

## Business Responsibility Report

### Message from the Director's Desk

The COVID-19 global pandemic has reiterated the importance of healthcare in a never-before manner. The pharmaceutical industry is at the forefront of the battle against the pandemic. It has quickly and efficiently responded to this global challenge by ensuring that there is no shortage of medicines across markets despite supply chain disruptions. It has also simultaneously commenced clinical trials to test the effectiveness of existing medicines in treating symptoms of COVID-19. Many global pharmaceutical companies, as well as some Indian companies, have initiated efforts for the development of a COVID-19 vaccine. The industry has also donated certain medicines used in alleviating COVID-19 symptoms, personal protective equipment (PPE) kits, disinfectants, gloves, etc. Going forward, as healthcare gains priority, the role of the pharmaceutical industry will also become more important.

We are living in unpredictable times. The COVID-19 pandemic and consequential lockdowns across the world has only confirmed that. From climate change to technical disruptions, it would get more and more difficult to foresee the future. Businesses that would be more responsible towards resources, whether material or human, would be in a better position to adapt to these changes and thrive. Sustainability is not an option anymore.

Pharmaceutical companies are going to play a pivotal role in shaping this future as healthcare becomes the top priority. At Sun Pharma, we develop high-quality medicines trusted by healthcare professionals and patients, making us the world's 4th largest speciality generic pharmaceutical company. However, what gives us more satisfaction is that we could make these medicines affordable and accessible, in over 100 countries across 6 continents.

Our vision of 'Reaching People. Touching Lives' globally as a leading provider of valued medicines is what motivates us to strive responsibly and scale newer heights towards a holistic growth, where all stakeholders benefit, be it patients, healthcare professionals, communities, planet, regulatory bodies, employees or shareholders.

This extends to a triple bottom line approach where we extend the philosophy of enhancing the quality of life by focussing on wellness for Employees, Community and Environment.

### Employee Wellness

Our 36,000+ strong multi-cultural workforce from over 50 different nationalities is the reason for our success and continuous growth. We are committed to hiring exceptionally talented human resources and nurture them professionally. Our multi-dimensional work environment offers high growth opportunities through challenging roles

with clear responsibilities and the opportunity to work on a variety of assignments.

Our all-encompassing HR Policy covers every aspect of employee management from recruitment to retention. Employee engagement, equality of opportunity, freedom of association, health & safety, recognition & recreation, and continuous learning are key principles of the policy. In FY20, 90% of our employees, including 18% of women employees were provided with safety and skill up-gradation training.

### Community Wellness

By continuing to enhance our Corporate Social Responsibility (CSR) efforts and simultaneously partnering with Government and Non-Government organisations, we are enhancing the quality of life of the local communities. In FY20, we invested ₹43.71 Million for the implementation of CSR programme and projects.

Our focus areas in CSR interventions are healthcare, education, rural development, sanitation, environment conservation, drinking water and disaster relief. During the outbreak of Novel Corona Virus, we committed donation of medicines and hand sanitisers to support India's COVID-19 pandemic response. Along with awareness generation programmes, we also distributed food packets in the rural communities.

### Environment Wellness

A robust EHS policy enunciates our commitment to create a safe and healthy workplace, and a clean environment for employees and the community. The policy ensures that we manufacture our products safely and in an environmentally responsible manner. For that, we follow the highest international standards in plant design, equipment selection, maintenance, product development and operations.

Waste management, conservation measures, increasing efficiency, green energy and implementing Clean Development Mechanism (CDM) projects at our facilities are some of the measures we employ to reduce our burden on the environment. In FY20, we generated approximately 1.6 Million kWh of clean energy.

This Business Responsibility Report (BRR) summarises our commitment to the community, environment and all our stakeholders. We welcome your feedback on this report as your insights will help us take more responsible steps on this ongoing journey.

Regards,

**Kalyanasundaram Subramanian**

*Whole-time Director*

## Overview

Being a global pharma leader with 36,000+ employees worldwide, 40+ manufacturing sites, and 100+ markets served, we at Sun Pharma strongly believe that business and responsibility go hand in hand. Long-term growth can only be achieved when we conscientiously take care of all the three bottom lines - economic, environmental and social.

This responsible approach has been the hallmark of our Company since many years, but seven years ago, we integrated all these components into one interconnected model based on the National Voluntary Guidelines

(NVG). It helped us in focussing our efforts towards all our stakeholders.

