

CITIZENS CHARTER

Introduction to HLL

A company aimed at realizing the government's family planning programme, HLL Lifecare Limited started as a manufacturer of natural rubber latex condoms. The foundation paved the way for a big dream that was in a nascent stage, aimed at changing the lives of a number of people. And as HLL metamorphosed into a nation's brand, the dream grew by leaps and bounds. The company spread its wings to diversify into a healthcare major, with great emphasis over healthcare services. As the company successfully completes 50 years of consistent quality performance, HLL is entrusted with greater responsibilities – the affordable pharmacy network across the nation, healthcare services outlets, vaccine security of the nation, the medical devices park and much more. It's no wonder that, at HLL, work is really about 'innovating for healthy generations', each day.

HLL LIFECARE LIMITED		
a)	Date of incorporation	01.03.1966
b)	Mode of incorporation	Incorporated under Companies Act, 1956 as a Private Limited Company and converted into a Public Limited Company with effect from 2 nd February, 2012.
c)	Administrative Ministry	Ministry of Health & Family Welfare
d)	Details of disinvestments	Government of India is holding the entire paid up capital of the Company amounting to INR 2,90,41,50,000/-
e)	Present Status	A Government Company within the meaning of Section 2(45) of the Companies Act 2013.
f)	Share Capital	Authorized Share Capital INR 300,00,00,000/- Paid up Share Capital INR 2,90,41,50,000/- (100% held by the President of India)

g)	Address of Registered Office	HLL Bhavan, Mahilamandiram Road, Poojappura Thiruvananthapuram 695012 Kerala INDIA
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About our Organisation

HLL's is a journey that started with a single contraceptive unit in 1966. It is today a multi-product, multi-location organisation addressing various public health challenges facing humanity. With a vast array of innovative products and social programmes, HLL Lifecare Limited is day after day taking a step closer to its vision of 'Innovating for Healthy Generations'.

HLL is the only company in the world manufacturing and marketing the widest range of contraceptives. It is unique in providing a range of Condoms, including Female Condoms, Intra Uterine Devices, Oral Contraceptive Pills - steroidal, non-steroidal and Emergency Contraceptive pills; Contraceptive Cream, and Tubal Rings.

HLL's healthcare product range include: Blood Collection Bags, Surgical Sutures, Auto Disable Syringes, Vaccines, Women's healthcare Pharma products, In - Vitro Diagnostic Test Kits, Hydrocephalus Shunt, Tissue Expanders, Needle Destroyers, Blood Bank equipment, Iron and Folic Acid Tablets, Sanitary Napkins, Oral Rehydration Salts, Vending Machines and Hand Sanitizers

Over the past few decades HLL has steadily set up a strong and sound infrastructure for direct marketing. HLL has put in place a vast distribution network covering the length and breadth of the Indian continent.

HLL today reaches out to over half a million-retail outlets, including over 1,00,000 villages, in the remotest corners of India.

HLL's products are today exported to over 110 countries.

The company set up the not-for-profit organisation, the Hindustan Latex Family Planning Promotion Trust (HLFPPT), in 1992 for the purpose of designing and implementing social sector intervention projects, particularly in the area of reproductive health, women empowerment and HIV prevention and control activities, with the objective of creating planned social change. HLFPPT is today one of the top social marketing organization in India.

HLL's association with world leaders include those with Okamoto of Japan; Finishing Enterprises, USA; Female Health Company, UK; and Beijing Zizhu Pharma of China.

HLL has seven state-of-the-art manufacturing facilities with quality and environmental management system certifications. Products manufactured at its Plants also have the 'CE' marking.

HLL is today a leading provider of contraceptives and healthcare products to various global public health programmes managed by international agencies like UNFPA, UNOPS, UNHCR, WHO, PSI and IDA.

Nearly 2700 employees and with several world leaders as partners, HLL has over the past five decades stood to uphold its mission to achieve and sustain a high growth path, and focus on five key thrust areas to achieve its vision. These are - customers, employees, business, industry, and social initiatives.

