

Environment, Social and Governance Report 2020-21

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About the report

Report overview

This is Syngene's first Environment, Social and Governance (ESG) Report. The purpose of this report is to share insights into the Company's sustainability journey and to give stakeholders an accurate view of the non-financial performance of the Company. The information contained in this report reflects the Company values of integrity, excellence and professionalism which guide operations and the approach to ESG matters.

Reporting standards

This report has been prepared in accordance with the Core option of the Global Reporting Initiative (GRI) Standards 2016 and aims to provide a transparent assessment of ESG performance.

In 2021, Syngene submitted a joint disclosure to the CDP climate change reporting system with Biocon Ltd, with which it shares its main campus in Bangalore and obtained a score of 'B'*.

Reporting scope

The FY 2020-21 ESG Report includes sustainability performance and activities of Syngene International, for the period 1st April 2020 to 31st March 2021. The reporting boundary extends to all campuses and manufacturing facilities in India, as this encompasses all Company operations apart from the international sales capability based overseas. Data related to employees is company-wide.

Responsibility statement

This report provides an accurate and balanced view of the ESG performance of the Company.

The Stakeholders Relationship and ESG Committee of the Board of Directors confirms that it has reviewed the content of this report which has been compiled under the oversight of the Executive ESG Council.

For any queries or feedback please contact us at esg@syngeneintl.com

*Score 'B' from CDP means that coordinated action on climate issues is being undertaken and impacts are well-managed.





Leadership Message -

Kiran Mazumdar Shaw

Non-executive Chairperson

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As I reflect on COP 26 and the enormous passion that surrounds the issue of climate change, it brings into clear focus the responsibility that we have as individuals and companies to tackle the challenge of protecting our planet. The resources we have are finite and the debate over the use of fossil fuels demonstrates the importance of facing up to future requirements, acting now to avoid the potential consequences that lie ahead.





In Syngene, we take great pride in the positive impact the science we do can have on the lives of millions of patients and consumers around the world but also recognize the importance of minimizing the impact on the planet while delivering this work. Sourcing renewable energy, reducing fresh water consumption, managing waste responsibly and using technology to reduce errors, avoid rework and increase the speed at which results can be generated, are all ways through which Syngene plays a role in ensuring a better future with less impact on the planet. All this while continuing to do the vital research that delivers new medicines and products to improve people's and patients' lives.

Science and technology have played, and will continue to play, a decisive role in the future of viruses such as COVID-19 whether it is by discovering new features of novel pathogens, developing treatments and vaccines or providing ancillary services. As an integrated discovery, development and manufacturing organization, Syngene has already played an important role in supporting government, clients and the local community during the pandemic and it can offer those same skills and capabilities to support companies seeking to contribute to the next generation of healthcare. We have seen only too clearly the impact on people and society when medicines, vaccines and diagnostics are not available. The fundamental value to society delivered everyday from our plants and laboratories could not be more clearly illustrated.

We aim to provide a work environment where all employees can thrive. We invest in developing strong leaders and we offer learning and development opportunities at every stage in people's careers. As I know from my own experience, science is a field where gender should not be seen as a barrier to success. As we report here, women constituted nearly a quarter of the workforce in the period under review, up from around 15% five years ago and we will continue to foster an environment where all staff feel welcome and can build successful careers irrespective of gender. We are committed to creating the next generation of women leaders in science by providing them with equal opportunities that help them excel.

Through the Biocon Foundation, we fund philanthropic initiatives targeted at making a difference to global healthcare, education and rural development and creating a positive impact in the communities around us. We monitor and measure their impact so that we can be certain that we are genuinely making a difference

I am proud of the work that we have done to deliver shared value to stakeholders through our approach to the environment, our stakeholders and global healthcare. This is the first year that we are reporting our sustainability performance and we look forward to continuing to share our progress in the years to come.



Leadership Message -

Jonathan Hunt

Managing Director and CEO

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I am delighted to introduce our first full ESG report and hope that this account of our non-financial performance will provide new perspectives on our business and help readers have a greater understanding of how we work, the choices we make and the values that underpin everything we do.

Our firm belief is that operating responsibly is good for our business and all our stakeholders. The last two years have shown only too clearly how rapidly our environment and attitudes can change and in this context, having a clearly defined set of values and a commitment to act responsibly and sustainably has helped decision-making and acted as a guiding star. So, while the world has changed, our values and our commitment to act responsibly have remained constant.

Societal and stakeholder expectations are also changing. Stakeholder scrutiny is greater today than ever before and the requirement to be transparent about the way we run our Company



is likely only to increase: our clients are raising their standards and in turn, requiring more from their partners; our employees want to feel proud of the company they work for; potential new recruits are more aware than ever of ESG principles and choose their employers accordingly; the communities in which we operate expect us to be a force for good – beyond providing jobs and paying taxes; and the investment community is also starting to take ESG criteria into account when they make judgements about their investments. We have tried to fulfill all these expectations since the Company was founded more than twenty years ago and you will see the current status in the report presented here. We are proud of our achievements to date, conscious that we have more to do and are fully committed to playing our role in shaping a responsible future for our sector and our

Serving people and patients

In a year dominated by the COVID-19 pandemic, we stayed true to our purpose of responsible business growth by focusing on fulfilling commitments to clients, employees, shareholders and communities. The remarkable resilience and adaptability demonstrated by our teams combined with our COVID-19 protocols and investments in creating a safe workplace, ensured that our staff felt safe to come to work and, as a result, client projects were completed at virtually normal levels. This means that the essential work that we do in pharmaceutical research and development to bring new medicines to patients, was maintained.

Determined to use our expertise to benefit our community, our scientists produced important work

to combat COVID-19, used their skills to set up and operate an RT-PCR testing center offering testing free of charge to staff and local hospitals and once vaccines became available, facilitating vaccination of our employees and members of the local community. We also contributed, through partnerships with our scientific collaborators, to explore new potential treatments, diagnostics and vaccines.

Pandemic aside, we never forget the critical role that our scientists and employees play in developing newer, safer and more effective products, whether they are medicines, industrial chemicals or consumer products. Our business is driven by the knowledge and skills of our employees so investing in their learning and development is an ever-present priority. We provide training on the latest technologies, leadership development opportunities, managerial training and we also aim to enhance core life skills such as language proficiency and communication skills. Our employees are the best judges of the quality of our employee experience, and they voted Syngene to be a Great Place to Work® in FY 2020-21.

Respecting the environment

We aim to limit our environmental footprint and find solutions that ensure the societal value of the research we do is not offset by the environmental impact of the materials we use and the way we use them.

Where feasible, we adopt sustainable business practices and focus on interventions which increase our energy efficiency and reduce our waste and water footprint. Currently we are procuring more than 80% of our electricity from renewable sources – a decision that is both good for the planet and for our energy



Syngene Putting Science to Work ESG Report 2020-21

costs. To facilitate effective waste management and promote the recovery and reuse of materials, we have set up a state-of-the-art facility on our main site in Bangalore for effective waste segregation and disposal, which gives us complete control of our waste management standards. We have also been able to recycle and reuse up to 70% of the spent solvents from our operations, thereby leading to significant reductions in the generation of hazardous waste, as well as a commensurate reduction in demand for fresh solvents. We harvest rainwater to supplement our other water sources and have an active program to reduce freshwater use across our operations. We also operate a zero-discharge approach thereby eliminating water pollution hazards from run-off to streams, rivers, agricultural land and other water bodies.

Part of our community

Adding value to the communities in which we operate in Bangalore, Hyderabad and Mangalore in India is a priority as an employer, a consumer of local services and as a corporate citizen. In addition to offering employment opportunities, we are committed to supporting local communities by sourcing a significant portion of the materials that we need in our offices from local vendors. This also reduces the transportation burden and associated emissions.

We also contribute to our local communities through an active Corporate Social Responsibility (CSR) program focusing on health, education and environmental concerns.

Committed to strong governance

Recognizing the importance of ensuring that our non-financial reporting receives the same internal scrutiny as our financial reporting, we have constituted an Executive ESG Council comprising the Chief Financial Officer, Chief Operating Officer, Chief Human Resources Officer and Head of Corporate Affairs which I am delighted to chair. It is supported by a working group of specialists from across the company led by the Head of Corporate Affairs. The Executive ESG Council reports to the Stakeholders Relationship and ESG Committee which represents the views of the Board.

I am delighted to report that our ongoing efforts in corporate governance were recognized in December 2021 at the 21st National Awards for Excellence in Corporate Governance, hosted by the Institute of Company Secretaries of India, with the top award in the medium listed companies category.

In closing, I would like to recognize all my colleagues who apply our belief that operating responsibly is good business in the planning and decision-making that they do every day. As we continue to grow and expand into new areas of research, development and manufacturing services, we are committed to taking full advantage of new technology and new thinking to maintain or improve our operating standards. In our annual ESG report, we will share our progress and we encourage you to provide your feedback.



Performance highlights

Revenue from operations

21,843 MN INR

Profit After Tax

3,821 MN INR

Procurement of electricity from green sources

82%

Total hazardous and non-hazardous waste recycled

80%

Share of women employees in the permanent workforce positions

24%

CDP index (joint submission with Biocon)

Score - 'B'

CSR expenditure

66 MN INR

Total energy savings vs prior year through operational efficiency

550,190 kWh

Total water reused

21,291 kL

Total greenhouse gas emissions avoided

53,280 tCO₂

Share of women in the Board of Directors

44%

ESG oversight introduced at Board level





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Syngene Putting Science to Work

For more than twenty years, the Company has partnered with clients to find solutions through science. Every project is unique and the solutions and services provided range from specialist, stand-alone activities to longer term, integrated programs spanning the discovery, development and manufacturing continuum. While the focus is primarily on human and animal health*, the same research and development capabilities can be applied to a range of industry sectors including nutrition, consumer goods and specialty chemicals.

Headquartered in India and listed on the National and Bombay Stock Exchanges, research, development and manufacturing operations for small and large molecules are based on the original 90-acre campus in Bangalore, supported by two satellite campuses which house enabling functions and the clinical development facility, respectively. A new discovery research campus in Hyderabad, located in the government-sponsored biotech zone, currently accommodates 200+ scientists with further phases of expansion planned. The large-scale API manufacturing site is located on a dedicated

campus in Mangalore. Additionally, the US subsidiary, Syngene Inc. is home to the US commercial operations and provides close-to-customer support to our US-based clients.