This Business Responsibility Report is our demonstration of the triple bottom line approach to business. In accordance with SEBI's proposed index and the nine principles of the Government of India's 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business', the report enunciates our plans and actions to build our business responsibly.

## Section A General Information About the Company

1	Corporate Identity Number (CIN) of the Company	L24230GJ1993PLC019050
2	Name of the Company	Sun Pharmaceutical Industries Limited
3	Registered address	SPARC, Tandalja, Vadodara - 390 012, Gujarat
4	Website	<a href="http://www.sunpharma.com/">http://www.sunpharma.com/</a>
5	E-mail id	secretarial@sunpharma.com
6	Financial year reported	01-April-2019 to 31-March-2020
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	'Pharmaceuticals' is the primary reportable segment.
8	List three key products/services that the Company manufactures / provides (as in balance sheet)	Cip-Isotretinoin   Levulan Kerastick   Tildrakizumab
9	Total number of locations where business activity is undertaken by the Company	As below
	1. Number of international locations (Provide details of major 5)	US, Japan, Romania, Russia, Canada
	2. Number of national locations	Facilities: Halol, Baska, Panoli, Karkhadi, Ankleshwar and Dahej (all in Gujarat), Baddi, Batamandi and Paonta Sahib (all in Himachal Pradesh), Mohali and Toansa (both in Punjab), Malanpur and Dewas (both in Madhya Pradesh), Samba and Jammu (both in J&K), Ahmednagar (Maharashtra), Maduranthakam (Tamil Nadu), Guwahati (Assam), Sikkim, Dadra, Silvassa and Goa  R&D Centres: Vadodara (Gujarat), Mumbai (Maharashtra) and Gurgaon (Haryana)  Registered office: Vadodara (Gujarat)  Corporate office: Mumbai (Maharashtra)  Pan-India Distribution Network
10	Markets served by the Company - local / state / national / international	Over 100 markets served across 6 continents - Asia, North America, South America, Europe, Africa, and Australia

## Section B Financial Details of the Company

1	Paid-up Capital (₹)	2,399 Million
2	Total Turnover (₹)	119,067 Million (standalone)
3	Total Profit after Taxes (₹)	32,111 Million (standalone)
4	Total spending on Corporate Social Responsibility (CSR) as percentage of Profit after Tax (%)	As per regulatory requirements, the Company is required to spend ₹26.99 Million towards CSR for FY20.  However, we have spent ₹43.71 Million on CSR activities for the year.
5	List of activities in which the above expenditure has been incurred	Refer Principle 8 - 'Equitable Development'

## Section C Other Details

1	Does the Company have any Subsidiary Company / Companies?	Yes
2	Do the Subsidiary Company / Companies participate in the BR initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	There is no direct participation.
3	Do any other entity / entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity / entities? [Less than 30%, 30-60%, More than 60%]	The Company has not instituted any process to monitor / verify whether any other entity / entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company.

## Section D BR Information

### 1. a. Details of the Director / Directors responsible for implementation of the BR (Business Responsibility) policy / policies

1	# DIN number	00179072
2	# Name	Kalyanasundaram Subramanian
3	# Designation	Whole-time Director

### b. Details of the BR head

1	# DIN number (if applicable)	Mr. Kalyanasundaram Subramanian, Whole-time Director of Sun Pharma,
2	# Name	oversees the BR implementation. The Company does not have a BR head,
3	# Designation	as of now.
4	# Telephone number	
5	# e-mail id	

### 2. Principle-wise (as per NVGs) BR policy/policies (Reply in Y/N)

	P1	P2	P3	P4	P5	P6	P7	P8	P9	
1	Do you have a policy or policies for...	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
2	Has the policy been formulated in consultation with the relevant stakeholders?	All the policies have been formulated in consultation with the Management of the Company and is approved by the Board.								
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	All the policies are compliant with the respective principles of NVG guidelines.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	All the policies have been approved by the Board and have been signed by the Managing Director.								
5	Does the company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	The Board has appointed Mr. Kalyanasundaram Subramanian, Whole-time Director - Sun Pharma, to oversee the policy implementation.								
6	Indicate the link for the policy to be viewed online?	Copies will be made available on receipt of written request from shareholders.								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
7	Has the policy been formally communicated to all relevant internal and external stakeholders? The policies have been formally communicated to internal stakeholders. The external stakeholders will be communicated in due course.								
8	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
9	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
10	Has the policy been formally communicated to all relevant internal and external stakeholders? It will be done in due course.								