In the future through technical collaborations, marketing alliances and joint ventures, HLL wishes to keep alive the dream of all humanity – of a healthier world.

Our Vision

To be a globally respected organisation, focusing on inclusiveness by providing affordable and quality healthcare solutions through continuous innovation.

Our Purpose

The very purpose of business at HLL is to provide high-quality products and services at affordable prices.

Mission

To accomplish the Corporate Vision, HLL Lifecare Ltd has outlined following Mission which focus on six key areas:

- Provide quality products and services meeting international standards.
- Excellence through continual improvement by adoption of best technologies and practices.
- Customer delight and value creation through innovation, R & D, cost management and customer care.
- Focusing on human resource development to meet the needs of challenging business environment.
- Be a socially committed corporate by maintaining highest standards of corporate governance and corporate social responsibility.
- Committed to the well-being of mother earth and future generations through green initiatives and promotion of sustainable development.

Objectives

- The company will strive to fulfill its vision/mission by
- Attaining rapid growth and global levels of operations with high quality cost competitiveness and be among the top three players in each main product category.
- Create a culture of continuous innovation through R& D initiatives.
- Strive to be the employer of choice in India with employee satisfaction levels of over 90%.
- Be recognized as the leading social organization in the field of Reproductive and Women's Healthcare with commitment to the society - a partner of choice for implementing all government and multilateral initiatives in these segments.

- Focusing on capacity building, skill development and infrastructural development for the benefit of the marginalized and under privileged sections for their empowerment and inclusion in the economic mainstream.
- To place emphasis on environmental friendly activities that brings out conservation of resources and waste management leading to top sustainable development.

Our Values

HLL has a Value Charter – TTT– Trust, Transparency and Teamwork. It symbolises the philosophy of HLL; its reason for existence, values and principles it follows in its daily activities. It also provides a common direction for all employees of HLL; the way to conduct in personal and professional life.

Trust

We shall practice what we profess and thereby build trust among ourselves and all our stakeholders. We believe that trust creates an atmosphere of mutual respect and support. We shall never compromise doing the right things at the right time consistently.

Transparency

We shall exhibit honesty and accountability in all our activities. We shall encourage active participation of all stakeholders in our decision-making process. We shall practice Equity, Fairness and Justice at work.

Teamwork

We believe that excellent outcomes can be achieved only through teamwork. We shall build teams committed to company goals. We shall foster friendliness, camaraderie and selflessness.

HLL Lifecare Ltd. has adopted a Code of Business Conduct & Ethics for Board Members and Senior Management, Enterprise-wide Risk Management Policy and has constituted a qualified and independent Audit Committee of the Board of Directors. It also has a formal statement of Board Charter that sets out the role, structure, responsibilities and operation of the Board of HLL and its delegation of authority.

Employees

The competence and commitment of the employees, sustained for over decades, have made HLL a fast growing global entity. This is reflected in the energy of more than 2700 employees. HLL provides demanding and challenging opportunities to each employee. Through appropriate training and mentoring programmes, business plan meets and regular communication, employees are made to align to the organisation's culture, vision and purpose.

A Global Perspective

With the changing socio-political climate, global health programmes are constantly seeking diverse solutions in the areas of medicine and healthcare. HLL provides the perfect answer to many questions that the world faces in healthcare, thanks to its extensive experience, innovative technologies and ample resources which today reach over 115 countries spanning the seven continents. Its consultancy services and products are part of the global healthcare packages of international agencies such as UNPFA, UNOPS, UNHCR, WHO, PSI and IDA.

