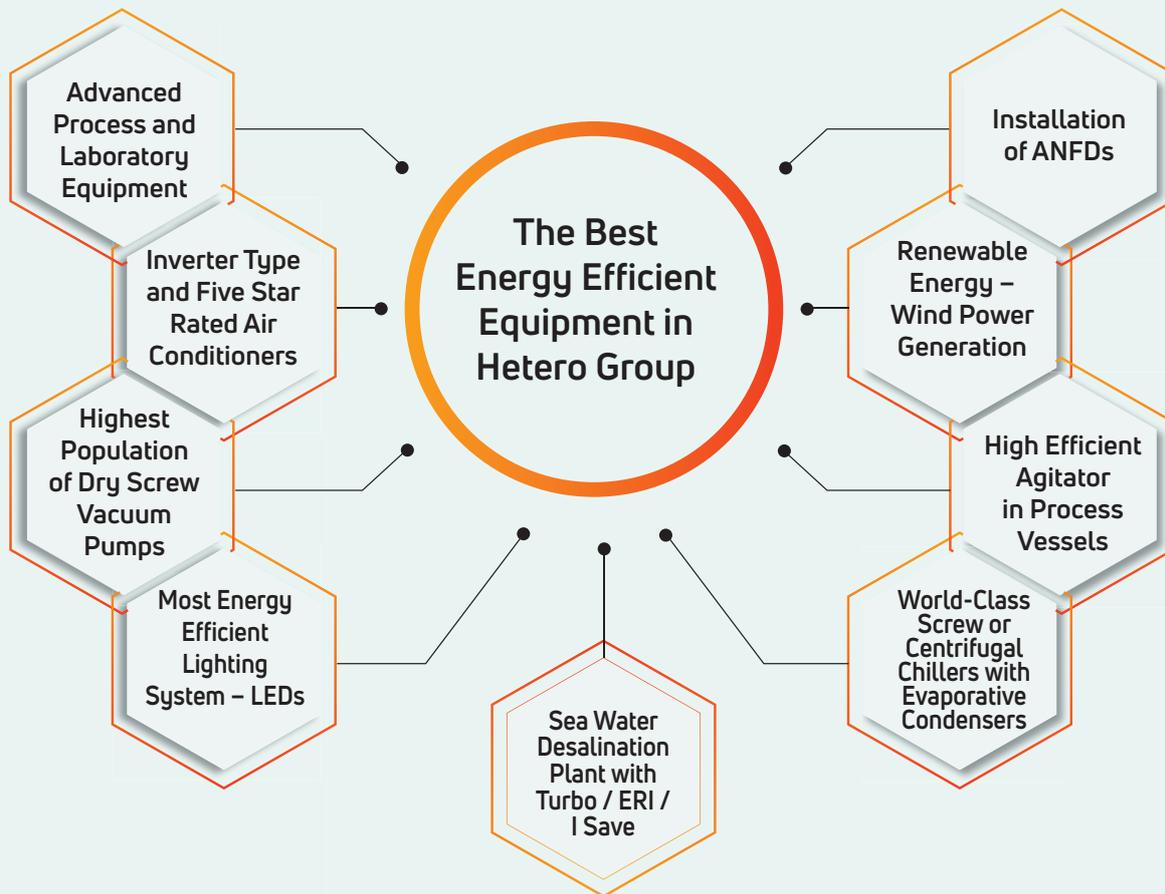


### TOTAL ENERGY CONSUMPTION (IN TJ)

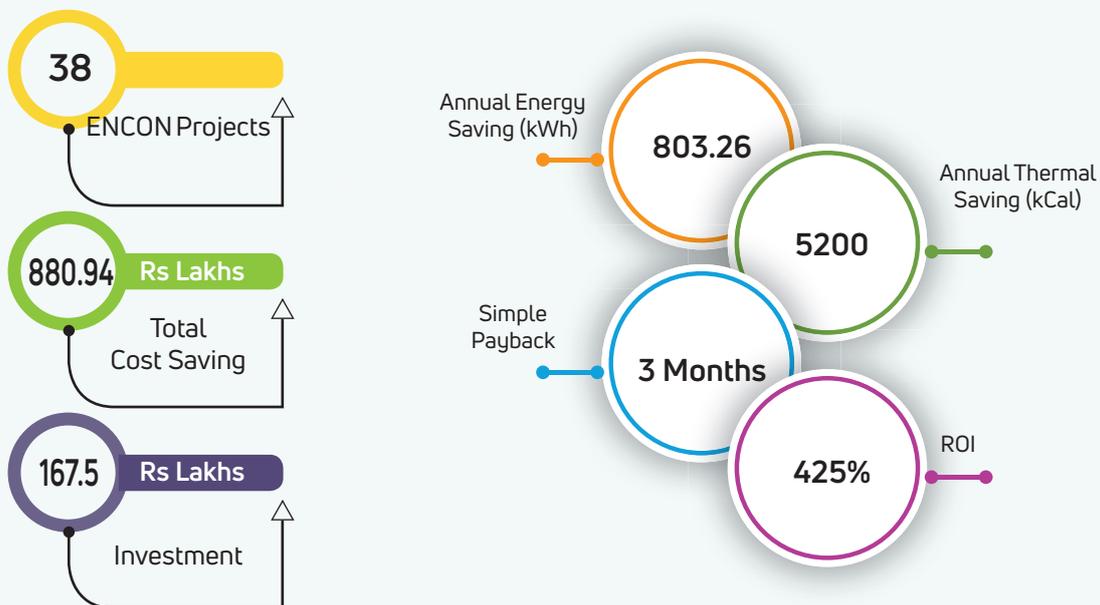


## Energy Conservation

We have been leading the story of reduction in energy consumption by making our operations more and more energy efficient. Some of our manufacturing units have been leading energy saving excellence program for five consecutive years and received CII excellence award for energy efficient. Our largest manufacturing plant at Vishakhapatnam has constantly been reducing its energy consumption implementation of several measures. Last year it under took installation of vapour compression system with screw compressor and improvements in steam condensate recovery system in the boiler. Overall at Hetero we achieved energy saving of 803.26 kWh in FY 19-20 due to taking below measures.



### ENCON PROJECTS SUMMARY LAST THREE YEARS



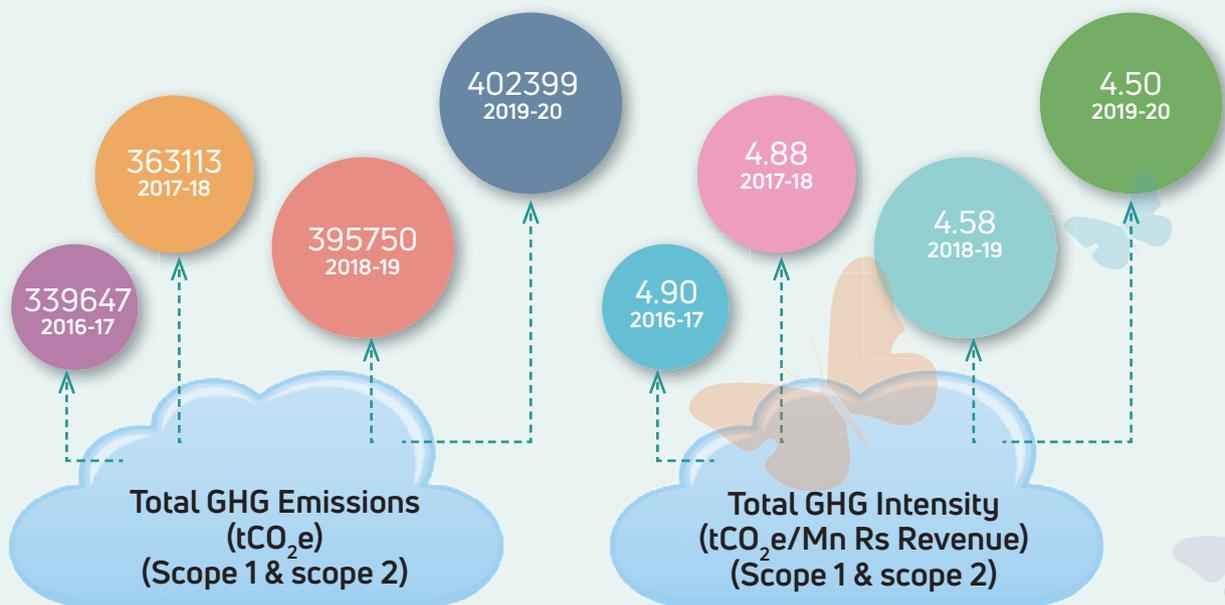


## Emissions

We have been measuring our carbon footprint (Scope 1 and Scope 2 emissions) for four years using The GHG protocol. Most of our emissions are associated with steam generation and power consumption. While insignificant amount of SF6 and R401A are emitted in some of our activities. We do not include these in our emission estimation. We report CO2 emissions only. We utilize IPCC factor for estimating emission due to all fuel and grid power factor of 0.82tCO2/MWh for grid electricity (As per CEA). We have gradually been able to reduce and maintain our GHG emission intensity reduction over the years. We understand the emissions in our supply chain, forming a part of scope 3 emissions could be significant and intend to estimate them in future.

Our commitment to contributing to the Nations pledge towards Paris protocol is strong and steadfast. We identified setting up grid connected renewable energy generating, wind and solar power plant, to be one of the best way to contribute towards the national pledge. We have set up 130 MW renewable energy generation facility in Telangana, AP and Maharashtra.

### GHG EMISSIONS

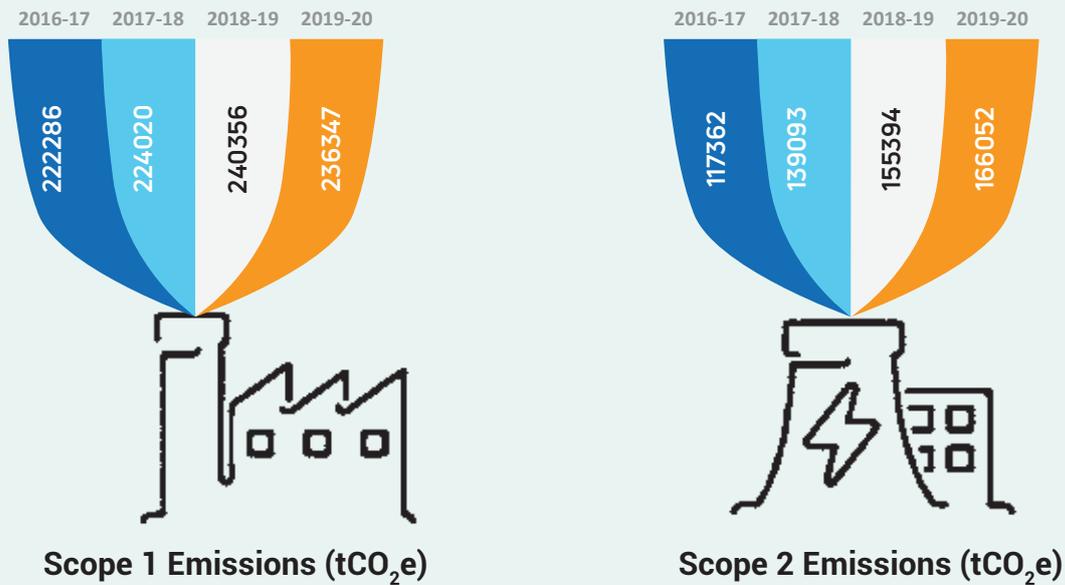


**Dr Vasudeva Reddy**  
General Manager  
Corporate EHS

Environmental challenges at Nakkapalli, Vishakhapatnam are many fold due to the size and nature of products. We have converted this challenge into a reason for us to perform more efficiently and effectively. CII awards received by this plant consistently is a reflection of our dedication and matter of pride for us.