### 3. Governance related to BR

1	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, annually, more than 1 year	Annual
2	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	The BR report for FY20 is a part of the annual report and can also be accessed through the link: <a href="http://www.sunpharma.com/pdflist/alldocuments">http://www.sunpharma.com/pdflist/alldocuments</a> . It is published annually.

## Principle 1 Ethics, Transparency and Accountability

A successful business is built on the foundation of good principles. At Sun Pharma, we have institutionalised a robust governance structure.

Our vision and values form the base of our policies and practices. Each role at every level of the employees, from the top to the bottom, is transparently defined and held accountable for its responsibilities. While we strive to add value to every stakeholder, including the planet and the people, there is no compromise on ethics and integrity.

The key principles of our corporate governance philosophy are:

- High levels of transparency
- Accountability
- Consistent value systems
- Delegation of responsibility across all facets of operations

The key enablers to ensure the consistent implementation of these principles are:

#### Leadership

The leadership at Sun Pharma including the board, apply their wealth of international exposure and global best practices, to make policies that drive responsible growth consistent with our values of integrity, humility, quality and accountability.

#### Board Committees

Dedicated board committees are in place to define and execute processes and policies that govern the core areas. The top management forms the part of these committees, which are:

- Audit Committee
- Nomination & Remuneration Committee

- Stakeholders Relationship Committee
- Risk Management Committee
- Corporate Governance & Ethics Committee

### Code of Conduct & Policy

At Sun Pharma, the 'how' is as important as the 'what'. So, the Board of Directors has laid out a Global Code of Conduct (CoC) for all Board members as well as all employees, including the senior management. Adherence to the CoC is non-negotiable, and it ensures a consistent commitment to and execution of ethics.

Along with the CoC, various policies on significant subjects are designed to cover all areas of operations. We actively solicit feedback from all our stakeholders on our business conduct and keep our CoC and policies updated. In this reporting year, we received 3 stakeholder concerns, and all 3 have been resolved.

## Principle 2 Product Life Cycle Sustainability

Many of our products have the hallmark of technology-based differentiation and cover the full range of dosage forms, including tablets, capsules, injectables, sprays, ointments, creams, and liquids. These products help the patients in treating their diseases and improving their quality of life. While we focus on meeting the unmet needs of patients, it is equally critical to minimise the negative impact on the planet and to serve the people in the community.

So, we responsibly address all the three bottom lines - along with making good health more affordable and widely accessible; we work towards empowering communities and enriching the environment.

### Affordable Access

Research & development has resulted in finding the cure for many diseases, and for some others, modern medicine has enabled patients to manage and control them. However, the cost of medicines has eluded the benefit to pass to majority of people. As one of the leading global generic companies, we make good health affordable and accessible to the marginalised communities and society at large.

We offer a wide range of World Health Organisation prequalified (WHO PQ) anti-viral products that are supplied at very affordable cost to many countries in Africa, Latin America, CIS, and Asia to fight HIV / AIDS.

Moreover, we also reach out to those in acute necessity by distributing some of our critical life-saving products free of charge. Below are some of our products that have broken the affordability and accessibility barrier:

- Rilutor (Riluzole): Used for treating Amyotrophic Lateral Sclerosis (a life-threatening disease), this product is distributed free of cost to all patients
- Sun Pharma committed a donation of medicines and hand sanitisers worth ₹250 Million to support India's COVID-19 pandemic response

### Empowering Communities

While we expand to serve patients in newer geographies globally, we continue to elevate communities around us locally. Whether by employing them or by sourcing material from them, we boost local economy and in turn, reduce our carbon footprint.

Initiatives are undertaken to upskill the people, so that they can earn more and enrich their life. If they are suppliers, we invest in upgrading them with modern technology and need-based credit. It enables them to raise their standard and quality of our products.

*For more details regarding our community initiatives, please refer Principle 8 of this report.*

### Enriching Environment

Health of humans and the planet are intertwined. At Sun Pharma, we are fully committed to achieving excellence in Environment, Health & Safety (EHS) and conduct our activities in the most responsible manner, guided by our EHS policy.

EHS performance is periodically reviewed. The key processes comprise regular safety surveillance, inspections, audits, and regular monitoring of the environment, internally and through approved laboratories. Initiatives include increasing efficiency and reduced consumption of natural resource.

For more details regarding our environment initiatives, please refer Principle 6 of this report.