HLL is fully owned by the Government of India. It is managed by Board of Directors appointed by the Government. Presently, it has four Directors and it is being expanded to include independent Directors. The list of Directors in the Board is given below

OFFICIAL DIRECTORS

1. Dr Dharmendra S. Gangwar IAS,
Additional Secretary & FA
Govt. of India
Ministry of Health & Family Welfare

Nirman Bhavan, New Delhi

2. **Dr Mandeep Kumar Bhandari IAS**

Joint Secretary

Govt. of India

Ministry of Health & Family Welfare

Nirman Bhavan, New Delhi

FUNCTIONAL DIRECTORS

1. **Shri K. Beji George IRTS**

Chairman & Managing Director

HLL Lifecare Limited

Thiruvananthapuram- 695 012

2. **Shri E.A. Subramanian**

Director (Technical & Operations)

HLL Lifecare Limited

Thiruvananthapuram, Kerala - 695 012

3. **Shri. T. Rajasekar**

Director (Marketing)

HLL Lifecare Limited

Thiruvananthapuram, Kerala - 695 012

4. **Dr. Geeta Sharma**

Director (Finance)

HLL Lifecare Limited

Thiruvananthapuram, Kerala - 695 012

INDEPENDENT DIRECTOR

Dr. Vijaychander Reddy

HLL Lifecare Limited

The Chairman and Managing Director is assisted by Functional Directors.

Our Products

HLL has an exhaustive assortment of products, from the popular brand of condoms 'MOODS' to sanitary napkin brand HAPPY DAYS. Right through its journey from manufacturing contraceptives, many products have continued to take shape at HLL. These include re-hydration salts, blood transfusion equipment and wound care products, blood banking equipment, neo-natal care equipment and, surgical and healthcare products. Each category caters to a different segment of society, helping HLL make life a better experience.

Business Divisions

Marketing

HLL's large marketing network has been delighting its customers over the last two decades. Servicing 200000 retail outlets, covering 3500 hospitals, reaching over 30000 medical professionals, it has over 2800 stock points, 700 frontline team members placed in every town, with offices in all metros and mini metros, and reaches over 400000 villages in India. HLL is also one of the leading social marketing organisations in the country in the area of contraceptives - with a market share of over 70 percent in the rural and semi-urban markets. On the global front, HLL brands today reach more than 115 countries.

With two decades of dedicated efforts in brand building and market development, HLL has developed a sound marketing infrastructure and introduced an extensive range of its contraceptive, hospital and healthcare products in the domestic and global markets.

Consumer Business Division (CBD)

CBD product mix includes a range of world-class products reaching its customers through a network of 5000 stockists and over 500,000 retail outlets, comparable to any of the leading FMCG companies in India. HLL is also one of the largest Social Marketing Organisations (SMO) for the Ministry of Health and Family Welfare (MoHFW), ensuring sales of over 70 percent of the Government of India brands - Deluxe Nirodh and Mala-D nationally, and FC2 - nitrile female condoms, to the vulnerable and high-risk groups of women, under the programme initiated by National Aids Control Organisation (NACO).

HiCARE Division (HCD)

HiCARE Division offers a wide range of critical hospital products and services to healthcare professionals in the field of transfusion services and advanced patient care. The product range includes Blood Collection Bags, Surgical Sutures, Hydrocephalus Shunts, Tissue Expanders, Surgical and Examination Gloves, Blood Transfusion Sets, Intravenous Sets and Blood Banking equipment. HCD has a strong team servicing over 20000 medical professionals directly as well as reaching to over 3500 hospitals in India.

Women's Healthcare Division (WHD)

WHD offers a whole range of women's healthcare products with a promise to provide total healthcare for women of all ages addressing their social, mental and physical well-being. WHD's product basket includes - Contraceptives, Ovulation Inducers, Antiemetics, Menstrual Cycle Regulators, Antifibrinolytics, MTP Pills, Pregnancy Test Kits, Natural Products and

Vaccines. It has a strong distribution network, reaching out to over 13000 gynaecologists across India.

Our flagship brand Novex-DS is being promoted for the long-term management of Dysfunctional Uterine Bleeding (DUB) which, as a novel non-steroidal drug, has gained acceptance among gynaecologists.

HLL has also entered in to a tie-up with Arya Vaidya Sala Kottakal, a renowned company in the field of Ayurveda, and through their association launched an innovative product for the secretion of milk in lactating mothers at All India Congress of Obstetrics and Gynaecology (AICOG) conference at Jaipur in Januray 2009. A range of ayurvedic products for the health of women are in the pipeline.

