Summer Internship MBA-Batch 2021-2023 at Cipla.Ltd.

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Declaration.

I do here by declare that the project report entitled "Summer Internship MBA-Batch 2021-2023" is submitted by me. This internship report is my own work and is prepared based upon the data and information gathered during the period from 16^{th} May to 8^{th} July while I was interning at Cipla.

Acknowledgement

I would want to take this opportunity to convey my gratitude to everyone who has helped me throughout this internship. Throughout this internship, I am grateful for their aspirational leadership, invaluable constructive criticism and pleasant advice. I am grateful for them for giving their candid and enlightening perspectives on a variety of project-related challenges.

I would also like to thank my mentors that are Mrs. Purva Hegde Dessai and my class teacher Mrs. Priyanka Naik for attaining to my queries and helping me out at every single step of the internship.

Cipla

11th July, 2022

TO WHOM IT MAY CONCERN

This is to certify that **Ms Aarti Uday Bhende** has undergone internship in Human Resources Department at Cipla Ltd, Goa from 16th May 2022 to 8th July 2022 (53 Days). During her Internship Training with us, we found her sincere, honest and hardworking.

For Cipla Ltd.,

GOP

Ajit Gupta Director – HR Authorized Signatory

Cipla Ltd.

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Profile of the company

Cipla is a global pharmaceutical company, which offers active pharmaceutical ingredients and formulations in various therapeutic areas, such as women's health, cardiovascular, children's health, dermatology and cosmeceuticals, diabetes, HIV-AIDS, hepatitis, oncology, infectious diseases and critical care, malaria, neurosciences, ophthalmology, osteoporosis, respiratory, and urology. The Company also provides veterinary products, including anti-infectives, anti-inflammatories, anti-thyroids, immunosuppressants, parasiticides, nutraceuticals, and feed additives for various animals.

INDUSTRY ANALYSIS PORTER'S FIVE FORCES ANALYSIS THREATS OF NEW ENTRANTS

- Sustainment of pharma industry is based on their focus on Research and development unit. Setting up and operating an R&D unit has significant financial costs. Along with this, the government's tight guidelines for the approval of new pharmaceuticals must result in the creation of a significant barrier in terms of expensive capital expenditure.
- Developing effective distribution methods, choosing the correct items for research and investment and foreseeing competition are some of the numerous obstacles that prevent more people from entering the pharmaceutical industry.

BARGAINING POWER OF SUPPLIERS

- The bargaining power of suppliers in the market is very low. Pharma industry depends upon several organic chemicals. Pharma being a well- established industry has led to several suppliers limiting their power to influence price through bargaining.
- The pharmaceutical sector views chemicals as a commodity, which encourages frequent supplier turnover without incurring significant expense. Suppliers can, however, choose forward integration and turn into a pharmaceutical company. Examples of such forward integrations include Sahsun Chemicals and Orchid Chemicals.

BARGAINING POWER OF BUYERS

• The decision to purchase a product is influenced by two groups of people: influencers and consumers. While customers and influencers are often the same across industries, the end user of the product is distinct from the influencer in the pharmaceutical sector. Depending on the particular industry, buyers can include patients, family members, the PBAC, the PBPA, finance departments, hospital boards, tender boards, the chief pharmacist, among many others. The key influencer is the physician who is providing the drug.

- Influencers are crucial because consumers are forced to buy what the doctor recommends. In some circumstances, the buyer has a significant influence over the price. Situations in which they make requests based on their knowledge, such as when there is a large volume buy, when there are several providers of the same goods, or when they are knowledgeable.
- In other words, customers can exert power by negotiating lower prices and threatening to find alternative providers for their needs. Strong customers want expensive service. The government needs in-depth assessments, which are expensive, and consumers need current, pertinent medical information, which is another pricey service.

THREAT OF SUBSTITUTE PRODUCTS

- One of the biggest benefits of the pharmaceutical sector is the availability of alternative products. Pharma items are still in high demand, and the sector is thriving. Because it is so inexpensive to produce generic products, the pharmaceutical business confronts intense rivalry in terms of substitute items.
- If the patent on the original product has expired, consumers can locate a generic drug as a replacement. Customers, however, are limited in their options if the medication is new. Manufacturers of generic drugs have fantastic prospects for volume and utilisation trends over the coming few years.
- In order to reduce the cost of supplies, generic companies are increasingly focusing on creating global operations, which poses an even greater threat to non-generic medicine makers.

COMPETITIVE RIVALRY

- Overall, the pharma industry is highly competitive due to the potential for very high return if new drugs can be created.
- The rivalry between various companies in the industry is caused as all the various companies want to improve their position in the market. The rivalry between the companies is in the form of price competition, advertising battles, and product introduction.
- Competition between industries has been increased since the adoption of a new approach in the pharma sector which led to a very low entry barrier. Rivalry can be intense if companies are scrambling for market share, but if the overall market is in growth or the position of the company is protected through patents, then the rivalry is likely to be less intense.
- Weak, small companies usually go out of business(bankruptcy) if they have no potential "blockbuster" in future pipeline. Others that have some significant research or valuable assets will be bought by big and strong pharmaceutical companies.