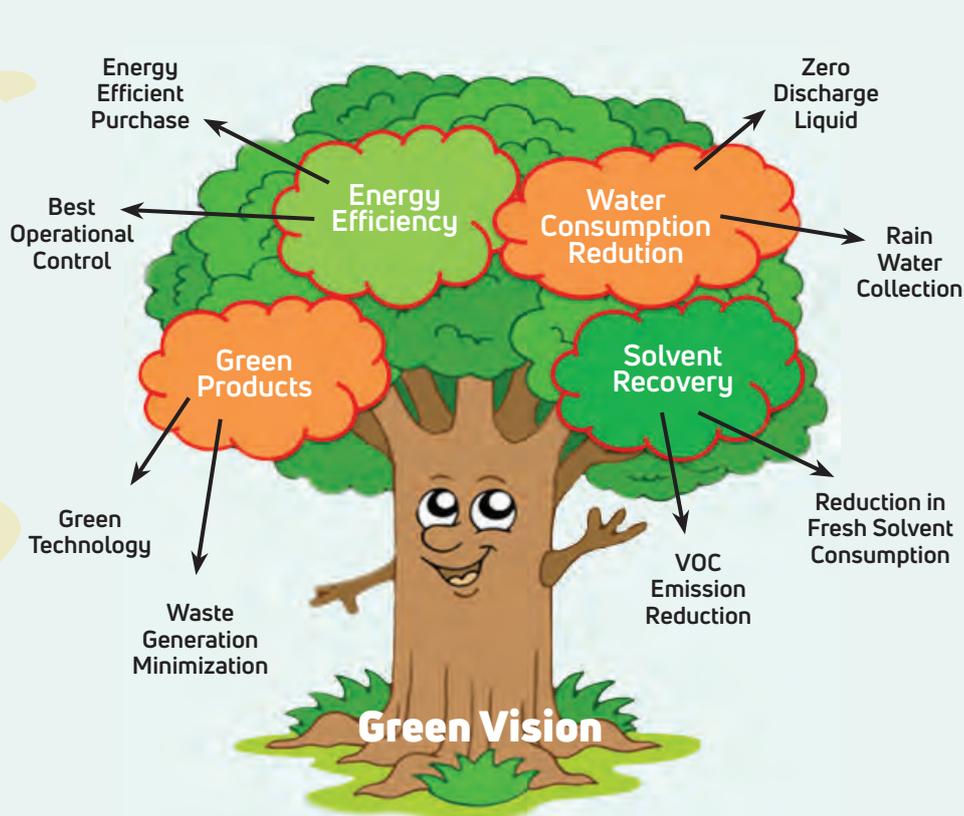
**Kullayi Reddy Sane**  
Sr. GM - EHS  
Nakkapalli Units

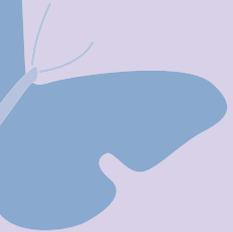


## Green Chemistry -Driving our Waste Reduction Program

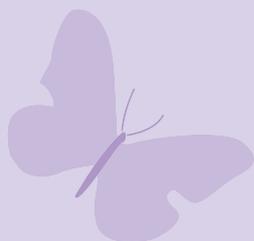
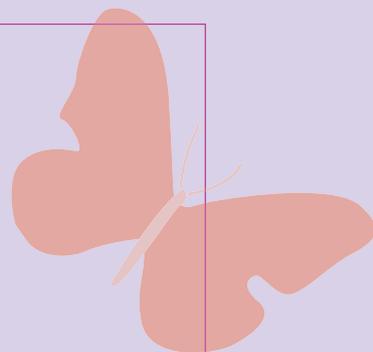
We apply the principles of green chemistry in various areas. Minimization of packaging waste has been one such field which we approached aggressively this year. Though packaging waste forms a very small quantum of waste generated from our business, it is critical, as it gets generated at the end of life where we have very little control on disposal mechanism. All our efforts were devoted in understanding what is irreplaceable and what is replaceable or redundant in packaging. We identified that secondary and tertiary packaging being provided in certain medicines was not needed. We had earlier initiated the system of digitizing the product leaflet and medication guide, which eliminated the need for adding paper-based material. Similarly, we removed shrink wrap, 5 ply etc. from our shipping system.

Though all indirect natural saving our difficult to measure, we intend to track them in future.





Contributing to **People's**  
Aspiration and Enriching Life





## Our People

We often refer to our work team as *Hetero family*. This nomenclature used at Hetero defines the relationship of Hetero with all who work at Hetero. We have been on a growth trajectory and it is only natural for our team size to grow. To ensure that every member entering the Hetero family understands the culture and expectations at Hetero, we have developed and continue to evolve our people related policies, and practices while paying equal attention to training and development from induction through various phases of career growth.

We foresee value in retaining our team and make efforts to provide them with the necessary work environment and work benefits. We ensure that employees feel that they are an asset to the company. Some of the key aspects are a robust performance management system where expectations and goals of the company and employee

are set up clearly and transparently, many opportunities to learn and grow through structured process, providing opportunities for higher studies in relevant areas like process engineering, material management, various certifications, English Advancement courses etc.

We have 13212 permanent employees. We do not have any temporary employees. All employees operate in India region. For non-core and unskilled activities like housekeeping, security services etc. third-party contracts have been engaged who provide contract workers for carrying out these activities. Most of the contract requirements are continuous and do not change with season. Sometimes during any project implementation, there may be a temporary change in the number of workers utilized through contractors. All employee related data has been gathered utilizing employee database managed by the human resource department.



**Prabhakar Muthyala**  
Vice President – HR

**KV Raghava Reddy**  
Sr. GM - HR

**Venkata Jayapal Reddy S**  
GM - HR

Safe and secure work place is our priority for all our employees spread across all locations. A diverse workforce brings in the best talent and practices together. We have worked relentlessly and have made gender diversity as a mainstream. However, we will not stop here, but continue to add and address the new dimensions that shape up on diversity. COVID has brought with it new challenges and opportunities for the Hetero team. We have and our evolving our practices of managing the Hetero family under the new structure of social distancing.

## Approach

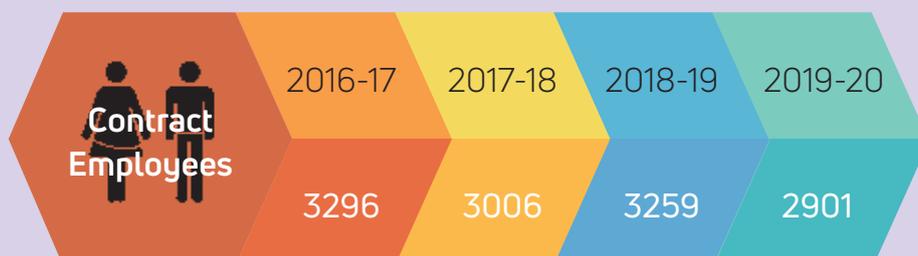
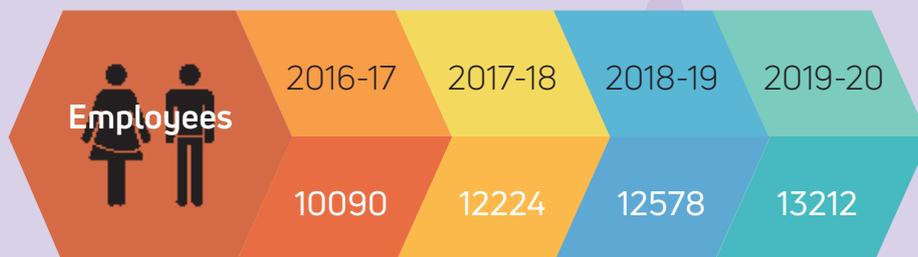
Every person coming to Hetero for work is a part of the family and needs to be nurtured and have a sense of fulfilment to work dedicatedly, and stay motivated for long-term association

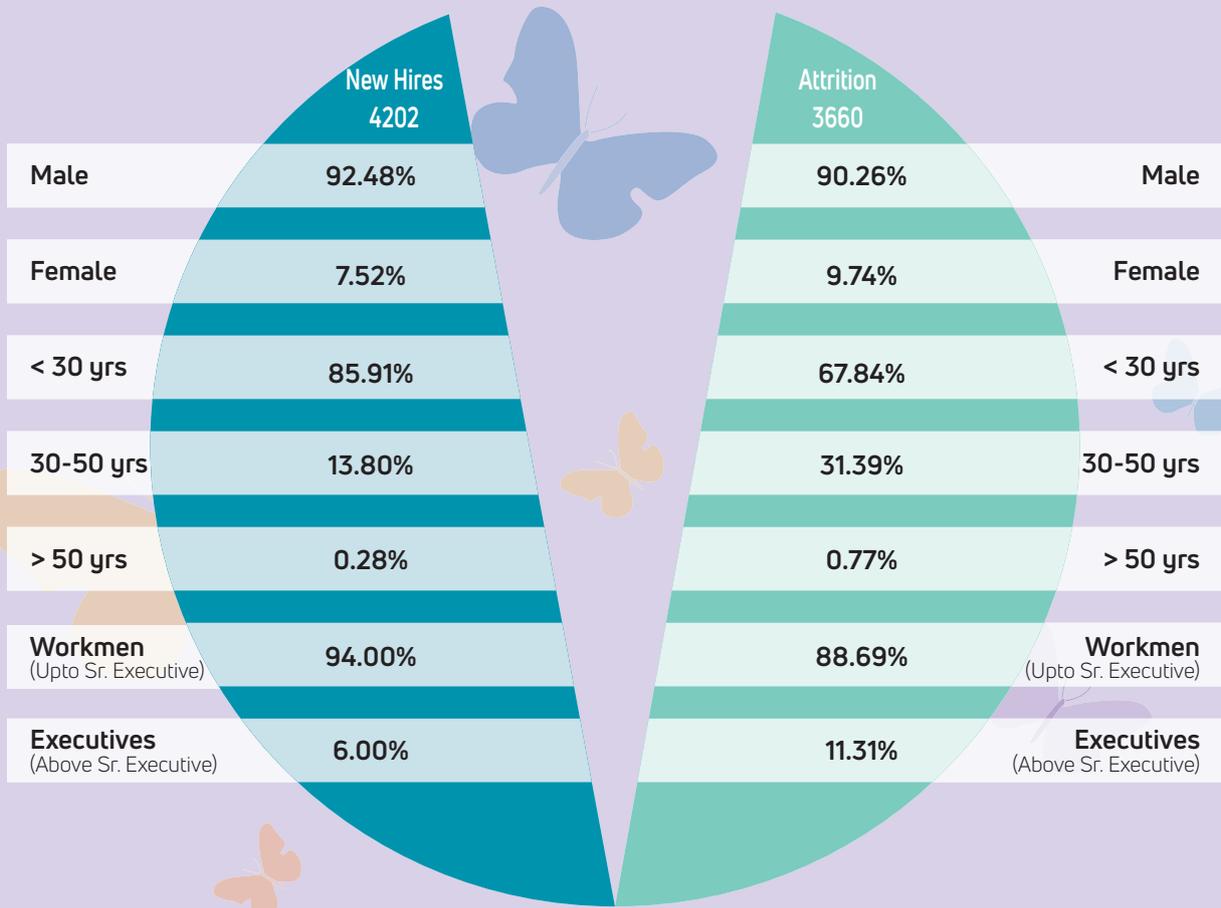
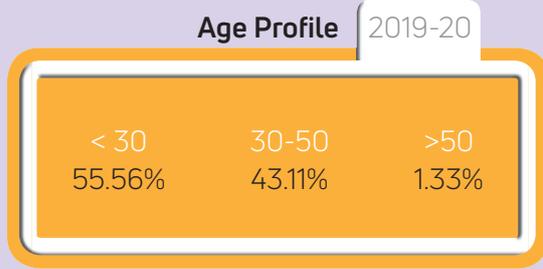
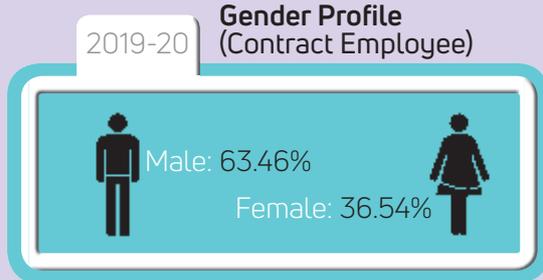
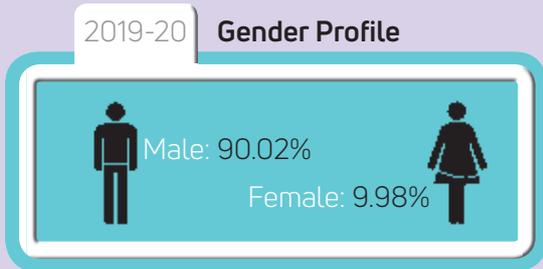
## Efforts / Actions

- Continuous knowledge and skill enhancement
- Systems and processes to provide a safe and secure work environment
- Respect diversity and provide equal opportunity
- Systems and processes for continuous assessment and improvement
- Engaging and encouraging workforce at all levels

## Outcome

- Dedicated Learning and Development team which updates, upgrades, modifies and oversees delivery of the L&D programs based on needs
- In FY20, we completed migration of all our facilities to ISO 45000 from ISO18001
- Last four years, about 10% of our employees have been women and nearly 40% of contract employees are women.
- Our attrition rate has increased at entry level. However, excluding entry level our attrition ratio is 11.31%. We are working towards reducing the entry level rate as well.
- Systematic performance management system has been implemented for 100% of our employees
- Informal discussion and formal feedback process are in place
- Implemented various employee recognition programs.





