

July 22, 2025

The Manager - Listing  
**National Stock Exchange of India Ltd.**  
Exchange Plaza, 5<sup>th</sup> Floor, Plot No. C/1, G Block  
Bandra-Kurla Complex, Bandra (E),  
Mumbai - 400051

The Manager - Listing  
**BSE Limited**  
Corporate Relationship Dept., 1<sup>st</sup> Floor, New Trading Ring  
Rotunda Building, P J Towers, Dalal Street, Fort,  
Mumbai - 400001

Dear Sir,

**Sub: Business Responsibility and Sustainability Report**  
**Ref: Scrip Code - BSE: 506820 / NSE: ASTRAZEN**

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report for financial year 2024-25, which also forms part of the Annual Report for financial year 2024-25.

This is for your kind information and records.

Thanking you,

For AstraZeneca Pharma India Limited

Manasa. R  
Company Secretary

Encl: as above

# Business Responsibility & Sustainability Report

## Director's Message

Healthcare is facing challenges all over the world. With ageing populations, a rising burden of chronic diseases and the growing impact of the climate crisis on health, health systems are struggling to meet people's needs. This strain is exacerbating existing inequities in healthcare and vulnerable populations continue to be the most affected. As a global, science-led, patient-focused Company, we believe that science is key to unlocking the answers to healthcare challenges and to transforming healthcare for millions of people.

At AstraZeneca, we are working towards a future where:

- Resilient health systems are able to respond and adapt effectively to crises while managing ongoing population health needs;
- Equitable health systems ensure everyone has the opportunity to live their healthiest life, removing barriers to early disease detection, accurate diagnosis, access to clinical trials and high-quality therapies; and
- Net zero health systems improve patient outcomes and limit the environmental impact of care.

Our holistic approach puts health at the centre of a sustainable future by advocating for more strategic investment in health, earlier action on disease and enhanced use of digital, data and technology. With the COVID-19 crisis, we learned what can be achieved when we collaborate at speed and at scale, partnering with stakeholders across the healthcare ecosystem which is the key to our shared success. Recognising that a healthy population is vital to growth and prosperity, we must invest in health as a 'strategic asset' that delivers positive returns for people, society and the planet.

Together, we can ensure a healthier, more sustainable future.

We are committed to share some of the pertinent aspects of our commitment to society, people and planet in India through the next few pages. At AstraZeneca, we see these themes as deeply interconnected. In fact, strengthening the resilience of our health systems will only be possible if we also address the climate crisis, which is harming human health, fuelling pressures on health workers, and disproportionately affecting underserved population groups.

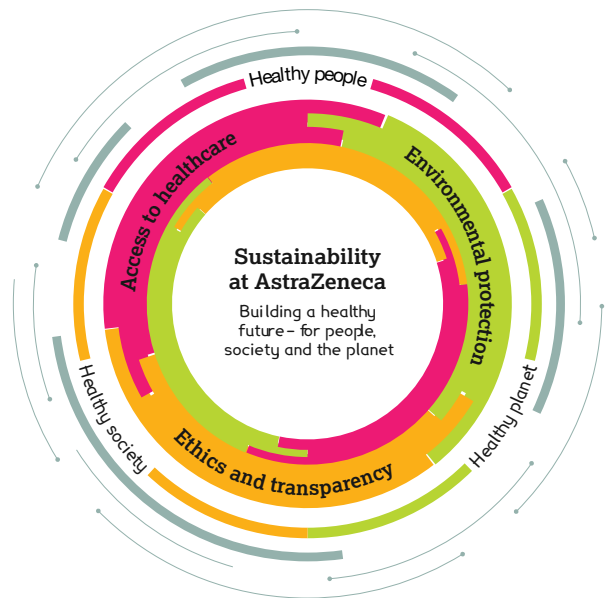
Our science-based sustainability targets are directing us to take some of the pertinent actions that can benefit the community and our next generations. While we are proud of our progress, we recognise that there is still much work to be done. We remain committed towards the agenda and will continue to do more meaningful work and together with

our stakeholders, we can create a brighter, more resilient and sustainable future for all. Thank you for your ongoing support and partnership as we continue our sustainability journey.

## About This Report

We seek to create value for society beyond the impact of our life-changing medicines. Sustainability is part of our organisational DNA, embedded into everything we do from the lab to the patient, and delivered thanks to the efforts of employees. At AstraZeneca, we recognise that taking action to drive sustainability is fundamental and by using a science-led approach and ensuring we act with integrity and in accordance with our AstraZeneca Values, we are transforming the future of healthcare and making a positive impact.

Our sustainability strategy is built around three (3) pillars that put health at the heart of our work.



## 01 | Access to Healthcare: Our Ambition

To promote prevention, increase access to life-saving treatments, and strengthen global healthcare and resilience and sustainability

## 02 | Environmental Protection: Our Ambition

Accelerating the delivery of net-zero healthcare, proactively managing our environmental impact across all activities, and investing in nature and biodiversity

## 03 | Ethics and Transparency: Our Ambition

Ensuring ethical, open, and inclusive behavior across our organisation and value chain

## Section A – General Disclosures

I. Details of the listed entity	
1. Corporate Identification Number	L24231KA1979PLC003563
2. Name	AstraZeneca Pharma India Limited
3. Year of incorporation	1979
4. Registered office address	Block N1, 12 <sup>th</sup> Floor, Manyata Embassy Business Park, Rachenahalli, Outer Ring Road, Bangalore- 560045, Karnataka, India
5. Corporate address	Block N1, 12 <sup>th</sup> Floor, Manyata Embassy Business Park, Rachenahalli, Outer Ring Road, Bangalore- 560045, Karnataka, India
6. E-mail	comp.secy@astrazeneca.com
7. Telephone	+91 80 6774 8000
8. Website	www.astrazeneca.com/india
9. Financial year for which reporting is being done	2024-25
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11. Paid-up capital	₹ 50,000,000
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Manasa. R Contact no: 080 - 67748000 E-mail Id: comp.secy@astrazeneca.com
13. Reporting boundary	Disclosure under this BRSR is on standalone basis.
14. Name of assurance provider	Not Applicable
15. Type of assurance obtained	Not Applicable

## II. PRODUCTS AND SERVICES

### 16. Details of business activities (accounting for 90% of the turnover)

Description of Main Activity	Description of Business Activity	Percentage of Turnover of the entity
Pharmaceuticals	Manufacturing, marketing, and trading of pharmaceutical products	100

### 17. Products/Services sold by the entity (accounting for 90% of the entity's turnover)

Product/Service	NIC Code	Percentage of total Turnover contributed
Drugs and Pharmaceutical products	210	100

## III. OPERATIONS

### 18. Number of locations where plants and/or operations/offices of the entity are situated

Location	Number of plant (including manufacturing plant and warehouse)	Number of offices	Total
National	1*	2	3
International	0	0	0

\*The Company has one (1) manufacturing plant including the warehouse.

**19. Markets served by the entity:****a. Number of locations**

Locations	Number
National (Number of States)	Pan-India
International (No. of Countries)	1 (Nepal)

**b. What is the contribution of exports as a percentage of the total turnover of the entity?**

Out of total turnover of ₹ 17,162.9 million, the export sales contributed to ₹ 1,096.9 million (6.4%) during the financial year 2024-25.

