

THE NORMS SET FOR DISCHARGE OF FUNCTIONS

The company has well defined procedures and guidelines in the form of delegation of powers, laid down policies and guidelines, manuals, compliance of provisions of various statutes, rules and regulations, guidelines of Department of Public Enterprises and guidelines of Chief Vigilance Commission, for smooth operation of the Company.

Various policies laid down by the Company follows;

Quality Policy

HLL Lifecare Limited is committed to:

- Provide affordable healthcare solutions focusing on inclusiveness, conforming to international standards and regulatory requirements, enabling people lead healthy and happy lives
- Achieve organisational excellence through continual improvement by adoption of best technologies and practices in all areas
- Market products and services globally delivering highest value for customers through focus on innovation, quality, R&D, cost management and customer relationship management
- Be an organisation meeting highest standards in Corporate Governance and Corporate Social Responsibility

SHE Policy

HLL Lifecare Limited is committed to protect environment, eliminate occupational hazards and ensure safety of employees & subcontractors through:

- Monitoring and control of the impact of its activities, products and services on a continual basis;
- Compliance of applicable legal and other requirements;
- Adopting safe operating practices with an emphasis on social accountability.
- Facilitating employee training and their involvement;

- Pollution mitigation through adoption of best practices;
- Conserving materials, energy and reducing waste at source, and/ encouraging usage of renewable energy sources;
- Periodic review of safety, health and environment management system.

Lab Quality Policy

HLL Lifecare Limited is committed to:

- Ensure reliable, consistent and traceable results of testing by using test methods complying to national / international standards and by following good professional practices.
- Ensure that all personnel involved in the testing operations familiarize with the policies and procedures of the management system conforming to ISO/IEC 17025 : 2005 and implement the same in their works.
- Continually improve the effectiveness of the management system.

Energy Policy

HLL Lifecare Limited is committed to buying and using energy in the most cost effective, efficient and environmentally responsible way through:

- Monitoring, reviewing and controlling of energy management system activities and services on a continual basis for reducing energy demand and increasing energy efficiency.
- Sourcing energy efficient products/services and encouraging usage of renewable energy sources.
- Compliance of applicable legal and other requirements related to energy use, consumption and efficiency.
- Utilizing the available information and resources to achieve the objectives and targets.

- Facilitating employee training and their involvement in energy management activities.

Vigil Mechanism/Whistle Blower Policy

The Company has adopted a Vigil Mechanism/Whistle Blower Policy, to provide a formal framework to the Directors and employees to report their concerns about unethical behaviour, actual or suspected fraud or violation of the Company's Code of Conduct and ethics policy. The Policy provides for adequate safeguards against victimization of employees who avail of the mechanism and also provides for direct access to the Chairman of the Audit Committee. It is affirmed that no personnel of the Company has been denied access to the Chairman of the Audit Committee and that no complaints were received during the year in this regard.

Risk Management

The Company has adopted a robust Risk Management Policy approved by the Board of Directors. It establishes various levels of accountability and overview within the Company, while vesting identified managers with responsibility for each significant risk. The Company has identified various risks and also has mitigation plans for each risk identified. The Corporate Audit Service Department facilitates the execution of Risk Management Practices in the Company, in the areas of risk identification, assessment, monitoring, mitigation and reporting. Your Company has an established Enterprise Risk Management (ERM) system that engages with all the business verticals for risk assessment and ensures that the risk mitigation plans are in place and validates its status regularly. The Audit Committee of the Board oversees the Risk Management process.

Policy on Prevention, Prohibition and Redressal of Sexual Harassment at Workplace

The Company implemented the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules thereunder. The Policy aims to provide protection to employees from sexual harassment at the workplace and redress

complaints of sexual harassment. HLL firmly believes that sexual harassment results in violation of the fundamental rights of a woman's equality under articles 14 and 15 of the Constitution of India and the right to life and to live with dignity under article 21 of the Constitution and the right to practice any profession or to carry on any occupation, trade or business which includes a right to a safe environment free from sexual harassment. Redressal Committees have been constituted in all units of the company. Meetings are conducted on regular intervals.

Implementation of Official Language Policy

The Company is implementing and complying with all the provisions of OL Act & Rules under Official Language Policy of the Union. During the year your company conducted various activities such as Hindi Mela, Music Night, Balasibiram, section meetings Hindi Forum meetings, Hindi Vachan programmes for creating a conducive environment for promoting and propagating official Language in the Company. 171 employees were trained in Refresher training programmes, OL Awareness programmes, and Computer trainings. A seminar was conducted on '50th Year of HLL- Achievements & Acclamations'. 43 employees participated in the Seminar and 9 paper presentations were made by employees in Hindi.

Hindi Fortnight Celebrations was conducted in befitting manner in Head Office and in Units. Various competitions and training programme were organized for employees and children of employees. An Eloquence programme was conducted on 'the growing need for affordable healthcare solutions and the role of HLL as part of Hindi Fortnight Celebrations. Hindi Fortnight Celebration was also extended to the students of 6 schools adopted under CSR activities of the Company. 94 students were participated in the competitions. Also Spoken Hindi Classes, Hindi Grammar classes are conducted for the students on monthly basis to enhance their knowledge in Hindi. 8 Units were inspected in order to identify their position in Hindi implementation by the Head office and inspection was carried out in HLL by Ministry of Home Affairs and Ministry of

Health and Family Welfare. Various incentives and awards were extended to the employees for doing official work in Hindi, for Writing Articles, for passing Hindi examination with 90% marks in Hindi by the children of employees. A Rolling Shield was instituted by Head Office for the unit which excels in the Official Language Implementation. A meritorious citation award was instituted in the company as per the direction of Ministry of Heavy Industries & Public Enterprises in order to commemorate the birth anniversary of Shri Sankar Dayal Singh, who was a renowned Hindi Scholar and a Parliamentarian. The award was given to one employee by considering the overall performances extended for Hindi implementation. The website of our Company www.lifecarehll.com is made in bilingual and its updation is also done regularly. Our Company is releasing 2 editions of the official Language magazine 'Samanvaya'. Other releases of the Company are 'Corporate News' the bimonthly release and 'Moments' monthly releases in Bilingual. 'The Family' the house journal is issued in trilingual in Malayalam, Hindi and in English.

Corporate Social Responsibility & Sustainability

HLL implements CSR programmes directly and through its implementing agencies such as HLL Family Planning and Promotion Trust [HLFPPT] and HLL Pratheeksha Charitable Society. During the year the Company has undertaken many CSR initiative programmes. In compliance with Section 135 of the Companies Act, 2013 read with the Companies (Corporate Social Responsibility Policy) Rules 2014, the Company has established Corporate Social Responsibility (CSR) Committee.