Business Responsibility Report

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Activity</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Corporate Identity Number (CIN) of the Company</td>
<td>L24231PB1958PLC002257</td>
</tr>
<tr>
<td>2.</td>
<td>Name of the Company</td>
<td>GileadSmithKline Consumer Healthcare Limited</td>
</tr>
<tr>
<td>3.</td>
<td>Registered address</td>
<td>Patiala Road, Nabha – 147 201 (Punjab)</td>
</tr>
<tr>
<td>4.</td>
<td>Website</td>
<td><a href="http://www.gsk-ch.in">www.gsk-ch.in</a></td>
</tr>
<tr>
<td>5.</td>
<td>e-mail id</td>
<td><a href="mailto:investor2.co@gsk.com">investor2.co@gsk.com</a></td>
</tr>
<tr>
<td>6.</td>
<td>Financial Year reported</td>
<td>January 1, 2013 to March 31, 2014</td>
</tr>
<tr>
<td>7.</td>
<td>Sector(s) that the Company is engaged in (industrial activity code-wise)</td>
<td>Food Processing Sector</td>
</tr>
<tr>
<td></td>
<td>Product</td>
<td>ITC (HS) Code</td>
</tr>
<tr>
<td></td>
<td>Malt Based Foods</td>
<td>1901909</td>
</tr>
<tr>
<td></td>
<td>Protein Rich Food</td>
<td>19019090</td>
</tr>
<tr>
<td></td>
<td>Cereal Based Beverage</td>
<td>19019090</td>
</tr>
<tr>
<td></td>
<td>Nutritional Food Powder</td>
<td>21069090</td>
</tr>
<tr>
<td>8.</td>
<td>List three key products/services that the Company manufactures/provides (as in balance sheet)</td>
<td>a. Malt Based Food</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b. Protein Rich Food</td>
</tr>
<tr>
<td></td>
<td></td>
<td>c. Cereal Based Beverage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>d. Nutritional Food Powder</td>
</tr>
<tr>
<td>9.</td>
<td>Total number of locations where business activity is undertaken by the Company:  i. Number of International Locations: (Provide details of major 5) ii. Number of National Locations</td>
<td>Gurgaon, Chennai, Mumbai, Kolkata, Nabha, Rajahmundry, Sonepat</td>
</tr>
<tr>
<td>10.</td>
<td>Markets served by the Company – Local/State/National/International</td>
<td>India, Sri Lanka, Bangladesh, Nepal, Middle East, Kenya, Malaysia, Myanmar, Pakistan</td>
</tr>
</tbody>
</table>

SECTION B: FINANCIAL DETAILS OF THE COMPANY

<table>
<thead>
<tr>
<th>Activity</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paid-up Capital (Rs.)</td>
<td>Rs. 42,05,55,380</td>
</tr>
<tr>
<td>Total Turnover (Rs.)</td>
<td>Rs. 46,82,91,63,961 (for the 15 months period ended March 31, 2014)</td>
</tr>
<tr>
<td>Total profit after taxes (Rs.)</td>
<td>Rs. 6,74,74,68,415 (for the 15 months period ended March 31, 2014)</td>
</tr>
<tr>
<td>Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)</td>
<td>0.26%</td>
</tr>
</tbody>
</table>

List of activities in which expenditure in 4 above has been incurred

- a. Activity towards addressing major health issue "Kalazar" in North Bihar.
- b. Sustaining healthcare and livelihood for the tribal community in Kairayan hills near Salem in Tamil Nadu.
- c. In Vidarbha, Maharashtra support provided to families and widows where farmers have committed suicide due to agrarian prices.
- d. Supporting homeless women, children and families in Delhi and Hyderabad.
- e. Providing Healthcare and Education of Relief Settlement (PRS) for destitute mentally ill women and children in Palluruthy, Kerala.
- f. Empowering and uniting mothers of young adults with mental retardation in Delhi.
- g. Supporting informal education for slum children in Faridabad.
- h. Providing meals to 200 tribal children and honorarium to teaching and support staff in Kerala.
i. Supporting education/vocational training for underprivileged children, scholarship to underprivileged children and ration/food support for Children’s Home in Delhi.

j. Helping to provide shelter, medical care and sustainability for old and orphaned destitute at various locations in Delhi including Badarpur.

k. Providing Healthcare and nutritional support to women and children at Nabha.

l. In partnership with Save the Children, aiding relief work in Uttarakhand by providing Horlicks and Crocin.

SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company/Companies? – No

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s) – No

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%] – No

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR

   a) Details of the Director responsible for implementation of the BR policy/policies
      • DIN Number : 01417171
      • Name : Mr. Jalboy John Phillips
      • Designation : Director – Operations

   b) Details of the BR head (Post-Board Meeting)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Particulars</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DIN Number (if applicable)</td>
<td>–</td>
</tr>
<tr>
<td>2</td>
<td>Name</td>
<td>Ms. Deepa Dey</td>
</tr>
<tr>
<td>3</td>
<td>Designation</td>
<td>Head – Communication</td>
</tr>
<tr>
<td>4</td>
<td>Telephone No.</td>
<td>+91 124 4097390</td>
</tr>
<tr>
<td>5</td>
<td>e-mail id</td>
<td><a href="mailto:deepa.d.dey@gsk.com">deepa.d.dey@gsk.com</a></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Questions</th>
<th>P 1</th>
<th>P 2</th>
<th>P 3</th>
<th>P 4</th>
<th>P 5</th>
<th>P 6</th>
<th>P 7</th>
<th>P 8</th>
<th>P 9</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Do you have a policy/policies for...</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>2</td>
<td>Has the policy being formulated in consultation with the relevant stakeholders?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>3</td>
<td>Does the policy conform to any national/international standards? If yes, specify? (50 words)*</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>4</td>
<td>Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/appropriate Board Director?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>5</td>
<td>Does the company have a specified Committee of the Board/Director/Official to oversee the implementation of the policy?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>
6. Indicate the link for the policy to be viewed online? | Y Y Y Y Y Y Y Y Y 
7. Has the policy been formally communicated to all relevant internal and external stakeholders? | Y Y Y Y Y Y Y Y Y 
8. Does the company have an in-house structure to implement the policy/policies? | Y Y Y Y Y Y Y Y Y 
9. Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders’ grievances related to the policy/policies? | Y Y Y Y Y Y Y Y Y 
10. Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency? | Y Y Y Y Y Y Y Y Y 

* The Policies have been framed keeping in view our commitment in achieving the social environmental and economic goals of the organization. These Policies have been derived and adopted from the Global policies and are aligned as per the Indian scenario, to safeguard the interest of all its stakeholders.

2a. If answer to S.No. 1 against any principle, is ‘No’, please explain why: (Tick up to 2 options)

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Questions</th>
<th>P 1</th>
<th>P 2</th>
<th>P 3</th>
<th>P 4</th>
<th>P 5</th>
<th>P 6</th>
<th>P 7</th>
<th>P 8</th>
<th>P 9</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The company has not understood the Principles</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>The company does not have financial or manpower resources available for the task</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>It is planned to be done within next 6 months</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>It is planned to be done within the next 1 year</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Any other reason (please specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Governance related to BR:

- Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assesses the BR performance of the Company. Within 3 months, 3-6 months, annually or more than 1 year

The Company has set up a cross functional team consisting members from Commercial, Legal, Human Resources, Finance, Environment Health & Safety, Quality, Regulatory, Communications and External Affairs to monitor and ensure compliance with the mandated BR Reporting.

This internal cross functional team has met every quarter on August 19, 2013, December 6, 2013, January 9, 2014 & April 9, 2014, and has updated the Director responsible.

This report is presented to the Board for their review and approval every year.

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

The company publishes the Business Responsibility Report annually and the same can be viewed at [www.gsk-ch.in](http://www.gsk-ch.in).
SECTION E: PRINCIPLE-WISE PERFORMANCE

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

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?
   The Anti-Bribery and Corruption Policy covers the Company and all its Third Party Vendors. It does extend to the Suppliers/Contractors and everyone the Company does business with.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.
   None.