Calculating our environmental performance per product poses unique challenges, owing to a diverse product portfolio and complex production processes. We, therefore, monitor and manage our total annual water and energy performance vis-à-vis our total annual production.

#### Production:

APIs: 3,405 ton

Formulations: 22,910 Million units

#### Water usage:

3,020,840 KL

#### Energy Usage:

Electricity (kWh)	468,167,100
Gas (in '000 nm3)	11,777
Furnace Oil (MT)	9,323
HSD (L)	1,349,400
Briquette (MT)	109,724

## Principle 3 Employee Well-being

Employee performance is critical to the overall success of the company. We attribute our growth to our 36,000+ strong multi-cultural workforce from over 50 different nationalities. Our culturally diverse workforce is one of our biggest strengths and the rich experience they bring, across varied skill sets and backgrounds, is invaluable. We are proud that our global workforce is bound together by our common values.

We are committed to provide them a safe workplace, introduce employee friendly progressive policies, ensure growth opportunities, and encourage learning and development options. This creates an environment where personal goals and business goals are aligned to realise their maximum potential. Our 360-degree HR Policy covers every facet of talent management from recruitment to retention and keeps evolving with the feedback of employees.

Some of the main features of the policy are:

### Employee Engagement

Engaged employees are happier, both at work and in their personal lives. At Sun Pharma, we encourage our employee to share their feedback transparently so that we can alleviate their anxieties. This is undertaken through both formal and informal channels. We utilise these channels to inform them of the Company's vision and direction as well.

When employees feel that their voices are being heard, they feel more empowered and motivated to contribute harder. It reduces staff turnover, improves productivity and efficiency, improves customer retention and results in sustainable business performance.

### Continuous Learning

The ability to continually develop and improve one's skills and knowledge to perform effectively and adapt to changes in the workplace is crucial in this ever-evolving world. The nature of our business also requires us to keep moving up the knowledge ladder to remain relevant.

At Sun Pharma, our employees are provided with opportunities to enhance their technical and soft skills through continuous training and development programmes. This may include putting the employees through either in-house competency development sessions and/or external capability enhancement programmes.

### Equality of Opportunity

We encourage diversity of every kind and discourage bias of any kind. At Sun Pharma, merit is the only criteria to grow. We nurture diversity by encouraging a fine amalgam of talent from different age groups, genders, castes, domains, religions, cultural backgrounds etc.

As of March 31, 2020, we had a total workforce of over 36,000 people globally, including permanent, temporary, and contractual employees, of which 1,432 were permanent women employees and 15 were permanent employees with disabilities.

## Freedom of Association

We believe that Freedom of Association is an important mechanism to enhance employee working experience and develop a conducive environment for achieving employees' and organisational goals.

We continue to support a management-recognised employee association, which covers approximately 4% of our employee membership.

## Health and Safety

A healthy and safe workplace is a must. At Sun Pharma, we are fully committed to achieving excellence in Environment, Health & Safety (EHS) and conduct our activities in the most responsible manner. The importance of EHS is continually stressed and extensively promoted as a part of our corporate culture. As a part of this commitment, we enunciated our comprehensive EHS Policy way back in 1993.

We have established ISO 14001:2015 compliant Environmental Management System and OHSAS 18001:2007 / ISO 45001:2018 (OHSMS) compliant Occupational Health and Safety Management System at our key manufacturing facilities.

Close cooperation between all units and individuals is key to maintaining high standards of environment protection and safety at all the facilities. Safety training also plays a pivotal role in the awareness of all safety rules to be followed in operations, including when an emergency arises. The reporting year saw the safety and skill up-gradation training of approximately 90% of our employees, including 18% of permanent women employees.

Reporting of accidents, injuries and near misses are encouraged as an accident prevention measures. We

formulate SOPs for the future, so that safer work practices can be adopted, and unsafe practices identified and discarded. The key ingredients of our occupational health and safety approach are:

- EHS Management System
- EHS Culture Building
- Safety Risk Management
- Emergency Preparedness
- Safety Inspections & Audits
- Use of Personal Protective Equipment (PPE)
- EHS Promotional initiatives

## Recognition & Recreation

Recognition and recreation are two great tools to create an environment where the employees feel inspired to go beyond their call of duty. A continuous and conscious effort to reward excellence in performance through various programmes has been consistently implemented across the company.

Prompt and instant recognition is given to employees for exceptional performance through various recognition schemes. Regional and functional awards enable the acknowledgement of employees' involvement and inputs towards the realisation of goals.