PESTLE ANALYSIS

The PESTLE analysis of pharmaceutical industry gives companies an idea about the external factors which can have a temporary or lasting impact on the pharmaceutical industry.

POLITICAL FACTORS

- The majority of nations maintain frameworks that contain rules about certification requirements, safety standards, etc. They also identify the substances that are prohibited and may be harmful to your health. A pharmaceutical company's business can suffer significantly if it disregards those rules.
- The majority of governments work to keep drug prices under control so that consumers can afford it. The expansion of pharmaceutical businesses might suffer as a result.
- To maintain the cost of important medications affordable for the general public, several governments provide financial assistance to pharmaceutical firms. It aids businesses in surviving in a cutthroat marketplace.

ECONOMIC FACTORS

- Any economy has an immediate impact on businesses. When a nation's economic situation changes, the pharmaceutical business is likewise impacted. Pharmaceutical firms are impacted by these following economic factors.
- Household income is rising together with the improvement in economic conditions in the various nations. They could get access to some necessary medications. The researchers are continually working on drug modification, resulting in more advantageous and potentially useful medication creation. They might feel the temptation to purchase more expensive drugs that were previously out of reach for many people. As more people purchase those medications, the pharmaceutical sector is also flourishing.
- Families are spending more on healthcare on average. A family is more likely to incur large healthcare costs if there are elderly members. It also covers the price of prescription drugs. Even after adhering to government pricing limits, it enables pharmaceutical companies to make a higher profit.

SOCIAL FACTORS

- The lifestyle of people has people has people incredibly fast yet stagnant. As a result, more people are moving towards obesity. Thus, facing health conditions like diabetes, thyroid, hypertension. The patients need continuous medication to deal with this. Hence the sales of the pharmaceutical companies are also increasing.
- As the healthcare system has improved all over the country, the number of the aging population is also growing. Hence, there is a need for more medications for them than for the younger ones. It creates a greater demand in pharmaceutical companies resulting in their expansion.
- Many people are concentrating on having a healthy lifestyle while doing exercises, eating healthy. It may result in a decrease in the demand for drugs in the future.

TECHNOLOGICAL FACTORS

- The pharmaceutical industry is greatly dependent on technology. The research and biotechnological innovations have resulted in the production of drugs that are good in quality and have low production costs. It will allow more people to get access to medicines that they previously could not afford.
- The drugs require proper storage conditions. Technology has made it easier to preserve medicines and transport them without getting harmed due to unpleasant conditions.
- Technology has provided pharmaceutical companies with the chance to reach more companies through campaigns. They can also deliver the medicine at the door, which has increased the reach of the companies. It also increases the revenue of pharmaceutical companies.

ENVIRONMENTAL FACTORS

- As the production of drugs is related to a large carbon footprint, many countries are coming up with regulations to decrease the effect on the environment. As abiding by these regulations may be costly for the new companies, they may fail to establish their business.
- The production of drugs results in the creation of different biotechnological pollutants. They may be hazardous for people's health. The company needs to take care of this waste to maintain the safety of the people.
- Like other companies, pharmaceutical companies may take up some corporate responsibilities towards the environment. They can donate money or campaign for some environmental causes, which can help them create a better image.

LEGAL FACTORS

- As pharmaceutical products are one of the essential ones, the government always uses laws to control the fraud regarding the expiration dates and manufacturing of the batch of drugs. If a company fails to adhere to the set guidelines, it may have to face legal proceedings.
- Pharmaceutical companies are mainly dependent on their database. If they get affected by cyber threats, the customer may lose their confidence in them. It can affect their business as well
- Pharmaceutical companies should maintain strict legal issues. Thus, allowing them to stay away from the high expenses of proceedings.

COMPANY ANALYSIS

SWOT ANALYSIS STRENGTHS

- Strong Research and Development: Cipla has placed a priority on creating new medications, as well as enhancing drug delivery systems and expanding product applications. To achieve this Cipla has set up strong Research and Development department. Numerous manufacturing facilities located throughout the cities provide great support for the strong research and development capabilities.
- The wide range of Products: Cipla has a diverse product line that comprises APIs and formulations for both human and animal healthcare. Cipla has over 2000 products in over 65 categories and is constantly looking to diversify its line of offerings.
- **Social and technological initiatives:** Cipla aids cancer patients by offering them affordable medications and it also initiated a "No touch Breast Scan" which is a development in breast cancer screening technology in India.
- Well recognised by various regulatory authorities: Cipla's products are well recognised by regulatory authorities of India, USA, Germany and the United Kingdom, among other countries. This lends credibility to the company's products.

WEAKNESS

- Lack of significant presence in developed countries: India is Cipla's major market for revenue creation; Cipla is present in more than 100 nations but it has low significance in other developed markets and hence is highly dependent on the Indian market.
- **Negative campaigning**: AIDS healthcare foundation criticised Cipla for the price of its AIDS treatment, which keeps the medication out of the hands of many people in need. This resulted in Cipla receiving bad press.
- **Limited market share**: Cipla's market share is constrained by fierce competition from domestic and international pharmaceutical firms, which also prevents it from expanding quickly.