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

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.
   a. Horlicks and its variants
   b. Boost and its variants

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):
   i. Water and Energy Consumption from January, 2013 to March, 2014

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Parameter</th>
<th>Unit</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Water Consumption (absolute)</td>
<td>KL</td>
<td>1439433.0</td>
</tr>
<tr>
<td>2</td>
<td>Carbon Emissions</td>
<td>Absolute CO2 (Kg)</td>
<td>112057542.9</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>S. No.</th>
<th>Description of Raw Material</th>
<th>Unit</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Milk Powder</td>
<td>MT</td>
<td>12,514</td>
</tr>
<tr>
<td>2</td>
<td>Liquid Milk</td>
<td>MT</td>
<td>68,218</td>
</tr>
<tr>
<td>3</td>
<td>Malt and Malt Extract</td>
<td>MT</td>
<td>1,00,882</td>
</tr>
<tr>
<td>4</td>
<td>Flour (Wheat)</td>
<td>MT</td>
<td>43,855</td>
</tr>
</tbody>
</table>

   iii. Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

   All the sites have increased the usage of agri-waste bio-mass fuel (briquettes/pellets) for steam generation. This has resulted in a reduction of about 48,000 tonnes of CO2 emissions, thereby significantly reducing carbon footprint and endeavoring support towards a clean and sustainable environment.

   iv. Reduction during usage by consumers (energy, water) has been achieved since the previous year?

   Not applicable.
3. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

It is a focus area for the organization and we had started with our sites and planning to include supply base by creating awareness and identify areas to reduce CO2, water and waste management.

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

Yes, various steps have been taken at the local site level. Major activities under this arena is on Dairy Development wherein the following different activities are carried out to improve their capacity.

1. Animal Health Care
2. Breed Improvement
3. Dairy Farm Management
4. Clean Milk Production

5. Does the company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

All three sites has well defined system to recycle waste and recycling of products waste is more than 10%. Details of the waste utilization are as follows:

Process:

- Husk (Barley) : Sold as cattle feed.
- Product waste : Bio composting used as manure Pollution control Facility
- Ash from ESP : Reused in manufacture of ash based bricks, mud based bricks and for road construction.

**Principle 3: Businesses should promote the wellbeing of all employees**

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Particulars</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Please indicate the Total number of employees (on GSK Rolls)</td>
<td>3,502</td>
</tr>
<tr>
<td>2</td>
<td>Please indicate the Total number of employees hired on temporary/contractual/casual basis</td>
<td>1,495</td>
</tr>
<tr>
<td>3</td>
<td>Please indicate the Number of permanent women employees.</td>
<td>109</td>
</tr>
<tr>
<td>4</td>
<td>Please indicate the Number of permanent employees with disabilities</td>
<td>3</td>
</tr>
<tr>
<td>5</td>
<td>Do you have an employee association that is recognized by management</td>
<td>Yes. Rajamundry: 1, Nabha: 2</td>
</tr>
<tr>
<td>6</td>
<td>What percentage of your permanent employees is members of this recognized employee association?</td>
<td>Nabha: 88%, Rajahmundry: 92%</td>
</tr>
</tbody>
</table>

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Category</th>
<th>No. of complaints filed</th>
<th>No. of complaints closed</th>
<th>No. of complaints pending</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Child labour/forced labour/involuntary labour</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2.</td>
<td>Sexual harassment</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>3.</td>
<td>Discriminatory employment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
8. What percentage of your under mentioned employees were given safety and skill upgradation training in the last year?

- Permanent Employees: 70%
- Permanent Women Employees: 80%
- Casual/Temporary/Contractual Employees: 80%
- Employees with Disabilities: 0%

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

1. Has the company mapped its internal and external stakeholders? Yes/No

   Yes, the Company has the system of contracts/POs with the stakeholders with defined terms and conditions, service levels and compensation.

2. Out of the above, has the company identified the disadvantaged, vulnerable and marginalized stakeholders?

   The Company has a process for identifying the Micro, Small & Medium Enterprises and ensuring compliance under the MSMED Act, 2006.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.

   - The company, in collaboration with Charities Aid foundation, has undertaken an initiative to provide primary healthcare to residents of nearby villages by supporting two primary healthcare centers in vicinity of Sonapet. Regular awareness camps are organized in our health centers, villages and local schools, apart from street plays, meetings with key opinion leaders etc. to build consensus and ownership of health and hygiene as a focus area for the local community.
   - The company sponsors education for about 20 girl students studying in classes 10th to 12th in Government senior secondary school, Nabha by providing scholarships. The girls are selected on a merit cum means basis.
   - The Company procures liquid milk from ~400 villages in Nabha and Rajahmundry milkshed area. The Company drives a structured Dairy Development programme in its milkshed through animal health care, breed improvement, farm management and clean milk production.