International Business Division (IBD)

HLL is aiming to be a global leader in the area of contraceptives and healthcare products. The IBD manages the distribution of HLL's products to over 115 countries. HLL has also made inroads into Peru in South America for its Non-steroidal Contraceptive Pill marketed under the brand name Ivy femme. HLL supplies its products to world bodies such as the UNFPA, PSI, Mission Pharma, IPPF and IDA, in addition to various governmental procurement organizations.

Government Business Division (GBD)

The Government Business Division (GBD) partners with the Union and State Governments in India for their requirements of contraceptives and hospital products under the National Family Welfare Programme (NFWP) and the National Rural Health Mission (NRHM).

Vending Business Division (VBD)

HLL Vending Business Division is offering solution for retailing and making available range of HLL's - quality healthcare products / Sanitary Napkins / Condoms / Sanitizers etc., products through state-of-art Vending machines. HLL is developing franchisee based operations across the country to promote female Sanitation, promote family planning and control HIV/AIDS.

Retail Business Division (RBD)

The retail business division of HLL was conceived to provide quality healthcare products at affordable rates by setting up a network of retail pharma outlets. The retail business division operates the following 4 models:

AMRIT

AMRIT stands for Affordable Medicines and Reliable Implants for Treatment, representing a cost effective model of chain pharmacies. It's a flagship programme by the Union Ministry of Health & Family Welfare implemented by HLL, displaying a strong commitment to reduce the cost of treatment or out-of-pocket expenditure. Lakhs of patients have been getting benefitted from this initiative

HLL Pharmacy & Surgicals /HLL Opticals

HLL Pharmacy and HLL Opticals are comprehensive medical retail outlets, started in partnership with State Governments / Medical Institutions, wherein all type of essential medicines, surgical disposables, implants and ophthalmic products are provided at a discount from the prevailing market price. It is a successful PPP (public- public partnership) model implemented by HLL.

Free Generic Pharmacy

Free generic Pharmacy (FGP) is a delivery model of dispensing generic medicines free-of-cost in partnership with Medical institution.

Generic Drug Stores(GDS)

This is a chain of drug stores established near a Government Hospital in a PPP model. Reasonably priced quality generic medicines are made easily accessible and available through these stores.

OUR SERVICES

HLL Lifecare Limited (HLL) provides a range of services viz. Infrastructure Development, Procurement Consultancy, Facility Management and Health Care Services.

Infrastructure development service offered by Infrastructure Development Division specialises in healthcare infrastructure and facility management while Healthcare Services division offers outsourcing partnerships to partnering institutions in the areas of diagnostic services, pharmacy and other specialist services. Procurement and Consultancy Division which provides procurement and consultancy services is in charge of acquiring drugs, chemicals, medical equipment and other health sector goods for its service-users. Procurement and Consultancy Division also procures goods for central government agencies and several medical colleges in India on behalf of the Ministry of Health and Family Welfare. The business of HLL Lifecare Ltd. is organized under three strategic Business units namely Contraceptives & Pharmaceuticals, Hospital Products and Services.

Healthcare Services

HINDLABS

Hindlabs a novel initiative delivers high-end diagnostic services adding value to partner hospitals by deploying the latest diagnostic technology and operational support. The objective

is to deliver quality services at affordable costs for the common people. Hindlabs provides professional lab management services for both in vitro diagnostics and radio diagnosis centres in hospitals.

A parallel world of services exists under HLL Lifecare apart from its products. Through a chain of Healthcare Diagnostic centres, called HINDLABS, HLL offers:

Clinical Pathology Lab services

Radio diagnostic imaging services

HINDLABS uses state-of-the-art technology to provide the most comprehensive and advanced imaging services. The facilities are designed to comply with National Accreditation Board for Testing and Calibration Laboratories (NABL) standards. HLL started its first Hindlabs in 2008 with pathology lab, X-Ray and ultrasound facilities at R.K.Puram in New Delhi primarily for Central Government Health Scheme (CGHS) beneficiaries. To make the service more accessible, HINDLABS is expanding its network by establishing collection centres around its pathology labs in a franchisee model. HINLABS has also established Speciality clinics which are open for 24 hours and top doctors come under one roof for its super-specialty outpatient department services. Through its various ventures, Healthcare Services Division targets market intervention to bring down the cost of various services and products to make them affordable for common man.