**c. A brief on types of customers**

Our company's customer base includes distributors, hospitals, and Government institutions.

**IV. EMPLOYEES****20. Details as at the of financial year****a. Employees and workers (including differently abled):**

Particulars	Total	Male		Female	
		No. of Male Employees	Percentage (%) of the total	No. of Female Employees	Percentage of total
<b>Employees</b>					
Permanent	747	572	77	175	23
Other than Permanent	0	0	0	0	0
<b>Total employees</b>	<b>747</b>	<b>572</b>	<b>77</b>	<b>175</b>	<b>23</b>
<b>Workers</b>					
Permanent	55	50	91	5	9
Other than Permanent	0	0	0	0	0
<b>Total</b>	<b>55</b>	<b>50</b>	<b>91</b>	<b>5</b>	<b>9</b>

**b. Differently abled Employees and workers:**

Particulars	Total	Male		Female	
		No. of Male Employees	Percentage (%) of the total	No. of Female Employees	Percentage of total
<b>Differently Abled Employees</b>					
Permanent	1	1	100	0	0
Other than Permanent	0	0	0	0	0
<b>Total differently abled employees</b>	<b>1</b>	<b>1</b>	<b>100</b>	<b>0</b>	<b>0</b>
<b>Differently Abled Workers</b>					
Permanent	0	0	0	0	0
Other than Permanent	0	0	0	0	0
<b>Total differently abled workers</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**21. Participation/Inclusion/Representation of women**

Particulars	Total	No. and percentage of Females	
		No. of women representation	Percentage (%) of total
Board of Directors	8	6	75.0
Key Managerial Personnel	3	2	66.7

**22. Turnover rate for permanent employees and workers (trend for past 3 years)**

Particulars	Turnover rate in FY 2024-25 (%)			Turnover rate in FY 2023-24 (%)			Turnover rate in FY 2022-23 (%)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	25.26	20.74	*24.19	11	14	12	21.09	20.88	21.06
Permanent Workers	13.79	37.50	16.67	2	45	6	95.24	28.57	**89.18

\*Higher attrition percentage due to Mutual Separation Programme in FY 2024-25

\*\*Higher attrition percentage is due to Voluntary Retirement Scheme (VRS) rolled out by the Company in FY 2022-23

**V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)****23. Names of holding / subsidiary / associate companies / joint ventures**

Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	Percentage (%) of shares held by listed entity	Does the entity indicated in column A participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
AstraZeneca Pharmaceuticals AB	Holding Company	75	No

**VI. CSR DETAILS****24. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes**

- I. Turnover – ₹ 17,162.9 million
- II. Net worth – ₹ 7,703.5 million

**VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES****25. Complaints/Grievances on any of the principles (Principle 1 to 9) under the National Guidelines on Responsible Business Conduct**

Stakeholder Group from whom compliant is received	Grievance redressal mechanism in place (Yes/No) (If yes, then provide web-link for grievance redressal policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes <a href="https://www.astrazeneca.in/content/dam/az-in/II-2024/Code%20of%20Ethics.pdf">https://www.astrazeneca.in/content/dam/az-in/II-2024/Code%20of%20Ethics.pdf</a>	0	0	NA	0	0	NA

Stakeholder Group from whom compliant is received	Grievance redressal mechanism in place (Yes/No) (If yes, then provide web-link for grievance redressal policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes <a href="https://www.astrazeneca.in/investor-relations.html#redressal-of-grievances">https://www.astrazeneca.in/investor-relations.html#redressal-of-grievances</a>	1	0	NA	2	0	NA
Investors (other than Shareholders)*	NA	NA	NA	NA	NA	NA	NA
Employees and workers	Yes <a href="https://www.astrazeneca.in/content/dam/az-in/II-2024/Code%20of%20Ethics.pdf">https://www.astrazeneca.in/content/dam/az-in/II-2024/Code%20of%20Ethics.pdf</a>	7	1	NA	8	2	NA
Customers	Yes <a href="https://www.astrazeneca.in/content/dam/az-in/II-2024/Code%20of%20Ethics.pdf">https://www.astrazeneca.in/content/dam/az-in/II-2024/Code%20of%20Ethics.pdf</a>	45	2	Mainly pertain to Product Quality Complaints	45	4	Mainly pertain to Product Quality Complaints
Others (including value chain partners)	<a href="https://www.astrazeneca.in/content/dam/az-in/II-2024/Code%20of%20Ethics.pdf">https://www.astrazeneca.in/content/dam/az-in/II-2024/Code%20of%20Ethics.pdf</a>	14	6	NA	8	5	NA

**26. Overview of the entity’s material responsible business conduct issues**

**Material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications:**

Our materiality assessment is guided by the materiality assessment undertaken by the AstraZeneca Group. The materiality assessment identified the issues that matter most to AstraZeneca’s Group companies and stakeholders and showed where AstraZeneca can have a positive impact.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Access to healthcare	<p>The identified material issue is an opportunity for the Company to provide and working towards:</p> <ol style="list-style-type: none"> <li>1. Equitable Access: Driving equitable access to healthcare services across the product portfolio, through digital health, clinical trial diversity, patient centricity, investing in rare diseases, open innovation and intellectual property (IP) sharing arrangements.</li> <li>2. Affordability and pricing: Increasing accessibility of medicines for diverse, equitable and inclusive patient groups, through company policy and programming, including core pricing principles and access programmes, while addressing barriers to access and affordability.</li> <li>3. Health system resilience: Strengthening health systems by partnering with stakeholders in the development of research-based recommendations, advocating for health system policy reform and building capabilities to strengthen the delivery of health services, including through community investment. We also support continuity of healthcare in communities affected by humanitarian emergencies.</li> </ol>	<p>Science can transform healthcare to help secure equitable access: We are working to identify barriers to access to healthcare resources and services – such as economic and supply barriers – and innovating to deliver our life-changing medicines in a sustainable and equitable way, including through global, regional and local public-private partnerships. Central to this is our commitment to promoting preventive measures, increasing access to diagnostics and treatment, and strengthening health systems sustainability and resilience.</p>	Not Applicable	<p>Positive: Access to healthcare, motivate the Company to innovate sustainable healthcare solutions which are essential to improving global health outcomes. Further, the positive impacts towards specific opportunities are delineated below:</p> <ol style="list-style-type: none"> <li>1. Equitable Access: We are committed to improving equitable access to healthcare for patients globally, including to our innovative product portfolio. Our approach includes integrating programmes into local systems and delivering affordable medicines to patients.</li> <li>2. Affordability and pricing: We are committed to addressing barriers to access and affordability. Our industry, policymakers and payers need to work together to identify solutions. While we are thoughtful in our pricing approach, we understand the challenges that healthcare systems and patients face in terms of equity and affordability. Recognising our shared responsibility, we take a broad, flexible approach to pricing to reflect the variation in healthcare systems. We are committed to working in partnership with patients, policymakers, payers and the wider healthcare community to ensure access is as equitable, widespread and as sustainable as possible.</li> <li>3. Health system resilience: We are working towards a future where resilient health systems can respond and adapt effectively to crises while managing ongoing population health needs. Sustainable healthcare for all requires investment in strengthening health systems with the infrastructure required to be responsive to population needs. Our integrated approach puts health at the center of a sustainable future by advocating for more strategic investment in health, earlier action on disease and enhanced use of digital, data and technology.</li> </ol>

