

Innovation and Technology

Harnessing Technology for Global Impact

Through strategic investments in world-class technologies, we have expanded the accessibility of medicines across the globe. We prioritise strict compliance with global safety standards while constantly assuring the quality of our varied portfolio⁴⁰.

We focus on innovation to enhance safety, improve efficacy, optimise operations, advance technical capabilities, and ensure cost-effectiveness. To drive innovation and achieve sustained business growth, we have established a dedicated Centre of Excellence (CoE) which supports key organisational functions such as R&D, quality assurance, finance, manufacturing, HR, and supply chain operations. We make decisions related to technological incorporation in

a collaborative manner while taking into consideration proof of concept and business case approvals.

We have established technology guidelines to ensure effective project execution, adhering to global standards like the Information Security Management System (ISMS) and the Information Technology Infrastructure Library (ITIL). The Corporate Technology team has developed a detailed IT innovation and technology plan, and each department allocates an annual

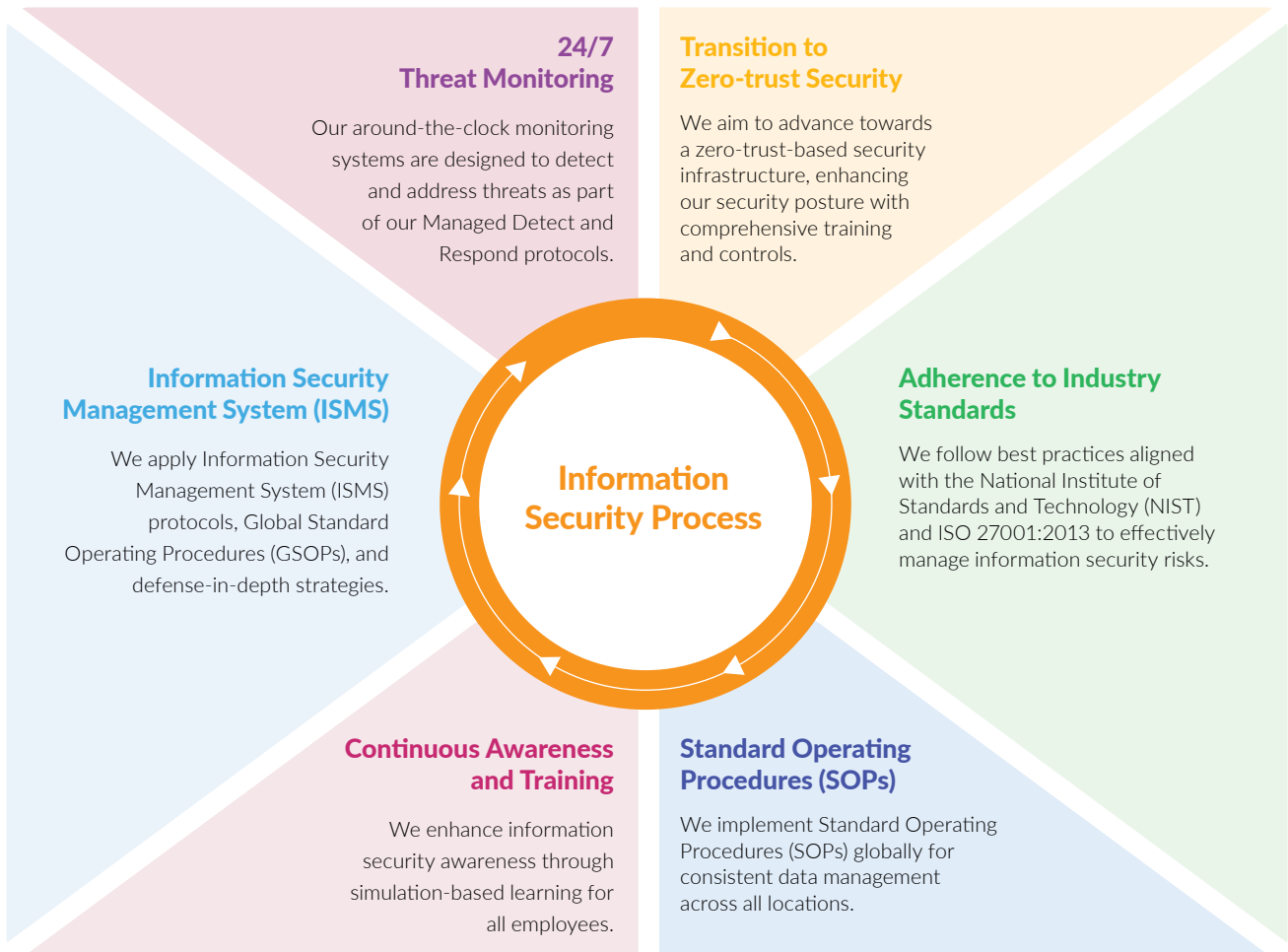
budget for information security. This budget considers the current hardware landscape, ongoing initiatives, new projects, and external factors influencing information security. We also maintain a robust monitoring system to enhance reliability and data protection.

Zero Incidents

During FY24, we did not incur any information security/data privacy incidents.⁴¹



Our Approach to Information Security



⁴⁰GRI 3-3 | ⁴¹GRI 418-1

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Our Compliance with Global Data Integrity and Security Standards

Compliance with USFDA data integrity and cGMP standards

Complying with ISO 27001 Information Security Management System (ISMS) standards

Following PDA Report 80 for creating a data integrity management system in our laboratories

Adhering to data protection regulations to safeguard personal data at operational locations

Our Focus on Data Integrity and Security

Policy Enforcement and Training

We enforce stringent policies and processes, supported by mandatory training on information security awareness, to maintain data security and integrity throughout the organisation.

Data Integrity and Security Segmentation

We address data integrity and security issues by segmenting them into three main areas: Cyber-attacks, Insider threats, and manufacturing process integrity.

Comprehensive Defence Strategies

We use multiple strategies to mitigate cyber-attack risks, including a 24/7 Security Operations Centre (SOC), threat intelligence governance services, and collaboration with security experts.

Incident Management Alignment

We align our Incident Management Policy with ISO 27001 standards to ensure effective response protocols.

Coordinated Investigations

Deployment of data leakage prevention tools to address insider threats, with further investigation conducted in collaboration with the business and HR functions.

Standard Operating Procedures (SOPs) Implementation

We implement globally benchmarked Standard Operating Procedures (SOPs) for manufacturing operations, focusing on root cause analysis and risk assessment.