



Global Code of Conduct

Our Global Code of Conduct (GCoC)²³ provides a detailed framework for upholding high ethical standards across our business operations and value chain²⁴. The GCoC governs all our business activities and applies to employees, the Board of Directors, and all our business partners, including suppliers, service providers, agents, and channel partners. Further information can be found here: https://sunpharma.com/wp-content/uploads/2024/08/Global-Code-of-Conduct_effective-Aug-2024.pdf.

Our GCoC enforces a strict zero-tolerance approach for bribery and corruption. We rigorously uphold these principles across all our operations and closely monitor compliance²⁵. We do not contribute to political campaigns, or make charitable donations that acts as means of bribery and corruption. Employees receive training on these guidelines and are expected to adhere to them²⁶.

For FY24, there were no reported instances of corruption, bribery, conflicts of interest, or money laundering²⁷.

Grievance Redressal

At Sun Pharma, we prioritise a robust grievance redressal mechanism to address all concerns from our stakeholders promptly and securely²⁸. Our Global Whistleblower Policy provides a safe way for all stakeholders to report any misconduct or violation of our GCoC and other policies. We encourage reporting of any potential breaches or retaliation. Complaints regarding product quality, adverse events, or other issues can be submitted on our website (<https://sunpharma.com/contact/>) without fear of reprisal.

We have set up a grievance redressal mechanism for our shareholders, managed by the Registrar and Share Transfer Agents, as mandated by SEBI. In FY24, we resolved 46 shareholder complaints within the reporting timeframe. Additionally, we received two sexual harassment complaints for which we implemented appropriate remedial measures under the Prevention, Prohibition, and Redressal of Sexual Harassment Policy outlined in the GCoC²⁹.