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Environmental Protection	<p>The identified material issue is an opportunity for our company: We follow the science to lower the economic and environmental burden of healthcare and recognise the nexus between climate and health. Climate change, pollution and ecosystem degradation are already impacting human health, including through a rise in non-communicable diseases such as heart disease, stroke, lung cancer and respiratory diseases, and undermining the capacity of health systems. Our focus areas as part of the identified material issue are:</p> <ol style="list-style-type: none"> <li>1. <b>Ambition Zero Carbon:</b> Through our Ambition Zero Carbon strategy, we are pursuing ambitious science-based decarbonisation targets, accelerating our progress towards net zero, and managing the risks and opportunities presented by climate change. We are working to deliver net-zero healthcare, acknowledging that approximately 5% of greenhouse gas emissions are from the healthcare sector.</li> <li>2. <b>Product Sustainability:</b> People and the planet will benefit from those medicines which have the smallest possible environmental impact yet maintain the highest medical efficacy and safety standards. As technologies and healthcare systems evolve, so should solutions to reduce energy, water, material use, waste and pollution generated from designing, manufacturing and delivering medicines to patients.</li> <li>3. <b>Natural resources:</b> We are taking action to protect and restore ecosystems by limiting environmental impacts across our value chain, investing in nature, biodiversity and water stewardship. The conservation and sustainable use of natural resources is vital to shape a healthy future with resilient people and communities, building harmony between society and the natural environment.</li> </ol>	<p>Accelerating the delivery of sustainable, net-zero healthcare through science: We follow the science to lower the economic and environmental burden of healthcare and recognise the nexus between climate and health. Climate change, pollution and ecosystem degradation are already impacting human health, including through a rise in non-communicable diseases such as heart disease, stroke, lung cancer and respiratory diseases, and undermining the capacity of health systems. Bold climate action and investments in nature and biodiversity are vital to drive positive global health outcomes.</p>	Not Applicable	<p>Positive: Beyond the benefits of our medicines to patients, our contribution to society must respect our environment and ensure the sustainable use of the planet's finite natural resources. We know that a healthy environment is critical for human health. Further, the positive impacts towards specific opportunities are delineated below:</p> <ol style="list-style-type: none"> <li>1. <b>Ambition Zero Carbon:</b> (i) Achieve net-zero by avoiding GHG (Green House Gas) emissions through our facility and product design, maximising our energy efficiency, shifting to renewable energy sources, transitioning to an electric vehicle (EV) fleet, and investing in nature-based removals to compensate for any residual GHG footprint; and (ii) build resilience by managing the physical (sites, supply chain) and transitional (regulatory, market and product) risks and opportunities arising from climate change in the value chain through adaption and business continuity planning.</li> <li>2. <b>Product Sustainability:</b> People and the planet benefit from those medicines which have the smallest possible environmental impact yet maintain the highest medical efficacy and safety standards. Therefore, we are following processes through the life cycle of our products with the aim of understanding and addressing their environmental impact; from discovery through development and production, to launching a new product and to the end of product life.</li> <li>3. <b>Natural Resource:</b> The conservation and sustainable use of natural resources and the protection and restoration of ecosystems is vital to shape a healthy future with resilient people and communities, building harmony between society and the natural environment. Therefore, we see this as an opportunity to meet our commitment towards – (i) Reducing our impact on the planet through the efficient, circular use of water and other natural resources across the value chain to ensure responsible sourcing, consumption production, and disposal; (ii) protecting and restoring ecosystems to improve health outcome and tackle environmental drivers of disease such as water and air quality, through our focus on water stewardship and biodiversity.</li> </ol>

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Ethics and Transparency	<p>The identified material issue is an opportunity for our company to ensure ethical, open, and inclusive behavior across our organisation and value chain.</p> <p>Our focus areas as part of the identified material issue are:</p> <p>Ethical business culture: We are committed to driving the highest ethical standards of conduct and accountability beyond compliance, guided by our Code of Ethics and Values. We emphasise Values-based decision-making in all we do and encourage our workforce and suppliers to adopt a sustainability mindset. Transparency and visibility in our business supports learning and development, which is fundamental to meeting the expectations of patients, investors and broader society.</p> <p>Inclusion and Diversity (I&amp;D): I&amp;D benefits our Company because innovation requires breakthrough ideas that only come from a diverse workforce empowered to challenge conventional thinking. Our ongoing commitment to I&amp;D underpins our ability to maintain a sustainable workforce by ensuring that we continue to attract, develop and retain top talent from various backgrounds and with different experiences, making a fundamental contribution to our success.</p> <p>Workforce safety and health: To continue to deliver life-changing medicines to patients, we must foster an environment where people feel safe, energised and inspired. The resources we put into support for the physical and mental health and safety of our employees are an investment in society at large, the communities where we operate and their long-term economic health. Contributing to a safe and healthy environment is the right thing to do and can also have positive business impacts in terms of productivity.</p>	<p>Science underpinned by ethical behaviour and transparency: We seek to create positive societal impact and embed ethical behaviour in all our business activities, markets and value chain, to create value beyond the impact of our medicines. We do this by promoting ethical, transparent and inclusive policies and practices, internally as well as with our partners and suppliers. We need to ensure that we retain and increase trust across all our stakeholder groups to deliver life-changing medicines to patients. It guides the Company in fostering a culture of doing the right thing across our value chain and promotes health and wellbeing.</p>	Not Applicable	<p>Positive: It is important for us to create value beyond the impact our medicines have on patients. We need to ensure that we retain and increase trust across all our stakeholders' groups in order to continue to deliver life-changing medicines to patients. The positive impact of the material issues, includes:</p> <ol style="list-style-type: none"> <li>1. Ethical Business Culture: We strive to drive the highest standards of conduct and accountability beyond compliance including, but not limited to, anti-bribery and anti-corruption, product safety, use of human tissue and animals for research, human rights and building supplier capabilities to uphold high social standards.</li> <li>2. Inclusion and Diversity (I&amp;D): Our approach to I&amp;D prioritises efforts in areas where we can drive lasting systemic change for our organisation and for society. Our I&amp;D strategy includes three strategic focus areas that guide how inclusion, diversity, and belonging are embedded within our entire ecosystem—from our employees to our patients and to local communities and beyond.</li> <li>3. Workforce safety and health: To continue to deliver medicines to patients, we must foster an environment where people feel safe, energised, and inspired. The resources we put into supporting the physical and mental health and safety of our workforce are an investment in society at large, the communities where we operate and their long-term economic health. Contributing to a safe and healthy environment is the right thing to do and can also have positive business impacts in terms of productivity.</li> </ol>

## Section B: Management and Process Disclosures

Disclosures Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Ethics and Transparency	Product Responsibility	Human Resources	Responsiveness to Stakeholders	Human Rights	Protect & Restore Environment	Public Policy Advocacy	Inclusive Growth	Customer Engagement
<b>Policy and Management Processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	<a href="https://www.astrazeneca.in/policy.html">https://www.astrazeneca.in/policy.html</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	No	No	No	No	No	No	No	No	No
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	-	-	-	-	-	-	-	-	-
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met	-	-	-	-	-	-	-	-	-
<b>Governance, Leadership and Oversight</b>									
7. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements	Director's Message at the beginning of this Business Responsibility and Sustainability Report.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)	Name: Mr. Sanjeev Panchal Designation: Managing Director DIN: 09823879								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/ No). If yes, provide details	Yes, Mr. Sanjeev Kumar Panchal, Managing Director, oversees the Business Responsibility and Sustainability initiatives of the Company.								