OPPORTUNITIES

Strategic Expansion: In the recent past, Cipla has been developing its business through initiatives such as investments, partnerships and acquisitions in India as well as in the international market. For instance, Cipla made a financial commitment to a biotech manufacturing facility in South Africa. It also purchased US-based InvaGen pharmaceuticals.

Treatment of HIV: Cipla provides a broad spectrum of ARV medicines through C-GA for the treatment of HIV/AIDS in both children and adults. The medicines produced by Cipla can treat the increasing number of patients.

Grow in Emerging markets: Cipla should look forward to expanding in emerging markets, particularly in regions where the medical infrastructure is strengthening, and pharmaceutical sales are therefore anticipated to rise.

THREATS.

Drug Pricing control methods in India: Governments have influence over pricing of a drug through national health organisations. In India, a new pricing policy under Drug price control has been proposed which can have a negative impact on the industry. Changes in pricing policy affect pharmaceutical companies.

Intense competition in generics industry: There is intense competition in the Indian generics industry from major competitors such as Lupin, Sun Pharma etc. This affects growth potential as well as limits the market share for Cipla.

Fluctuation in Exchange rates: Any changes in the exchange rates affect the company's financial agreement with other countries and thus can affect profitability

VRIO ANALYSIS

Valuable – The resources that are valuable to the firm are financial resources, human resources, marketing expertise, and operations management.

Rare – The resources that are valuable to the firm are rare and costly to attain. As the resources are rare and costly to attain it is harder for both present competitors and new entrants to get access to them and enter competitive landscape.

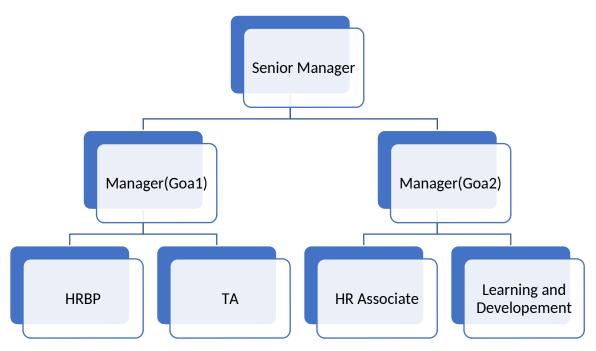
Imitate – The products manufactured at Cipla are difficult to imitate. On a broader scale the imitation of these products can happen in two ways; one is duplication of the products of the company, and competitors coming up with substitute products that might disrupt the present industry structure.

Organizational Competence & Capabilities to Make Most of the Resources – It measures how much the company has able to harness the valuable, rare and difficult to imitate resource in the marketplace. The exploitation level analysis for Cipla's products can be done from two perspectives. Is the firm able to fully exploit the potential of the resource, or it still has lots of upside. Often the exploitation level is highly dependent upon execution team and execution strategy of the firm. So, exploitation level is a good barometer to assess the quality of human resources in the organization. Capabilities tend to arise or expand over time as a firm takes actions that build on its strategic resources.

DETAILED ANALYSIS OF DEPARTMENTS

1)HR CORE DEPARTMENT

HEIRARCHY



HR CORE DEPARTMENT

- HR CORE DEPARTMENT is divided into two teams
- One team is called HR BP that is Human Resource Business Partner.
- One team is HR Talent Acquisition Specialist
- HR Talent Acquisition Specialist team consists of 9 members.
- HR Business Partner consists of 7 members.
- There are 2 managers which are also called as cluster heads.
- There are 2 office boys.

JOB ANALYSIS OF TALENT ACQUISITION TEAM

• Manpower Budgeting

- Manpower Analysis
- Manpower Requisition
- Manpower Sourcing
- Screening of Candidates
- Interview Scheduling
- Selection
- Pre-Onboarding process
- On-joining process

JOB ANALYSIS OF HUMAN RESOURCE BUSINESS PARTNER [HRBP]

- Managing life cycle of employee from hiring to exit.
- Capability building of employees
- Employee Engagement
- Establishing and maintaining employee connect
- Learning and Development of employee
- Talent Management
- Collaboration with business to understand the need and streamlining HR process with business
- Organisation development and restructuring as per business requirements
- Grievance handling and compliance as per statuary requirements.

PeopleStrong

PeopleStrong is a company working with Cipla. It is a separate entity. Some HR functions are outsourced by Cipla to them. The functions performed by the PeopleStrong are as follows:

- Updating SOP's on LMS system
- Onboarding
- Time Office
- Full and Final settlement
- Employee Life Cycle Activity.

Updating SOP's on LMS System

LMS is a database Software.

ID are created by tier 2 and data is sent by tier 1.

Tier 2 Admin updates SOP's on LMS System

The Steps are done as follows:

- i)Create Objective ID
- ii)Create/Update Questions
- ii)Link updated Questions to Objective ID
- iv)Create Exam ID
- v)Link Exam ID with the objective ID
- vi)Create class ID (I_1) where user will be able to register for class
- vii)Create E- learning ID(I_2) where SOP will be linked
- ix)Create SOP with assessment ID (I_5)

In the classroom (Physical as well as digital) SOP Guild lines will be given; every user must learn them.