   Key activities:
   - Free Veterinary Service
   - Deworming Camps – Free deworming of animals
   - Multipurpose Camps – Vety. treatment and awareness lectures
   - Subsidy on Veterinary Medicines
   - Subsidy on Feed Supplements – Mineral Mixture and Calcium Preparations

During the year, your Company's rural business also focused on building a unique 'Go to Market' model with the Village Level Entrepreneur (VLE)-network by developing 252 Women VLEs. This unique model is win-win proposition for all concerned as it creates livelihood opportunities for underprivileged rural women, enhances their knowledge and increases access of nutritional products for the community and builds a strong sustainable channel for the organization to reach and serve these markets. Women, selected from socially and economically disadvantaged communities - provide the last mile connect between the company and consumers in smaller villages. In collaboration with NGOs, self-help groups, rural development banks and other key entities working with rural communities, the Company identifies, trains and inducts women into the programme and entrusts them to take our products to the consumers' doorsteps. These trained women set up and run their distribution business and creates a sustainable livelihood for themselves.
In 2013-2014, we identified and enabled VLEs, primarily in Bihar, West Bengal and Tamil Nadu. Each of these women reaches over 50 households every month in her village and passes on information on health and nutrition. In the process they also generate business with personal monthly profits of around Rs. 1000.

**Principle 5: Businesses should respect and promote human rights**

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

   Extends to all.

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

   None.

**Principle 6 : Businesses should respect, promote, and make efforts to restore the environment**

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

   Yes. It extends to contract manufacturing sites.

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

   All the three primary manufacturing sites have Site Energy policy which addresses global environmental issues such as climate change, global warming, etc. and site energy initiatives are being considered in line with that.

   One of the key initiatives taken during the year is blending of waste bio-mass with coal in the existing boilers to reduce the carbon emissions, thus, contributing towards reducing the impact of global warming.

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

   Yes, Proactive approach is followed in identification of the potential environmental risk, 5x5 matrix is used for the identification of the potential environmental risks. Proper SOP's/controls are in place for the key environmental risks.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?

   Various energy saving initiatives and projects, implemented across the sites during the year. However, presently these are not having potential to be submitted under Clean Development Mechanism

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

   All sites have taken various initiatives highlighted as below:

   1. **Steam**
      All the sites have increased the usage of agri-waste bio-mass fuel (briquettes/pellets) for steam generation. This has resulted in a reduction of about 48,000 tonnes of CO₂ emissions, thereby significantly reducing carbon footprint and endeavoring support towards a clean and sustainable environment.
Our Rajahmundry site has installed energy efficient Double-Effect Vapor Absorption system to reduce steam consumption. Rajahmundry, Nabha and Sonepat sites have enhanced thermal insulation and condensate recovery initiatives for better steam efficiencies.

2. Electricity

Several energy conservation initiatives have been carried out during the year.
- At Nabha, installation of Double effect vapor absorption system and energy efficient LED lights.
- At Rajahmundry, installation of Variable Frequency Drives on Multiple-Effect Evaporator & cooling tower pumps and energy efficient LED lights were carried out during the year.
- At Sonepat, optimization of equipment operations and control along with refurbishment of utility equipments were carried out during the year.

6. Are the emissions/waste generated by the company within the permissible limits given by CPCB/SPCB for the 15 months period ended March 31, 2014 being reported?

Yes. Stack Emissions, Water Analysis and Ambient Air Quality Reports are well within the limits as defined by CPCB/PPCB.

7. Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as at the end of 15 months period ended March 31, 2014.

There is no show cause notice pending by the end of the 15 months period ended March 31, 2014.

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

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

   Yes. The Company is a member of the following trade and chamber/association:
   a. Federation of Indian Chambers of Commerce and Industry (FICCI), Delhi
   b. Confederation of Indian Industries (CII), Delhi
   c. All India Food Processors' Association (AIFPA), Delhi
   d. Protein Foods and Nutrition Development Association of India (PFNDAI), Mumbai

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


Principle 8: Businesses should support inclusive growth and equitable development

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes, give details thereof.

   Yes. Your Company strives to improve the quality of life and partnering with the society to improve, rebuild and create awareness about important social issues in 4 different ways:
A. Corporate Funding

The Company supported numerous Community Partnership Projects in the sphere of children's education and healthcare, support to the homeless, education and empowerment of tribal children, sustaining healthcare and livelihoods of the tribal community across the country.