### 10. Details of Review of NGRBCS by the Company

Subject for Review	Review of Principles undertaken by and Frequency
Performance against above policies and follow up action	As a practice, performance against these policies and relevance of the policy is reviewed periodically by respective department heads, business heads and directors. During such assessment, efficacy of the policies is reviewed and necessary changes to policies and procedures are implemented.
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company is in compliance with the extant regulations, as applicable. The Company reviews on a periodic basis the compliance to statutory requirement.
Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No)	Yes. As part of Companies Act, the Internal Auditor conducts audit on various sections of the policies which are relevant to their audit scope.

11. If answer to question (1) above is “No” i.e., not all principles are covered by a policy, reason to be stated.  
Not Applicable

## Section C: Principle-Wise Performance Disclosure

### PRINCIPLE 1

**Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

#### 1. Percentage coverage by training and awareness programmes on any of the principles during the financial year

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
<b>Board of Directors</b>	14	As a part familiarisation programme, the Directors are apprised on various matters relating to the Company’s strategy, business financial and operational performance, organisation structure, risk management framework, legal & compliance, human resources, technology, safety, health & environment, regulatory & quality updates, and future outlook. Trainings are also conducted for the KMP’s which includes POSH, Code of Ethics, Cyber Security, Data Privacy, Ergonomics, etc.	100%
<b>Key Managerial Personnel (KMP)</b>			
<b>Employees other than Board of Director (BoD) and Key Managerial Personnel (KMPs)</b>	70	Multiple training programmes covering wide gamut of all principles & topics such as Code of Ethics, Data Privacy, PoSH, Safety, Heath & Environment, Cyber Security amongst others were given by the company during the year.  Further the company also conducts skill upgradation training for the employees & workers.	100%

**2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year:**

Penalty/ Fine	MONETARY				
	NGRBC (National Guidelines on Responsible Business Conduct) Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Settlement	Nil				
Compounding fee	Nil				
	NON-MONETARY				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	Nil				
Punishment	Nil				

**3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Not Applicable

**4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

Yes, the Company has an anti-corruption and anti-bribery policy. The key principles of the policy are:

- i. We do not tolerate bribery or other forms of corruption, even if we might lose business.
- ii. Bribery involves using something of value to improperly influence someone. Something of value includes more than just money.
- iii. Bribery risk exists in our interactions with anyone involved in our business, not just public officials.
- iv. We do not give or accept bribes, and we do not allow third parties to do so on our behalf.

Below is the link to our anti-corruption & anti-bribery policy:

<https://www.astrazeneca.in/content/dam/az-in/II-2024/Policy%20on%20Anti-Bribery%20&%20Anti-Corruption.pdf>

**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**

	FY 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

**6. Details of complaints with regard to conflict of interest:**

Particulars	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

**7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**  
None**8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured):**

Particulars	FY 2024-25	FY 2023-24
Number of days of accounts payable	138 days	77 days

**9. Open-ness of business: Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties:**

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.04	0.21
	b. Number of trading houses where purchases are made from	4	5
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100	100
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	96.8	94.7
	b. Number of dealers / distributors to whom sales are made	1,189	1,205
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	43.3	39.6
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	97.9	94.7
	b. Sales (Sales to related parties / Total Sales)	6.1	6.9
	c. Loans and advances (Loans and advances given to related parties / Total loans and advances)	NA	NA
	d. Investments (Investments in related parties / Total Investments made)	NA	NA

**PRINCIPLE 2**

**Businesses should provide goods and services in a manner that is sustainable and safe**

1. **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Not Applicable
Capex	Nil	5.63%	Energy conservation and reduction in carbon emission.

2. a. **Does the entity have procedures in place for sustainable sourcing? (Yes/No)**  
 Yes, the Company has procedures in place to implement responsible procurement practices and encourages sustainable sourcing enabling the reduction in environmental footprint. We expect all employees and contractors to follow our Global Standard for the Procurement of Goods and Services and all our suppliers and partners must meet our Global Standard on Expectations of Third Parties.

- b. **If yes, what percentage of inputs were sourced sustainably?**  
 The Company aims to achieve Zero Carbon Emission by 2025 & Carbon Negative by 2030. To achieve the target of carbon reduction, the Company has taken many initiatives including control on the air travel and converting Company car into electric vehicle going-forward.

Further, all our strategic and critical suppliers are evaluated against AstraZeneca’s One procurement Third Party Risk Management (3PRM) process. The 3PRM process covers 12 risk areas including responsible sourcing (including sustainability and conflict minerals). As a practice, the concerned business owner should evaluate the new vendor/supplier/third-party against the 3PRM process before onboarding.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Product Type	Process adopted
(a) Plastics	Company has implemented re-usable eco-wrap (reusable pallet wrap) to reduce single use shrink wrap. Office plastic needs have been replaced with alternatives (plastic bottles replaced with glass bottles and no plastics used in pantry essentials)
(b) E-Waste	<ul style="list-style-type: none"> <li>We ensure the maximum utilisation of all IT (Information Technology) equipment to its full productive capacity. To extend the useful life of IT equipment, the components of damaged devices are replaced / serviced.</li> <li>E-waste that has reached the end of its life is disposed through the Karnataka State Pollution Control Board (KSPCB) certified vendors.</li> </ul>
(c) Hazardous waste	<ul style="list-style-type: none"> <li>All product waste (near to expiry, breakage, and expiry) is collected back from the depots and disposed to KSPCB authorised recycler.</li> </ul>
(d) Other waste	Nil

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Yes, EPR is applicable to the organisation as we fall in the category of Brand owner and Importers. The Company has obtained registration under Brand owner and importer from Central Pollution Control Board (CPCB).