Some of the other mechanisms include:

- Special celebration to accord due recognition to the retiring employee
- Long-service award to recognise the loyalty and commitment of employees
- Family picnics to foster camaraderie

## Principle 4 Stakeholder Engagement

Stakeholder engagement is a win-win process. While the stakeholders' feedback gives us a good insight to plan our future strategy, our sharing gives the stakeholders a fair idea of our future direction. Emerging technologies are increasingly becoming important as a tool for enabling stakeholder engagement.

A comprehensive engagement mechanism that involves all the stakeholders in decision-making, leads to a long-term relationship, understanding and trust with them. The three tenets of our engagement mechanism with our stakeholders are

- Inclusivity
- Accountability
- Responsibility

### Inclusivity

Including all stakeholders gives us a diversity of views regarding our policies, processes, and products. Whether minor or major, internal or external, all stakeholders who have an impact, direct or indirect, on our business are engaged. Some of the identified key stakeholders include:

- Employees
- Neighbouring Communities
- Patients
- Healthcare Professionals
- Investors & Shareholders
- Vendors, Suppliers & Distributors
- Government
- Regulators

## Accountability

Since our decisions and actions affect our stakeholders, we are answerable to them. This responsibility helps in maintaining integrity and transparency. A continuous and consistent, two-way communication that includes sharing information and receiving feedback, leads to trust and synergy. Some of the means we use to communicate include:

- Corporate Website
- Annual Reports
- Quarterly Reports
- Investor Presentations
- Official Press Releases
- Vendor Meets
- Customer Feedback Sessions

- Dedicated Portals for Employees, Vendors and Field staff
- Participation in Independent Exhibitions
- Social Media

## Responsibility

Stakeholders influence our decisions and are also impacted by them. Various stakeholders have varying degrees of effect and we are committed to responsibly balance the interests of all stakeholders.

Some may need time, some may require resource allocation, while others may need more engagement. The initiatives we design for them, takes into consideration all these differences, and provide what is required.

*For more details regarding this, please refer Principle 8 of this report.*

## Principle 5 Human Rights

Human rights form the foundation of a fair society. Fundamental in nature and applicable universally, they require the rule of law as well as the empathy to understand the dignity of every human being.

Being present in various geographies, we adhere to this philosophy regardless of the nation, location, language, religion, ethnic origin, or any other status of any person. Our all-encompassing Human Rights Policy covering various principles ranging from freedom of association to freedom from harassment, applied across our operations is testament to our commitment.

All these principles are followed in letter and in spirit. So, we are not only compliant with all the statutory laws and regulations, we also have grievance redressal mechanisms in place for violations, if any. In the reporting year, there were no human rights violation complaints, relating either to child, forced and involuntary labour or discriminatory employment against the Company. However, we did receive one complaint related to sexual harassment during the year, which has been resolved.

## Principle 6 Environment

As humans keep producing more for convenience and comfort, they are ironically progressing towards a time where clean air, fresh water, rich biodiversity and required natural resources are getting scarce.

At Sun Pharma, we are aware of the emerging situation and investing in measures that mitigate this situation. Be it conservation measures or reducing our dependence on limited resources, we are not only reducing the burden on the environment, but also on our operational costs.

A robust Environment, Health & Safety (EHS) policy is in place which is encouraging our employees to be more ecologically aware and our vigilant teams to be more cautious in pre-empting potential threats by developing relevant measures to address them.

Some of our green steps which are a must-do:

- Ensure statutory compliance
- Optimise natural resources
- Effect continuous improvement in environment management
- Innovate greener technologies and processes
- Spread green awareness across internal and external stakeholders

We also engage with the concerned authorities and industry in devising responsible laws, regulations, and standards.

Some of our key green initiatives include:

### Waste Management

Investments have been made in process improvements as well as upgradation of effluent treatment plants, using membrane-based technologies, multi-effect thermal evaporators, agitated thin film dryers and hazardous waste incinerators. These measures have helped to reduce the environmental burden.

With equipment installed at all our major facilities for recycling of the treated effluent, we have achieved the status of zero liquid discharge at majority of our facilities, while 6 are in the process of obtaining the status. SOPs are in place to ensure effective waste management. Some of the SOPs include:

- Waste production is minimised at the source itself
- Waste materials including solvents, wastewater, glass, plastic liners, fibre drums, metal drum sheets, HDPE sheets and waste oil are recycled. Initiatives consist of setting up effluent treatment plants, recycling through registered recyclers and engaging scrap vendors for materials like paper, plastic, and HDPE
- Well-equipped solvent recovery systems enable us to recycle recovered solvents
- Ensure safe and responsible waste disposal as per Govt. norms and at Govt. approved sites

### Energy Conservation

Energy conservation is at the top of the sustainable energy hierarchy. It not only reduces the need for energy, lowering resource depletion, and thus benefitting the environment, but also reduces operational costs making economic sense as well.