B. Community development directly through GSK

a. Improve people's health and well-being and to provide education for the under-privileged in and around the factories located at Rajahmundry, Nabha and Sonepat.
b. The Nabha Foundation Healthcare and nutritional support to women and children.
c. Scholarship to underprivileged girl children and meals to tribal children and honorarium to teaching and support staff.

C. Relief and Rehabilitation in times of natural calamity and emergencies

Supply of nutritional products particularly in times of need and calamities. Our products are also supplied to various schools and to pregnant mothers in localities in villages in and around our factories.

This year, during flood situations in Uttarakhand and Orissa, we donated substantial amount of our nutritional products and medicines.

D. Volunteer time and expertise

At the very foundation of your Company's CSR activities is 'PULSE' – the skills-based volunteering initiative that enables GSK employees to volunteer their professional expertise towards making a sustainable difference to communities and patients in need. This year three of our Company's employees received an opportunity to make a difference by way of three month projects with reputed international and national NGOs like Mother NGO under St. Stephens's Hospital (Delhi), Society for Child Development (Delhi) and Leonard Cheshire Disability (Colombo).

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

The initiatives are taken in two ways:

1. Majority of the activities are assessed and monitored by external NGOs like Business and Community Foundation (BCF) and Charities Aid Foundation (CAF).
2. Many initiatives are also taken directly by our employees and sites in community development, in and around the site locations like Nabha, Sonepat and Rajahmundry and Delhi.

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

Yes. It is an ongoing process – Each project is selected on basis of its sustainable impact and is regularly monitored. In order to ensure sustainable impact, majority of the corporate funding projects are long term, where regular assessment of the impact is done and accordingly, the scope and beneficiary identifications evolve.

4. What is your company’s direct contribution to community development projects – Amount in INR and the details of the projects undertaken?

The Company has contributed approximately Rs. 1,48 Lacs towards various community development projects as listed herein.
5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so?

Our CSR responsibilities arise from our mission statement – “To improve the quality of human life by enabling people to do, more feel better and live longer”.

All the projects are carefully selected in consultation with our NGO partners, private foundations and academic institutions to ensure long term sustainability and empowering of the people whom we strive to help. Most of our projects are aimed towards health benefits and specific projects like AIDS, Kalazar etc. are monitored to measure the decrease in the number of cases reported as compared to before intervention. Similarly, on educational and support to women, efforts are towards informal education where the goal is to bring education more closely to the children in slums and particularly for the disabled and physically challenged. Impact is assessed by monitoring decreasing number of dropouts, increasing enrolment and finally increasing number of students motivated to join formal education.

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

1. What percentage of customer complaints/consumer cases are pending as at the end of 15 months period ended March 31, 2014?

Your Company has an established Consumer Careline Cell which receives feedback from consumers through dedicated phone line (0124-4097237), email (consumer.2.co@gsk.com) or through snail mail (P.O. Box No.15, Gurgaon). This information is available on all the products manufactured and sold by the company. The feedback received through all these three sources is routed to the concerned functions through an internal software application – Customer Delight System. Your Company has detailed procedures to carry out necessary investigations in case warranted by the feedback. All the customer feedbacks are used to drive improvements within the system. These improvement actions are documented in the form of Corrective and Preventive actions and are reviewed periodically in management meetings.

As on March 31, 2014, 94% of the complaints were closed. Rest of the complaints are under investigation.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information)?

Yes. Consumer is provided with instructions on serve sizes and the basic knowledge about the science working behind the various formulations and ingredients added in our product including general known functions of the nutrients. Storage Instructions and cautionary notes, if any, are also provided, if it is important to ensure the safety of consumer at the time of consumption.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year? If so, provide details thereof, in about 50 words or so.

There have been 5 complaints received by the Company from Advertising Standards Council of India (ASCI) and all were resolved to their satisfaction and none of them are pending.

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

Your Company undertakes a number of surveys through the year with our consumers. These include surveys on consumer satisfaction with product formulation, packaging, and advertising. We also carry out extensive usage and attitude surveys for the categories we operate in. Details for which are available on request.

Place: Gurgaon  
Dated: May 9, 2014  

Jaiboy John Phillips  
Director