**PRINCIPLE 3**

**Businesses should respect and promote the well-being of all employees, including those in their value chains**

**1. a. Details of measures for the well-being of employees:**

Category	Total	Employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care	
		Number	%	Number	%	Number	%	Number	%	Number	%
<b>Permanent Employees</b>											
Male	572	572	100	572	100	NA	NA	572	100	NA	NA
Female	175	175	100	175	100	175	100	NA	NA	175	100
<b>Total</b>	<b>747</b>	<b>747</b>	<b>100</b>	<b>747</b>	<b>100</b>	<b>175</b>	<b>23.4</b>	<b>572</b>	<b>76.5</b>	<b>175</b>	<b>23.4</b>
<b>Other than permanent employees</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

NA - Not Applicable as no other than permanent employee is employed by the Company

**b. Details of measures for the well-being of workers:**

Category	Total	Workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care	
		Number	%	Number	%	Number	%	Number	%	Number	%
<b>Permanent Workers</b>											
Male	50	50	100	50	100	NA	NA	5	10	NA	NA
Female	5	5	100	5	100	5	100	NA	NA	NA	NA
<b>Total</b>	<b>55</b>	<b>55</b>	<b>100</b>	<b>55</b>	<b>100</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>9</b>	<b>NA</b>	<b>NA</b>
<b>Other than permanent workers</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

**c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent):**

Particulars	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	0.48%	0.88%

## 2. Details of retirement benefits, for Current and Previous financial year.

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a percentage of total employees	No. of workers covered as a percentage of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a percentage of total employees	No. of workers covered as a percentage of total workers	Deducted and deposited with the authority (Y/N/N.A.)
Provident Fund (PF)	100	100	Yes	100	100	Yes
Gratuity	100	100	Yes	100	100	Yes
Employee State Insurance (ESI)*	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA

\*As all the permanent employees and workers are covered by health and accident insurance, Employee State Insurance is not applicable.

## 3. Accessibility of workplaces

**Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

The premises and offices of the Company, including the registered and corporate offices, have ramps to enable easy movement of differently abled employees. Most premises and offices are located either on the ground floor or have elevators for differently abled employees. Furthermore, the cafeteria and restroom amenities are constructed with features tailored to support the needs of differently abled employees.

## 4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the Company highly values the diversity of skills and abilities that a global workforce brings to our business. We are committed to supporting diversity in our workforce and in our leadership and to develop the talent within our organisation. All decisions about recruitment, hiring, compensation, development and promotion must be made solely on the basis of a person's ability, experience, behaviour, work performance and demonstrated potential in relation to the needs of the job. The same has been further detailed in the Company's Code of Conduct document which can be accessed in the company's website - <https://www.astrazeneca.in/content/dam/az-in/II-2024/Code%20of%20Ethics.pdf>

## 5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	81.81%	100%	90.91%
Female	100%	97.22%	100%	71.43%
<b>Total</b>	<b>100%</b>	<b>84.97%</b>	<b>100%</b>	<b>88.71%</b>

## 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

Particulars	Yes/No	Details of the mechanism in brief
<b>Permanent Workers</b>	Yes	We have established an AZ Ethics portal available to all workers, to report concerns. Workers are also motivated to raise their concerns or grievances during the monthly and quarterly meetings.
<b>Other than Permanent Workers</b>	Not Applicable	Not Applicable
<b>Permanent Employees</b>	Yes	Similar to workers, an AZ Ethics portal is available to all employees, to report concerns or grievances. Further, the company has established a formal Grievance Redressal Policy.
<b>Other than Permanent Employees</b>	Not Applicable	Not Applicable

**7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:**

Category	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category	No. of employees / workers in respective category, who are part of association(s) or Union	%	Total employees / workers in respective category	No. of employees / workers in respective category, who are part of association(s) or Union	%
<b>Total Permanent Employees</b>	<b>747</b>	<b>0</b>	<b>0</b>	<b>878</b>	<b>0</b>	<b>0</b>
Male	572	0	0	698	0	0
Female	175	0	0	180	0	0
<b>Total Permanent Workers</b>	<b>55</b>	<b>55</b>	<b>100</b>	<b>62</b>	<b>62</b>	<b>100</b>
Male	50	50	100	55	55	100
Female	5	5	100	7	7	100

**8. Details of training given to employees and workers:**

Category	FY 2024-25					FY 2023-24				
	Total	On Health and safety measures		On Skill upgradation		Total	On Health and safety measures		On Skill upgradation	
		Number	%	Number	%		Number	%	Number	%
<b>Total Permanent Employees</b>										
Male	572	572	100	572	100	698	698	100	698	100
Female	175	175	100	175	100	180	180	100	180	100
<b>Total</b>	<b>747</b>	<b>747</b>	<b>100</b>	<b>747</b>	<b>100</b>	<b>878</b>	<b>878</b>	<b>100</b>	<b>878</b>	<b>100</b>
<b>Workers</b>										
Male	50	50	100	50	100	55	55	100	55	100
Female	5	5	100	5	100	7	7	100	7	100
<b>Total</b>	<b>55</b>	<b>55</b>	<b>100</b>	<b>55</b>	<b>100</b>	<b>62</b>	<b>62</b>	<b>100</b>	<b>62</b>	<b>100</b>

**9. Details of performance and career development reviews of employees and worker:**

Category	FY 2024-25			FY 2023-24		
	Total	Number	%	Total	Number	%
<b>Employees</b>						
Male	572	572	100	698	698	100
Female	175	175	100	180	180	100
<b>Total</b>	<b>747</b>	<b>747</b>	<b>100</b>	<b>878</b>	<b>878</b>	<b>100</b>
<b>Workers</b>						
Male	50	50	100	55	55	100
Female	5	5	100	7	7	100
<b>Total</b>	<b>55</b>	<b>55</b>	<b>100</b>	<b>62</b>	<b>62</b>	<b>100</b>

**10. Health and safety management system:**

**a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such a system?**

Yes- SHE (Safety, Health & Environment) Management system has been implemented as per Global SHE. It covers all the operations of the plant.

**b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

There are processes adopted to identify and mitigate work-related hazards and assess the risks, including:

- Process & procedures related to SHE
- Occupational and Industrial hygiene risk assessments.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**

Yes, the company has process for workers to report unsafe acts and conditions through a STOP card system and online reporting tool as per the AZ SHE System.

**d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**

Yes, the company has tie-ups with multiple hospital chains for the employees/workers as part of employee insurance. Employees/workers can access those hospital chains and claim the amount as covered under insurance. Also, the employees/ workers at the manufacturing plant have access to in-house occupational health centre (OHC) with factory medical officer and nursing staff.

**11. Details of safety related incidents:**

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	1,851.91	0
	Workers	0	0
Total recordable work-related injuries	Employees	12	13
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

**12. Describe the measures taken by the Company to ensure a safe and healthy workplace.**

The company has adopted several initiatives for ensuring a safe and healthy workplace for its employees and workers.

- SHE policy, part of the Company's code of ethics and SHE Management system has been adopted by the company
- The Company's plant has its own in-house occupational health centre (OHC) with factory medical officer and nursing staff
- Road accidents have been identified as a major hazard for field employees. Below are the mitigation measures adopted:
  - Defensive driving training is imparted to the employees during induction
  - Crash helmet is being provided to 2-wheeler users
  - Safety riding jacket is being provided to 2-wheeler users
- Fire has been identified as a hazard for office-based employees. Below are the mitigation measures:
  - Fire safety equipment has been installed as per requirement
  - Biannual evacuation mock drills are conducted for the corporate office
  - Evacuation mock drills are conducted for factory as per the statutory requirements.

**13. Number of Complaints on the following made by employees and workers:**

Particulars	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health and Safety	Nil	Nil	-	Nil	Nil	-

**14. Assessments for the year:**

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	None
Working Conditions	Secretarial Audit covering the working conditions was undertaken at the manufacturing plant.