At Sun Pharma, we are evaluating and implementing all available avenues to conserve as much energy as possible and reduce the environmental burden. These options broadly can be classified into two categories - using energy efficiently in manufacturing processes and tapping technology to generate green energy.

#### Greener Operations

Reduction in the consumption of energy was the prime focus at all our manufacturing plants and a lot of initiatives were undertaken. This was achieved through optimising the systems at various points, some of which are:

- Installation of condensate recovery system and increasing condensate recovery
- Usage of condensate water in boiler
- CFL replaced with LED as an energy conservation initiative
- Timer provided on field light and ETP blowers to save energy
- Installation of Variable Frequency Drives (VFDs) to save energy at AHUs

- Hot water generation from jacket heat exchanger
- Installation of RO plant in ETP and treated ETP water for cooling tower water makeup
- Steam condensate recovered and reused in boiler
- Installation of boiler economisers and air pre-heaters
- Replacement of cooling tower fan blade to save power
- Installation of energy efficient equipment like coating dry scrubber
- Using air compressor's exhaust air as inlet air for boiler combustion
- Hot water generation from jacket steam
- Spray drying of liquid waste (RO rejects) using flue gas heat of incinerator
- Optimisation of water evaporation, hence reduction in water consumption and simultaneously reduction in power consumption

#### Greener Investments

Renewable energy is a great opportunity to reduce our dependence on fossil fuels and we are committed to generate more green energy. Our investments in the wind energy are testimony of our commitment and in FY20, we generated around 1.6 Million kWh of clean energy.

### Carbon Emission

By converting from 'conventional' furnace oil / light diesel oil boilers to 'eco-efficient' biomass briquette-based boilers, we are implementing Clean Development Mechanism (CDM) projects at our facilities. It not only restricts the emissions of our operations, but also achieves two more objectives:

- Social well-being: Generating additional earning opportunities for the local people
- Environmental well-being: Replacing fossil fuels by a carbon-neutral fuel

As of now, we have 13 facilities equipped with the biomass fuelled boilers, with a total steam generation capacity of 123 tph.

As of March 31, 2020, there were no pending notices from pollution control boards.

## Principle 7 Policy Advocacy

Being a leader brings responsibilities. Developing high quality affordable medicines trusted by healthcare professionals as well as patients and making it accessible across 6 continents is a mammoth task. Add to it, the ever-changing landscape of changes from technology to research to policy.

With our considerable experience and leadership position, we share our insights to influence key decisions that affects patients and their well-being, leading to better health policies. It also involves learning from best practices of others. While we collaborate with various stakeholders, trade, and industry associations, we are also members of:

- Indian Drug Manufacturing Association (IDMA)
- Indian Pharmaceutical Alliance (IPA)
- Bombay Chamber of Commerce and Industry
- Confederation of Indian Industry (CII)
- Pharmaceutical Export Promotion Council of India (Pharmexcil)
- The Associated Chambers of Commerce of India (ASSOCHAM)
- The Federation of Indian Chambers of Commerce and Industry (FICCI)

## Principle 8 Equitable Development

Long-term growth is achieved by a combination of economic and equitable development, where the inclusive economic progress supports the creation of healthy and vibrant communities, which in turn feed the economy.

At Sun Pharma, we are guided by our comprehensive Corporate Social Responsibility (CSR) Policy and our community development programmes are intended to contribute towards a better quality of life for the people in general, and upliftment of the marginalised sections of the society, in particular. In FY20, we invested ₹43.71 Million for the implementation of CSR programme and projects.

Our Corporate Social Responsibility initiatives focus on different thematic areas as per needs identified in local communities and aligned with areas mentioned in the Schedule VII of the Companies Act, 2013 read with the Companies (Corporate Social Responsibility Policy) Rules, 2014. The focus areas are:

- Healthcare Programmes
- Education Programmes
- Rural Development Programmes
- Sanitation Programmes
- Environment Conservation Programmes
- Drinking Water Projects
- Disaster Relief Programmes

### Healthcare Programmes

#### Mobile Healthcare Unit Programme (MHU)

Mobile Healthcare services are aimed at providing primary healthcare services at the doorstep of communities living in the vicinity of our manufacturing plant locations. Through its continuous efforts, the MHU is ensuring preventive vaccination and encouraging regular medical check-ups among the rural population. These services are provided free of cost through MHU's intervention.