### Highlights of Policy on Discrimination

- We do not engage in or support discrimination in hiring, remuneration, access to training, promotion, termination or retirement based on race, nationality or social origin, caste, birth, religion, disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinions, age, or any other condition that could give rise to discrimination.
- We do not allow any behaviour that is threatening, abusive, exploitative or sexually coercive, including gestures, language and physical contact, in the workplace and in all residences and property provided by Hetero
- Equal pay is given for employees doing the same job.
- In case an employee is found infected by HIV or Hepatitis B no action shall be initiated against them.

### Highlights of Policy on Support of Expectant Mothers

Hetero is committed to ensuring safety and health of new and expectant mothers by adhering to the following:

- Pregnant female candidates' application will not be rejected due to pregnancy
- We provide all the required facilities (more rest timing, seating arrangement in their working area, and bedding facility in rest room if required) to pregnant workers in our organization.
- Employment after delivery is continued
- Establish the process necessary to deliver the results in accordance with the requirements and implement the process to ensure expectant mother's health is not affected

### Respect diversity and provide Opportunity

Gender diversity is of top most priority in our pursuit for **diversity and equal opportunity**. We have policies and procedures like policy on discrimination, support of expectant mothers, policy on harassment and abuse, and on working hours and overtime, which assist in implementation of diversity. We encourage contractors as well to follow these policies. As a result of these policies, we have women representation in our Board of Directors till the shopfloor. Women are found in all operations of Hetero. We have 10% women in our workforce and about 40% in contracted work force as well.

### Freedom of Association

We do not restrict employees in creating associations or unions of any nature. Hetero's policy on freedom of association and collective bargain puts this forth in spirit and practice. All employees of Hetero have the freedom of association and collective bargain. Despite this no recognized trade unions have been formed as yet.

### Engaging and Encouraging

Two-way communication is central to harmonious and sustained growth of an organization. We have informal interactions, contributions-in magazine and other initiatives which provide employees an opportunity to associate with Hetero's cultures and values, provide their thoughts, and interact with peers and seniors. We have found value in continuity of our engagement programs. We also undertake structured employee feedback periodically on aspects of sustainability, policies, new initiatives etc. All feedback received through these engagements is incorporated either through policies,

procedures or sometimes through simple department level working changes.

### Employee Engagement Avenues

- Vedika • Hetero Debate Club • Monthly Theme • Help Thy Neighbour • Kreedotsav • Health Talks
- Kauphy with a Leader • Katha.com • Chai Pe Charcha
- Hetero Learning Mail
- Darpan – The Inhouse Family Magazine

Employee **rewards and recognition** for initiatives, contributions, ideas big or small prepares recipe for many greater contributions in future. We carry out plant level employee recognition programs on safety, quality, production, energy efficiency initiatives, etc. While at corporate level, the recognition and rewards programs are focused on values, ethics, code of conduct etc.

### Performance Management System

Employees grew by 5% over previous year. We have a 360 degree performance management system which covers all employees and has been utilized in FY19-20 to assess the performance of all employees irrespective of their gender/role or category. Remuneration to all employees is governed by the remuneration policy of Hetero. In addition to the mandatory compensation structure, Hetero participates in every stage of employees personal aspiration including Merit Rating Awards, Marriage Gifts, Salary Advances, Housing Facility, Car Facility, Two Wheeler Facility and special gifts for female associates on various occasions. We bring family security also to the forefront through Group Term Life Insurance, Group Personal Accident, Employee Children Education Allowance etc.

## Knowledge and Skill Development

### Our L&D Vision

To enhance professional and personal growth of every Hetero employee for the current and future skill-set development of the employees and the organization in an innovative environment is our vision.

### Our L&D Mission

To continuously improve the knowledge, skills and abilities of all employees so that they are able to perform in the best way possible, think critically and communicate effectively, adjust to a changing environment and enhance the quality of their work.

We at Hetero believe, learning cannot be acquired by chance it needs to be sought after with ardour and diligence. The techniques and methods we employ are holistic in nature in the view of developing Organizational Citizenship Behaviours in the employees across the organization. From Classroom teaching, simulation exercises, outbound, boot camps, chunking, informal, social & differential learning to storytelling, we leave no stone unturned to imbibe learning in the Organization.

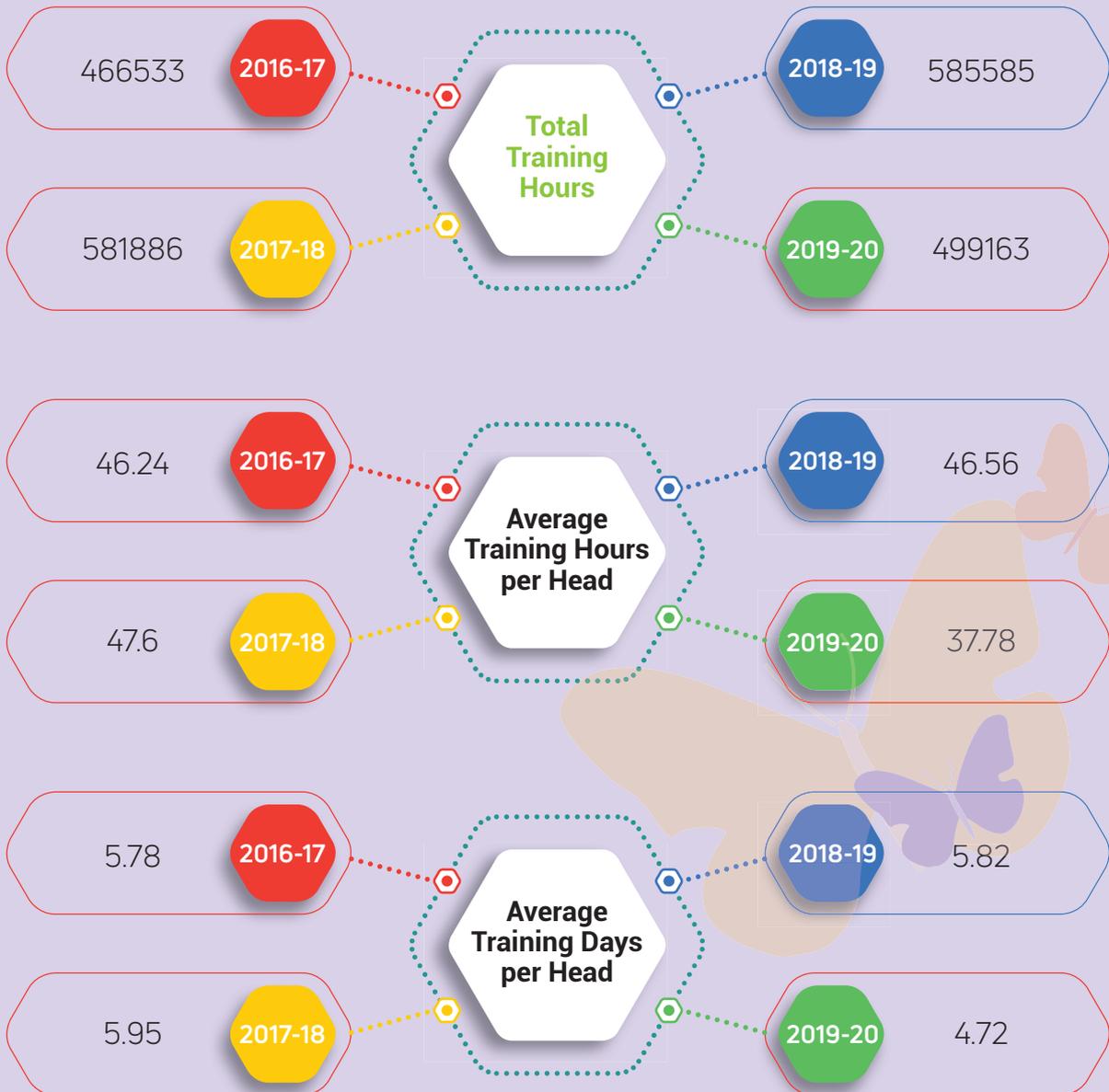
We strive to make sure that our humongous workforce is trained effectively by providing them with state-of-the-art facilities and best trainers in business. Great deal of efforts and thoughts go into designing and evaluating the modules, keeping each employee in mind. Employee engagement is also seen as a platform to upskill, network, develop and engage employees.

All our learning and development programs were implemented vigorously. We achieved average training of 5.78 days per employee. Beyond the recorded training hours, mentoring, on job training continue to be carried out at throughout Hetero. We make learning a constant activity.



**Ram Jaladurgam**  
Head - Learning & Development

Learning & Development is always proactive to understand the present and future training needs of the employees. Covid-19 could not break the learning journey of our employees. Hetero Learning, E-Gurukul, Leadership Webinars, Quality Sprint and Manthan are continuously engaging the workforce across all levels. Ownership of professional development and self-paced learning are the major goals of L&D for this year. Fastest adaptation of technology and methodology is the huge strength of L&D team. We continue to be strategic business partners of our manufacturing units.



Gender wise and Employee Category wise training details are not tracked at central level for the reporting period.. However, we will be establishing system to collect the above missed data at central level for next reporting period.



### E- Gurukul – A new learning platform

We have transitioned some of the training activities to e-learning platform to allow self-learning and self-paced learning. Introduction of the program is serving well during the Covid-19 pandemic as well.

E-gurukul supports the learning and development team in effective tracking and analysis. It provides optimal support to implementation process for training, learning and knowledge sharing. Data analysis tool provided by the third-party system, with e-gurukul, generates training reports with various dimensions like, user usage, tracking of goal, progress, knowledge gains, return of investment for trainings etc. It also fulfills our sustainability goal of enhancing the data integrity.

### MY Management TV – Leadership Program

Offering diverse and audience appropriate information tingles the brain. The objective of this program is to offer learning to our leadership which will expand their thoughts and views at a global level. MMTV was the right channel to do so. We choose 100 leaders of Hetero for the program. This leader group receives case studies, stories and learning from across sectors and industries globally, once a week. Their views, opinions and thoughts are collected at the end of each video session.

A two-day training of L&D team on LMS systems -e-gurukul was followed by virtual launch for all Hetero Employees.



Every event and celebration are seen as an opportunity to uplift spirits, bring in sense of oneness, tap hidden talents and bring out the leaders in employees.

Diligent efforts are put in by the management and learning team to make the company a learning organization.

The learning segment focusses on the skills and knowledge an employee is expected to mature with, while, the latter thrusts largely on the overall development through multiple interventions.

We have focused training programs for Directors, leaders, managers and executives. We have a well-designed new hires orientation program as well.

We have several interactions, training, contributions and several other initiatives which have been designed to last for years, so that there is continuity and employees can recognize them with the organizations culture and values. We have found value in continuity of our engagement programs.

## Development Programs at Hetero



## Identifying and Evaluating Trainings

Training needs keep changing continuously and need to be updated in a timely manner. We at Hetero have not just feedback forms but various other methods of engaging people from across the company to understand the training needs. Based on this our training programs are updated, refined and reinvigorated.

To make learning personal and have employees connect better with training and learning needs, Hetero introduced

Hetero Learning Portal. It is a web interface, which provides employees the opportunity to enrol, manage and update their learning through the year.

In an industrial setup classroom-based training provide only a part of the picture. It is deemed essential to have training programs which go beyond the realm of classroom to shop floor and workplace.