- 15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health and safety practices and working conditions.**  
 Process confirmation of critical safety protocols by Senior leadership team.

**PRINCIPLE 4**

**Businesses should respect the interests of and be responsive to all its stakeholders**

**1. Describe the processes for identifying key stakeholder groups of the entity.**

Stakeholder mapping / identification is done based on the analysis of the stakeholder groups that could have potential impact on our business operations as well as the impact which the Company might have on them. The Company actively engage with key stakeholders to understand their key expectations and develop strategies to address them.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others	Purpose and scope of engagement including key topics and concerns raised during such engagement
Healthcare Professionals (HCP's)	No	Regular business interactions through Conferences, Surveys, Face to Face meetings, Virtual interactions and Company organised meetings.	Regular / As per practice	<ul style="list-style-type: none"> <li>- Information in and around the product and therapy area</li> <li>- Frequent engagement and understanding HCP's and patient's need</li> <li>- Responding to queries</li> </ul>
Regulators	No	<ul style="list-style-type: none"> <li>- In-person / Virtual Meetings</li> <li>- E-Mail communications</li> <li>- Community meetings (Industry organisation meetings)</li> </ul>	Need Based	<ul style="list-style-type: none"> <li>- Regulatory Compliances</li> <li>- Regulatory follow-ups</li> <li>- Regulatory guidance</li> <li>- Responding to queries</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors / Shareholders	No	<ul style="list-style-type: none"> <li>- Annual reports &amp; Annual General Meeting</li> <li>- Quarterly reports filed through stock exchanges</li> <li>- Material Announcements through stock exchange</li> </ul>	<ul style="list-style-type: none"> <li>- Annually</li> <li>- Quarterly</li> <li>- Event - based</li> </ul>	<ul style="list-style-type: none"> <li>- Performance &amp; Financial results</li> <li>- Corporate Governance</li> <li>- Transparency in Disclosures</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>- Townhall Meetings</li> <li>- Performance Appraisals reviews</li> <li>- Emails and Meetings</li> <li>- Training Programmes</li> <li>- Employee Engagement Programmes</li> </ul>	<ul style="list-style-type: none"> <li>- Regular / As per practice</li> </ul>	<ul style="list-style-type: none"> <li>- Training, Professional Growth &amp; Development</li> <li>- Well-being initiatives</li> <li>- Employee Recognitions</li> <li>- Updates &amp; Communications on policies, processes &amp; systems.</li> </ul>
Suppliers	No	<ul style="list-style-type: none"> <li>- Emails &amp; Meetings</li> <li>- Supplier Assessment and Reviews</li> <li>- Regular Business Interactions</li> </ul>	<ul style="list-style-type: none"> <li>- Regular / As per practice</li> </ul>	<ul style="list-style-type: none"> <li>- Supplier Assessments</li> <li>- Promoting Shared Growth</li> <li>- Payments and Collaborations</li> </ul>
Community	Yes	<ul style="list-style-type: none"> <li>- In-person meetings</li> <li>- Engagement through NGO partners</li> </ul>	<ul style="list-style-type: none"> <li>- Regular / As per practice</li> </ul>	<ul style="list-style-type: none"> <li>- Increasing awareness and understanding of non-communicable disease</li> <li>- CSR Activities</li> </ul>
Industry Associations	No	<ul style="list-style-type: none"> <li>- Email</li> <li>- In-person</li> <li>- Virtual meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Need-basis</li> </ul>	<ul style="list-style-type: none"> <li>- Policy Shaping</li> </ul>

## PRINCIPLE 5

### Businesses should respect and promote human rights

#### 1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity:

Category	FY 2024-25			FY 2023-24		
	Total	Number	%	Total	Number	%
<b>Employees</b>						
Permanent	747	747	100	878	878	100
Other than permanent	0	0	0	0	0	0
<b>Total</b>	<b>747</b>	<b>747</b>	<b>100</b>	<b>878</b>	<b>878</b>	<b>100</b>
<b>Workers</b>						
Permanent	55	55	100	62	62	100
Other than permanent	0	0	0	0	0	0
<b>Total</b>	<b>55</b>	<b>55</b>	<b>100</b>	<b>62</b>	<b>62</b>	<b>100</b>

**2. Details of minimum wages paid to employees and workers:**

Category	Total	FY 2024-25				Total	FY 2023-24			
		Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage	
		Number	%	Number	%		Number	%	Number	%
<b>Permanent Employees</b>										
Male	572	0	0	572	100	698	0	0	698	100
Female	175	0	0	175	100	180	0	0	180	100
<b>Other than Permanent Employees</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Permanent Workers</b>										
Male	50	0	0	50	100	55	0	0	55	100
Female	5	0	0	5	100	7	0	0	7	100
<b>Other than Permanent Workers</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

\*Not Applicable as no other than permanent employees and worker are employed by the Company

**3. Details of remuneration/salary/wages:**

**a. Median remuneration / wages:**

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Directors	2	23,326,696	4	1,850,000
Key Managerial Personnel	1	45,653,391	2	13,315,636
Employees	571	2,031,610	173	2,040,613
Workers	50	1,881,549	5	1,996,031

Note: Two Board members are also part of the KMP and their details are accordingly reported under both categories.

**b. Gross wages paid to females as % of total wages paid by the entity:**

	FY 2024-25	FY 2023-24
Gross wage paid to females as % of total wages	19.88	18.11

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes, the Head of Human Resource is responsible for addressing human rights impacts. The Company supports the principles set out in the UN Declaration of Human Rights, and our policies detail our high standards of employment practice. These include respecting diversity and, as a minimum, complying with national legal requirements regarding wages and working hours. We also support the International Labour Organization’s standards ratified by India.

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues.**

Website (AZethics.com), email id (GlobalCompliance@astrazeneca.com) forms a part of mechanism in place for grievance redressal on human rights issues. The Company’s code of conduct includes details on HOW TO ASK A QUESTION OR RAISE A CONCERN. Grievances can also be shared anonymously, and efforts are taken to ensure that the information is kept confidential and communicated on a need-to-know basis.

AZethics.com are managed by a third party on AstraZeneca’s behalf. When someone asks a question or raises concern, their wish to disclose contact information is checked.

**6. Number of Complaints on the following made by employees and workers:**

Category	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending Resolution at the end of the year	Remarks
Sexual Harassment	1	Nil	None	3	1	None
Discrimination at workplace	Nil	Nil	None	Nil	Nil	None
Child Labour	Nil	Nil	None	Nil	Nil	None
Forced Labour/Involuntary	Nil	Nil	None	Nil	Nil	None
Wages	Nil	Nil	None	Nil	Nil	None
Other Human rights related	Nil	Nil	None	Nil	Nil	None

**7. Complaints filed under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013:**

Particulars	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	3
Complaints on POSH as a % of female employees/workers	0.56%	1.60%
Complaints on POSH upheld	1	2

**8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

The Company has established a formal “Bullying and Harassment Policy” to prevent adverse consequences to the complainant in discrimination and harassment cases. The policy is made available to all permanent employees and workers for their reference. Further, the policy sets out the guidelines for managers and employees on how to handle situations in which employees are being exposed to bullying or harassing actions.