There might be teacher/trainer who will guide users about SOPs.

E-learning (through E-Learning users will be able to learn the SOP's) through online/offline mode.

Onboarding.

The entire process handled in HR Department. When an offer letter is released to the employee this is where in their role comes into picture. The candidate confirms its arrival on the offer that is when further procedure is done. Employee code generator is created by them. Employee code generator given to employee as an identity. Employee code is generated in system by the software **MIHORIZONSUCCESSFACTOR.**

They check all the documents, if all documents are uploaded as per order. All the identity proof cards like pen card, Aadhar card and all is checked. The department, the manager, the HRBP is updated by them in the system for the employee. Once employee code is generated also logins are processed for employees with their codes.

The login will be used for i) MIHORIZON

ii)PeopleStrong Application

Both are interconnected with each other.

Once employee is joined; he gets employee code and appointment letter in the system.

They personally verify the documents whether they are original or fake on the first day of joining of the employee. They explain the employees on leaves and attendance. Attendance is explained, how to update their attendance on the system is explained. Attendance of the employees are noted with

i)Biometric punch

ii)Punch Cards

Both the biometric and punch cards are linked to server and pulled in by peoplestrongapplication.

TIME OFFICE

- Time Office is the backend of these application.
- Attendance processing, salaries are done in time office management.
- Employee facing any queries with attendance, leaves are taken care by them.
- Time office management looks through leave balance updating in the system.
- Leave updating (carry forwarding of the leaves; lapsing of the leaves is handled by them).
- Attendance related queries are solved by them for example
 - a) If an employee's attendance is not updated correctly.
 - b) Disruptions in the attendance and resolve them accordingly.
 - c) Shift is not showing proper so that is resolved by them.

Salaries

Another aspect of their job description includes salaries of the employees. Salaries are processed by them. Every 15th of the month; the cut-offs happen for salaries wherein they do deductions such as canteen, transport deductions. These deductions are shared in the excel sheet and uploaded by them in the salary software. The deductions are carried out by them, but the final salary thing is worked out by corporate entity.

Employee Life Cycle

- Whatever events/activities happen during life cycle of an employee i.e., conformation process, probation, transfer is processed in the system.
- HRBP gives the data; for probation to confirmation of an employee.
- The band, the salary changes are run in the system.
- They used to select templates in the system so it will run the changes. Letter will be issued to the employee generated by the system.

Full and Final Settlement

When the person is leaving, whatever dues are there, leave balance to be paid, salary to be paid of the actual working days, gratuity need to be compiled that to be paid has to be given to the employee within 45 days from the date of exit.

HR Activities for employee engagement

These activities are done at the presence of HRBP of each unit.

СРС

CPC stands for Chai pe Charcha. As the name suggests it is Charcha on Chai. This activity happens in all units twice every month. CPC is done so the unit heads get a chance to interact with all the employees especially the ones from the lower line such as operators, line managers etc. HRBP is always present when this activity is held in a unit. There is a CPC spoc in each unit that takes down notes of the meeting.

The agenda of having CPC regularly is:

i)To deal with issues of production

ii)To operate better as a team

iii)To come up ways in which time can be saved

iv)To come up ways in which productivity can be improved.

DI Pledge

DI stands for Data Integrity also known as Data Reliability Pledge. This pledge is a public announcement that is held at every Monday in every unit.

Employee Connect Quality

This activity is held between HRBP and quality employees. The departments that come under this activity are QA, QC and Micro. The connect will happen with the quality employees where the HRBP's will discuss their understanding, the problems they are encountering etc.

30:60:90

It is also an employee connect with employees who have completed 30days or 60 days or 90 days.

Birthday Celebrations

Every month one day is allotted to celebrate the birthdays of all the employees that have their birthdays in that month. The HR team sends mails to all the employees celebrating their birthday in that month. This event is held at the canteen of a unit.

The event starts with a formal introduction by the HR BP in charged for the event. Then there are lot of teams building and gaming activities for employee's entertainment. The winners of the gaming activities are given exiting prizes. Post the gaming activities all employees are gathered around and cake cutting is done. Once the cake cutting is done the employees are given tasty refreshments and the event is ended on a happy note.

Support Staff Appreciation

Drivers, housekeeping, gardeners, security and engineers come under Support staff. This activity is held every month in each unit to thank and appreciate them. A short video is played. The unit head gives a speech and the support staff are also given opportunity to talk and express themselves. The activity is ended by serving a few snacks.

Meri Saheli

Ladies are called from each unit. It happens once in a quarter in every unit. Females come and share their problems regarding hygiene, safety, travel and day- to-day work life with the female HRBP.

Performer of the quarter

One person is nominated from each department of each unit for the best performance of that quarter. The best performer is appreciated with exiting prizes.

Cipla Goa also conducts volunteering activities such as blood donation, cleanliness drive etc.