The Company strategy is shaped by four strategic priorities which drive sustainable business growth:

- > Delivery of integrated drug discovery services
- Operational excellence
- Investing in future science and technology capabilities
- > Building a learning organization.

Company employees are chosen for their values, mindset and skills using a rigorous selection process. Once employed, opportunities for career-long learning are available to all. Science is a global discipline and the nature of the services offered by the Company ensures that Syngene employees work with many of the most sophisticated research and development teams in the world. Those who aspire to a career in world class science can find it at Syngene.



Advancing science

Research drives innovation and Syngene is proud that its scientists make a contribution. In the drug discovery and development process, a primary attribute is the ability to find solutions to complex problems. Partnering with clients, our scientists are encouraged to explore the boundaries of science and share their results as co-authors of scientific papers and at congresses around the world.* When clients patent new products and processes, the part played by Syngene scientists is often reflected in the patent.

Recent patents citing Syngene scientists:

Modulators of MYC Family Proto-Oncogene Protein

Preparation of fused heterocyclic compounds as glycosidase inhibitors

Preparation of benzothiazepines as liver bile acid transport inhibitors for the treatment of liver, gastrointestinal and other disorders

Preparation of succinate and fumarate acid addition salts of piperazine derivatives useful as glycosidase inhibitors

Discovery and characterization of novel bile acid transporter inhibitors with potential for treatment of liver diseases

Phenotypic Drug Discovery for Diseases of the Developing World



^{*}SDG Goal 17

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Recent publications appeared in

European Journal of Medicinal Chemistry

The International Journal of Risk and Safety in Medicine

Journal of Applied Toxicology

Journal of Laboratory Animal Science

The Lancet

Syngene

Recent presentations at the following congresses

International SCWD Conference on Cachexia, Sarcopenia and Muscle Wasting

American Association for the Study of Liver Diseases

Symposium on Next Generation Tools, Technologies and Surrogate Endpoints in Toxicology Assessments of Cell Therapy

Indian National Symposium on Animal Research and Ethics

Number of patents co-authored by Syngene to date

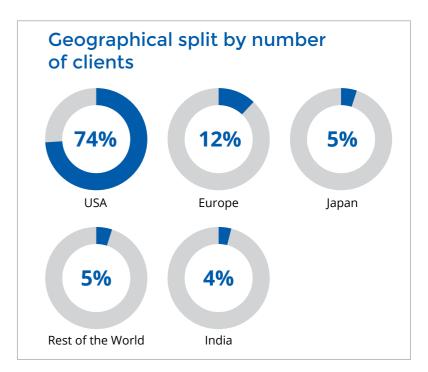




* Until March 2021

Our clients

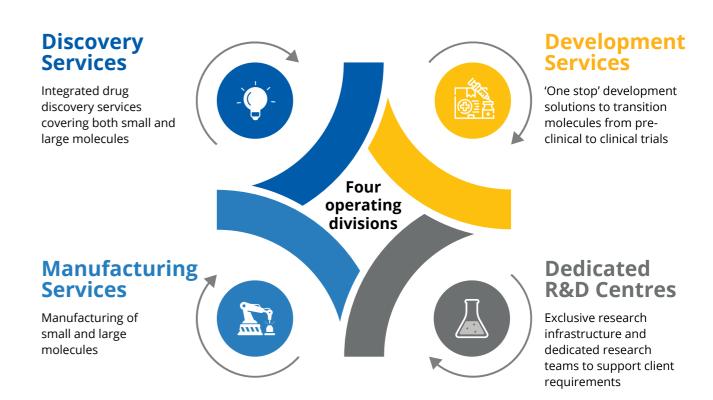
Clients partnering with the Company come from across the globe, with a majority of them based in the US. They include the largest and most sophisticated multinationals, as well as small and medium-sized biotech and manufacturing companies. Each client project is unique but what unites them all is the requirement for research, development and manufacturing services delivered to the most demanding global standards.



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Key business divisions

Science-based services are delivered by four business divisions – Discovery Services, Development Services, Manufacturing Services and Dedicated R&D Centres.



Syngene Putting Science to Work

Services are delivered by four business divisions

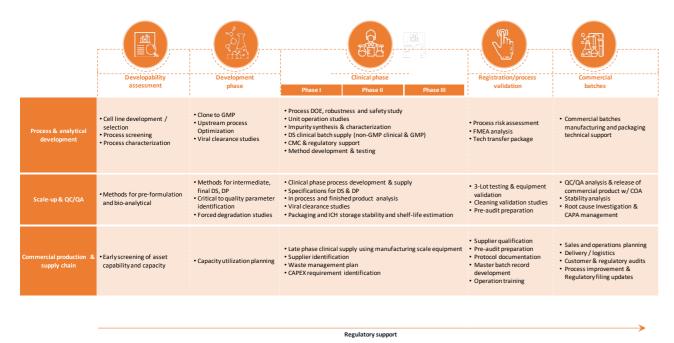
End-to-end cross-functional, cross-modality delivery of services across the discovery and development continuum with the ability to deliver support all the way through commercialization for small and large molecules.

Discovery Services*

	Target identification and validation	Hit validation	Hit to lead	Lead optimization	IND enabling	IND / Ph1 DE
Biology translation	2. Mec	In vitro assays: 1. Biochemical 2. Orthogonal 3. HTS Formats heses: apeutic hanistic et engagement	In vitro assays: 1. Cellular mechanistic 2. Cellular functional 3. Relevant off-target(s) In vitro ADME assays: 1. Protein binding 2. Metabolism 3. CYP inhib/induct Research Operating Plan: 1. Assay priority 2. Key studies 3. Critical path	In vivo assays/studies: 1. PK (R/NR) 2. PD, PK/PD 3. Efficacy Hypothesis: 1. Patient selection	Later translational: 1. PK/PD/efficacy 2. Refinement of patient selection hypothesis 3. Biomarkers Human dose projection 1. h-PK projection 2. PK/PD/efficacy data 3. Safety/tox data	Ph1-HV or patient (as appropriate): 1. Exposure 2. PD
Chemistry development, formulation, clinical development	screen 1. Libra mair 2. Hit v 3. Serie	EL/fragments/virtual ing iry design/synthesis/ itenance allidation, resynthesis is qualification, itization	Optimization: 1. Biochem/cell potency 2. Selectivity 3. Phys/chem properties 4. In vitro/vivo tool cmpds	Optimization: 1. Tgt optimal h-profile 2. Candidate selection 3. Backup strategy	Drug Substance (DS, aka API) 1. Route scouting (define specs) 2. Scale up 3. Manufacture/stability	Drug Product (DP) 1. Pre-formulation studies 2. Ph1 suitable formulation 3. Prototype/stability 4. Manufacture/stability 5. IND, BA/BE, DDI and Phase 1 clinical trials 6. GCP bioanalysis
Safety assessment			In vitro Safety: 1. hERG 2. lon channels	Tox-suitable formulation (maximize exposure)	DRF tox (R/NR) Bioanalysis GLP tox (R/NR) GLP bioanalysis	MTD or RP2D (as appropriate)

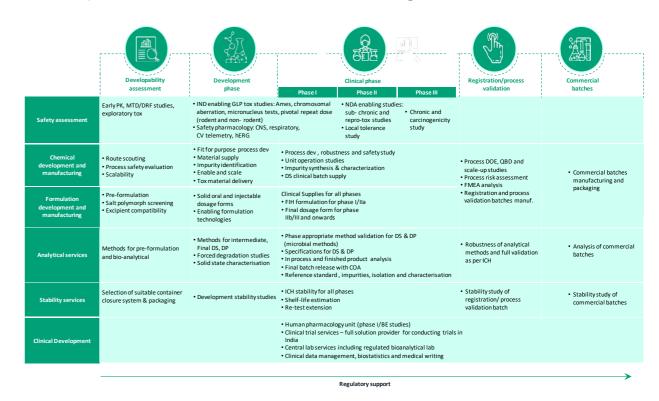
Iterative data analysis and interpretation, models, hypothesis generation

Biologics Development and Manufacturing services*



*SDG Goal 9

Development Services and Manufacturing Services*



Dedicated R&D Centres*

Each research and development centre includes exclusive research infrastructure and dedicated research teams to support client requirements.



*SDG Goal 9



Syngene Putting Science to Work

Board diversity

The Board is made up of Executive Directors, Non-Executive Directors and Independent Directors. The Independent Directors constitute more than half of the Board ensuring appropriate objectivity in the Board's decision-making process. As on June 2021, following the appointment of Kush Parmar to the Board, the Board had nine members, including one Executive Director,

two Non-Executive Directors and six Independent Directors. The gender diversity of the Board is balanced with four female and five male members. The composition of the Board, detailed qualifications of Board members, remuneration and other Board activities are reported annually, most recently in the Annual report FY 2020-21.



As on March 31, 2021 the Board had the following Committees:



Risk Management Committee

Stakeholders Relationship Committee

Corporate Social Responsibility
Committee

Nomination and Remuneration Committee

Each Committee is governed by a charter which outlines the scope, roles, responsibilities and authority of the committee. Membership and activity undertaken by each committee is reported in the Annual Report and subject to scrutiny of all shareholders at the Annual General Meeting.

In October 2021, the scope of the Stakeholders Relationship Committee was widened to include ESG accountabilities, and the Committee was renamed: 'Stakeholders Relationship and ESG Committee'. The revised terms of reference for the committee includes the responsibility for providing oversight of ESG activity and reporting on behalf of the Board.

The Board also constituted a Science and Technology Committee in July 2021. The Committee was formed to provide strategic oversight on matters relating to the identification and evaluation of emerging science and technology to meet future client requirements and track key industry trends.

Environmental, Social and Governance (ESG)

In order to provide leadership, oversight and performance tracking of ESG matters, an Executive ESG Council was formed in August 2021. The remit of the Executive ESG Council is to oversee the delivery of ESG activities, track implementation and assess performance across the company, as a part of achieving the ESG strategy and targets set by the Board.

