

Building a shared future together

At Sun Pharma, we believe that a stakeholder-centric approach is at the heart of enabling a socially-relevant and future-oriented approach to business. We have built customised engagement channels tailored to the distinct needs of each stakeholder group.

We have consistently focused on building strong and meaningful relationships with a diverse range of stakeholders. Our stakeholder engagement mechanisms aim to foster inclusivity, accountability and responsibility. We engage with our investors, shareholders and regulators regularly through scheduled events and as per specific business requirements. We also engage with our other stakeholders on an ongoing basis as part of day-to-day business activities. While we periodically engage with our stakeholders on diverse issues, in FY21, our engagement followed a structured approach with the objective of incorporating their inputs into our materiality assessment.

OUR STAKEHOLDER ENGAGEMENT PROCESS



Stakeholder group	How we engage	Key areas of interest of the stakeholder group	Our approach to managing expectations
Investor/shareholder	<ul style="list-style-type: none"> * Annual/quarterly financial reports and earnings calls * Attending Investor Conferences * Issuing specific event-based press releases * Investor presentations 	<ul style="list-style-type: none"> * Corporate governance * ESG disclosures * Regulatory compliance * Responsible supply chain management * Product responsibility * Cost competitiveness 	<ul style="list-style-type: none"> * Governance mechanisms based on our core corporate values * Periodic transparent disclosures e.g. Annual Reports, Investor Presentations, Sustainability Report * A dedicated supply chain team oversees effective and responsible management of the supply chain * Dedicated teams, such as quality management team and the pharmacovigilance unit, collectively ensure product quality and safety aligned with stringent quality and safety management protocols * Cost competitiveness enabled through operational excellence
Regulator	<ul style="list-style-type: none"> * In-person meetings * E-mail 	<ul style="list-style-type: none"> * Regulatory compliance * Community engagement * Rural market penetration * De-risk supply chain 	<ul style="list-style-type: none"> * Ensure compliance and roll out corrective measures in the event of non-compliance, if any * Tailored community development programmes * Responsible supply chain strategy * Continue maintaining and expanding the network of stockists/distributors/wholesalers to enable access to medicines in areas of need, particularly in rural areas
Supplier/vendor/ third-party manufacturer	<ul style="list-style-type: none"> * Vendor meets * Virtual modes, e-mail, telephonic interactions 	<ul style="list-style-type: none"> * Timely payments * Collaboration 	<ul style="list-style-type: none"> * Digital interventions and management systems to monitor and execute timely payments * Facilitate need-based engagement with vendors
NGO	<ul style="list-style-type: none"> * In-person meetings * Virtual modes, e-mail, telephonic interactions 	<ul style="list-style-type: none"> * Employee volunteering * Agile management process 	<ul style="list-style-type: none"> * Programmes have been designed that facilitate and encourage employee volunteering * CSR management system is periodically streamlined to enable enhanced responsiveness to community needs
Community	<ul style="list-style-type: none"> * In-person meetings * Engagement through our NGO partners 	<ul style="list-style-type: none"> * Community development programmes with a focus on health, education, sanitation and infrastructural development 	<ul style="list-style-type: none"> * Community development programmes are undertaken based on need assessment studies. A systematic approach is employed to ensure positive development outcomes for the communities being served across the focus areas
Customer - B2B	<ul style="list-style-type: none"> * In-person meetings * E-mail * Customer feedback sessions 	<ul style="list-style-type: none"> * Product quality, access and pricing 	<ul style="list-style-type: none"> * Robust quality management system and pricing strategy to enable best outcomes for end-customers
Employee	<ul style="list-style-type: none"> * Employee-focused web portal * E-mail * Employee engagement survey * Town halls 	<ul style="list-style-type: none"> * Training, professional growth and development * Well-being initiatives * Employee recognition * Fair remuneration * Work-life balance 	<ul style="list-style-type: none"> * Customised employee learning and development initiatives * Curated employee welfare and recognition programmes * Annual appraisal and open feedback culture * Active employee engagement
Senior leadership	<ul style="list-style-type: none"> * In-person meetings * Virtual modes, e-mail, telephonic interactions 	<ul style="list-style-type: none"> * Sustainable and resilient business operations * R&D and innovation 	<ul style="list-style-type: none"> * Periodic business strategy review based on market dynamics and stakeholder inputs * Capitalising on emerging technologies and continuously strengthening R&D capabilities

GRI 102-40, GRI 102-42, GRI 102-43, GRI 102-44