## Environment, Health and Safety Related Training and Engagements



## Darpan Skill Development Centre

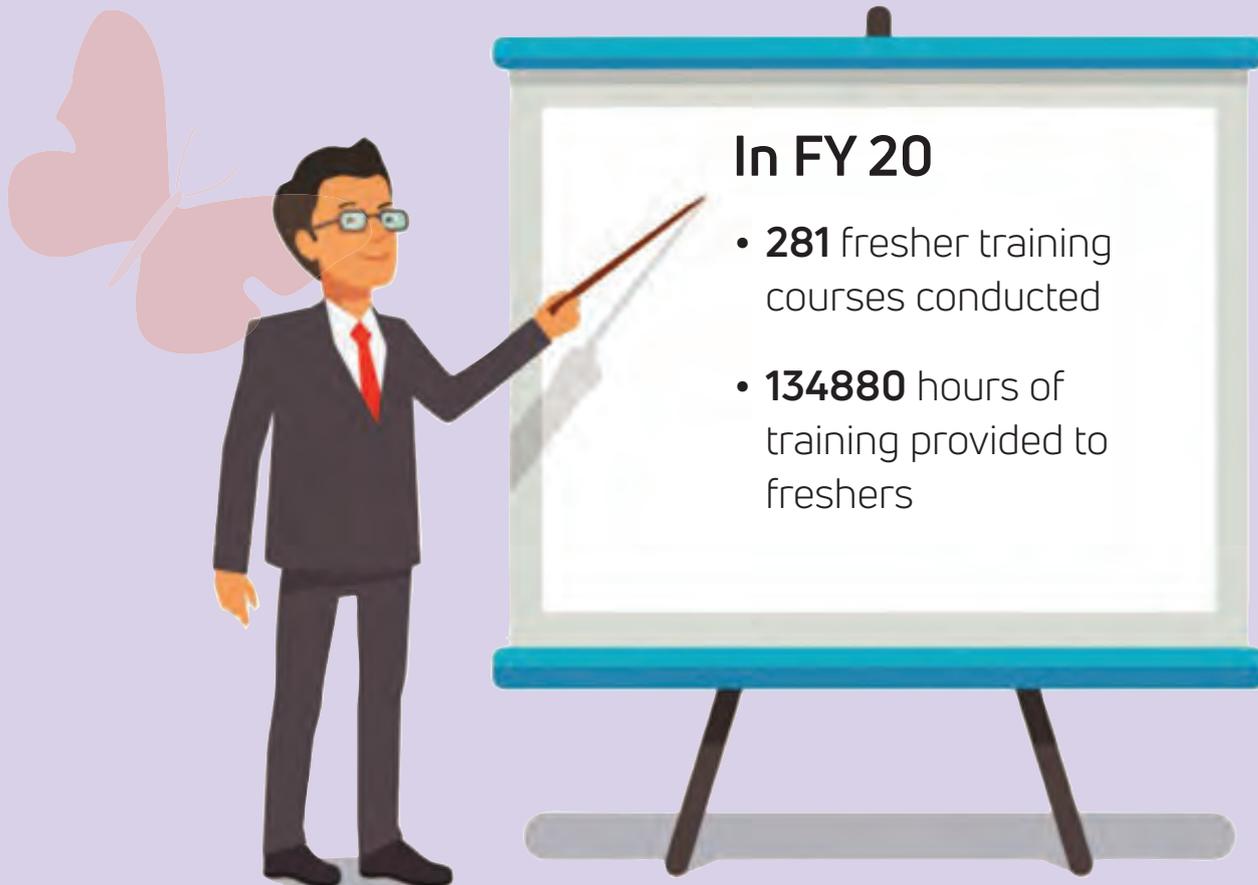
To enhance social wealth by providing employability skills on national platform for the youth and preparing them as 'self help' individuals to achieve their career goals with a professional excellence.



DSDC is a Strategic Business Unit of Hetero aiming to train freshers across the industry, teaching them the nuances of pharma. It also assists these students to get certified with Life Sciences Sector Skill Development Council, qualifying them as quality professionals. It echoes India's focus on skill development among youth to increase their employability. About 2000 college pass outs from rural, disadvantaged, marginalized and various other sections of the society have received training under Darpan.



DSDC caters beyond freshers to the skill development needs of working professionals from pharmaceutical industry and facilitates train the trainer programmes through faculty engagement. This approach strengthens student-industry link and develops confident resources with better productivity potential from the start of professional journey.



## FUNCTIONS

### FRESHER ENGAGEMENT

- Manthan Q – Quality
- Manthan E – Engineering
- Manthan P - Production
- Affiliation Certificate Programmes for QA, QC & Production (LSSSDC, NSDC)

### EMPLOYEE ENGAGEMENT

- Behavioral Training Programmes
- Leadership Development Programmes
- Language Courses (English Certification of Customized Modules)
- Quality Orientation Programmes, GDP, GLP, Quality Awareness & Audit Preparedness Programmes

### FACULTY ENGAGEMENT

- Certification Programmes
- Continuous Learning Programmes
- Affiliation Required Programmes
- English Course Certifications



## Safe and Secure Work Environment

We are committed to safeguarding the health and safety of all the people connected with our operations. Our approach to safety is to plan, act, check, adjust and act again. We meet our commitment based on the following principles:

- Ensure that all our activities are carried out to avoid and control all foreseeable risks to the health and safety of all people involved in the operations.
- Comply with all applicable Laws, regulations and other requirements applicable to our business.
- Inculcate Health, Safety and Environment awareness across the organization through recognition, training and development.
- Seek Involvement of our employees and all stake holders in improving the operations to ensure clean environment, Safe and health work place for all

We have adopted a 360degree health and safety risk assessment process under which we carry out Process Safety Risk Assessment (PHC), Industrial Hygiene Risk Assessment (IH), Activity based Risk Assessment (HIRA) and Machinery Safety Risk Assessment. We have a systematic process of addressing safety risk.

To further strengthen our health and safety process and system, we have transitioned from ISO 18001 to ISO 45000 at all the manufacturing units covered in the boundary of this report. Safety measures are applicable to all activities and all workers at the manufacturing unit.

### **We follow the process safety risk assessment which has following steps:**

- Multi-disciplinary risk assessment team is formed.
- Processes safety information is collected in data sheet
- Process Hazard Categorization is undertaken
- Review of process flow & identification of activities for further steps
- Hazard and consequences identification
- Risk evaluation and existing controls
- Proposed controls and residual risk assessment.
- Proposed controls are monitored through Universal CAPA tracking system.

### **Activity based Risk Assessment (HIRA) process is also followed.**

- Multidisciplinary HIRA team is formulated to identify all Routine & Non routine activities
- Hazard identification and consequence analysis is undertaken
- Risk Evaluation for assessment of Risk and existing controls to manage it
- New controls are proposed and prioritized

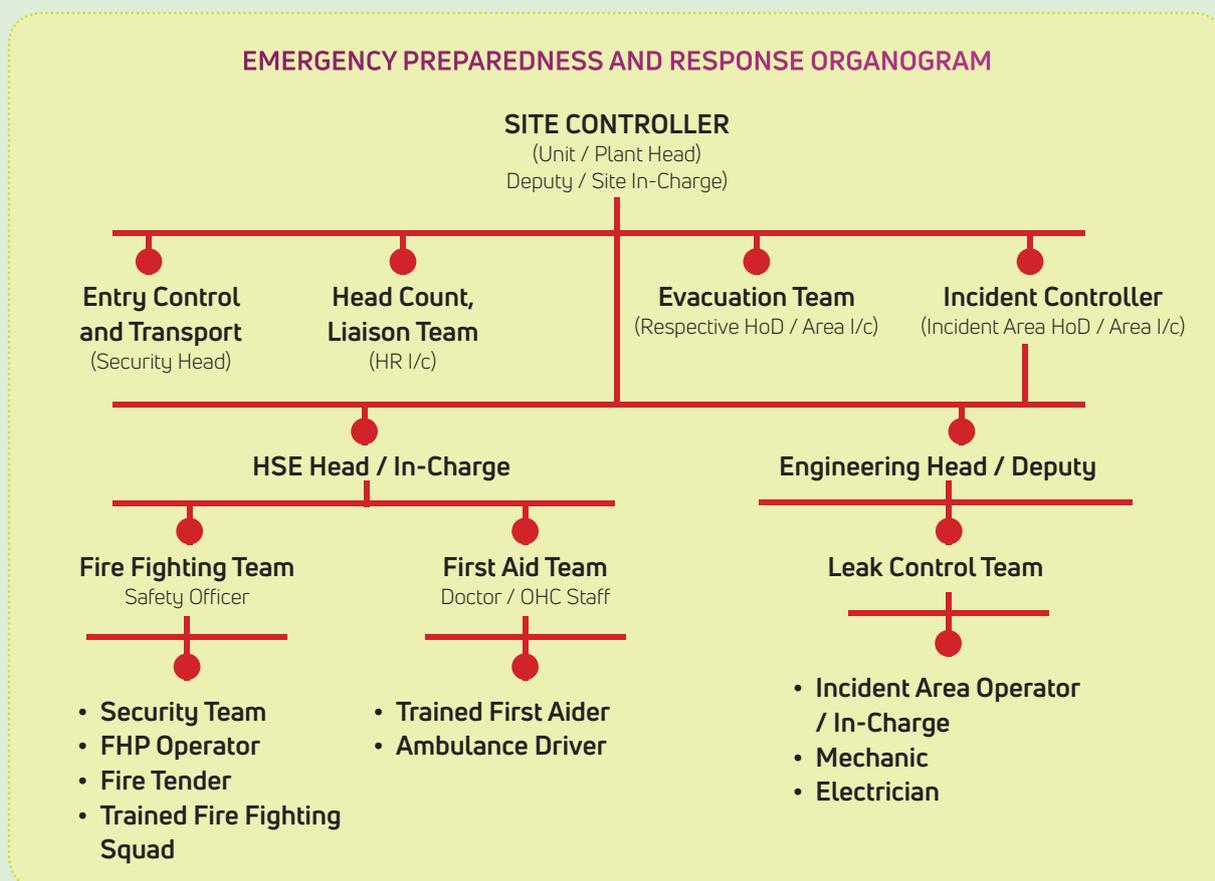


### Industrial Hygiene Risk Assessment

To avoid any occupational health hazard to go unnoticed we have a systematic process which starts with pre-employment medical check-up. Pre-employment check up provides baseline health condition. Work place exposure based impact on health is assessed through annual health check-ups. The parameters for health checkup are decided on a risk matrix developed for different employee working condition. Health records are maintained and tracked over years to take corrective actions and provide counselling to employee in case of adverse effects.

### Emergency Preparedness

A well structured and well-informed emergency system is as essential as risk identification and mitigation. Emergency preparedness action plan is available at each site and at prominent locations for easy access.



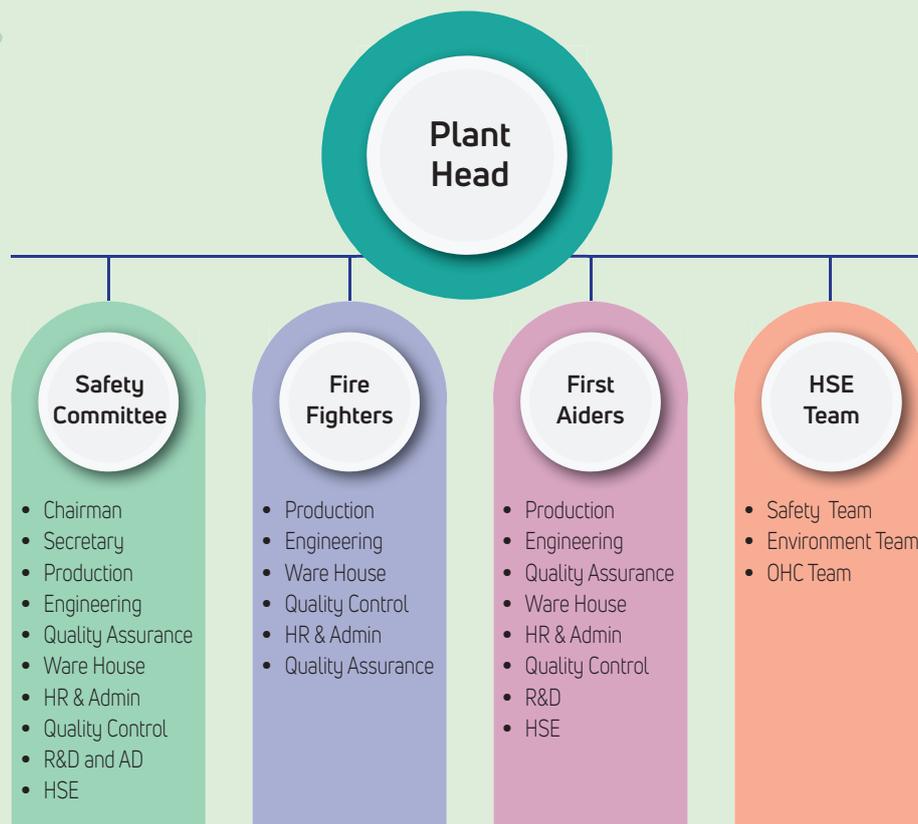
## Safety Culture

**Our safety culture is driven by involving everyone in safety.** Safety is the responsibility of every individual working at Hetero. Safety Training is an integral part of safety preparedness. We conduct mock drills, shop floor training, informal and formal class room training sessions, and run campaigns on safety. We have increased average safety training hours this year and achieved 9.3 man-days of safety training per person.