Roles and responsibilities

The Executive ESG Council members are entrusted to ensure that ESG factors are considered in all significant business decisions. Council members drive innovation in ESG matters across the Company. The Council ensures that ESG reporting is accurate and gives a fair reflection of company operations.

To embed ESG practices across the business, an ESG Working Group has been constituted, chaired by the Head of Corporate Affairs. Membership of the ESG Working Group is determined by the activities prioritised by the ESG Council. Working group members are responsible for the inclusion of agreed ESG activities in the relevant divisional plans and budgets. They also contribute data and other information for reporting and disclosure purposes.

ESG performance oversight

The Executive ESG Council meets at least three times in a year. The Council members also host an annual review of ESG goals and activities with the Stakeholders Relationship and ESG Committee of the Board at its October meeting. This was completed in October 2021.



Risk management

The Company has an enterprise risk management (ERM) framework to identify, monitor, report and mitigate risks that could impact on performance. Key risks are owned by members of the Executive Committee on behalf of the Company. Each risk owner is responsible for monitoring the risk and establishing mitigation measures. Risks are reviewed and mitigation activities are scrutinised quarterly by the Executive Risk Committee, which includes all Executive Committee members and is chaired by the MD & CEO. The

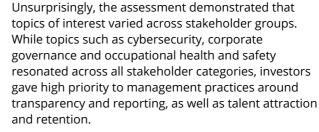
quarterly reviews also provide an opportunity to raise emerging risks and identify risk owners to ensure clarity of accountability for the mitigation strategy.

In October 2021, all risks were categorized into sectoral, operational, sustainability/ESG, financial, information/ cyber security risks in accordance with SEBI* regulations.

The Enterprise Risk Management framework is detailed in the Annual Report FY 2020-21.

^{*} Securities and Exchange Board of India

Syngene



Employees were the only category of stakeholders who accorded high importance to both management of

environmental impact, beyond statutory compliance, and building a diverse and inclusive workforce.

Commercial business partners prioritized topics related to corporate governance and business conduct such as business ethics, enterprise risk management, compliance, anti-bribery and anti-corruption in operations.

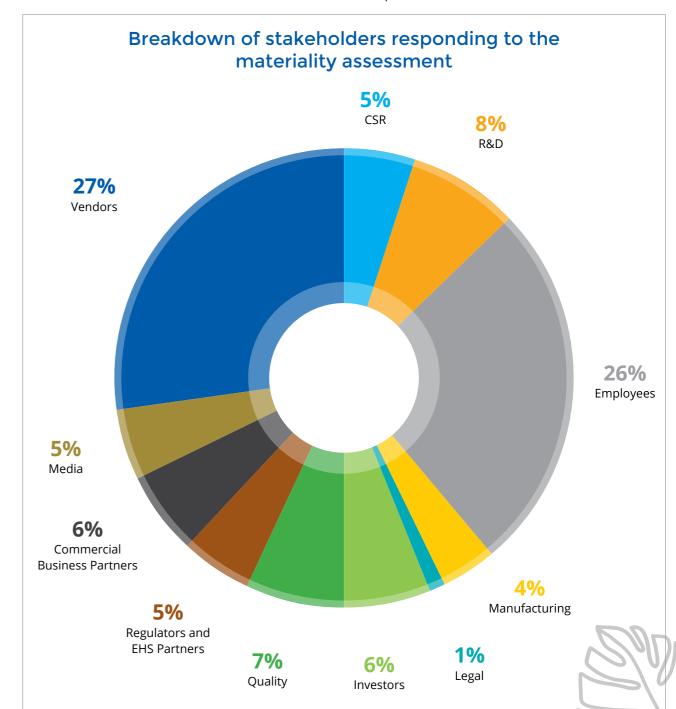
The representatives from print and electronic media highlighted regular reporting on ESG performance as an important focus area.

Section 03

Stakeholder engagement

Engaging with stakeholders helps to build trust-based, transparent, long-term relationships and accelerate sustainable development. In building a strategy to manage environmental, social and governance concerns, understanding stakeholder priorities ensures that the Company can pursue its mission in scientific research, development and manufacturing while remaining in step with the expectations of the society in which it works.

In this context, Syngene conducted its first materiality assessment in 2021 to gauge stakeholder expectations and understand the issues and opportunities that may impact creation of shared value over the long term. A range of stakeholders were consulted including CSR partners, clients, employees, manufacturing stakeholders, professional service providers, investors, regulators, EHSS partners, media and vendors.

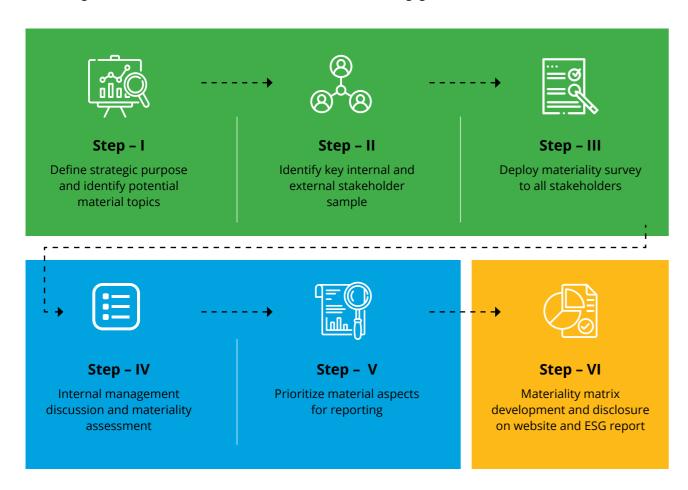


Syngene

Putting Science to Work ESG Report 2020-21

Stakeholder engagement framework

A six-step stakeholder engagement and materiality assessment process was used to collect and review stakeholder feedback. Each step was defined using guidance from the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB), and the AA1000 Stakeholder Engagement Standard (AA1000SES).



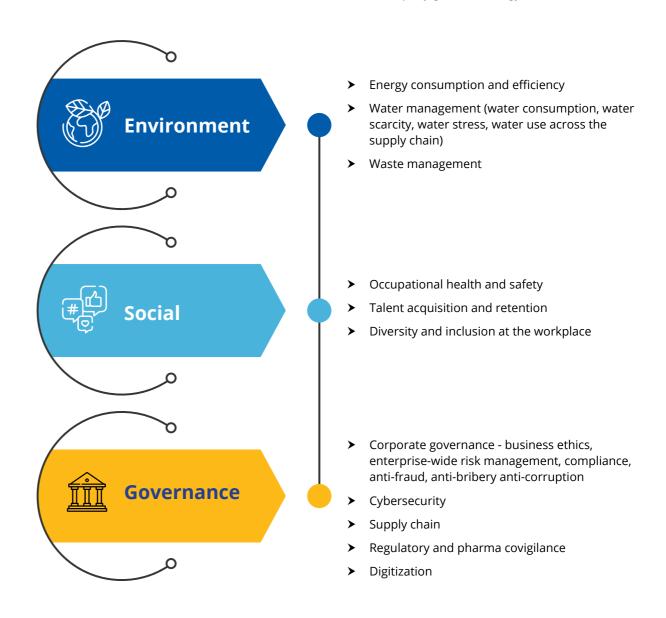
- ➤ **Step I** Identification of the universe of relevant ESG topics based on discussions with internal stakeholders, benchmarking against others in the sector, assessing media and investor reports and other secondary sources.
- Step II Detailing the stakeholder engagement methodology, including identifying a sample set of internal and external stakeholders and developing materiality survey questionnaires to capture the stakeholder inputs.
- Step III Deploying the survey questionnaires using online tools to collect data on stakeholder perception of ESG topics relevant for Syngene.

- > Step IV Discussion of the results of the materiality survey with the Executive ESG Council members and prioritization of material issues arising from the business strategy.
- ➤ **Step V** Calibration of results by analyzing the priority of ESG topics from internal and external stakeholders and synthesizing the collected data.
- Step VI Identification of top ten material issues to be communicated through the ESG report, corporate website and other channels

ESG priorities

The materiality assessment serves as a strategic business tool for Syngene to identify the areas of interest to stakeholders and align these with current business priorities.

Taking the survey results into account, the Executive ESG Council identified the following priority ESG topics which have been shared with the Board and will be reflected in the Company growth strategy.



Syngene Putting Science to Work

Section 04

Environmental stewardship

Managing and minimizing the environmental footprint of our operations is a value that has been deeply embedded in all Company operations since the Company was founded. While a wide range of environmental protection projects have been undertaken on each campus, three areas of strategic importance are the focus for structured planning and activity: energy use; water conservation; and waste management.

Energy - societal concerns about climate change have driven new opportunities for businesses everywhere, including in Syngene. The Company works with local authorities and utility companies supplying each campus to take advantage of renewable energy sources when they become available. Behavioral changes and improving technology also offer ways of reducing energy use in offices and within our laboratories and manufacturing operations.

- > Water freshwater is an essential resource for certain processes, so focusing on conserving and promoting responsible use of water is a high priority and a zero discharge policy governs the management of wastewater and effluent.
- ➤ Waste in a business that generates both hazardous and non-hazardous waste, a proactive approach to sorting and facilitating appropriate recycling, reuse and disposal of waste is critical.

The strategy in each area is driven by two imperatives: responsible use of natural resources by driving behavior changes; and researching new opportunities and new technology to continuously improve performance.