**9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes, Abiding by Human rights requirements is part of the contract document with all the contractors. Reference company’s policy on “Expectations of Third Parties”

**10. Assessments for the year:**

Category	% of plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100

**11. Details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.**

Not applicable, since no such incidents were reported.

**PRINCIPLE 6****Businesses should respect and make efforts to protect and restore the environment****Essential Indicators**

For FY 2023-24, the reporting boundary included only the manufacturing facility, which has been expanded in FY 2024-25 to cover office spaces as well.

**1. Details of total energy consumption (in Giga Joules or multiples) and energy intensity:**

Parameter	FY 2024-25	FY 2023-24
<b>From renewable sources</b>		
Total electricity consumption (A)	12,301.2 GJ	16,669 GJ
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>12,301.2 GJ</b>	<b>16,669 GJ</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	6,109.14 GJ	1,446.48 GJ
Total fuel consumption (E)	4,517.2 GJ	5,191 GJ
Energy consumption through other sources (F)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>10,626.34 GJ</b>	<b>6,637.48 GJ</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>22,927.55 GJ</b>	<b>23,306.48 GJ</b>
<b>Energy intensity per ₹ of turnover</b> (Total energy consumed / Revenue from operations) (GJ/₹ million)	1.33	1.80
<b>Energy intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP) (GJ/₹ million adjusted for PPP)	27.6	0.08
Energy intensity in terms of physical output (GJ/MT)	253.39	-

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

**2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**  
No, none of the sites / facilities were identified as designated consumers.

**3. Provide details of the following disclosures related to water:**

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	22,047.26	24,548
(iii) Third party water	92.17	0
(iv) Seawater / desalinated water	0	0
(v) Others	394.84	0
<b>Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)</b>	<b>22,534.27</b>	<b>24,548</b>
<b>Total volume of water consumption (in kiloliters)</b>	<b>22,150.22</b>	<b>22,239</b>
<b>Water intensity per ₹ of turnover (Water consumed / turnover in Million ₹ )</b>	<b>1.29</b>	<b>1.72</b>
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP) (in kiloliters/₹ million adjusted for PPP)	26.66	0.08
<b>Water intensity in terms of physical output (KL/MT)</b>	244.8	-

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

**4. Provide the following details related to water discharged**

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) Surface water	Nil	Nil
- No treatment	0	0
- With treatment	0	0
(ii) Groundwater	Nil	Nil
- No treatment	0	0
- With treatment	0	0
(iii) Seawater / desalinated water	Nil	Nil
- No treatment	0	0
- With treatment	0	0
(iv) Sent to third parties	Nil	Nil
- No treatment	0	0
- With treatment	0	0
(v) Others	316.91	7261
- No treatment	0	0
- With treatment	67.12	100
<b>Total water discharged (in kiloliters)</b>	<b>384.04</b>	<b>7261</b>

**5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

Yes, generated effluent is 100% treated in-house Combined Effluent Treatment Plant and used within the manufacturing plant for landscaping.

**6. Details of air emissions (other than GHG emissions) by the entity:**

Parameter	Unit	FY 2024-25	FY 2023-24
NOx (Nitrogen oxides)	mg/Nm <sup>3</sup>	15.0	15.65
SOx (Sulphur oxides)*	mg/Nm <sup>3</sup>	8	8.0
Particulate matter (PM)	mg/Nm <sup>3</sup>	43.5	44.6
Persistent organic pollutants (POP)	mg/Nm <sup>3</sup>	NA	NA
Volatile organic compounds (VOC)	mg/Nm <sup>3</sup>	NA	NA
Hazardous air pollutants (HAP)	mg/Nm <sup>3</sup>	NA	NA
Others – Carbon Monoxide	mg/Nm <sup>3</sup>	Nil	Nil

\*these are the average values of monthly monitoring at manufacturing plant.

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

No independent assessment has been carried out. However, monthly ambient air quality monitoring is conducted at the manufacturing plant by M/s Tejus Enterprises, a KSPCB approved third party monitoring agency.

## 7. Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	312.04	452
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	1,233.65	0
<b>Total Scope 1 and Scope 2 emissions intensity per ₹ of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> eq./₹ turnover in million	0.09	0.03
<b>Total Scope 1 and Scope 2 emission intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO <sub>2</sub> eq./₹ turnover in million adjusted for PPP	1.86	0.002
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	tCO <sub>2</sub> e / Metric Tonnes of Production	17.08	-

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

## 8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

Yes, the entity has developed Roadmap and Glidepath for Energy & Carbon reduction for the manufacturing plant.

## 9. Details related to waste management by the entity:

Parameter	FY 2024-25	FY 2023-24
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0.10	0.10
E-waste (B)	0.58	0.47
Bio-medical waste (C)	0.0069	0.02
Construction and demolition waste (D)	Nil	Nil
Battery waste (E)	0.04	0.86
Radioactive waste (F)	Nil	Nil
Other Hazardous waste (G)	18.91	12.23
Other Non-hazardous waste generated (H). (Break-up by composition i.e., by materials relevant to the sector)	6.63	6.17
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>26.26</b>	<b>19.85</b>
<b>Waste intensity per ₹ of turnover</b> (Total waste generated/revenue from operations) (in metric tonne/₹ million)	0.0015	0.002
<b>Waste intensity per ₹ of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated/revenue from operations adjusted for PPP) (in metric tonne/₹ million adjusted for PPP)	0.31	0.00
Waste intensity in terms of physical output (Total waste generated in MT/ Total production in MT)	0.29	-

**For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)**

Category of waste	Recycled in FY 2024-25	Re-used in FY 2024-25	Other recovery operations in FY 2024-25	Recycled in FY 2023-24	Re-used in FY 2023-24	Other recovery operations in FY 2023-24
Plastic waste (A)	0.09	NA	NA	0.10	NA	NA
E-waste (B)	Nil	NA	NA	0.47	NA	NA
Bio-medical waste (C)	Nil	NA	NA	0.02	NA	NA
Construction and demolition waste (D)	Nil	NA	NA	NIL	NA	NA
Battery waste (E)	Nil	NA	NA	0.86	NA	NA
Radioactive waste (F)	Nil	NA	NA	NIL	NA	NA
Other Hazardous waste (G)	Nil	NA	NA	12.23	NA	NA
Other Non-hazardous waste generated (H)	6.0	NA	NA	6.17	NA	NA
<b>Total Waste Recovered (A + B + C + D + E + F + G + H)</b>	<b>6.09</b>	<b>NA</b>	<b>NA</b>	<b>19.85</b>	<b>NA</b>	<b>NA</b>

**For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)**

Category of waste	Waste Incinerated in FY 2024-25	Waste in landfill in FY 2024-25	Other disposal in FY 2024-25	Waste Incinerated in FY 2023-24	Waste in landfill in FY 2023-24	Other disposal in FY 2023-24
Plastic waste (A)	NA	NA	NA	NA	NA	0.10
E-waste (B)	NA	NA	0.582	NA	NA	0.47
Bio-medical waste (C)	0.0069	NA	NA	NA	NA	0.02
Construction and demolition waste (D)	NA	NA	NA	NA	NA	NA
Battery waste (E)	NA	NA	0.05	NA	NA	0.86
Radioactive waste (F)	NA	NA	NA	NA	NA	NA
Other Hazardous waste (G)	18.84	NA	0.81	NA	NA	12.23
Other Non-hazardous waste generated (H)	NA	NA	NA	NA	NA	6.17
<b>Total Waste Recovered (A + B + C + D + E + F + G + H)</b>	<b>18.84</b>	<b>NA</b>	<b>1.442</b>	<b>NA</b>	<b>NA</b>	<b>19.85</b>

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No such assessment was carried out.