## Safety Training Programs



## Plant Level Health and Safety Responsibility Structure





**Rate of fatalities as a result of work-related injuries**

Employees - 0.032 (1 No)  
 Contract Employees - 0  
 Employees + Contract Employees - 0.026 (1 No)

**Rate of High consequence work related injuries (excluding fatalities)**

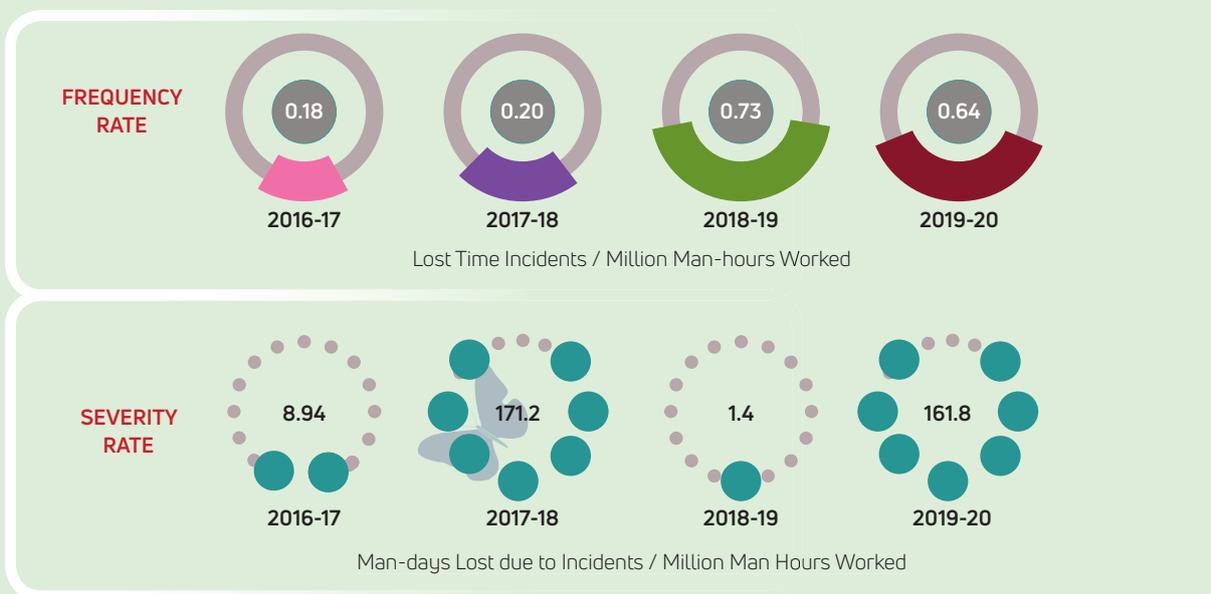
Employees - 0  
 Contract Employees - 0  
 Employees + Contract Employees - 0

**Rate of Recordable work-related injuries**

Employees - 0.521 (16 Nos)  
 Contract Employees - 1.188 (8 Nos)  
 Employees + Contract Employees - 0.642 (24 Nos)

**Safety Performance**

It is our endeavour to achieve zero accidents. However, despite all efforts we had one fatality at our Nakapalli unit. We sincerely regret the loss. We had 24 lost time accidents and 384 first aid cases. We apply IS3786 standard for calculation of severity rate. Conducting incident investigations to identify the gaps to eliminate similar incidents for implementation of incident investigation recommendations is part of our process. We apply CAPA Tracking system to track the progress.



<sup>1</sup> One fatality is equivalent to loss of 6000 man days



## Customer Health and Safety

As a core part of its business, Hetero has put processes in place for the continuous and systematic review of the benefit-risk profile of all products in its portfolio, including those that are on the market as well as those that are still in development. These processes are designed to ensure the best possible safety and therapeutic benefit for patients. We follow health and safety testing procedures for all our products.

The Hetero safety risk management process begins early in the development of new products. For new molecules pharmacovigilance team develop safety monitoring and risk management plans. The routine, continuous monitoring of the benefit-risk profile of each compound in the Hetero portfolio based on all the safety data collected is the primary responsibility of cross-functional safety management teams under the leadership of a dedicated safety physician.

Confirmed changes in the safety profile of any marketed product are then incorporated in the product label.

Safety data are closely scrutinized both internally and by regulators when assessing whether the

benefits of a drug are expected to outweigh the potential risks, which is a pre-requisite for gaining marketing approval. Post-marketing pharmacovigilance activities play an important role in our ability to gain a deeper understanding of the safety profile of a specific product.

Consumer health and safety is paramount in the pharmaceutical products. Hetero has well-structured process in place which starts at Research and Development and extends till post-marketing pharmacovigilance activities. Product safety data is collected at each stage, reviewed and scrutinized and actions taken to minimize risks in all forms.

### Approach

We are committed to provide world-class products and services to customers with a concern for the safety of customers.

The overall aim is to ensure that the health benefits of a particular medicinal product exceed the risks of use of product by the greatest achievable margin.

### Efforts / Actions

- Setting up of systems and procedures for development of products with
- Robust Quality assurance system
- Safety procedure applied across product life cycle
- Use safe ingredients

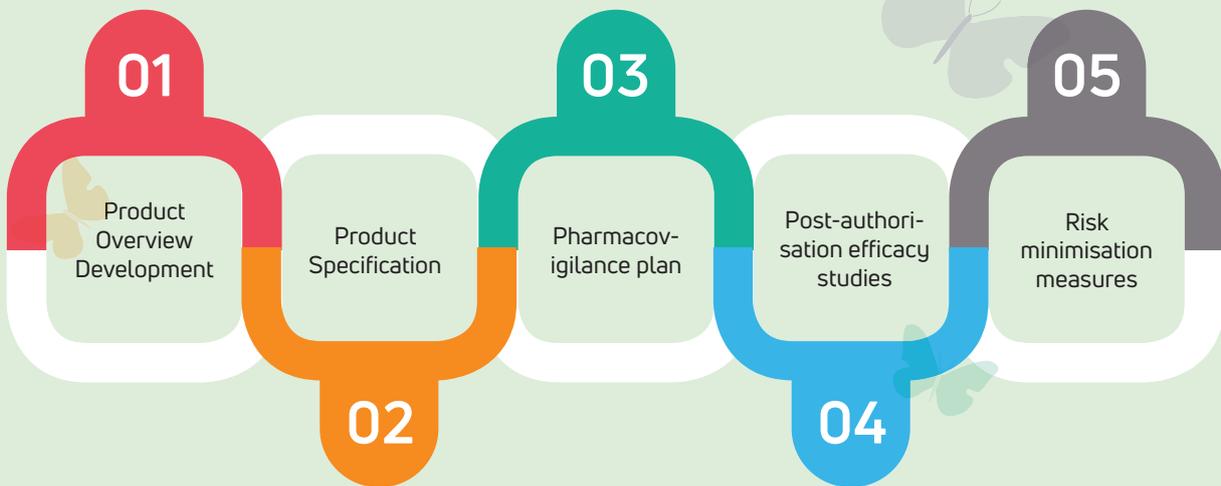
### Outcome

- Policy on customer safety
- Good manufacturing practices
- Third party certification under IS14001, ISO 18001 etc.
- Most of our products use only internationally recognized safe ingredients
- Establish procedure for product risk review

**Some of the activities carried out for all our products to ensure consumer health and safety are:**

- Awareness Program on Customer Health & Safety
- Product Leaflet and Patient Information
- Product Recall Process
- Safety Data Sheet (SDS)
- Standard Operating Procedures on Risk related to Customer Health & Safety
- Global ICSR receipt and data processing
- Generation and Submission of Risk management plan
- Pharmacovigilance Audit
- Deviation Management
- Corrective and Preventive action management

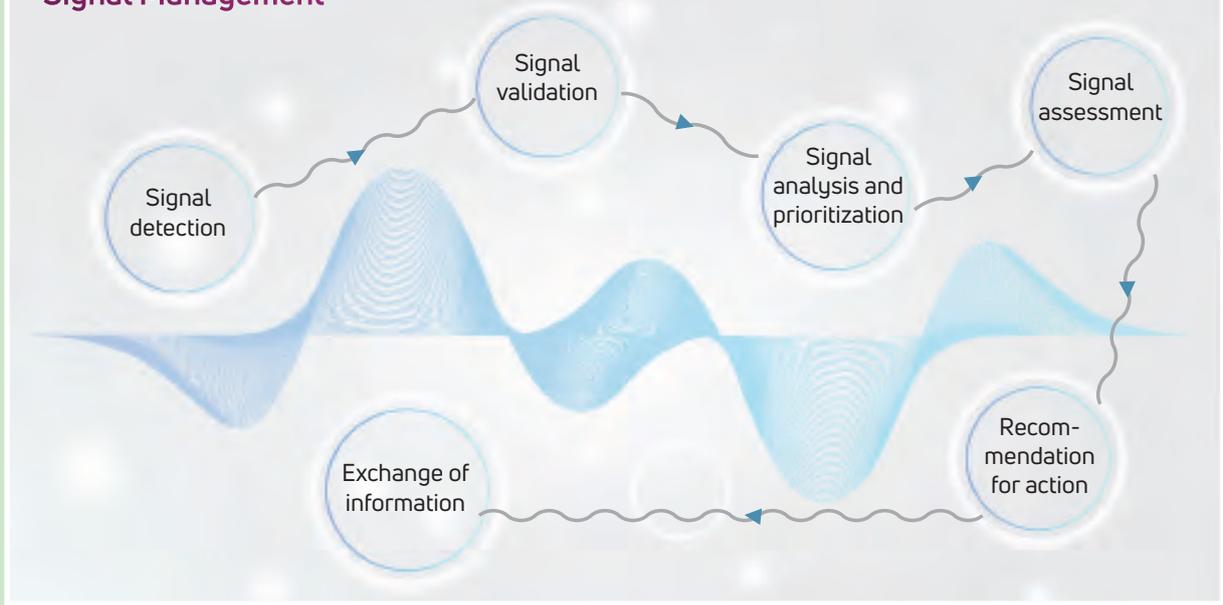
**Activities for Risk Management Plan**



**Dr. SD Sinha**  
Sr. Vice President – CDMA

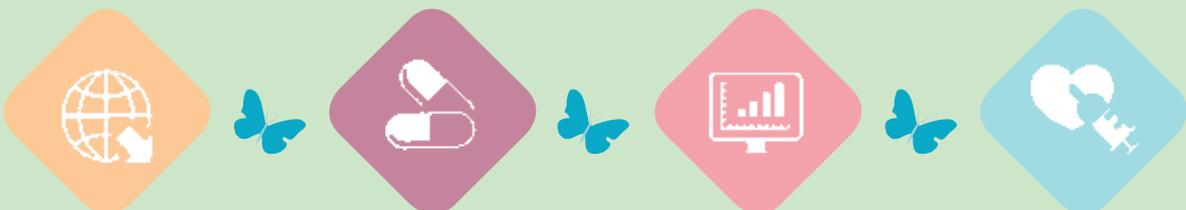
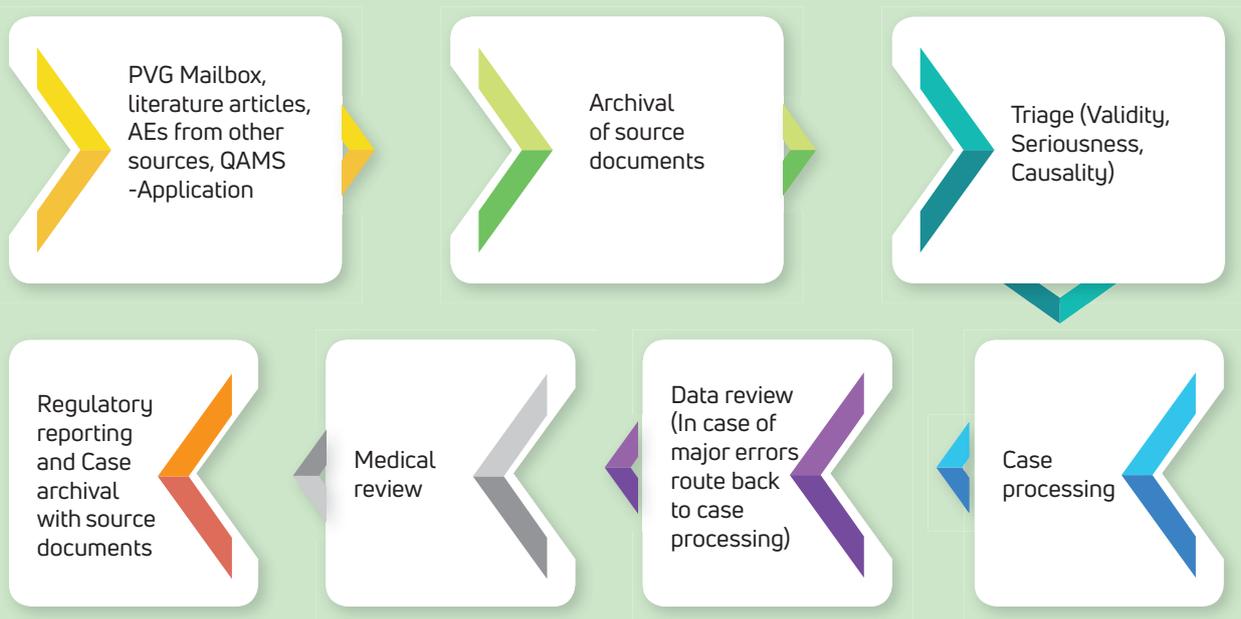
Customer health and safety is our ultimate objective. We play a significant role in improving public health, medical advancement and improved health outcome. It is our incessant endeavour to update, upgrade, assimilate and act to improve and improvise our deliverables for the betterment of mankind. We do not leave any stone unturned to bring in the best practices in pharmacovigil to Hetero.