Environmental governance

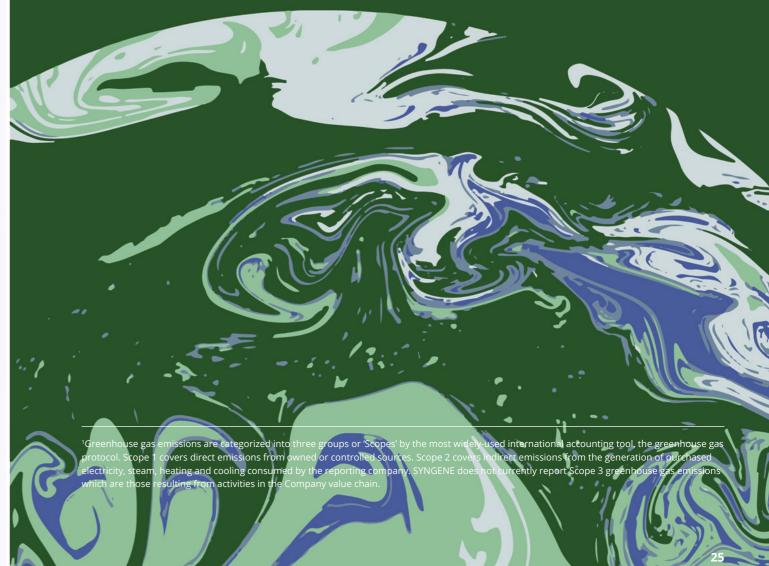
Policies to improve energy efficiency, reduce greenhouse gas emissions¹ (Scope 1 and Scope 2), recover, recycle, reuse and reduce waste, minimize environmental hazards and climate impact and minimize occupational injury and ill-health have been established for all parts of our operations, including partners and vendors. The ISO 14001:2015 and ISO 45001:2018 management systems are the basis for the implementation throughout the Company and these standards have been audited and certified by an independent auditor, TUV Nord.

A team of Environment, Health, Security and Safety (EHSS) professionals work with the in-house engineering team and the operational divisions to seek new technologies which deliver efficient use of resources and minimize the impact of our operations. The EHSS team also monitors a range of

safety and environmental metrics to drive continuous improvement and share experience across campuses.

Employee and contractor safety is a primary concern and the EHSS team is deployed on all campuses to develop and implement protocols for hazardous activities and ensure that all employees work in a safe and healthy environment. The Head of EHSS reports directly to the Chief Operating Officer to facilitate direct involvement in all operational decisions and ensure immediate access to senior management to escalate any safety concerns.

Corporate oversight and assurance of strategic, operational and emerging environmental or safety related risks is undertaken by the Executive Committee on a quarterly basis using the enterprise risk management framework.







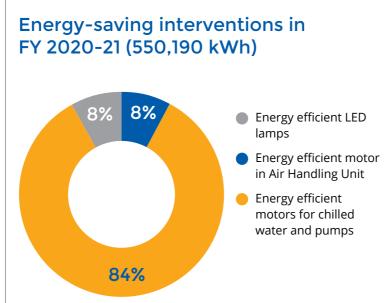
Energy and emissions

With a focus on reducing climate impact, in FY2020-21 the Company took steps in two areas: increased procurement of energy from renewable sources; and reduction in overall energy consumption.

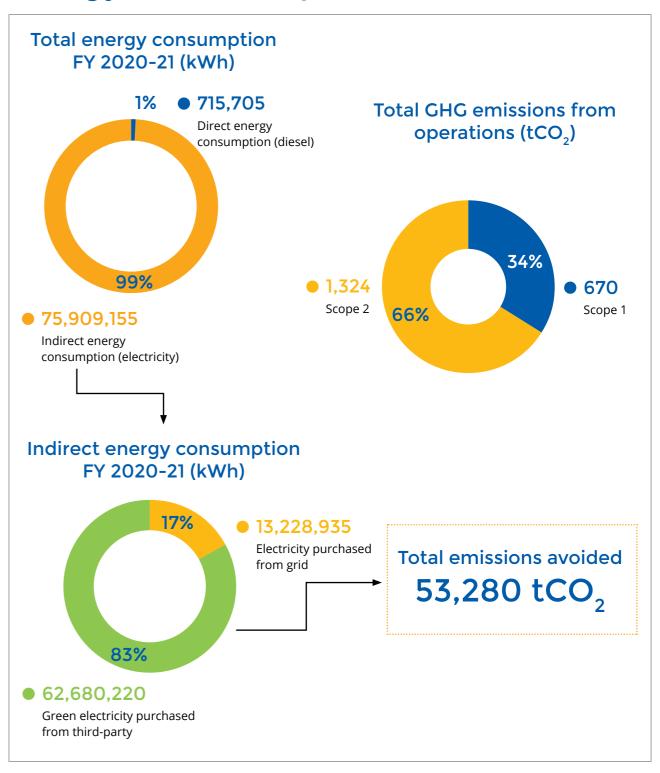
During the year, 82% of electricity was procured from renewable sources delivering a reduction in greenhouse gas emissions of approximately 53,280 tCO₂ from operations versus the prior year.

To reduce overall consumption, based on an assessment of energy consumption patterns, energy conservation projects were implemented including: replacement of high-capacity motors with energy-efficient models; replacement of conventional chillers with new units based on magnetic levitation technology, which are up to 40% more energy efficient; introduction of energy efficient lighting across all campuses by switching compact fluorescent lamps (CFL) and metal halide lamps with energy-efficient LED lamps in offices and laboratories. These operational energy saving initiatives delivered a further reduction of energy consumption of 550,190 kWh and avoided 470 tCO₂ greenhouse gas emissions.

Having a constant and reliable source of power is critical so provision of a back-up source of power for use in the event of a grid outage is essential. Emergency diesel-powered generators are used for this purpose, adding to Scope 1 emissions. Scope 1 emissions are generally low, nonetheless there is a continuing drive to reduce them where possible. As part of this, electric bicycles, e-vehicles and battery-operated forklift vehicles were introduced in the main campus, thereby offsetting ~11 tCO₃e.



Energy utilization profile



Syngene Putting Science to Work ESG Report 2020-21

Water consumption and recycling

Certain laboratory and production processes are water intensive and these operations are highly dependent on the availability of freshwater. Water is an important and finite resource so efforts to conserve it are an important part of our operating philosophy and we take active steps to capture and use rainwater, to reprocess and recycle effluent water and to limit water consumption throughout our operations. Attentive management of water resources and waste also minimizes the impact on the community. Underpinning this is a zero-discharge policy which eliminates water pollution hazards from run-off to streams, rivers, agricultural land, and other water bodies. All water management practices are in compliance with the laws and regulations of the State and Central Pollution Control Board of India.*

Prior to the year under review, water conservation projects included:

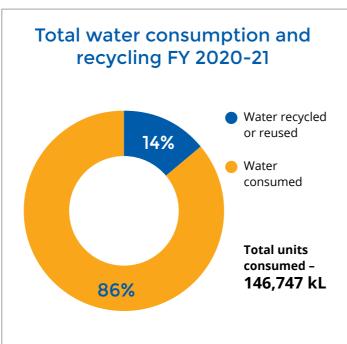
- ➤ Installation of high-pressure water jet pumps to reduce water usage
- ➤ An active program of water leak detection and repair
- ➤ Installation of aerators to regulate and reduce the flow of water from taps in toilets and other areas
- Introduction of waterless urinals across all campuses

In addition to the above measures, during the year under review, we implemented:

- Installation of rainwater harvesting structures
- Use of an integrated water management system to use reverse osmosis reject water for cooling towers

As a result of proactive water conservation activities a 21% reduction in freshwater usage compared to FY 2019-20 was achieved.





Water usage in FY 2020-21	Quantity of water (m³ or kL)
Total water usage for domestic (municipal supply, ground water, third-party water suppliers)	62,637
Total water usage for process (municipal supply, ground water, third-party water suppliers)	78,779
Borewell water from Clinical development	5,332
Total water consumption	146,747
Total rainwater harvested	384
Total Reverse Osmosis (RO) reject water reused	20,907
Total water recycled or reused	21,291

Waste management

In addition to the waste generated by the day-to-day activities of some 5,670 staff working on campus, the Company generates specialist hazardous and non-hazardous waste within our laboratories and manufacturing plants. Managing waste responsibly is a critical part of running a safe and healthy workplace, complying with local laws and regulatory requirements and minimizing the impact on the communities in which we operate. On-site waste management facilities are inspected regularly for compliance with local standards and regulations.

Our waste management strategy focuses in two areas: reduction of waste generation; and increase of waste recycling and reuse wherever possible using the principles of the circular economy.

During the year under review, a dedicated 4,000 sq.ft. waste management facility was inaugurated at the main campus in Bangalore to handle non-hazardous waste, hazardous waste, and biomedical waste generated from our operations. Onsite waste collection is undertaken by electric vehicles as an emissions reduction measure. Solid and liquid hazardous waste is collected in leakproof containers and these are segregated based on compatibility and hazardous waste categorization. Hazardous waste that cannot be recycled is incinerated to avoid contamination.

A purpose-built waste storage facility is used for segregation and efficient management of incinerable and recyclable hazardous waste.

Waste water generated by our laboratories and manufacturing facilities is transferred to a specialist effluent treatment plant, where it is processed and recycled for use in utilities and landscaping, meeting the regulations of the pollution control boards.*

FY 2020-21, 80% of total hazardous and non-hazardous waste generated from our operations was recycled. The remaining un-recyclable proportion of both hazardous and biomedical waste was incinerated according to the Hazardous Waste Handling Rules, 2016 of the Central Pollution Control Board of India.**

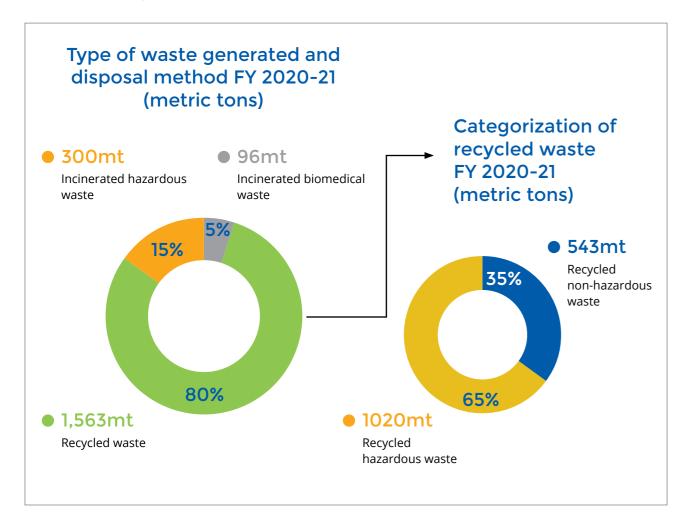
One example of positive waste management was the treatment of spent solvents which are classified as hazardous waste. In FY 2020-21, up to 70% of spent solvents generated from research and development activities were recycled. This reduced the volume of fresh solvent required, reduced the volume of hazardous waste for disposal and reduced costs overall.