HR FUNCTIONS

Learning and development

i)Situational Training

Situational Training is conducted in each unit by the department heads and the HRBP allotted for that unit. Each unit consists of various department with various department heads. The HRBP speaks to the employees and a respective department head assigns a situation to its employees and the employees alongside with the department head and HRBP perform a brainstorming session where they analyse the situation; the situation could be in the present, past or the future. They discuss the situation and try and final the optimum result for the situation. The situations are generally provided by the department heads of that unit.

ii) **TED-TALKS**

The HRBP organises ted-talks in every unit each month. The ted-talks are within the duration of 18 minutes maximum at the conference hall. These ted-talk sessions are only for deputy managers of the respective departments. HRBP displays ted-talks on the projector in the conference hall. These ted- talks are given by experts in psychological, behavioural backgrounds. The ted-talks are generally on team building and motivation. These ted-talks are specially given to deputy managers because they are the ones that handle the team.

iii)Policy Session

These sessions are for all employees from the freshers to the experienced ones. These sessions are conducted by each HRBP of each unit. The respective HRBP conducts these sessions on a monthly basis. The policies mostly covered are related to employee leaves, maternity leave policy, attendance, insurance and investment declaration.

HR Policy at Cipla

The HR Department offers various policies to its employees. One such policy is

CIPLA MEDICLAIM. It is a free policy. For acquiring this policy, the applicant must be an employee at Cipla. This policy is beneficial not just to the employee but also their family members.

The insurance company that provides this policy to the employees of Cipla is Bajaj Allianz General Insurance Co. Ltd.

The third-party administrator (TPA) company that processes these insurance claims are

Medi Assist Healthcare Services Ltd.

The Salient feature of the Cipla Mediclaim Policy

- It is a family floater
- The family that is inclusive of these benefits are employee itself, their spouse, their children, their parents/parents-in-law. So, the total adds up to 1+5 that is employee itself and 5 dependents.
- May include 3rd and 4th child, however the family floater will be restricted to (1+5).
- May include more than 1 legally wedded spouse
- May exclude spouse under this policy
- May add live-in-partners/LGBT's partners
- Only 2 parents/parents-in-law can be included
- Limit on number of children -4
- Child cover from day one within family sum insured.

The employees are given coverage according to their CTC. Depending on their CTC amount per annum they get family coverage.

The table below depicts:

Sum Insured Grade Sr No Sum Insured CTC per annum Family coverage INR 2,00,000 Employee+5 1 Less than 3 lakhs Dependents 2 INR 3,00,000 3 lakhs to 9 lakhs Employee+5 Dependents 3 INR 5,00,00 9 lakhs to 15 Employee+5 lakhs Dependents 4 INR 7,00,000 15lakhs to Employee+3Dependent 30 lakhs 5 30 lakhs to 50 Employee+3Dependent INR 10,00,000 lakhs INR 15,00,000 Employee+3Dependent 6 Greater than 50 lakhs s

Modes of payment of claims

There are various ways in which payments of claims are done:

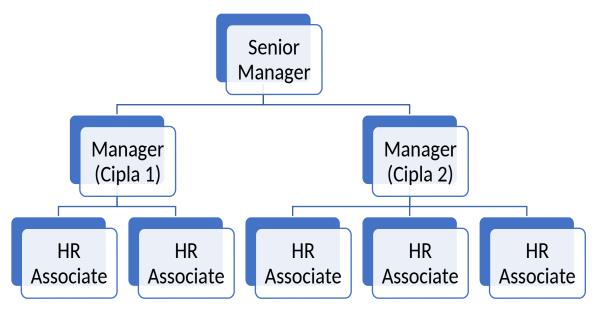
i)Reimbursement- Herein the employee submits the settled bills to the TPA, and claim is settled to the tune of the bills submitted.

- Pre-30 days and post 60 days hospitalization expenses also covered.
- Room Rent limit for ESC Base policy is (2% of SI for normal room and 4% of SI for ICU)
- Room Rent limit for VPP policy and all parental claims in ESC Base policy (1% of SI for normal room and 2% of SI for ICU)

ii) Cashless- Here in an employee intimate the TPA on admission to the hospital and post receiving authorization, settlement of the claim to the tune of sum insured is done directly by the third-party administrator (TPA) on behalf of the health insurer to hospital, cashless transaction is possible only in network hospitals. Documents required will be ecard and Aadhar card to be submitted to hospital.

2) INDUSTRY RELATION & EMPLOYEE RELATION (IR&ER DEPARTMENT)

HEIRARCHY



ER and Compliances and Contract Management

The department functions include Statuary Compliances, taking care of employee issues, disciplinary proceedings and contract -level management.

Statuary Compliances

The instructions provided by government in terms of rules to be followed by a factory. Certain acts are needed to be followed based on the acts state government prepares rules for organisations to follow. Employee and employer both abide by these rules.

// ACTS are directives given by the central government for any factory to follow example

i)Factory act

ii)Minimum wages act

iii)Payment of wages act

iv)Provident fund act

v)ESIC act (employee earning 21k gross and less)

//RULES are devised by state government based on act examples

i)Goa factory rules 1985

ii)Labour Rules.