Tele Radiology Reporting

Healthcare facilities in the country have been battling a severe shortage of radiologists for more than a decade now. Indeed, the demand for radiology services is skyrocketing. The rapid evolution of faster imaging technologies such as multi-slice CT, faster MRI scanners and sequences, coupled with an ageing population has led to a consistent per year increase in imaging volumes in recent years. This trend will certainly continue.

Today Teleradiology has become both global and online solution for this situation, which paves the way for radiologists to read images from remote locations, round-the -clock. This technique of imaging has allowed healthcare providers to tackle technology to provide quick, high-quality and widely accessible specialist care.

With a robust network of radiologists, HLL's Teleradiology facility is providing a comprehensive reporting and technical solutions to various public and private healthcare organisations in India. Through a synergy of patient focus, great people and modern technology, we can provide Hospital and Healthcare managers flexible tailored solutions that can help to deliver shorter waiting lists and cost savings.

The mission of HLL Lifecare is to provide world class radio diagnostic services even to rural hospitals and diagnostic centres across the country. This is being done through its Teleradiology centres by cutting edge technologies and with highly qualified panel of Radiologists.

Our Service includes,

- a. Routine Reporting Service- Radiology reporting/reading services from dedicated and highly qualified Radiologists.
- b. Second Opinion Service- Able to provide Second Opinions for any critical case, if so desired by the patient. The sub-specialized radiologists can put in their opinions of these cases.
- c. Peer Review Service-This is required for Quality Control and is often asked for by JACHO& QCI certification.
- d. Rad e-Learning programme for Radiologists.

Our advantages are as follows,

- 24x7 reporting services
- No software recurring expense for the institution

- Requirements from the hospital are just to have the scan equipment in DICOM format and a computer with good internet access
- Charging only for the cases reported. If the hospitals do not send any case, then there is no payment
- Emergency reporting within 1 hour
- American Board Certified & FRCR qualified eminent Radiologist in the panel

Our state-of-art technology in teleradiology and present service delivery model for providing cost-effective and flexible radiological services is very useful for Healthcare institutions.

The AMRIT Pharmacies

The government-run *Affordable Medicines and Reliable Implants for Treatment (AMRIT)* Pharmacies have turned out to be a boon for the sick, with the government deciding to subsidise the cost of medicines in a way that they are affordable and accessible to all sections of people. The primary selling point of this initiative is that these medicines can be purchased at a discount of up to almost 60 percent.

These medicines reportedly also have a better quality than the ones that are available at private medical stores with printed price tags. HLL Lifecare Ltd. (HLL), owned and run by the Government of India, is facilitating the supply of these medicines, which will have authentic prescriptions from doctors.

According to a report, AMRIT pharmacies will sell 'Docetaxel 120mg' used for chemotherapy cycle at Rs 888.75 (93 percent rebate) for one cycle, when the MRP of the injection is Rs 13,440. In a similar way, Caboplatin 450 mg would be sold at Rs 1,316.25 while its MRP is at Rs 2,561.57.

High discounts are available on both medicines and surgical equipment: on medicines 60 to 70 percent and on surgical equipment we are offering up to 90-percent discount. Earlier, a patient had to pay around Rs 2.50 to Rs 3 lakh but now they are paying just Rs one lakh for the implants.

AMRIT scheme

The AMRIT (Affordable medicine and reliable implants for treatment) scheme aims to reduce expenditure incurred by patients on treatment of cancer and cardio vascular (heart) diseases to make health care affordable for poor. Its intended beneficiaries are patients suffering from cancer and heart diseases (non-communicable diseases).