^{*}SDG Goal 6

^{*}SDG Goal 6

^{**}SDG Goal 12

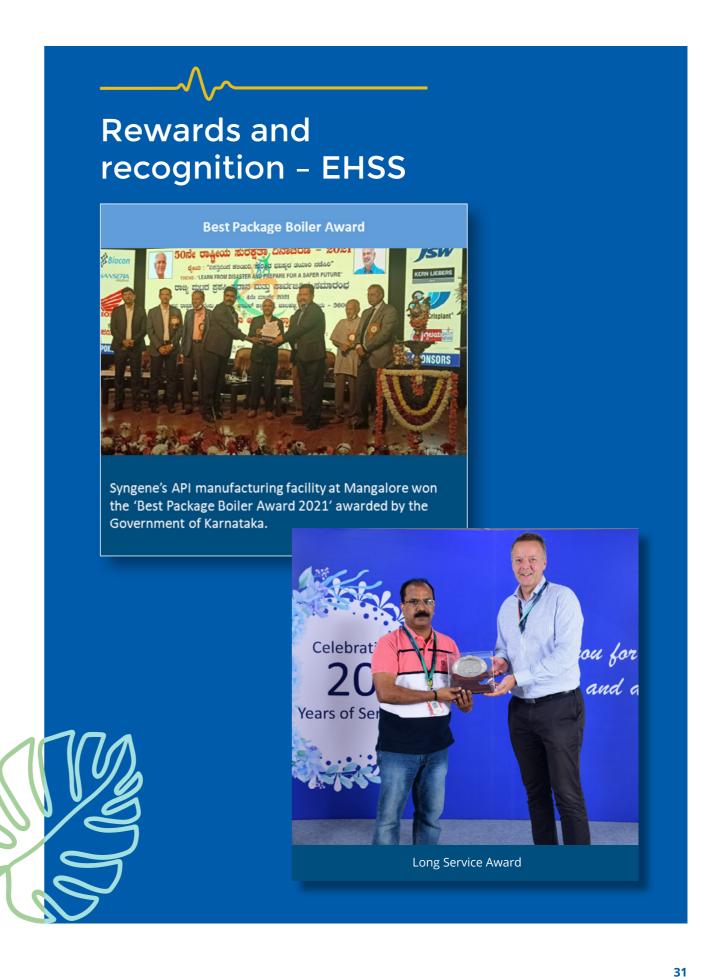
Waste generation profile



The Company aims to continuously reduce the proportion of waste being sent to landfills through driving behavior change and innovating where new waste management solutions are available. Some of the waste management projects implemented in the year under review include:

- > Phase out of single-use plastic on campuses
- > Replacement of plastic bags with biodegradable starch-based bags
- > Provision of specialist training programs for employees and contractors on effluent management, environmental monitoring and hazardous waste management

In FY 2021-22, an organic waste composter has been introduced, located off-site in Mangalore. This facility will eliminate food waste via waste handlers. Instead, food waste will be converted into manure and compost for use in landscaping and gardening within the Company premises. The composter is designed to convert 100 Kgs of food waste to 20 Kgs of soil enhancer when operated for 16 hours.







Processes and systems

Highly specialized science can involve potentially hazardous materials, so it is vital for our scientists to have access to detailed information about how to use such materials safely. For the identification, management and elimination of safety-related risks, the industry standard Lab Hazard Analysis system is used across our research operations. This requires staff to review all operations to identify potential hazards and use the prescribed control measures to mitigate the hazards prior to commencing any task, project or operation. We take a systematic approach to safety management and an incident management program is used to review all incidents, accidents or near misses. This process requires detailed rootcause analysis to be performed as part of investigating all incidents and these analyses form the basis for rigorous Corrective Action and Preventive Action plans (or CAPAs). This approach ensures that improvements are implemented in a timely manner as well as enabling their application across other sites.

Regular emergency evacuation exercises reinforce general safety procedures on campus and specially trained emergency response teams undergo practice

drills and refresher training to ensure that they can respond when needed.

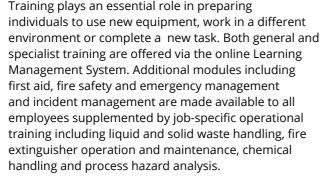
To set standards, deliver professional advice and provide a focal point for training and engagement activities, the Company has a centralized team of EHSS professionals embedded in every operational division. Using a risk-based approach, they advise and support managers to operate safely. To drive innovation and implementation of safety improvements, a Safety Committee including a representative of each operating unit and enabling function together with an occupational health practitioner has been established. The responsibility of the Safety Committee members is to understand the safety risks related to their respective units and implement the appropriate mitigation measures to ensure safe and efficient functioning.

Executive oversight of safety performance and management of risks is undertaken quarterly by the Executive Safety Committee which includes all members of the Executive team and is chaired by the MD & CEO.

Safe working in Company operations

Safe working requires a mindset that never takes safety for granted and is always alert to hazards. Building this culture across the Company involves engaging both the hearts and minds of employees. The first of these is addressed through a company-wide safety campaign, Kavach. This program, designed to engage employees in safe behavior at work, entered its third year in FY 2020-21. In parallel, safety is included in continuous improvement processes such as SQDECC (Safety, Quality, Delivery, Engagement, Cost and Compliance) and Gemba activities described in Section 9.

Training plays an essential role in preparing individuals to use new equipment, work in a different specialist training are offered via the online Learning Management System. Additional modules including first aid, fire safety and emergency management and incident management are made available to all employees supplemented by job-specific operational training including liquid and solid waste handling, fire extinguisher operation and maintenance, chemical handling and process hazard analysis.







Putting Science to Work ESG Report 2020-21

Kavach

In addition to delivering company-wide safety communications, the Kavach safety program has four specialized workstreams. This approach provides a focus on problem-solving and action. Each workstream is supported by safety specialists and driven by the skills and real-life experience of employees in the relevant operations.

FY 2020-21 Areas of focus for Kayach workstreams

Workplace Safety Workstream

- ➤ Safety Interactions: The workstream assessed the behaviour pattern of people's interfaces with complex technologies in order to improve Standard Operating Procedures.
- Incident Management: The workstream conducted a review of current practices to evaluate gaps and establish a robust line management-driven program.
- ➤ **Travel Safety:** Development of a reference manual addressing travel safety issues.

Infrastructure and Projects Safety Workstream

- Permit to Work and Job Safety Analysis: The workstream reviewed the permit to work system to identify improvements.
- ➤ Contractor Safety Management: To align the process and business requirements of contractors with Syngene standards.
- Electrical Safety: Review of Lock out, Tag out, Try out (LOTOTO) system for electrical maintenance.

Laboratory Safety Workstream

- ➤ **Biological Safety Program:** The workstream developed new guidance on handling biological material.
- ➤ Chemical Hygiene Plan: The workstream upgraded procedures for handling of hazardous chemicals in laboratories.
- ➤ Lab Hazard Analysis: Refresh of occupational health and safety in the labs completed.
- ➤ **Gas Cylinder Management:** Update of the process and procedures for safe handling of gas cylinders.

Process Management Safety Workstream

- Process Safety Information: Review of process safety data collection and availability completed.
- > Pre-Start-Up Safety Review
- Asset Integrity and Liability: Review of status of vital equipment to ensure availability at all times completed.
- Management of Change: Check on training and oversight for new operators.



Switch ON: a personal risk awareness program

During the year under review, a personal risk awareness program was initiated applying insights from research into behavioral psychology supported by decision-making tools to encourage employees to adopt safe behaviors.

The program encouraged employees to:

- ➤ Focus on the way unconscious behavior patterns and associated emotions affect their decisions and actions
- ➤ Use 'Risk Thinking' in the management of risks in all settings
- ➤ Connect the values and beliefs around safety to facilitate responsible decision making
- ➤ Adopt the principle of safety first as the default in all business activities

The program is based on the use of personal Risk Thinking cards which lay out a set of safety-related questions to help an employee reflect on their behavior before initiating any task and evaluate if they are focused and aware before carrying out the task. The pilot program was evaluated and further roll-out of the approach is underway.





Safety performance

As the Kavach safety program enters its third year, safety performance continues to improve across the company. The Lost Time Injury Frequency Rate and the Total Recordable Case Frequency Rate averages for the last three years are shown on page 73.

A notable incident during the year was a fire which occurred in the early hours of the morning in the cold storage room adjacent to a Discovery Chemistry laboratory in Bangalore. No one was

injured in the incident although the damage resulted in the laboratory being closed for repairs for a few weeks. The root cause of the fire was unclear accountability for organizing appropriate storage of hazardous materials. This resulted in changes to warehouse and storage practices to ensure accountability for potentially hazardous chemicals was clear at all times and managed accordingly.



Case study

"It's essential to train employees on how to find complete and accurate information about the substances they work with. The SDS training program is intended to provide our employees with the key tools and support they need to comply with chemical safety regulations and make the workforce and workplace safer and compliant"

Rajendra Patil, Sr General Manager Environment, Health, Safety and Sustainability

In April 2021, the EHSS team conducted a training session for the employees of Development Services on the management of the Safety Data Sheet (SDS). The SDS is an essential aspect of the Occupational Safety and Health Administration Hazard Communication Standard and contains information on potential hazards as well as the usage, storage, handling and emergency procedures related to a material.

Case study

National Safety Month 2021

National Safety Day was observed across all our facilities in India on the 4^{th} of March to emphasize the importance of Occupational Health and Safety in all spheres of life.

As a part of the celebrations, numerous campaigns to spread awareness were organized. These included modules on firefighting, fire hydrant handling, self-contained breathing apparatus donning training and Aerial Ladder Platform (ALP) demonstration for the site Emergency Response Team as well as poster competitions and online quizzes.

At the inauguration of the festivities, employees across the facilities made a commitment to put their and their co-worker's safety first and never compromise safety.