## Signal Management



## ICSR Process Flow

Case processing is an important task and base to the Pharmacovigilance.



## Knowledge Beyond Borders

KBB – Knowledge Beyond Borders is a Hetero Biopharma Initiative! This initiative has been designed to spread the awareness on Biologics & Biosimilars amongst regulators, policy makers, prescribers and patients across the globe. KBB helps us to further our mission of REACHing every needy patient across the world.

To Increase the access of biosimilars to patient's, continuous knowledge exchange between all relevant stake holders is quite essential. KBB is that dedicated Biosimilars knowledge exchange platform for various stakeholders. **P**artners, **P**rescribers & **P**atients across emerging markets are the key stakeholders of our KBB program.

The program is designed to bring clarity in understanding of Biologics, Biosimilars and their applications in ever challenging situations of addressing the chronic ailments like Oncological, hematological, Nephrological disorders.



On ground real-time Challenges faced by stakeholders	Solutions provided by KBB
<ul style="list-style-type: none"> <li>• Awareness on need of Biologics in the treatment of chronic diseases &amp; disorders</li> <li>• Understanding on challenges in development, manufacturing, testing and approvals of Biosimilars.</li> <li>• Wrong perception on Biosimilars created by Innovators to block the entry.</li> <li>• Safety, efficacy, Interchangeability &amp; Immunogenicity concerns.</li> <li>• Understanding of Pharmacoeconomics</li> </ul>	<ul style="list-style-type: none"> <li>• Skill upgradation programs involving top KOL's around the world</li> <li>• Debate &amp; panel discussions on case &amp; user studies from different parts of the world</li> <li>• Publication of clinical outcomes of our studies</li> <li>• Patient support groups</li> <li>• Effectively use social media to maximize our influence on society</li> <li>• Concept clinics dedicated to address specific ailments                             <ul style="list-style-type: none"> <li>- Rheumatology clinics</li> <li>- Anemia clinics</li> </ul> </li> </ul>

KBB is facilitated through online and in-persons sessions and interactions. It also provides an opportunity for individual concerns and challenges to be shared and resolved.

So, far we have engaged with over 1000 participants in 30 countries through the digital series of KBB.



Hetero Biopharma is in the forefront of development, manufacturing and commercialisation of affordable and high quality complex biosimilars to the needy patients across the globe. It's very crucial for us to promote the need and benefits of biosimilars to all stake holders of our business. KBB is first of its kind initiative by a Biosimilar company in emerging markets to enrich the knowledge on Biosimilars. As a part of our global marketing strategy, we are also working on other key initiatives to meet the needs of our target audience.



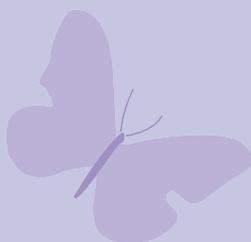
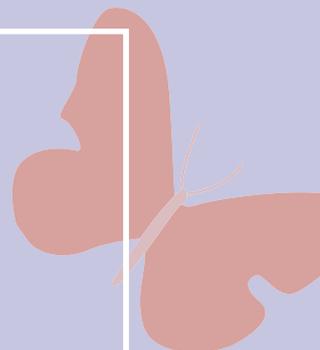
**Dr. Jayapal Reddy AV**  
Global Head & AVP –  
Hetero Biopharma Limited



Empowering

# Communities

Ensuring Prosperity



We have added another year of community impact and change to our organisation's track-record. By being prudent in the choice of our projects which were viable on both financial and sustainability fronts, we were successful in offering lasting solutions for meeting diverse needs of communities. And we were able to accomplish a majority of our projects within the intended timelines. Besides continuing with the current outreach initiatives, we aim to advance the scope of our operations in terms of geographies and new initiatives. With our steadfast commitment to environmental and social sustainability, we are sure that we will be able to inspire overall development and progress of communities in all the future.

## Approach

We have been futuristic in our approach and have been designing activities to ensure that they are inherently sustainable and consistent with the spirit of Hetero and continue to provide benefits to the community in time to come.

## Efforts / Actions

- Improve and improvise our outreach initiatives to ensure effective and efficient delivery to communities
- Community Need assessment

## Outcome

- Scale and outreach of our CSR activities has increased year-on-year
- Programs designed deliver benefit for longer time frame
- They impact every house-hold in the community

Hetero, through its dedicated CSR department, is inspiring a wide range of outreach initiatives which are providing an impetus for the overall progress of communities. Steered by a thorough operational blueprint, all our endeavours continue to be successful in achieving transparency, ensuring last-mile delivery and timely execution. In addition, our emphasis on providing long-lasting solutions is aimed at realising social, economic and environmental sustainability in its true spirit while ushering perceptible change in the lives of undeserved communities. Our penchant for excellence and slant for equitable progress have helped shape the destiny of many communities by enabling access to growth and development opportunities.



**Praveena Tirumuru**  
Head – CSR

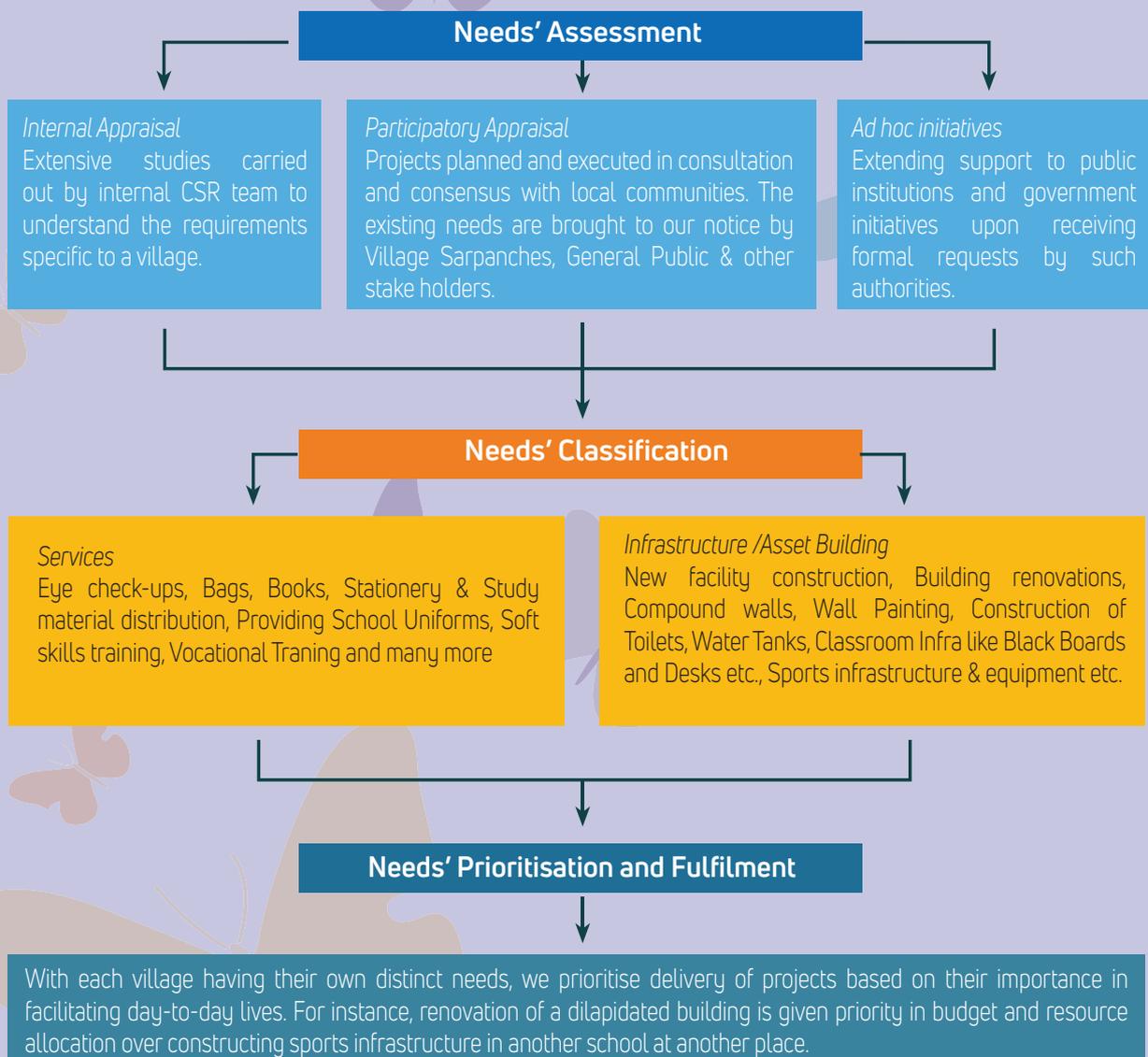
## CSR Process Blueprint

CSR is a constantly evolving feature at Hetero. We have been futuristic in our approach and have been designing our activities to ensure that they are inherently sustainable and consistent with the spirit of Hetero. We continue to improve and improvise our outreach initiatives to ensure effective and efficient delivery to communities. The scope and scale of our CSR interventions activities have also increased in proportion to our organisation's growth as we progressed with time.

We continue to assess the diverse needs of the communities carefully and implement initiatives which benefit communities for all the times to come. The uniqueness of our outreach efforts is that they touch every family and every member of a family in the communities we work with and bring about a perceptible change in their lives. Also, we are deeply conscious of our environmental responsibility and take into account the impact our actions we have on the communities and world in our decision-making process. As we fully understand that a healthy environment is equally crucial to inspire sustainable social development.

100% operations are covered under community activities. Gender-wise impact assessment is not conducted, environmental impact assessment is a part of plant assessment. Grievance mechanism is a part of engagement.

### How we do it?



IN LINE WITH



We at Hetero besides being responsive to the challenges affecting communities also strive to align our our CSR objectives to meet the U N DP Sustainability Development Goals (SDGs) which aim to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. Of the 17 identified SDGs, Hetero's CSR initiatives span across 11 areas which are playing a huge role in steering communities on the path of progress and sustainable development.



- A major employment provider for both skilled and unskilled resources locally and globally with about 21,000 employees worldwide



- Support for supplementary nutrition for school children



- Ensuring healthy lives for all ages through health education, free medical check-ups, and supply of free medicines in villages
- Catering to healthy vision of all age groups including check-ups, surgeries and spectacles distribution.



- Promote child education with particular focus on girl child education through parent sensitisation, improvement of amenities at schools and merit scholarships etc.
- Supporting coaching initiatives and helping graduates prepare for competitive exams



- Ensuring community access to safe drinking water through RO Plants
- Brining water supply to the doorstep for domestic purposes
- Basic sanitation through construction of toilets & drainage systems etc.



- Besides making conscious efforts in conserving energy, Hetero group has a marked presence in solar and wind power generation.