Under it, retail outlets in the name of AMRIT pharmacy are opened to sell drugs for cancer and heart diseases at highly discounted rates on market rates. The project is implemented by government-owned HLL Lifecare Ltd (HLL) which is deputed to establish and run AMRIT chain of pharmacies across the country.

These drugs and implants under the scheme will be sold based upon authentic prescriptions from doctors. At the AMRIT outlets, 202 cancer and 186 cardio-vascular drugs will be available at reduced rate of 60 to 90% compared to market rates.

Lifecare Centre

Pioneering Pharmacy Partnerships

Lifecare Centre is a unique initiative of HLL that offers a wide range of reliable healthcare-related services to the people. The Centre fosters innovation in its services and makes them accessible to the people at economical costs. It offers Speciality Retail pharmacy for drugs, Surgical Implants, Life-saving Drugs and Opticals. Services like Dialysis, Speciality Day Care Clinics, Patient Support Services, etc., can also be offered by Lifecare Centres. The configuration of the Centre's services can be designed based on need requirement. The services provide substantial cost saving and convenience to patients and doctors.

Lifecare Centres

- ✓ Specialised Pharmacy
- ✓ Drugs and Life-Saving Drugs
- ✓ Surgical Implants

- ✓ Cardio Vascular Implants
- ✓ Surgical Equipment and Consumables
- ✓ Lenses , Frames and IOL
- ✓ Ophthalmic drugs

Lifecare Centre - Partner Institutions

State Government - Medical colleges, District hospitals and Taluk Hospitals

Central Government - Hospitals

Public and Private sector hospitals

OUR MANUFACTURING FACILITIES

HLL Lifecare Limited commenced its commercial operations on April 5, 1969 at Peroorkada in Thiruvananthapuram in the State of Kerala. Together with the manufacturing facility at Peroorkada, HLL today has seven state-of-the-art manufacturing facilities at: Kanagala near Belgaum (1985) - for contraceptives, pharmaceuticals and personal hygiene products; Akkulam in Thiruvananthapuram (1994) - for hospital products; Kakkanad in the Cochin Special Economic Zone (2004) - for female condoms and male condoms for export; Manesarin Gurgaon (2007) - for rapid in-vitro diagnostic test kits; Indore in Madhyapradesh (2010) – for production of pharma products and Irapuram in Cochin (2014) - is the moulding hub for male and female condoms.

Peroorkada Factory, Thiruvananthapuram (PFT)

The manufacturing unit at Peroorkada, in Thiruvananthapuram district of Kerala was set up in 1969 in technical collaboration with M/s Okamoto Industries Inc., Japan. The plant has undergone continuous modernisation over the years and has an annual production capacity of 1947 million pieces of condoms. The facility is equipped with modern machines and equipment for production, inspection and quality testing, conforming to GMP and meets international standards. The unit produces many variants of condoms with different flavours and textures.

Condoms manufactured in this facility have product certifications such as CE, SABS, NF, CMD CAS and meets a range of international quality specifications and standards such as: WHO 510K, ISO 4074, SANS ISO 4074, ASTM D 3492 and GOST - 4645-81. The facility has certifications under ISO 9001, ISO 14001, ISO 13485, OHSAS 18001, ISO 50001, WHO GMP and NABL as per ISO 17025.

Akkulam Factory, Thiruvananthapuram (AFT)

Akkulam Factory in Thiruvananthapuram district of Kerala is the state of the art facility for manufacture of Blood Bags and other medical devices namely Surgical Sutures (Absorbable & Non Absorbable), Intrauterine Devices (Copper T) and Mesh Implant for Reinforcement of Connective tissue structure.

The above products are manufactured in class 10000 and class 100 Clean room facilities maintained in a centrally air conditioned atmosphere. The products have CE International Quality Certification and the manufacturing facility has been certified for conformity with international quality standards-ISO 9001, WHO GMP, ISO 13485, OHSAS 18001 ISO 14001 and ISO 50001.