Case study

Chemical Disaster Prevention Week 2020

The Chemical Disaster Prevention Week was held in December 2020 to pay tribute to the victims of the Bhopal Gas Tragedy and reinforce the importance of managing and handling chemicals in the most responsible manner. The event included discussions on chemical safety imparted by experienced professionals from different spheres.





During the reporting period, the Company had a total of 5,670 employees, of whom 5,400 were permanent employees (including 4,700 scientists**) and 270 were contractual employees¹. In FY 2020-21, women employees constituted 24% of the permanent workforce. With a young workforce (average age 33 yrs), recruitment activities, performance management and learning and development interventions are designed to meet the needs of employees and encourage them to continue their professional development and have fulfilling careers in the Company.

Employee Profile²

Employee	Gender		<30 years	30-50 years	> 50 years	Total
category	Male	Female				
Management ³	86%	14%	0.5%	85%	14%	610
Non-management	74%	26%	40%	60%	0.3%	4,790
Contractual (Associates and partners)	62%	38%	63%	32%	5%	270
Grand total						5,670

In addition to the above, the workforce also included 1,160 contractual workers comprising of contract workmen who are employed by third parties, trainees who have finished their studies and receive a stipend and interns who are on short assignments. All these individuals are trained in safety procedures and required to comply with the Company Code of Conduct

Talent acquisition and retention

Our talent acquisition goal is simple – to attract the best and brightest people to work at Syngene. Talent is identified through structured, values-based interviews which enable the recruitment team to identify individuals with the right skills and attitude to enjoy working in the company and to be aligned to our culture and values. We use a variety of recruitment channels to attract recruits each year, these include career sites, social media and platforms such as LinkedIn, employee referrals, visits to educational institutes and the use of search firms. The Company visits more than 60 educational establishments each year to attract well qualified graduates. In FY 2020-21 some 200 new graduates were hired, double the previous year.

All employees, have regular meetings with their managers to agree an individual development plan and discuss progress. The aim is to support employees to build a fulfilling career in the company taking advantage of the breadth of clients, projects and scientific and non-scientific opportunities that arise.

Every effort is made to help individuals build their skills

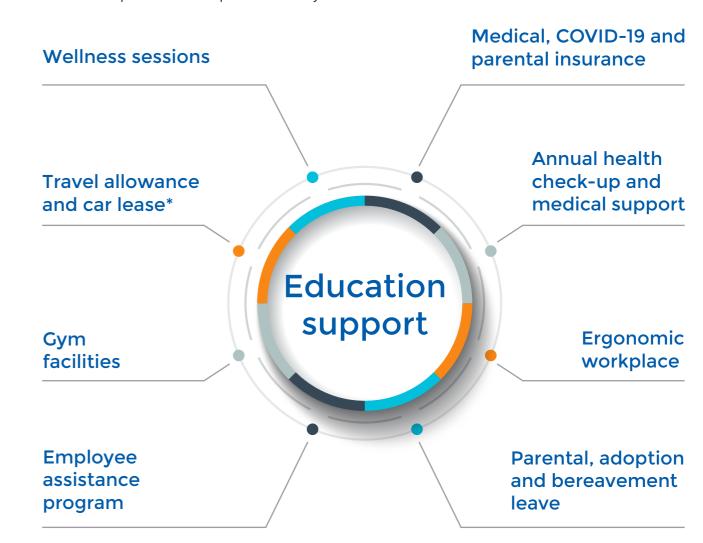
and capabilities: functional, leadership development and life skills training programs are available; scientists are encouraged to attend industry technical conferences and seminars to enable them to meet their scientific or professional peers and keep their knowledge up to date; job vacancies are published internally so that people seeking their next move can review internal opportunities and apply with ease; and proactive succession planning is undertaken for critical roles. The Company encourages employees to apply for internal vacancies and promotions are based on two factors: business need and individual performance.*

In a vibrant employment market, it is important that employee remuneration is competitive. The Company benchmarks its key roles on a regular basis to ensure that salaries and benefit packages are competitive with the sector. Remuneration is performance-based and every employee is measured annually through an appraisal process based on objectives set at the beginning of the year. Those who have met or exceeded expectations are recognised through a shortterm incentive scheme.

¹As on 31st March 2021 ²As on 31st March 2021

Employee benefits

The Company offers a varied range of benefits for employees depending on the location and country where an employee is based. These benefits extend beyond statutory and monetary elements to include a selection of industry-benchmarked amenities which provide employees with a sense of fulfilment and belonging. The broad categories of benefits are shown here. However, the benefits differ depending on the best practices and the labour law requirements of the particular country.



Employees are encouraged to maintain a healthy work-life balance and to take time away from work to rejuvenate. In the case of new parents, family-friendly policies are offered to facilitate a smooth return to work.

In addition to the above, the Company also offers stock options to select employees based on their performance and contribution. There is an Employee Pension Scheme for all employees in India and a 401K plan for employees in the US.

Parental leave details of our employees for the reporting period are shown on page 44. The Company aims to make the return to work for new parents as straightforward as possible through initiatives such as flexible working hours, providing the option of working from home and supporting the returning employees to assimilate back into their roles. Daycare support is provided where possible through a third party facility.

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³Employee in Level 6 and above

^{*}SDG Goal 8

^{**}SDG Goal 9

^{*}Car lease is not offered to employees in the US



Parental leave overview	Gender		
	Male	Female	
Employees who requested parental leave	22	53	
Employees who took parental leave	100% of those who requested	100% of those who requested	
Employees that returned to work in the reporting period after parental leave ended	100%	83%	
Employees that returned to work after parental leave ended that were still employed 12 months after their return to work*	68%	64%	
Retention rates of all employees that took parental leave (%)**	N/A	42%	

^{*}Based on employees who took parental leave in FY 2020-21 and are employed till 31 March 2022

Diversity and inclusion

Syngene is an equal opportunity employer and hiring processes consider talent across all demographics. The Company is committed to enabling diversity and inclusion at all levels, starting with gender, based on the belief that an inclusive and diverse workforce will create a productive work environment and deliver enhanced value for the Company. Currently, the gender distribution amongst managers is 86% male and 14% female. In the Board of Directors, five members are male and four are female.

The number of female employees has been steadily increasing over the years, with 17% female employees across the Company in FY 2016-17, 20% in FY 2017-18, 22% in FY 2018-19, 23% in FY 2019-20 and 24% during the reporting period FY 2020-21.

In FY 2020-21, to underpin inclusivity for employees with different abilities, an accessibility assessment of all our facilities was initiated as the baseline for ensuring that differently-abled employees are not disadvantaged.*



New joiners FY 2020-21

Initiatives to accelerate diversity and inclusion resulted in 31% of the total new hires in the reporting period being female, a figure which is above the industry average of 14%. The chart shows the break-up of the new hires at Syngene in the reporting period.

New hire diversity split FY 2020-21

New hire diversity split	lew hire diversity split Gender		<30 years	30-50 years	> 50 years	Total
	Male	Female				
Management	78%	22%	0%	90%	10%	10
Non-management	68%	32%	66%	34%	0%	1360
Contractual (Associates and partners)	55%	45%	72%	25%	3%	180
Total new hires						1550



^{**}Based on employees who took parental leave in FY 2019-20 and are employed till 31 March 2022. Paternity leave was not available during FY 2019-20

Employee engagement

Engaged employees show higher motivation and greater commitment to achieving the Company's mission. Various communication channels and numerous employee engagement initiatives enable an active and open communication amongst all levels of employees and across functions. Thoughtful and needs-based employee engagement is an essential part of talent retention and plays a role in the management of attrition.





New joiner induction

- All new joiners must undergo a corporate induction and assimilation session at the time of joining.
- Meet & Greet Leaders connect sessions take place regularly between new joiners and leaders.



Employee communication

➤ Employees have access to the latest company news and a wide array of information through the employee intranet. A weekly newsletter covering topics of general interest is distributed to all employees. The Extended Leadership Group meets monthly to review performance and address matters arising in the Company.



Leadership connect and engagement

- ➤ Quarterly employee townhalls are organized at the company, division and operating unit levels, hosted by leaders, to share information and allow employees to engage and ask questions.
- Weekly connect sessions ('Let's Talk') are held by the Chief Operating Officer to encourage open interaction with people managers
- Weekly/ fortnightly skip level meetings are held by the operating unit heads, division heads and the Chief Human Resources Officer to engage with junior employees.
- We also have an online platform known as 'SynPulse' for our leaders to capture the pulse and overall engagement of our employees.



Employee connect and engagement events

- ➤ We hold regular team events as well as festival celebrations for our employees. During the pandemic, we have moved some of our employee engagements to a virtual platform and host quizzes, talent shows, and family connect events
- Special days such as World Day for Health & Safety at work, Science Day, Quality Day and Engineers Day are celebrated at Syngene.
- ➤ Sporting events such as Yoga for Health, walkathons and other activities to cater to the physical wellbeing of our employees are also scheduled.



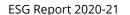
COVID-19 management

- ➤ With the COVID-19 outbreak, we have stepped up our efforts to ensure the health and safety of our employees through numerous initiatives, including moving all our non locationdependent staff to work-fromhome, introducing zoning on campus to keep physical employee interaction to the bare minimum, adding more vehicles to our transport fleet to avoid crowding, providing RT-PCR tests, vaccination drives, hand sanitizers and masks to all employees and their families, and many more such initiatives.
- ➤ Our full response to COVID-19 management is detailed in Section 8 of this report.



Rewards and recognition

➤ THANKS is a company-wide platform that promotes peer engagement through the use of likes and comments on employee achievements. The platform also has a provision for providing simple appreciation as well as monetary rewards including Spot Awards, Business Achievement Awards, Emerging Leaders Awards, Leadership Awards and Operational Excellence and Safety Awards.



Learning and development

Operating at the leading edge of science and technology, it is important to offer opportunities for employees to upskill and refresh their knowledge in order to keep abreast of developments. The Company invests in developing the efficiency, knowledge and skills of employees through mandatory and specialist training programs. Our training modules cover a range of topics including building scientific capabilities, functional capabilities, developing behavioural and leadership skills and, recognising that English is the language of science, training in technical language skills is offered alongside business language improvement. Employees completed a total of 512,080 hours of training during the year under review.

