Building a shared future together

At Sun Pharma, we believe that a stakeholder-centric approach is at the heart of enabling a sociallyrelevant 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

CATALOGUE

Prioritise key internal and external stakeholders

Consolidate documented areas of interest from previous engagement cycles

CONVERSE

Structured and need-based conversations based on stakeholder-specific areas of interest

Capture stakeholder feedback and expectations

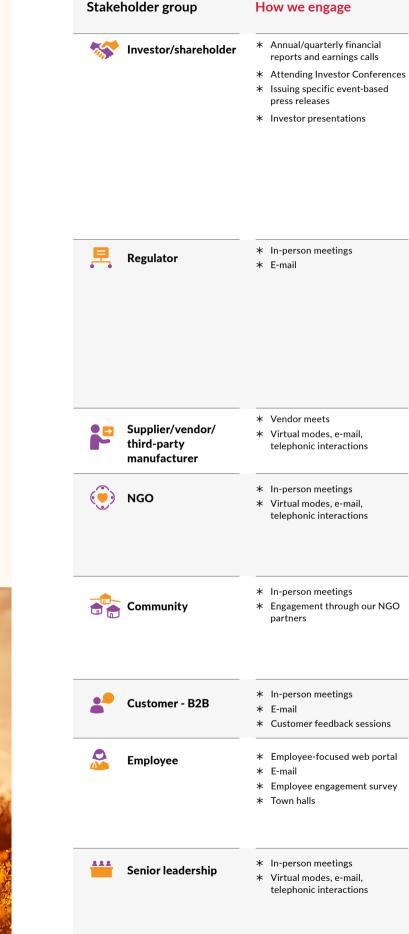
Share current business strategy and approach to manage expectations of stakeholders

Embed stakeholder feedback into business strategy review

LEVERAGE

Develop dedicated programmes to deliver on the expectations of stakeholders

Periodically share insights on progress with stakeholders





Key areas of interest of the stakeholder group

- * Corporate governance
- * ESG disclosures
- * Regulatory compliance
- * Responsible supply chain management
- * Product responsibility
- * Cost competitiveness
- * Regulatory compliance
- * Community engagement
- * Rural market penetration
- * De-risk supply chain
- * Timely payments* Collaboration
- * Employee volunteering
- * Agile management process
- * Community development programmes with a focus on health, education, sanitation and infrastructural development
- Product quality, access and pricing
- Training, professional growth and development
 Well-being initiatives
- * Employee recognition
- * Fair remuneration
- * Work-life balance
- * Sustainable and resilient business operations
- * R&D and innovation

Our approach to managing expectations

- * 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
- Ensure compliance and roll out corrective measures in the event of non-compliance, if any
- * Tailored community development programmes
- \star 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
- Digital interventions and management systems to monitor and execute timely payments
 Facilitate need-based engagement with vendors
- Programmes have been designed that facilitate and encourage employee volunteering
- * CSR management system is periodically streamlined to enable enhanced responsiveness to community needs
- 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
- Robust quality management system and pricing strategy to enable best outcomes for end-customers
- * Customised employee learning and development initiatives
- * Curated employee welfare and recognition programmes
- * Annual appraisal and open feedback culture
- * Active employee engagement
- Periodic business strategy review based on market dynamics and stakeholder inputs
 Capitalising on emerging
- technologies and continuously strengthening R&D capabilities