The annual production capacity of blood bags at the factory stood at 12.5 million pieces, copper IUDs - 5.5 million pieces, surgical sutures - 1,25,000 dozens and tubal rings - 2.5 million pairs. The products are exported to more than 20 countries. AFT has won awards for pollution control, productivity and innovation.

Kanagala Factory, Belgaum (KFB)

The Kanagala plant in Belgaum in the state of Karnataka commenced operations with the production of condoms in 1985 using Japanese technology. This unit underwent diversification in 1992 with the tableting facility for birth control pills - Mala-D/N and the formulation and tableting of Saheli (Centchroman) the indigenous, non-steroidal once-a-week pill. The tableting of Emergency Contraceptive pills started in 2003. Commercial manufacturing of women healthcare products commenced in 2006. KFB has also added a state-of-the-art

formulation plant – UNIPILL Block in 2012. The Plant has gained Prequalification (PQ) status from the World Health Organisation (WHO) for the manufacturing of Levonorgestrel 1.5 mg 1.5mg, an oral contraceptive Pill.

To address the menstrual hygiene needs of women, a new Sanitary Napkin manufacturing facility with a capacity to produce 400Mn pcs of Sanitary napkins per annum became operational in 2013. The manufacturing unit has GMP and quality management systems (QMS) like ISO 9001, ISO 14001, OHSAS 18001 and ISO 13485.

Kakkanad Factory, Cochin (KFC)

HLL's male & female condom manufacturing facility at Cochin Special Economic Zone, Kakkanad in Kerala has been set up in technical collaboration with M/s. Female Health Company (FHC), US. It is the second generation of female condoms made from Synthetic Nitrile latex, the product generically being termed FC2. The installed capacity of the plant is 7 million pieces of FC2 per year. In addition, KFC has a fully automatic testing and packing facility for male condoms with an annual capacity of 150 million.

This facility mainly caters to the export market. KFC has the ISO 9001:2008, ISO 13485:2003, CE Mark and WHO GMP certification for manufacturing female condoms (FC2) and ISO 9001, ISO 13485, CE Mark and WHO GMP for male and female condom facility. KFC is also approved by many institutional buyers like IDA, Mission Pharma and UNFPA for the supply of male condoms.

In addition to the product certification, KFC is also certified, with ISO 18001 and ISO 14001 certifications for safety, health and environment compliance.

Manesar Factory, Gurgaon (MFG)

HLL has its in-vitro immuno diagnostics kit manufacturing facility at Manesar in Gurgaon. It has an installed capacity to manufacture 26 million rapid pregnancy test kits per year. The unit commenced operations in November 2007. The unit manufactures rapid test kits for detection of metabolic hormones such as human chorionic gonadotropin (hCG) in urine and prognosis

of diseases such as Dengue, Malaria (different strains), Kala-azar (leishmaniasis), TB, Chikungunya and other infectious diseases.

The facility has Quality Management Systems like ISO 9001 ISO 13485 and CE mark according to IVD 98/79/EC directive for pregnancy test cards for professional use brands like Makesure, P-Test and Nishchay.

Pharma Factory, Indore (PFI)

Indore, the commercial capital of Madhya Pradesh opened its doors to a pharma production facility in 2010. The facility manufactures a range of pharma products which include formulations such as tablets, capsules and Oral Rehydration Salt. PFI also supplements the existing production facility of KFB in the area of women's healthcare products.

Irapuram Factory, Cochin (IFC)

Irapuram Factory, Cochin (IFC) is located at the Rubber Park near Perumbavoor, Kerala. IFC facility is the moulding hub for male and female condoms. The installed capacity for male condom moulding is 240 mpcs/ year and for the female condoms is 25 mpcs/year. The total constructed area in the 306 cents plot is 4650 square metre.

The facility has certifications under ISO 9001 and ISO 13485.