Putting Science to Work

Training hours per modality	Behavioral/soft skills	Technical/Health, Safety and Environment	Mandatory*
Online/eLearning		463,387	36,449
Classroom	1,040	11,204	
Total	1,040	474,591	36,449

^{*}Mandatory training courses include: Code of Ethics, Data Integrity, Prevention of Sexual Harassment and Information Security Awareness.



Courses include:

- ➤ Building scientific knowledge and report writing
- > Failure investigation
- Chemical inventory management
- Clinical data writing
- Syngene Training Academy (a series of training courses designed for new graduates)

Courses include:

- Customer focus & result orientation
- ➤ Talent Management & development
- Decision-making
- ➤ Executional excellence
- Presentation and negotiation skills

Courses include:

- ➤ Developing listening skills and emotional intelligence
- Conducting effective meetings

Competency-based programs

Scientific capability

Functional

capability

Learning and development training modules

Leadership development Life skills

English language improvement program

progra

Courses include:

- Synpro Academy project management courses
- ➤ ISO 45001 external auditor training
- ➤ Training in the use of Gemba in the workplace
- Safety training
- Lean Six Sigma

Courses include:

 Leadership and management programs for emerging and senior leaders

Courses include:

- Advanced English language skills
- ➤ Business correspondence



Syngene Putting Science to Work ESG Report 2020-21

In FY 2020-21, the CSR contribution of Syngene was Rs. 66 million (approximately USD 890,000). In the year under review, Rs. 56 million (approximately USD 750,000) million was used to fund the provision of free RT-PCR testing of COVID-19 samples for hospitals in Bangalore as well as provision of community vaccinations.

Awards to the Biocon **Foundation**



The Organization Icon Award

for invaluable health services to the underprivileged sections of the society was presented by Dr.J Radhakrishnan, Principal Secretary to Govt. of Tamil Nadu, Health & Welfare at the Alert Being Awards (ABA) 2020.



Best Corporate Foundation **Award**

was presented at the **World CSR Congress**

Areas of intervention

With the support of needs-based assessment studies and in-depth community engagement, the CSR program includes the following focus areas:

- Primary healthcare
- Education
- Environmental conservation
- Rural development

Primary healthcare

eLAJ

The provision of primary healthcare remains the backbone of health service delivery. Committed to improving the public healthcare system by optimizing technology-enabled innovation, the eLAJ Smart Clinic is a real-time health information system incorporated into the existing Primary Health Centres (PHC) of the Government of Karnataka (GoK). With the purpose of offering preventive care, early diagnosis and treatment for patients in a manner that reduces the out-of-pocket expenses, the Electronic Medical Record (EMR) system captures patient records to provide efficient information flow, improve operational competence and physician productivity. Using high-quality diagnostic capabilities, the smart clinics also support evidence-based care which enhances the patient experience and creates a potential technology roadmap for the future. To increase the impact of the approach and inspire trust from patients, the program offers the appropriate tools for capacity-building of the personnel including training on the use of electronic medical records and integrated diagnostics to familiarize them with digital health.

Empathy

Scored 4.81 out of 5 on humaneness, representing compassion and empathy in medical service

Accessibility

Scored 4.63 out of 5, clinics are located centrally with a doctor accessible at all times

Overall Satisfaction

Overall satisfaction rating of 4.60 in clinics, demonstrating the high quality of services provided

In collaboration with the government, eLAJ Smart Clinics have been set-up at 20 PHCs across Karnataka to strengthen healthcare services and facilitate health information management.



I am a tailor by profession. The lockdown has severely affected my income. Hardship could have hampered access to health services had there not been an eLAJ clinic in our village. Over the last two years, I have relied heavily on the free services offered by the clinic. I find the staff and doctor experienced and passionate towards patient care and feel grateful to them for their services

Geetha (37 years), Gatthalli village

In addition to the GoK PHCs and exclusively run by Biocon Foundation, the program also operates three smart clinics which are run exclusively by the Biocon Foundation. With the objective of uplifting certain sections of society, these clinics provide complimentary services in common cancers, women and child health, dental health, non-communicable diseases and comorbidities. Geriatric health solutions are also provided to the elderly.

36,000 Patients benefited

15,000 New registered patients

61,000

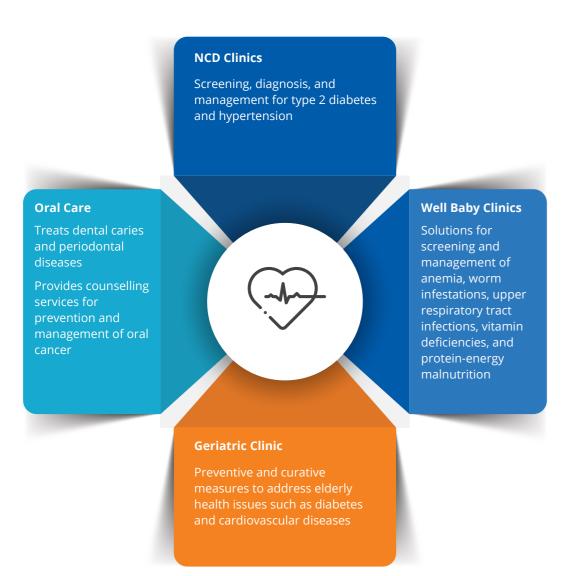
Specialist clinics

Due to the impact on human health, as well as the socio-economic development of the country, non-communicable diseases (NCDs) including heart and lung diseases, stroke, cancer and diabetes are some of the biggest challenges for public health. According to predictions by the World Health Organisation, one out of four Indians is at risk of death from an NCD before they reach the age of 70.

Contributing to the efforts being undertaken to combat these diseases, a dedicated program in the form of specialist clinics was rolled out in Huskuru, Hennagara and Austin Town in Bangalore. With a particular focus on health promotion and prevention of NCDs and their associated risks, these clinics are equipped with diagnostic facilities to undertake biochemistry investigations such as cholesterol, HbA1c and creatinine for timely diagnosis and monitoring of NCDs.

ESG Report 2020-21

The Specialist Clinics provide free-of-charge services in four areas:



was diagnosed with diabetes at an early age of 38 years. NCD clinics have been the primary point of care for me since then. I have been availing consultation, lab investigation, medicines, counselling and other services free of cost at the clinic. The continuity of services during the lockdown allowed me to consult the specialist and adhere to the treatment regimen. I am extremely satisfied with the services provided, and feel grateful that such health facility is within our reach, especially when commuting is an issue during the lockdown

Ramesh (48 years), Gatthalli Village

Outcomes

normotensive

NCD CLINICS	WELL BAB	Y CLINIC	DENTAL CLINIC	GERI
1,400+ Consultations	125 Consultations	13% Stunted	1000 Individuals	650 Consultatio
29%	15%	13%	screened	66 years
DM Patients normoglycemic	Underweight	Wasted	11% Treated for common	Average beneficiary
51% HNT Patients			dental diseases	

Stunted - low height for age, Wasted - low weight for height, Underweight - low weight for age

Promotion of mental health

The rapid growth in urbanization has been associated with increased occurrence of mental health concerns. A fast-paced lifestyle, work-life imbalance, breakdown of support systems as well as economic instability are characteristics of urban areas of India which, along with physical and social factors, lead to the development of mental problems. Hence, the need to advocate the importance of mental health and establish sustainable models of delivering mental healthcare.

The company is sponsoring a program established with the National Institute of Mental Health and Neuro Sciences (NIMHANS) that includes three projects approved by the ethics committee.

> Bangalore Urban Mental Health Initiative (BUMHI): The purpose of this initiative is to develop, implement and evaluate urban specific strategies which are aimed at strengthening self-care and informal community care for mental health.

ATRIC CLINIC

38% DM patients

normoglycemic

57%

HNT patients

normotensive

- ➤ Community Centre for Hearing Health (C2H2): With the loss of hearing being a common concern in the elderly leading to loneliness and isolation, the program advocated a holistic approach to the development of a model for community audiology for the rural community.
- > School Mental Health: The purpose of the school health initiative is to address technology addiction as well as its consequences in schoolage adolescents.

Education

Education is a powerful tool to drive change in communities. The Company aims to invest in initiatives which deliver high quality, inclusive education and promote learning opportunities for all with a particular focus on underserved children in rural areas.



Improving school infrastructure

150+

Students benefited from a sanitation complex built at Government High School, Pejavara.

To sensitize the students and community to personal hygiene, a sanitation complex with a handwashing facility was established at the Government High School in Dakshina Kannada. In order to provide access to safe and clean drinking water, RO water systems were installed in Government schools in Dakshina Kannada.





STEM learning

a) Explore, Play and Learn (EPL)

The Explore, Play and Learn (EPL) program is a digital e-learning platform to cater to the needs of students in rural areas and enhance their self-learning and exploration skills. With the principle of accessibility in mind, this program encouraged students to learn and explore through household materials and real-life scenarios.

This initiative benefited more than 1,600 students in 14 government schools through the provision of 46,000 virtual and more than 6,000 face-to-face interactions.

16%
Improvement in awareness

16%

approvement in curiosity

21%
mprovement in confidence

b) Digital summer workshops

In this initiative, children took part in workshops in arts and crafts, low-cost model building and other activities through WhatsApp groups. The purpose was to keep them engaged in learning activities, help them discover interests and enhance their independence, self-confidence and self-sufficiency.

c) Shikshana

To facilitate the professional development of the teachers and refine their skills in STEM while adopting new approaches to learning assessment, virtual capacity building sessions were held via Google Classroom.

d) Career guidance

This program, conducted virtually, supported the students of grades nine and ten to understand their personalities and aptitudes as well as their interests to help them pursue their career aspirations.



Environmental conservation

Concern about the environment is common to all communities to allow future generations to live in safe, healthy and environmentally stable surroundings.

Miyawaki Urban Forest Project



My first encounter with the Miyawaki technique was at Ramakrishna Mission – a project sponsored by Syngene International. I have been frequently visiting the place ever since, witnessing proper nourishment of every plant and steady increase of flora, rise in the number of earthworms, birds of different species and squirrels coming around, often. This place is a lot cooler, energising & peaceful.