**10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

- Non-hazardous waste is disposed to Bruhat Bengaluru Mahanagara Palika (BBMP) authorised vendor
- Hazardous waste is disposed to KSPCB authorised recycler
- Food waste is composted in-house and manure is used for gardening
- The Company envisages to reduce its waste reduction through its waste reduction programmes.

**11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required:**

None of the Company's plant/ offices are located in ecologically sensitive areas.

**12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

No Environmental Impact Assessment (EIA) study has been undertaken in the current financial year.

**13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances:**

Yes, the organisation is abiding by all the applicable laws. The organisation is complying with conditions obtained from Karnataka State Pollution Control Board, Hazardous waste authorisation, Biomedical waste authorisation consents.

**Leadership Indicators**

**1. Water withdrawal, consumption, and discharge in areas of water stress (in kiloliters):**

For each facility / plant located in areas of water stress, provide the following information:

- Name of the area: Yelahanka, Bengaluru North - 560063
- Nature of operations: Pharmaceutical Manufacturing
- Water withdrawal, consumption, and discharge:

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	Nil	Nil
(ii) Groundwater	22,047.26	24,548
(iii) Third party water	92.17	Nil
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	394.84	Nil
<b>Total volume of water withdrawal (in kiloliters)</b>	<b>22,534.27</b>	<b>24,548</b>
<b>Total volume of water consumption (in kiloliters)</b>	<b>22,150.22</b>	<b>22,239</b>
Water intensity per ₹ of turnover (Water consumed / turnover in Million ₹ )	1.29	1.72

Parameter	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) Into Surface water	Nil	Nil
- No treatment	0	0
- With treatment	0	0
(ii) Into Groundwater	Nil	Nil
- No treatment	0	0
- With treatment	0	0
(iii) Into Seawater	Nil	Nil
- No treatment	0	0
- With treatment	0	0
(iv) Sent to third parties	Nil	Nil
- No treatment	0	0
- With treatment	0	0
(v) Others	316.91	7,261
- No treatment	0	0
- With treatment – used for landscaping	67.12	100
<b>Total water discharged (in kiloliters)</b>	<b>384.04</b>	<b>7,261</b>

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency-** No such assessment was carried out.

2. **With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

As mentioned above, none of the project sites or offices are situated in ecologically sensitive areas.

3. **If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives:**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Electrolytic Cooling Tower Water Treatment System	Chemical free water treatment system for the cooling towers works on the principle of electrolysis of water.	Scale is removed from circulation water and deposited in the electrolytic reactor. The same helps in the below: - Automated Self-Cleaning Mechanism - Automated blow down from the system
2.	Electronically Commutated (EC) fan	Replacement of conventional belt driven AHU with brushless direct current motor EC fans	Energy saving

4. **Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

Yes, the Company has a business continuity and disaster management plan. Business Continuity (BC) is a structured process that enables us to restore our Critical Processes to pre-determined levels in a controlled manner following a period of disruption. We follow AstraZeneca global BC Process which consists of the following 6 steps:

1. Understand your Business Area
2. Conduct a business impact analysis (BIA)
3. Develop and Roll-Out your BCP

4. Exercise/activate your BCP
5. Network, Collaborate & Share
6. Review, Revise & Report

5. **Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?**  
Not Applicable

## PRINCIPLE 7

### Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

1. a. **Number of affiliations with trade and industry chambers/ associations.**

The Company has affiliation with three (3) trade and industry chambers/associations.

- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to:**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Organisation of Pharmaceutical Producers of India	National
2.	Indian Society of Clinical Research	National
3.	Karnataka Drug Manufacturing Association	State

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities**

There are no adverse orders passed against the Company in relation to anti-competitive conduct.

## PRINCIPLE 8

### Businesses should promote inclusive growth and equitable development

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

In the reporting year, the Company did not undertake any Social Impact Assessment.

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:**

In the reporting year, the Company did not undertake any Rehabilitation and Resettlement (R&R) for any project(s).

3. **Describe the mechanisms to receive and redress grievances of the community:**

Website (AZethics.com), email id (GlobalCompliance@astrazeneca.com) form a part of mechanism in place for grievance redressal on human rights issues. The Company's code of conduct include details on HOW TO ASK A QUESTION OR RAISE A CONCERN. Grievances can also be shared anonymously and efforts are taken to ensure that the information is kept confidential and communicated on a need-to-know basis.

AZethics.com is managed by a third party on AstraZeneca's behalf. When someone asks a question or raises concern, their wish to disclose contact information is checked.

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

Particulars	FY 2024-25 (%)	FY 2023-24 (%)
Directly sourced from MSMEs/ small producers	0.5	1.4
Sourced directly from within India	2.2	5.6

**5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/ or contract basis) in following locations, as % of total wage cost:**

Location	FY 2024-25 (%)	FY 2023-24 (%)
Rural	0	0
Semi – Urban	1.6	1
Urban	3.6	3
Metropolitan	94.8	96

## PRINCIPLE 9

### Businesses should engage with and provide value to their consumers in a responsible manner

**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

The Company has a dedicated email id and online tool/questionnaire available on AZ India Website to register any complaint relating to product quality. These complaints are automatically processed in the tool where the relevant quality team are assigned to work upon the complaint resolution. The investigation report is then shared with the complaint owner.

**2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:**

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	-
Safe and responsible usage	100%
Recycling and/or safe disposal	-

**3. Number of consumer complaints in respect of the following:**

Category	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	0	0	Nil	1	0	Nil
Advertising	0	0	Nil	0	0	Nil
Cyber-security	0	0	Nil	0	0	Nil
Delivery of essential services	0	0	Nil	0	0	Nil
Restrictive Trade Practices	0	0	Nil	0	0	Nil
Unfair Trade Practices	0	0	Nil	0	0	Nil
Other	1	0	Nil	0	0	Nil

**4. Details of instances of product recalls on account of safety issues:**

Category	Number	Reasons for recall
Voluntary recalls	Nil	Not Applicable
Forced recalls	Nil	Not Applicable

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

Yes, the company have a policy on cyber security, which is available at: <https://www.astrazeneca.in/policy.html>

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.**

There has been no instance of any corrective actions taken or underway on re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services in recent past from Regulatory.

**7. Provide the following information relating to data breaches:**

- (a) Number of instances of data breaches: 9
- (b) Percentage of data breaches involving personally identifiable information of customers: 0
- (c) Impact, if any, of the data breaches: No