

PRINCIPLE 4

Stakeholders Engagement

We owe our existence to our Stakeholders and share an excellent bond with all the Stakeholders, including those who are disadvantaged. We constantly check and collect feedback from our Stakeholders for continuous improvement within the organisation and for addressing the Stakeholders needs and concerns.

We work to ensure inclusion of all the Stakeholders and have categorised them as follows :

1. Employee
2. Communities in the vicinity
3. Customers
4. Suppliers, Distributors & Contractors
5. Regulatory Authorities
6. Investor community
7. Healthcare Professionals
8. NGOs

Inclusiveness :

As mentioned above, the Company endeavours to take every single Stakeholder along and takes care that no one is left out. We constantly keep our communication channels open and hear from these Stakeholders in order to improve their standard of living. Formal as well as informal communication channels are used in view of a wide spectrum of the Stakeholders.

Transparency :

We constantly provide reliable and accurate information to all our Stakeholders. Our Corporate website is updated regularly and we keep sharing information on Annual and Quarterly results, Corporate presentations, Press Releases, Policies that the Company follows and Management Discussion & Analysis. We are in constant touch with our Health care professionals and our field staff through 'HI Doctor' tool and other communication channels to disseminate medical education and current developments in healthcare and medicine. The Company has an excellent interactive tool for its employees.

Commitment :

We understand that some of the Stakeholders may get affected by our business activities, especially the manufacturing. We take special care of those Stakeholders who are affected and who are marginalised. We reach out to them through the local schools and NGOs in the nearby area of our manufacturing locations.

We plan and implement activities on a regular basis for the well being of all our Stakeholders.