The Mobile Healthcare programme is operational in 11 different locations covering 6 states of India namely Gujarat, Tamil Nadu, Punjab, Himachal Pradesh, Madhya Pradesh, and Maharashtra. During FY20, it benefitted 209,725 persons including 144,343 curative treatment of patients through a total investment of ₹24.53 Million.

#### Navya Online Expert Opinion Service Project

We sponsored 500 cancer patients to receive expert opinions online from TMC-Navya (Tata Memorial Centre-Navya). These patients would not have otherwise had access to, or been able to afford, high-quality expert treatment plans to improve their chances of cure and quality of life. Navya Network provides expert opinions to cancer patient with an objective to impart low cost and effective treatment decisions while saving healthcare costs of the individual.

The project has benefitted 100 socio-economically disadvantaged patients all over India by connecting them to leading cancer specialists at Tata Memorial Centre and other expert centres through an investment of ₹4.25 Million during FY20.

#### Healthcare Infrastructure Programmes

Sun Pharma has been working on various health related programmes for upgradation in overall health infrastructure and service delivery. During the current fiscal, following projects were undertaken:

- Kidney dialysis of poor patients from Maharashtra and Gujarat
- Support in developing X-ray centre for treatment of underprivileged community at Vadodara, Gujarat

- Financial support to Citizen Blood Donation Society at Vadodara, Gujarat for promoting blood donation
- Maintenance of Govt. abandoned dispensary which aims at delivering primary healthcare services, provision of medicines, awareness generation camps, etc. at Toansa, Punjab

The programme has benefitted 6,530 people through execution of these projects, and we invested ₹0.73 Million in FY20 for these initiatives.

### **Children Eye Health Initiative Project**

Children Eye Health Initiative Project was implemented in various schools of Vadodara district. The focus of the project was to conduct basic eye health screening of students and providing free spectacles to students suffering with any kind of vision issues.

During its 1st phase, screening of total 1,786 students was completed, out of which 602 students were identified with low vision and were provided with ready-made and tailor-made spectacles. The project was implemented with an investment of ₹0.13 Million during the FY20.

## **Education Programmes**

### **Model School Development Project**

Sun Pharma takes initiatives to enhance the educational standards in identified schools under this project by improving basic educational facilities. The following activities were carried out during FY20:

- Infrastructure upgradation in various Government schools of Halol, Panoli, Ahmednagar, Dewas, and Madurantakam
- Digital classroom in four Government schools of Halol and Karkhadi in Gujarat, and Madurantakam in Tamil Nadu
- Remedial classes for students of 12th std. in Halol, Gujarat
- Skill development and computer training to the women and youth at Malanpur, Madhya Pradesh and Vadodara, Gujarat

The project has benefitted 4,625 students, 150 other persons and the community with an investment of ₹5.10 Million.

## **Rural Development Programmes**

### **Rural Infrastructure Projects**

Sun Pharma helps rural communities by development of basic and relevant infrastructure. The communities are benefitted through various projects such as construction of mini water tanks, installation of solar streetlights, construction of cattle trough and cloth washing station, maintenance of cricket playground, construction of

Anganwadi Centre, setting-up traffic blinkers, construction of community hall, etc.

We invested ₹2.21 Million during FY20 on these projects and approximately 1,070 households, 165 women & children, and other community members benefitted through these initiatives.

### **Water Conservation Projects**

These projects are supported in view of water scarcity in our operational areas. The main objective is to harvest rainwater for onward use by the community.

The project was implemented in rural villages of Karkhadi (Gujarat) and Madurantakam (Tamil Nadu) with an investment of ₹0.31 Million during FY20 and benefitted more than 10,000 households and community at large.

## **Sanitation Programmes**

### **Construction of Individual Toilets**

With an aim to promote better human health and improved quality of life of rural communities, we took the initiative to construct individual household toilet blocks and to conduct IEC activities regarding awareness of good sanitation practices, etc.

During FY20, we invested ₹0.49 Million in this programme and 60 rural households from Madurantakam, Tamil Nadu, benefitted.