IR&ER Department motive is to fulfil statutory compliances which are carried out monthly basis, quarterly basis, annual basis will provide the data to government.

The unique function of this department is they compile with statuary compliances.

They also provide employees with WEARELISTENING Platform that gives the employees the platform to raise their grievances anonymously or with names also. (The complains are mostly about food, travel)

Disciplinary proceedings

If someone misbehaves, they are given counselling first followed by calls or caution letters, show cause notices, warning letters.

Contract-Level Management

Many contractors provide manpower in various departments like packing, production, store. They need to take care of statutory compliances, deployment, short manpower in any department (they call them), they look after attendance, monthly salary, bills, clearing of the bills based on the contract what they have given them.

// Some content needs to be added here//

IR and ER department deals with providing employees with provident fund

Provident Fund

Cipla is an exempted organisation; they have a corporate office at Mumbai.

They have their own trust managed by trustees i.e., the employees of their own organisation.

Provident Fund Act is divided into two kinds

i)Provident Fund that is managed by Cipla as in the Cipla Trust Members.

ii)Pension managed by government that is at Regional Provident Fund Office in Mumbai.

The criteria's required in an organisation for Employees to get a PF:

i)There should be minimum 20 people in an organisation for PF to be allowed.

PF comes under social security.

ii)Everybody is eligible for provident fund; even if you have worked for a day.

iii)Filling of returns

iv)Contribution

How P.F is generated?

Provident Fund is generated by deduction both from employee and employer side:

Deduction of 12% is done from employees' salary out of which

8.33% for pension

3.67% for provident fund

Employer will contribute 12% in P.F of the employee account

Employee Provident Fund will be calculated by subtracting HRA.

Wage Ceiling for P.F

15k is wage ceiling.

If employee is getting salary which adds up to 15k with basic, dearness, then P.F is calculated 12% of 15k.

Cipla uses these salary components such as basic, the dearness allowance, travelling allowance subtracting the HRA to calculate P.F.

Pension will always be 8.33%; the extra amount will go as provident fund component.

ER&IR Department also deals with ESIC

ESIC is Employee State Insurance Cooperation

Employer and Employee both contribute towards ESIC.

Employers Side: 3.25% of gross wages from employee

Employee Side: 0.75%.

ESIC can cover your parents, spouse, children. Various benefits such as medical, maternity, dependant's benefits, absenteeism in connection with sickness so that amount, funeral expenses (insured person), disability benefit (ESIC study the case, the criteria of the disease, and the earning capacity of the employee).

ER&IR Department also deals with Labour Welfare Fund

Labour Welfare Fund comes under Statutory Compliances

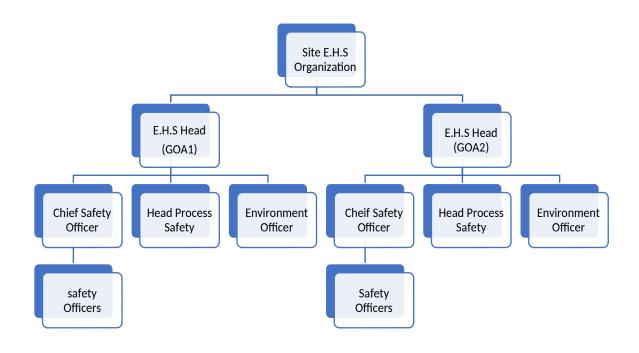
Employer and Employee both contribute towards Labour Welfare Fund

Employee contributes 10 rupees and Employer contributes 30 rupees towards Labour Welfare Fund.

Every month this amount is deducted, and every 6 months that is in the months of January and July it is deposited to labour welfare fund board.

Children books, bags, uniform for financially weaker section, tv, spectacles are also provided to employees working below the designation of supervisor under Labour Welfare Fund.

3)ENVIRONMENT HEALTH AND SAFETY DEPARTMENT (E.H.S DEPARTMENT) HEIRARCHY OF E.H.S DEPARTMENT.



E.H.S Department

E.H.S, which stands for Environment Health and safety, is a department of Cipla. The department examines the flora and fauna as well as how commercial operations and the products they manufacture affect the environment. It also sees health-related occupation, the safety, and their motivation is that nobody should get injured.

E.H.S conducts a lot of activities:

- Zero impact on environment because of business actions.
- Zero harm because of our occupation
- Zero injury from contractors till employees.

Cipla have these aspirations for the next 5 years

- To be carbon positive
- To be water positive
- Zero waste to landfill
- 100% compliance and wellbeing of all employee partners The E.H.S works to achieve these aspirations.

Cipla is trying to be carbon positive

To ensure this they are following these steps:

i)By conducting plantation drive

ii)By conducting Solar initiative

iii)By being water positive

- Cipla practices water conservation, water recycling, and water reuse
- Fresh water usage is reduced in order to conserve water
- Water recycling is accomplished by recycling contaminated water, the contaminated water is used for toilet flushes, cooling towers.
- Rainwater harvesting is a method used for reusing water.
- Groundwater and borewells are refilled with the gathered water.

