

Stakeholder Engagement and Materiality Assessment

Guided by Materiality, Driven by Engagement

We actively engage with stakeholders to foster strong, meaningful relationships, promote trust and transparency and to improve strategic decision-making through diverse perspectives.

Engaging stakeholders directly in the ESG materiality assessment process helps us to gather valuable insights and incorporate their perspectives into our strategies and to foster a collaborative approach towards organisational sustainability.

This engagement enables proactive risk management, allowing us to identify and address potential challenges early on. By leveraging digital platforms and social media, we expand our outreach to ensure a wide range of viewpoints is included.

We adopt a structured approach to identify and map various stakeholders including shareholders, regulators, suppliers, third-party manufacturers, NGOs, local communities, customers and patients, employees, and senior leadership.







Stakeholder Engagement Methodology

<p>Refining Stakeholder Priorities and Topics of Interest</p> <ul style="list-style-type: none"> Identifying key internal stakeholders Identifying external stakeholders Collating topics of interest from previous engagement cycles 	<p>Conversational Engagement and Managing Stakeholder Expectations</p> <ul style="list-style-type: none"> Structured and need-based conversations Capturing stakeholder feedback and expectations Reviewing the business strategy and managing stakeholder expectations 	<p>Leveraging Stakeholder Insights and Sharing Progress</p> <ul style="list-style-type: none"> Incorporate stakeholder feedback in organisational strategy reviews Create plans to address stakeholder expectations Regularly update stakeholders on progress and developments
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Insights into Our Stakeholder Engagement Approach³¹

 <p>Investors/ Shareholders</p>	<p>Modes of Engagement</p> <ul style="list-style-type: none"> Financial performance reporting and earnings calls Investor conferences Event-driven press releases Investor presentations <hr/> <p>Key Themes</p> <ul style="list-style-type: none"> Corporate governance ESG disclosures Regulatory compliance Product responsibility Business strategy and cost-competitiveness 	<p>Our Approach</p> <ol style="list-style-type: none"> Our governance procedures are firmly grounded in our business principles. We promote transparency by providing disclosures through annual reports, sustainability reports, and investor presentations Dedicated teams such as the quality management and pharmacovigilance unit collaborate closely to uphold product quality and safety We emphasise operational excellence and have implemented initiatives covering production and supply chain efficiency
 <p>Regulators</p>	<p>Modes of Engagement</p> <ul style="list-style-type: none"> In-person meetings Emails <hr/> <p>Key Themes</p> <ul style="list-style-type: none"> Regulatory compliance Community engagement Rural market penetration Supply chain de-risking 	<p>Our Approach</p> <ul style="list-style-type: none"> Ensure adherence to regulatory requirements, establish robust SOPs, and implement remedial actions to prevent non-compliance Community development initiatives tailored to address specific community needs Formulate a comprehensive strategy to foster a responsible supply chain and evaluate alternate suppliers wherever possible

³¹GRI 2-29

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Suppliers/Vendors/ Third-party Manufacturers

Modes of Engagement

- Vendor meets
- Virtual modes, Email or Telephone
- Assessments

Key Themes

- Timely payments
- Collaboration

Our Approach

- Monitor and facilitate prompt payments, implement digital tools
- Promote vendor engagement based on specific needs and requirements to ensure optimal collaboration and mutually beneficial relationships
- Conduct ESG assessments of suppliers to manage and mitigate potential risks



NGOs

Modes of Engagement

- In-person meetings
- Virtual modes, Email or Telephone

Key Themes

- Employee volunteering
- Agile decision-making

Our Approach

- We actively facilitate and encourage employee volunteerism through various programs and initiatives
- We continuously enhance our CSR management system to address the evolving community needs
- Our CSR projects are aligned with the United Nations Sustainable Development Goals (SDGs), ensuring that our efforts contribute to these global objectives



Community

Modes of Engagement

- In-person meetings
- Engagement through our NGO partners

Key Themes

Community development programs with a specific focus on:

- Healthcare
- Education
- Water & sanitation
- Rural development
- Environmental conservation

Our Approach

- Community development activities are implemented after conducting thorough needs assessments
- To address any grievances from the community, we have established both formal and informal communication channels, ensuring effective redressal of concerns raised by community members



Customers/Patients

Modes of Engagement

- In-person meetings
- Emails
- Customer feedback

Key Themes

- Product quality and access

Our Approach

- Ensure safety and efficacy of our products through a robust Quality Management System (QMS)
- We have a strong pharmacovigilance mechanism to record and address product complaints
- We offer patient assistance programs, reimbursement support and cost-saving programmes for certain products to make them more affordable to patients



Employees

Modes of Engagement

- Employee-focused web portals
- Emails
- Employee engagement surveys
- Town halls

Key Themes

- Training, professional growth and development
- Well-being initiatives
- Employee recognition
- Fair remuneration
- Work-life balance

Our Approach

- Implement personalised employee learning and development initiatives tailored to individual needs and skill sets
- Create and implement initiatives that recognise and value employee contributions
- Maintain a bi-annual appraisal process and foster an open feedback culture to facilitate constructive dialogue and employee growth opportunities
- Promote active employee engagement through various initiatives, encouraging involvement, collaboration, and a sense of ownership within the organisation



Senior Leadership

Modes of Engagement

- In-person meetings
- Virtual modes, Email or Telephone

Key Themes

- Sustainable and resilient business operations
- R&D and Innovation

Our Approach

- Conduct regular reviews of our business strategy, considering market dynamics and incorporating valuable input from stakeholders
- Leverage emerging technologies to stay ahead of innovation and continually enhance our R&D capabilities