### **School Toilet Block Construction Project**

We believe that quality education happens in a clean and healthy environment. The 'Swachh Bharat, Swachh Vidyalaya Abhiyan', launched by the Government aims to improve hygiene and sanitation across schools through improved water and sanitation facilities. In alignment with that, we have built dedicated toilet block facilities for girl students in government schools. It will enable them with the surety of safety, dignity, and equality.

The project was implemented in five government schools based at Halol (Gujarat) and one government school based at Ahmednagar (Maharashtra) with an investment of ₹1.87 Million during FY20 and benefitted 714 girl students.

## **Environment Conservation Programmes**

We have implemented green belt development as a commitment towards environmental sustainability. Awareness generation activities have also been carried out in schools and community for sensitising people towards the importance of conservation of environment.

The project was implemented in Vadodara, Madurantakam, Ahmednagar and Paonta Sahib with an investment of ₹1.16 Million during FY20.

## Drinking Water Projects

The focus is on provision of safe and potable drinking water in villages of Ahmednagar (Maharashtra), Toansa (Punjab) and Paonta (Himachal Pradesh). We provided water storage tanks at Ahmednagar, whereas deep borewell-based drinking water supply system is being maintained at Toansa throughout the year.

Also, drinking water supply system was renovated and restored at Paonta (Himachal Pradesh) under this programme. The project is benefitting 2,263 households with an investment of ₹0.32 Million during FY20.

## Disaster Relief Programme (COVID-19)

The outbreak of Novel Corona Virus (COVID-19) was declared as world pandemic by WHO in March'20. Educating people for adapting measures to prevent the spread of Corona Virus became our key priority. Along with awareness generation programmes, we also distributed food packets in the rural communities of Madurantakam, Tamil Nadu. The total investment done was ₹0.06 Million during FY20.

## Principle 9 Customer Value

We develop high-quality, affordable medicines trusted by healthcare professionals and patients in over 100 countries across 6 continents. State-of-the-art plants, cutting-edge technology, robust processes, and comprehensive policies, all resulting in medications that alleviate pain of the patients and heal them. Customer is at the core of all our endeavours. We create value for the customer by

- Delivering affordable medicines and increasing their accessibility
- Practising stringent quality standards to ensure safe, effective, and easy to use products
- Soliciting customers' feedback, insights and timely addressing their issues

### Chronic Healthcare Products

We produce a comprehensive portfolio of specialty and generic products targeting a wide spectrum of chronic and acute treatments. Our manufacturing capabilities span generics, branded generics, complex generics, specialty products, over the counter (OTC) products, anti-retrovirals (ARVs), Active Pharmaceutical Ingredients (APIs) and intermediates.

But our real achievement lies in making these products affordable and accessible for our customers. Our presence in more than 100 countries helps us in being responsive to local treatment needs, while continually improving our global product offering in a range of therapeutic segments including psychiatry, anti-infectives, neurology, cardiology, orthopaedic, diabetology, gastroenterology, ophthalmology, nephrology, urology, dermatology, gynaecology, respiratory, oncology, dental and nutritionals.

### Product Safety

Being in the healthcare industry, product safety is crucial. Quality of our products directly affects the well-being of our patients. Any adverse effects which may arise in or due to our products, is critical. Hence, we have incorporated pharmaco-vigilance SOPs to methodically examine, detect, and gauge them, which allows us to remove these at the development phase itself.

Our R&D experts play a huge role in setting a higher benchmark where product safety and quality are concerned, raising us to be a global leader in our segment. They are supported by the holistic quality management system in place. It includes the 'adverse impact reporting form' which is available on our website for anyone to fill in case of an unfortunate event. The feedback is used to create an updated database of unfavourable incidents that helps in assessing the systematic benefit-risk ratio of the medicine.

### Active Engagement

Our engagement with our customers is continuous and consistent. To make it effective, we follow the two-way process:

#### Provide:

Detailed information for all our products, which also complies with all applicable labelling codes and specifications. We also deal with customers in a transparent and ethical manner, eliminating any form of miscommunication or misunderstanding. Our employees' engagement with the customer is governed through the Code of Conduct.

#### Receive:

Valuable feedback from customers to help us identify and address issues, if any. In the reporting year, although no formal survey was carried out, our medical representatives continued to seek suggestions in person, from doctors and pharmacists. Our 'Customer Centricity Policy' also directs our employees to be receptive towards customer's needs and concerns.

There is no material case filed by any stakeholder against Sun Pharma, regarding dishonest trade practices or irresponsible advertising, during the last eleven years.