Cipla does not use landfills but they use these methods such as:

- Incineration for destructing waste material.
- Co-processing (cement industry)
- Recycling (like solvent and all)
- Scrubbing is done, all gases are removed, waste, water

Safety

The Statutory requirements for safety are handled by E.H.S Department

The Laws passed by state and central government are strictly followed by them

i)Goa Factory Rules

ii)Machine Safety and process Safety

- The manufacturing process assessment is done by E.H.S.
- The new machines are compliance to E.H.S

iii)Risk Assessment (Hazards studying, steps to minimize the impact).

iv)Emergency Preparedness (Fire, explosion, toxic gas; we have taken various steps to be prepared for the same)

- People are trained
- Preliminary Steps
- Mock Scenarios; how they are reaching, once in fix months

(v)Safety Sign Boards

Sign boards are in

- Restricted area
- Emergency exit
- No smoking

Work permit and energy isolation: non-Routine hazardous jobs. We are working with safe work procedures. Safe hazardous non-routine jobs.

Training and safety event

i)Statutory training

ii)Induction training

iii)On-the-job training

iv)Incident- learning

v)Implementation

They also do events such as promotional events, safety week (what equipment's we have)

OHC and medical check-up

OHC stands for occupational health centre

• There are 3 OHC centre as per factory rules there is requirement

- There are full time MBBS Doctors, Nursing Staff which are in different shifts on working, non-working days.
- There are two ambulances which are full time.
- There is a tie up at hospitals such as Apollo, Grace.
- Pre employment they do medical check, followed by periodic check-up's
- They are also in Industry hygiene (Noise survey, permitted noise) if its embedding what measures; Health.

Occupational Health

i)Breath Well Being App
ii)Step Up Challenge
iii)Nutrition Counselling and Gym Membership
iv)Yoga, Medication and Zumba
V)OHC and medical check-up.

Environment Sustainable

- Goa State Pollution Control Board (licence; consent)
- Operating rules; waste, emission limit, hazardous plastic

Pollution Control Systems

- Chimney 30 metre scrubbers, dust collectors
- Water Treatment ETP, it is made good for use.

Compulsory Parameters for water

i)PH

ii)Suspended Solids

iii)BOD

iv)COD

v)Oil and grease

vi)Bioassay Text (9 out of 10 fish should survive)

vii)Heavy Metals

viii)Mercury

- Non-Hazardous Waste are sent to Scrap dealers who recycle it.
- Emissions are limited
- Chimney Height is mentioned
- Noise is permitted up to (75 decibels) from 10am to 10pm and up to (70 decibels) 10pm to 6am

General ID Rules that are mandatory for the E.H.S Department.

- Show Off ID Card
- No Smoking
- Photography
- Project Area (There is a barrication tape)

Safety Signatures: Colours are assigned for the same

- Yellow: Warning
- Red: Prohibition (no smoking)
- Blue: Mandatory
- Green: Safe Exit Direction (safe, first-aid OHC, safety exit)

Safe System of work (SSOW)

A safe work permit is a written record that authorizes specific work at a specific work location for a specific fine period. It includes Isolations that is live electric panel to work on that particular machine or any hazardous processes. Firefighting equipment, red equipment's such as extinguishers, alarms, fire hooters, smoke, detectors they are all in red colour.

Emergency handling

- Emergency such as on-site emergency plans, emergency tear, emergency dial number, manual call point.
- Emergency escape routine
- Emergency exit is shown in as exit signages where in dark the signages will glow.
- Safety Week
- Fire Fighting Training
- First-Aid Training for the employees
- Road-Safety

Best Practices performed by E.H.S.

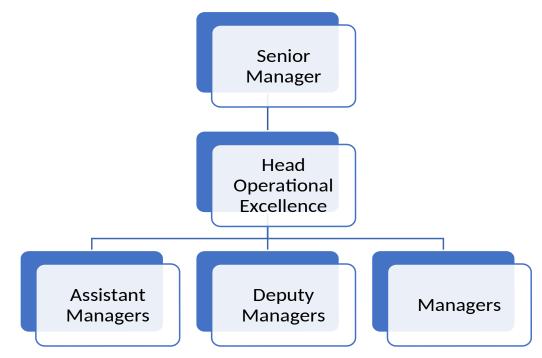
Legal Compliances Health and Safety

- Solvent Handling Area
- Earth Integrity Area
- Detectors
- Bottle carriers (transferring chemical bottles)
- Hydrogen Generators
- Fire Suppressant System (DSP)
- Cable got server room Fire retardant Paint
- Fall Arrestor System on stacks.

FOR EMERGENCY PREPARDENESS E.H.S has a performance Board which comprises of

- Mock drills
- Emergency Bag
- Emergency Kit (for security)
- Full fledge OHC and ambulances. Open tanks are covered with net.

4)OPERATIONAL EXCELLANCE DEPARTMENT HEIRARCHY.



The goals of the department

The goals of the operational excellence department include

- i)Work on cost productivity
- ii)Promoting ideas generation with respect to operating expense
- iii)Pareto analysis is done by this department
- iv)Increase the yield is a goal of this department.