HLL OFFICES & FACTORIES

REGISTERED & CORPORATE OFFICE

The address of our registered and corporate office is;

HLL Lifecare Limited

HLL Bhavan, Poojappura

Thiruvananthapuram Kerala, India 695 012

Tele: 91-471-2354949 (5 lines) Grams ROLATEX Fax 91-471-2356739

E mail: enquiry@lifecarehll.com Website: www.lifecarehll.com

FACTORIES

The addresses of our manufacturing facilities are:

HLL Lifecare Limited

Peroorkada Factory

Peroorkada, Thiruvananthapuram 695 005 Kerala

Tel: 91-471-2437270/2433602/2433459/ 2432880/2432292, Fax: 91-471-2435013

HLL Lifecare Limited

Akkulam Factory

Akkulam , Thiruvananthapuram-695017 Kerala

Tel : 91-471 - 2441384, 2442641, 2442642, 2442692, 2442697

Fax : 91-471-241383

HLL Lifecare Limited

Kanagala Factory

Belgaum, Kanagala 591225, Karnataka

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Fax : 08333-321443

HLL Lifecare Limited

Cochin Special Economic Zone Division

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Irapuram Factory, Cochin (IFC)
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Irapuram, Cochin-683 556
Tel: +91 484 2257020/2597200
Website: www.lifecarehll.com

HLL REGIONAL OFFICES

The addresses of our Regional / Marketing offices are:

MUMBAI

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KOLKATA

HLL Lifecare Limited
Suite No: 901, 9th Floor Krishna Building
224A, A.J.C.Bose Road, Kolkata - 700017 West Bengal
Tel: 033 22905275/74

Subsidiaries & Joint Ventures

HLL Group Companies:

At present, HLL group comprises the following companies and organizations.

HLL Lifecare Ltd (HLL) – HLL is the Parent Company in HLL group and offers anything and everything in birth control solutions.

HLL Infra Tech Services Limited (HITES): Formed in the year 2014 and is a 100% subsidiary company of HLL. HITES is specialised for infrastructure development and procurement of medical equipment and devices in healthcare sector. HITES is in a position to play an important role to establish affordable healthcare delivery system in India.

Goa Antibiotics and Pharmaceuticals Limited (GAPL) – A subsidiary company in which HLL is holding 74% equity shares since 2014. GAPL is engaged in manufacture of Pharmaceutical products. GAPL has the capacity to manufacture high quality; affordable generic drugs.

Life Spring Hospitals (P) Ltd.: 50/50 joint venture between HLL and Acumen Fund Inc., USA was formed in year 2008. Maternity Care Hospitals in Hyderabad with service charges lower by 30 – 40 per cent as compared with the prevailing service charges levied by hospitals in the private sector.

Hindustan Latex Family Planning Promotion Trust (HLFPPT): A not-for-profit organization (employing 1700 people) promoted by HLL in year 1992 is into implementation of Reproductive and Child Health, HIV AIDS Prevention, Care and Support Programmes. This trust is actively involved in various programmes – Reproductive and Child Health (RCH) encompassing Maternal and Child Health, Family Planning and HIV/AIDS prevention and Control in the states of Bihar, Orissa, Madhya Pradesh, Rajasthan, and Uttar Pradesh.

HLL Management Academy (HMA): HMA is a not-for-profit organization promoted by HLL in year 2015 as an educational initiative of HLL. HMA aims to provide learning, research, training and consultancy in specialized areas in the healthcare sector.

OUR STAKEHOLDERS/CLIENTS

Citizens of India

User/Departments of Central governments viz. Ministry of Health & Family Welfare.

User/Departments of State Governments

Government Institutions

Suppliers/Vendors/Contractors/Customers/Shareholders/Employees

PUBLIC GRIEVANCE REDRESSAL SYSTEM

HLL has a grievance procedure for employees both covered and not covered under Standing Orders. The procedure is provided in our HR manual.

In the event, if any person has a complaint about our services or wants any clarification or is aggrieved by the conduct of any of our officers or employees, he/she is welcome to meet us in person or write to us. Our Offices work from 09:15 hrs to 17:45 hrs on all week days (including 1st & 3rd Saturdays) excluding Holidays.