- Capacity building initiatives like vocational training for employable unskilled youth
- Softskills training and hands-on pharma training followed by absorbing the qualified resources



- Catering to the infrastructural needs of communities including:
- CC roads
  - Community libraries
  - Community centres
  - Educational infrastructure
  - Solar street lighting
  - LED lights
  - CC cameras for better security etc.



- Pro-active measures like extensive plantation drives, greenbelt maintenance and Hetero Group's marked presence in renewable energy sector.



- Active support to afforestation, land reclamation and lake restoration initiatives of Government of Telangana apart from adoption of wild animals.



- Ensure responsive and participatory decisions at community level. Equipping community based institutions with technology and enhance swiftness of action for local issues
- Promote and strengthen women empowerment through education and skill development
- Addressing to women atrocities and providing social protection



## EDUCATION

### Enabling Education. Enriching Futures.

The progress of any nation is inextricably linked to the level of education its communities achieve. By inspiring innovation and employment opportunities, education helps societies at large to come out of their social, cultural and economic backwardness.

Hetero, since inception, has given immense importance to promoting education as a part of CSR. Our interventions have increased both in terms of scope and scale over the years, touching every cross-section of society.

From primary education to post graduation, we have spread the light of knowledge and brought about an empowering change in communities touched by us.

### Financial Year Highlights

#### Distribution of Uniforms, Books and Bags

This is one of our flagship education initiatives, which we are implementing for over two decades. By reducing the financial burden on poor parents, this initiative has contributed to the reduction of dropout rate besides keeping the children motivated towards education.

#### Merit Awards

In line with our objective of encouraging talent, we have instituted merit awards to recognise and reward students for achieving outstanding academic performance. About 71 merit students from 61 high schools who registered a meritorious performance in their 10<sup>th</sup> standard benefited from this initiative this year.

### Enabling Dreams

#### Buddy for Study Scholarships

We extend financial support to brilliant students who are unable to pursue their dreams of higher education due to their poor economic conditions. We have partnered with

'Buddy for Study' foundation which provides a platform for connecting scholarship seekers with scholarship providers.

This, in fact, has helped us to identify and reach out the deserving students and ensure that they needn't give up on their dream to study further. This financial year we have helped 144 such meritorious students who got enrolled in various courses in top-tier institutions.

### Lead India

#### Softskills training in High Schools and Jr. Colleges

With 'Catch them Young' as our Mantra, we have designed initiatives to help students in honing their soft skills with special emphasis on communication and personality.

These initiatives are devised to particularly benefit students from Government Schools in rural areas who lack access to professional trainers who could nurture such skills in them.

To advance this mission of ours, we have partnered with 'Lead India 2020 Foundation', an NGO dedicated

to spread value-based and skill-based education. The foundation through its TOT (Training of Trainers) approach, has successfully trained about One Lakh students in Khammam District and laid the foundation for their better future. We currently are extending these trainings in Schools and Colleges in Siddipet District and aim to expand it to other geographies.

As on date, a total of 92,642 students from 323 and 68 educational institutions from Khammam and Siddipet Districts respectively got benefited by the programmes.

### Industry Oriented Training

#### Funding School Support Staff

We have extended financial support for a few government schools to hire support staff so that education in schools

go unhindered. This year, we have helped schools to retain 85 Vidya Volunteers, 12 caretakers and 1 security guard.

### Infrastructure Support

#### Chemistry Lab, Compound Wall and Dining Hall

We have fully funded the setting up of a state-of-the-art chemistry lab at Sattupally Government Junior College and equipped it with the finest of lab paraphernalia. This lab will help the students to gain practical exposure which compares to that received by students of private colleges in the region.

Apart from the above, Hetero has financed the construction of a compound wall and a dining hall for Gundlagadda Thanda Primary School and ZPHS Velimenedu schools respectively.

## Beneficiaries in Numbers



Uniforms, bags, stationery and note books

**14,777**



Vidya Volunteers

**3,674**



Infrastructure

**877**



Nutrition

**14,904**



SSC Reading Material

**1,200**



Merit Awards

**71**



Painting works

**1,000**



Education Support

**173**



Lead India 2020

**92,642**



## DRINKING WATER

Extending Access. Ensuring Health.

Water is essential for the survival of all life forms on this planet and it is increasingly being seen as a human right. Besides being critical to human health, access to water impacts productivity at individual, agricultural and industrial levels.

Fully appreciating its importance, Hetero as a part of its CSR programmes has focussed on facilitating access to safe drinking water in villages bordering its operational geographies. And over the years, we have executed diverse range of projects like community borewells, community RO plants, overhead tanks, and pipeline construction among others benefiting thousands of families.

Besides catering to the overall health & hygiene of communities, our endeavours in this domain, in particular, have inspired safety, economic welfare and empowerment of women. With the availability of water close to homes, women who earlier had to walk miles to fetch water are now finding sufficient time to engage themselves in economically productive activities and contribute to financial progress of their households.

Focussed on providing lasting solutions, this financial year, we have built RO Plant at Nandigama village and undertook water pipeline at Boyapadu village of Nakkapally.

### Beneficiaries in Numbers



RO Plants

**2,650** households



Water Pipeline

**1,250** households



## HEALTH

### Spreading Health. Spreading Smiles.

The sphere of primary healthcare is a vital aspect of a country's health system which immensely contributes to the socio-economic development of the community. The villages bordering our facilities are generally devoid of access to quality healthcare professionals and facilities owing to their isolated locations and lack of transportation among others.

But with the arrival of Hetero, access to quality healthcare has become a reality for these villages. Focussed on enhancing primary healthcare system, we have ushered a host of initiatives which were highly successful in safeguarding the health and improving the lives of people.

The range of initiatives we cater to include:

- Healthcare Camps
- Mobile Medical Van
- Preventive health check-ups
- Free medicines distribution
- Health awareness drives
- Infrastructure & modernisation support
- Equipment donation
- Palliative care etc.

### Beneficiaries in Numbers



Mobile Medical Van  
**10,380**



Health Camps  
**10,357**



Health Financial Support  
**21**



## EYE CARE

### Endowing Vision. Enabling Lives.

Hetero has made pioneering strides in ensuring quality eye care to the underprivileged sections of the society. A significant aspect of our CSR outreach programs, the initiatives we undertook in this domain have been exemplary, to say the least.

From free eye check-ups to free cataract surgeries, postoperative care to medicines, distribution of spectacles to eye camps, we have brought back light into the lives of many over the years.

What stands out from the rest are our fully equipped state-of-the-art vision centres in Nakkapally Mandal

(Andhra Pradesh) and Siddipet District (Telangana), which are catering to almost every village falling within their respective territories.

The Siddipet Vision Centre named Krishna Sindura Eye Centre was initiated in collaboration with the globally renowned LV Prasad Eye Institute, Hyderabad. Inaugurated in January this year, at the hands of our Chairman, Dr. B.P.S Reddy, and Hon'ble Finance Minister of Telangana State, Sri T. Harish Rao this state-of-the-art centre will extend all the specialty services that are currently being extended in Hyderabad by LV Prasad Eye Institute.

### Beneficiaries in Numbers



Cataract Surgeries  
**710**



Spectacles Distributed  
**2,772**



Eye Screening  
**14,428**



## INFRASTRUCTURE

### Health Amenities. Healthier Communities.

Creation of infrastructure which enhances connectivity, inspires hygienic lifestyle and allows access to modern amenities is vital to enrich the quality of life and usher community progress. Appreciating this, Hetero has delivered to a host of infrastructure projects which have led to the social and economic transformation of communities touched by us.

Conceived to usher sustainable development, our infrastructure initiatives are aimed at facilitating access to health, education and employment opportunities besides enabling community welfare, economic growth and safety of communities.

#### Our outreach initiatives in this Financial Year have covered

##### CC Roads

A CC road was built in the village of Bonthapally in Jinnaram Mandal. This road besides allowing swift access to state highway is contributing to the reduction of accidents and enhancing safety of the commuters.

##### Construction of Panchayat Raj Office

A modern building with requisite amenities was constructed to house the Panchayat Raj Office of Jinnaram Village. This initiative benefits the villagers by ensuring them with a permanent place to carry out the panchayat's administrative affairs smoothly.

##### Underground Drainage

By undertaking the work of building the underground drainage system in the village of Domadugu Jinnaram Mandal, we have ensured that a community of 1000 people gets benefited from a hygienic environment where the risk of communicable diseases and soil and groundwater contamination is reduced.

##### Others

We have installed LED street lights and laid an electrical line to benefit to benefit Upamaka and Dondwaka villages respectively.

### Beneficiaries in Numbers



CC Road / Gravel  
**2000** households



Village Infrastructure & LED Lights  
**650** households



Underground drainage  
**1,000** people



Panchayat building  
**2,500** people



Electrical Line  
**250** people



## SKILL DEVELOPMENT TRAININGS

### Infusing Skills. Inspiring Employability.

Our nation holds an edge in terms of demographic dividend with a majority of the population constituting youth falling within the age bracket of 30-35 years. With our nation anticipated to record an accelerated growth across diverse sectors, a windfall of employment opportunities will be there for the taking. But to take complete advantage of the prospects, the concern of employability has to be addressed to help the youth seize the opportunities.

Appreciating the significance of the above, Hetero has inspired a range of Capacity Building initiatives to boost employability and entrepreneurial abilities among the youth. We have devised a two-layered approach wherein we cater to the skill development requirements at School & College level and for qualified graduates.

#### Soft Skills for Youth

To improve the employability prospects of qualified graduates and undergraduates, we have collaborated with Lead India 2020 Foundation to help students hone their soft skills and personality. Through this mission we are initially focussing on reaching out to fresh graduates

and qualified youth from rural areas and towns of Telangana State.

#### Industry Oriented Training

This programme is intended to boost the employment prospects of graduates, fresh out of college and seeking start a career in pharmaceutical industry. Through our dedicated Darpan Skill Development programme we are providing hands-on pharma industry training to qualified graduates especially those from science streams. By equipping trainees with requisite skills, these programmes are realising industry-ready workforce which finds preference in gaining employment with top pharma companies.

#### Livelihood Support

As an extension of our initiatives aimed at facilitating employment, we support the poor from among various communities pursuing traditional occupations like farming, fishing, handlooms and handicrafts etc., with necessary equipment so that they can go about earning their livelihood without hassles.

## Beneficiaries in Numbers



Manthan Training  
**410**



Livelihood support  
**293**



Soft Skills Training -  
Lead India 2020  
**648**



## PLANTATION

### Going Green. Going Clean.

Tree plantation and conservation are an indispensable part of Hetero's CSR initiatives. With the simple act of growing trees offering the single most effective solution to numerous environmental concerns like groundwater, floods, de-siltation, air pollution and global warming among others, we extensively promote these initiatives within and outside our facilities as a part of our environmental sustainability measures.

In addition, we also focus on sensitising our employees and local populations on preservation of green cover to

make our initiatives sustainable. We continue to partner with State Governments' in promoting community plantation, sapling distribution and afforestation activities.

The communities where we have initiated the green activities continue to benefit from enhanced ground water levels and less air pollution among others. This financial year we have distributed about 1,62,940 sapplings and sponsored 19,000 tree guards to Manoor and Nagaliddida villages of Sangareddy District as a part of Telangana State Government's Haritha Haram Campaign.



Tree Guards  
**19,000**



Plantations in this financial year  
**1,62,940**



Garbage vehicle\_Kaverammappeta\_Jadcharla



Toilets construction at ZPHS Girls, Nakkapally

## SWACHH BHARAT

### Clean India. Confident India.

Swachh Bharat mission is by far the most massive campaign by Government of India that drew attention to the aspect of cleanliness in daily life. The campaign launched and led by the Prime Minister of India himself in 2014 captured the imagination of people from all corners of the country.

Steered by a comprehensive approach, the mission inspired numerous initiatives like toilets, solid waste management and drinking water and sanitation among others which would make cleanliness and hygiene a way of life.

With hygiene inextricably linked to health, we at Hetero have been passionately supporting this campaign in more ways than one to shape healthy and hygiene communities around us.

This financial year, we have donated a tractor and mini-

truck to the Kaverammappet Gram Panchayat in Jadcherla Mandal helping it to collect, carry and dispose of the garbage from doorsteps of its residents. For the people living in this village, this initiative will contribute to ushering a hygienic environment with homes, streets and neighbourhoods finding freedom from litter, stench and diseases.