Functions of Operational Excellence department

- i)Quality initiative is taken by them
- ii)Throughput Improvement i.e., they do **OVERALL EQUIPMENT EFFICIENCY(OEE)**
- They bifurcate them into:
 - a) Value added

 \rightarrow The activity should be paid by customers

b) Non-value added

→Cannot be eliminated completely like change over

c) Waste Activities

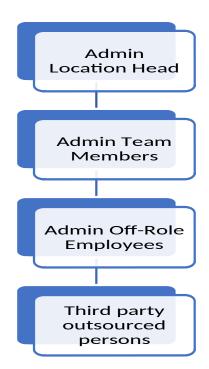
→Transportation, inventory, motion (people), extra processing.

- (iii)Their focus is always to reduce non-value added and eliminate waste.
- (iv)They reduce NVA and eliminate waste to increase production thereby OEE.
- (v)They check what is value added, non-value added, waste
- (vi)We also facilitate to reduce analyse plant cycle time and continuously monitor the same; they do brainstorm.

Best practices performed by the operational excellence department are:

- i)Capability building
- ii)Lean Six Sigma
- iii)Idea generation sessions and thereby promote innovative mind sets
- iv)We challenge the state scope
- v)We facilitate the digital transformation that is happening around the globe of the company

5) ADMIN DEPARTMENT HEIRARCHY



ADMIN DEPARTMENT

The ADMIN department stands for **Administration and facilities management.** They are providing a range of services to the employees such as:

(I)Security Services

• The security services handle man and material movement at Cipla's premises in each unit.

(II)Linen and Laundry Management

- Washing of the linen
- Procurement of the linen
- Processing of the invoices
- Setting up linen in linen room

(III)Gardening

- They tend after each and every plantation such as visitor plantation, auditor plantation. They also manage handling plants and sampling
- They take care of training such as trimming extra grown leaves.
- The Maintenance of the garden is done by them
- Procurement of the gardening tools is handled by them.
- The administrative staff member handles the processing of the invoices.

(IV) Pest-Control Service

Cipla has outsourced to Hansa Pest Control Services to get rid of unwanted insects or wildlife at Cipla premises.

- Raising PR (purchase request)
- Utilisation of pest Control
- Invoices for the payments.
- Fly-Control Disinfectant spray that housekeeping uses comes under admin.

(V)House-Keeping Services

• Cipla has outsourced SODEXO on contract for housekeeping services that includes cleaning of terrace areas, security cabins, conference rooms, washrooms, canteen. Various disinfectant solutions are used by them for cleaning and sanitizing.

(VI)**Bus Transportation**

Cipla has outsourced bus services to Arjun Travellers;

- The administrative staff member handles the processing of the invoices in regard to bus transportation.
- They issue bus passes to the employees; they provide approval to the security if an employee wants to change their routes for e.g. (from Margaon to Panjim).
- They issue bus passes for interns as well.

(VII)**Cab Transportation**

- The purchase of company vehicles, sale of old vehicles, processing of various invoices such as maintenance, spear-parts, fuel are handled by them.
- They raise PR

• They do Company Vehicle leasing only to the senior most person.

(VII)**Telecommunications**

- The admin department gives Cug connections for eligible employees at Cipla and also provide employees with Mobile Sim Card Policy.
- They provide employees with telecommunication networks such as BSNL Lines, EPBX, VI CONNECTIONS.

(IX)**Canteen-Services**

- Cipla has outsourced Arun Caterers, K STAR, R STAR, Monginis for food services and providing tea and coffee services is outsourced to CCD. They have also installed vending machines in each unit for snacks.
- The caterer raises invoices, and the admin processes it. They also maintain both canteen biometric machines and canteen face-recognition systems for both on-role and off-role employees
- Employees biometric swipe, generating report for vendor, generating dual swipe for payroll is all processed by them and then submitted to HR.

WORK DONE

- Updating company databases by inputting new employee contact information and employment details
- Screening potential employees resumes and application forms to identify suitable candidates to fill company job vacancies
- Organizing interviews with shortlisted candidates
- Posting job advertisements to job boards
- Removing job advertisements from job boards once vacancies have been filled
- Assisting in the planning of company events such as birthday parties, CPC etc.
- Preparing and sending offer and rejection letters or emails to candidates
- Coordinating new hire orientations
- Responding to staff inquiries regarding HR policies, employee benefits, and other HR-related matters

LEARNINGS DERIVED FROM THE WORK DONE:

- Be excellent in documentation on Excel Software
- Recruiting the best candidate for the job is challenging
- It is difficult to get people to cooperate
- Effective communication is very crucial as people come from many states and cultures

- Email must be written in a proper manner as they are vital for the company's reputation
- The different activities conducted by the HR Department for employee engagement
- How the Operational Excellence Department is facilitating the digital transformation around the globe of the company
- The Learning and Development activities done by the HR Department for the employees
- The various services provided by the Admin Department as security services, canteen service, pest-control service etc
- The safety signatures provided by the E.H.S Department
- The various functions carried out by the ER and IR Department such as providing employees with provident fund, ESIC policies etc
- The salient features of the CIPLA MEDICLAIM policy