In addition to the above, we have constructed modern toilets at ZPHS at Nakkapally Mandal. While it benefits both students and staff of the school, this effort also in a way contributes to girl child education. With lack of proper toilet facilities at schools often cited as a reason for absenteeism and the high dropout rate among girl students, this initiative while inspiring a sense of security in girls and their parents also helps girls to pursue their dreams in a safer environment.

## Beneficiaries in Numbers



Toilets

**455**

Girl Students



Tractor

**18,300**

Households



## ART & CULTURE

### Preserving Traditions. Protecting Heritage.

Our nation is a home to myriad art forms and traditions which reflect the richness of our timeless heritage. Appreciating the importance of preserving our nation's precious legacies, we have included Art and Culture as an aspect of our CSR activities.

We have taken steps to ensure the preservation and promotion of folk arts including dance, music, traditions, customs, rituals and festivals unique to the regions bordering our facilities. We have extended support to renovation of heritage structures which hold architectural, traditional and spiritual significance for the local populations.

As a part of our endeavours, we are supporting the initiative of imparting free Kuchipudi classes – a classical dance form of Telugu States - to enthusiastic children belonging to select orphanages and Government schools in Telangana and Andhra Pradesh.

Besides preserving this beautiful dance form for future generations, our efforts have paved the way for promoting it at a national level with the students getting to perform in programmes across the country.

### Beneficiaries in Numbers



Heritage Structures' Renovations

**2,560**



Kuchipudi Dance Training

**25**



Local Art Forms

**6,001**

## ASSURANCE STATEMENT

# ASSURANCE STATEMENT

## ASSURANCE STATEMENT

# GRI INDEX

GRI Standard	Disclosure No	Disclosure	Page No(s)	External Assurance	Comment
<b>GRI 102: General Disclosures 2016</b>					
GRI 102: Organizational Profile	102-1	Name of the organization	38	Yes	
	102-2	Activities, brands, products, and services	14-17, 18-19, 23	Yes	
	102-3	Location of headquarters	38, 25	Yes	Back cover of the report also provides full address of the headquarters
	102-4	Location of operations	25, 21	Yes	
	102-5	Ownership and legal form	38	Yes	
	102-6	Markets served	21	Yes	
	102-7	Scale of the organization	27, 29, 11, 56, 57	Yes	
	102-8	Information on employees and other workers	71-72	Yes	
	102-9	Supply chain	57	Yes	
	102-10	Significant changes to the organization and its supply chain	38	Yes	There has been no significant change in organization's size, structure, ownership, or supply chain
	102-11	Precautionary Principle or approach	51	Yes	
	102-12	External initiatives	36-37	Yes	
	102-13	Membership of associations	36-37	Yes	
GRI 102: Strategy	102-14	Statement from senior decision-maker	5	Yes	
GRI 102: Ethics & Integrity	102-16	Values, principles, standards, and norms of behaviour	13, 49, 50, 72, 74	Yes	
GRI 102: Governance	102-18	Governance structure	46-50	Yes	
	102-20	Executive-level responsibility for economic, environmental, and social topics	48	Yes	
	102-22	Composition of the highest governance body and its committees	47-48	Yes	
	102-32	Highest governance body's role in sustainability reporting	46-48	Yes	
GRI 102: Stakeholder Engagement	102-40	List of stakeholder groups	41		
	102-41	Collective bargaining agreements	74	Yes	
	102-42	Identifying and selecting stakeholders	41-42	Yes	
	102-43	Approach to stakeholder engagement	41-42	Yes	
	102-44	Key topics and concerns raised	41-42	Yes	
GRI 102: Reporting Practice	102-45	Entities included in the consolidated financial statements	38	Yes	
	102-46	Defining report content and topic Boundaries	38, 44-45	Yes	
	102-47	List of material topics	43	Yes	
	102-48	Restatements of information	38	Yes	
	102-49	Changes in reporting	38	Yes	
	102-50	Reporting period	38	Yes	
	102-51	Date of most recent report	38	Yes	
	102-52	Reporting cycle	38	Yes	
	102-53	Contact point for questions regarding the report	38	Yes	
	102-54	Claims of reporting in accordance with the GRI Standards	38	Yes	
	102-55	GRI content index	107-109	Yes	
	102-56	External assurance	104-106	Yes	

GRI Standard	Disclosure No	Disclosure	Page No(s)	External Assurance	Comment
<b>Topic Specific Standard: Economic</b>					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	43-45	Yes	
	103-2	The management approach and its components	39, 55	Yes	
	103-3	Evaluation of the management approach	39, 55	Yes	
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	56	Yes	
<b>Topic Specific Standard: Environment</b>					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	43-45	Yes	
	103-2	The management approach and its components	39, 64	Yes	
	103-3	Evaluation of the management approach	39, 64	Yes	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	64-67	Yes	
	302-3	Energy intensity	64-67	Yes	
	302-4	Reduction of energy consumption	64-67	Yes	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	43-45	Yes	
	103-2	The management approach and its components	39, 59	Yes	
	103-3	Evaluation of the management approach	39, 59	Yes	
GRI 303: Water and Effluents 2018	303-3	Water withdrawal	59-60	Yes	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	43-45	Yes	
	103-2	The management approach and its components	39, 64	Yes	
	103-3	Evaluation of the management approach	39, 64	Yes	
GRI 305: GHG Emissions 2016	305-1	Direct (Scope 1) GHG emissions	68-69	Yes	
	305-2	Energy indirect (Scope 2) GHG emissions	68-69	Yes	
	305-4	GHG emissions intensity	68	Yes	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	43-45	Yes	
	103-2	The management approach and its components	39, 59, 61, 62	Yes	
	103-3	Evaluation of the management approach	39, 59, 61, 62	Yes	
GRI 306: Effluents & Waste 2016	306-1	Water discharge by quality and destination	61	Yes	
	306-2	Waste by type and disposal method	62-63	Yes	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	43-45	Yes	
	103-2	The management approach and its components	39, 55, 58	Yes	
	103-3	Evaluation of the management approach	39, 58	Yes	
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	58	Yes	
<b>Topic Specific Standard: Social</b>					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	43-45	Yes	
	103-2	The management approach and its components	39, 71, 72	Yes	
	103-3	Evaluation of the management approach	39, 71, 72	Yes	

GRI Standard	Disclosure No	Disclosure	Page No(s)	External Assurance	Comment
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	73	Yes	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	43-45	Yes	
	103-2	The management approach and its components	39, 72, 82	Yes	
	103-3	Evaluation of the management approach	39, 72, 82	Yes	
GRI 403: Occupational Health & Safety 2018	Disclosure 403-1	Occupational health and safety management system	82-84	Yes	
	Disclosure 403-9	Work-related injuries	85	Yes	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	43-45	Yes	
	103-2	The management approach and its components	39, 72, 75	Yes	
	103-3	Evaluation of the management approach	39, 72, 75	Yes	
GRI 404: Training & Education 2016	404-1	Average hours of training per year per employee	76	Yes	
	404-2	Programs for upgrading employee skills and transition assistance programs	75-81	Yes	
	404-3	Percentage of employees receiving regular performance and career development reviews	74	Yes	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	43-45	Yes	
	103-2	The management approach and its components	39, 91	Yes	
	103-3	Evaluation of the management approach	39, 91	Yes	
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	91-103	Yes	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	43-45	Yes	
	103-2	The management approach and its components	39, 86-87	Yes	
	103-3	Evaluation of the management approach	39, 86-87	Yes	
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of products and service categories	86-89	Yes	
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	55	Yes	





# Siddipet gets premium eye hospital

Says plan afoot to set up cancer screening centre in the town

STATE BUREAU

Finance Minister T. Harish Rao said that LV Prasad Eye Institute's Krishna Sindhura Eye Centre would have all the facilities similar to the hospital located in Banara Hills in Hyderabad.

The Minister said that LV Prasad Eye Hospital at Siddipet will organise skill development programmes for the blind to make them skilled with an objective to make them self-dependent.

Stating that the Telangana government led by Chief Minister K. Chandrababu Naidu is taking various initiatives to make the State in the country a healthy State, Harish said the government had set up a number of medical colleges besides improving facilities at government hospitals. Stating that Kanti Velugu and several other programmes were introduced for the benefit of the people, he called upon the people around Siddipet town to



HEALTHCARE: Finance Minister T Harish Rao inaugurating LV Prasad Eye Hospital in Siddipet on Monday

visit the hospital to get the treatment for eye-related ailments.

Stating that the plans were about to set up a cancer screening centre in Siddipet soon, the Minister, who hailed the contribution of Heero Foundation chairman Parthasarathi Reddy in the pharmaceutical sector in the country, the Minister said Reddy had brought light into the lives of thousands of people by building cancer hospital in Hyderabad at a cost of over Rs 400 crore. Rao said a cancer screening centre will be set up in Siddipet soon for the benefit of the people here.

Appreciating the work of LV Prasad Eye Hospital, Rao said that the Hospital, with 19 centres in four States within three decades after it was started in Hyderabad, had spread its wings swiftly to reach out lakhs of people. MLA MP Kota Prabhakar Reddy and others were present at the event.

## ఈనాడు విశాఖపట్నం

వచ్చినది 8 మార్చి 2019

### విద్యాభివృద్ధికి నరంతర కృషి

విద్యా మంత్రి హనుమంత్రావు, ప్రభుత్వ విద్యార్థులకు విద్యా సౌకర్యాలను మెరుగ్గా చేసే లక్ష్యంతో విద్యాభివృద్ధికి నరంతర కృషి చేస్తున్నారని మంత్రి హనుమంత్రావు తెలిపారు. విద్యార్థులకు విద్యా సౌకర్యాలను మెరుగ్గా చేసే లక్ష్యంతో విద్యాభివృద్ధికి నరంతర కృషి చేస్తున్నారని మంత్రి హనుమంత్రావు తెలిపారు.

విద్యార్థులకు విద్యా సౌకర్యాలను మెరుగ్గా చేసే లక్ష్యంతో విద్యాభివృద్ధికి నరంతర కృషి చేస్తున్నారని మంత్రి హనుమంత్రావు తెలిపారు.

## ఆరోగ్య తెలంగాణే సిఎం కెసిఆర్ లక్ష్యం

ఆరోగ్య తెలంగాణే సిఎం కెసిఆర్ లక్ష్యం. ఆరోగ్య తెలంగాణే సిఎం కెసిఆర్ లక్ష్యం. ఆరోగ్య తెలంగాణే సిఎం కెసిఆర్ లక్ష్యం.

ఆరోగ్య తెలంగాణే సిఎం కెసిఆర్ లక్ష్యం. ఆరోగ్య తెలంగాణే సిఎం కెసిఆర్ లక్ష్యం. ఆరోగ్య తెలంగాణే సిఎం కెసిఆర్ లక్ష్యం.

## విశాఖపట్నం వార్త

విశాఖపట్నం వార్త. విశాఖపట్నం వార్త. విశాఖపట్నం వార్త.

విశాఖపట్నం వార్త. విశాఖపట్నం వార్త. విశాఖపట్నం వార్త.

## పేద ప్రజలకూ కార్పొరేట్ వైద్య సేవలు

పేద ప్రజలకూ కార్పొరేట్ వైద్య సేవలు. పేద ప్రజలకూ కార్పొరేట్ వైద్య సేవలు. పేద ప్రజలకూ కార్పొరేట్ వైద్య సేవలు.

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## మహాబూబ్ నగర్ వార్త

మహాబూబ్ నగర్ వార్త. మహాబూబ్ నగర్ వార్త. మహాబూబ్ నగర్ వార్త.

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## ABBREVIATIONS

CSR	Corporate Social Responsibility
L&D	Learning & Development
R&D	Research and Development
USFDA	United States Food and Drug Administration
EU	European Union
API	Active Pharmaceutical Ingredients
ARV	Anti-Retroviral
HRF	Hetero Research Foundation
GMP	Good Manufacturing Practices
PIC	Pharmaceutical Inspection Co-operation
OECD	Organisation for Economic Co-operation and Development
GCP	Good Clinical Practice
GRI	global reporting initiatives
ML	Mega Litres
JV	Joint Venture
EU	European Union
SDG	Sustainable development goals
KL	Kilo Litre
PEPFAR-SCMS	President's Emergency Plan for AIDS Relief - Supply Chain Management System
UNDP	United Nations Development Programme
PAHO	Pan American Health Organization
MSF	Médecins Sans Frontières
UNOPs	United Nations Office for Project Services
UNICEF	United Nations Children's Fund
INR	Indian Rupee





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