____`

Saritha Shetty, Lecturer & Resident, Mangalore



Syngene Putting Science to Work

Adopting a multi-layered approach, the plantation includes a sub-tree layer, followed by a tree layer and a canopy layer to create a quasi-natural ecosystem. With the use of this Japanese technique, the aim is to improve the air quality in the area as well as support the growth of biodiversity through the introduction of species of insects, fungi, moss, mammals and plants. The urban forest also enhances the recreational amenities of the area and provides urban green spaces for the citizens of Mangalore. Benefits of this project include protection against soil erosion and floods as well as an increase in the water table of the region.

FY 2020-21, further support to the Miyawaki Urban Forest Project in Mangalore included planting 500

native saplings. As a part of this initiative, more than 40 varieties of native species from the Western Ghats including different plant groups – deciduous, evergreen and perennial plants - were selected to develop an urban green space over more than 8,700 sqft into a micro forest, thus transforming the Ramakrishna Mission campus in Mangalore.

On the 2nd of October 2020, the project was dedicated to the citizens in the presence of the Deputy Commissioner of Dakshina Kannada district, the commissioner of Mangalore City Corporation, Range Forest Officer as well as the representatives from Ramakrishna Mission.



Mass transit system

Recognizing the growing need for a convenient and sustainable public transportation option, the Company made a significant contribution to the Bangalore Metro Rail Corporation to fund the construction of the Biocon Hebbagodi metro station.

Aimed at promoting sustainable urban development and increasing the efficiency of the public transport infrastructure, the Biocon Hebbagodi metro station is a part of the new line being developed under the Bangalore Metro Rail Project. This line at 18.82km stretches from R.V Road to Bommasandra and is designed to reduce the number of private cars on the road, thereby reducing traffic congestion and the environmental impact from traffic pollution.

The Bangalore Metro will also construct a footbridge which connects the Metro Station concourse to the other side of Hosur Road, providing safe access for users.

Rural development

Anganwadi Centres

An Anganwadi Centre (AWC) is a childcare facility for children under 6 years of age. A study conducted by NITI Aayog in 2015, concluded that 41% of the Anganwadi Centres in India had either a shortage of space or unsuitable accommodation. With the belief that improving infrastructure and providing safe, healthy conditions for quality preschool and school education would increase participation in schools, this program funded the construction of two model AWC's in Maravooru and Kalavar and additionally refurbished 14 AWC's in Dakshina Kannada.

The AWC's were equipped with facilities such as portable water units, outdoor playing equipment and toys to promote a positive and healthy environment to encourage continuity in education.

More than **600** children under six years of age are benefiting from the infrastructure upgrades of 14 AWCs in Dakshina Kannada.

Grants

Safety for women and children

Parihar

In collaboration with the Bangalore City Police, this program funded counselling and rehabilitation for women and children who need police support. The program offers medical assistance, legal aid, vocational training, educational support as well as short stay and rehabilitation.

During the lockdown caused by COVID-19, workshops were organized to sensitize police personnel and provided training on the management of offences against women and children. In addition to this, community awareness sessions were organized focusing on women's rights and child safety.

3,013

Cases registered

2,335

Cases reconciled and settled amicably

Section 08

Working through the pandemic

Prioritizing action

At the onset of the pandemic the Company identified three areas of high priority:

- 1. Creating a safe workplace for employees and contractors
- 2. Ensuring business continuity
- 3. Using our knowledge of science to help fight the coronavirus and make a meaningful contribution

The focus on these three areas has been maintained throughout each successive wave of the pandemic.

In consultation with clients, governments, industry bodies and other health professionals and taking into account the fact that most of our employee population is laboratorybased, an effective action plan was developed to allow operations to continue at near normal levels throughout the last year.

At the time of writing almost two years on, stakeholders all over the world, and equally our workforce, have learned to operate differently and respond quickly to a changing environment. Employees have proved to be flexible and resilient, suppliers have met more stringent requirements - all this means that our activities continued at normal levels ensuring that people and patients around the world have continued to receive the products and medicines that they need, despite the disrupted environment.



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Protect employees and contractors

The safety of our employees is always a primary concern and essential to delivering our business responsibilities in a sustainable manner. The pandemic heightened our focus on safety and efforts were stepped up to ensure the health and safety of employees and contractors.

A key part of the response was the decision to repurpose a laboratory into an RT-PCR sample testing center. This facility offered sample analysis free-of-charge for local hospitals at a time when diagnostics were scarce. It also played an important role in offering regular testing to employees in order to track asymptomatic cases as well as those with symptoms. The facility analysed 185,000 samples in the year under review.

➤ Reducing onsite employee density: All staff working in non-location-dependent roles were

asked to work from home. For the employees in location-dependent roles (including the majority of scientists who work in laboratories), shift-based operations were introduced to reduce the number of people on site at any time. The number of onsite cafeterias was increased to reduce the number of touch points between employees walking around the campuses and designated coffee/tea break timing was stopped to avoid queuing and crowding at peak times. The seating arrangements in the laboratories were modified to ensure physical distancing.

Onsite zoning: As a further measure to reduce employee touchpoints, the main campus in Bangalore, covering approx 90 acres, was divided into 12 zones and inter-zonal movement was prohibited unless by specific authorization.

- > Transport arrangements: The number of vehicles available for employee transport was increased to ensure that employees were able to avoid the health risks associated with more densely populated public transport. Smaller vehicles were introduced for door-to-door pick up/drop off for employees.
- > Employee wellbeing: Individuals were encouraged to protect themselves against infection wherever possible: masks and personal protective equipment were made available to employees; hand-sanitizers were installed; work areas were sanitized and disinfected daily; and temperature monitoring was carried out at all site entrances. All personnel were required to self-monitor their temperature twice daily for early detection of symptoms and take a regular RT-PCR test to identify asymptomatic cases.
- > Offering vaccination: Under the government vaccination framework, an on-site vaccination centre was created to provide vaccines for employees. Building on an extremely high take up among employees, vaccinations were also offered for dependents and the local community.
- ➤ Employee awareness and education: A dedicated COVID-19 section on the intranet provided a one-stop-shop for all updates, informative content and videos, health messages and internal advisories.
- Protecting contractors and vendors: As further protection for employees on site and the contractors themselves, RT-PCR tests were provided to all individuals working on site or delivering essential goods and equipment.



Ensure business continuity

The primary focus of the business continuity strategy was to ensure minimal disruption to operations. Key to achieving this was close monitoring of the external environment for new regulations and changes in vital services such as air transport; managing suppliers to ensure that raw materials were available; ensuring all critical services were running smoothly; and keeping the campuses secure.

- > Supply chain arrangements: Inventory levels were increased to minimize the impact of disrupted transport of supplies and critical materials were sourced from multiple suppliers.
- Coordination with local government agencies and industry bodies: All Indian Government notifications were monitored to ensure compliance.

- ➤ IT-enabled remote working environment: Connectivity was maintained between all onsite and offsite employees through an IT-enabled remote working environment.
- Focusing on employee learning: Appropriate training packages and webinars were made available for employees in consultation with line managers and operating unit heads.
- ➤ Leveraging digital and online tools: Investments made in digitizing the quality management system ensured that quality processes could continue throughout. Marketing activities also turned to digital channels.

Leverage R&D capabilities to combat COVID-19

Knowing that pharmaceutical science was likely to hold the key to managing the spread of the virus, the Company turned its skills to making a contribution to the body of scientific knowledge about the coronavirus. Some examples include:

- > Developing diagnostics: In the early stages of the pandemic diagnostics were in short supply both in terms of reagents and testing kits. In order to meet that need for the Karnataka state government, Company scientists developed an IgG (immunoglobulin G) based ELISA test (ELISafe 19), which detects COVID-19 infection and assesses the immune system's response to the virus. This kit was launched in collaboration with bioscience company HiMedia Laboratories and was approved by the Indian Council of Medical Research in September 2020. In a collaboration with Pune-based molecular diagnostics company, Mylab Discovery Solutions, the Company developed RT-PCR COVID -19 testing kits. In addition, scientists in Discovery Services developed various types of proteins including S1 protein of the Omicron variant, RBD, and N proteins which allowed other diagnostic kit manufacturers to produce effective kits.
- > Strategic collaborations: Sharing of knowledge and data was stepped up in the face of the global pandemic. Here, too, the Company played a role in collaborating with research institutions including the Centre for Cellular and Molecular Biology to deliver high throughput next generation sequencing, the National Centre for Biological Sciences to develop a novel human ACE 2 transgenic mouse which would phenocopy the full spectrum of human COVID-19, and the Foundation for Neglected Disease Research to develop monoclonal antibodies against COVID-19.
- > COVID-19 Testing Industry Consortium: Syngene collaborated with 21 other global diagnostic, reference laboratories and pharmaceutical companies to share ideas and best practices around COVID-19 testing and return-to-work policies. The consortium crafted a series of documents to summarize key facts and learnings of the pandemic as well as a short white paper offering recommendations for improving access to testing.







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Quality

Global quality standards are the baseline for all operations and the Company has invested in digitizing quality processes and documentation to reduce the potential for human error and ensure that all clients benefit from robust audit trails for all projects.

Our quality standards meet the requirements set and audited by some of the most sophisticated regulatory bodies in the world including the US Food and Drug Administration, European Medicines Agency, Japan Pharmaceutical Manufacturers Association and others, as well as by client companies. Company operations are accustomed to rigorous auditing and the internal standard is 'Anytime Audit Readiness'.

The Corporate Quality Assurance (CQA) team is involved at every stage of the development of a client project and is responsible for advising on the requirements of regulatory standards, ensuring compliance with GxP standards (the global standard for documentation – ALCOA plus*) and aligning the operating unit quality teams with operations.

The Quality Management System (QMS) has been designed to ensure compliance with global regulatory requirements. Over the past few years, the introduction of digital systems has enabled an accelerated focus on continuous improvement at every step in the process. Given the central role of Quality Assurance in every project, improvements in speed, accuracy and reliability make a significant difference to the delivery of client projects.

The QMS is aligned with global standards including the US FDA - Good Manufacturing Practices, EU - Good Manufacturing Practices, Japan – Good Manufacturing Practices, India – Good Manufacturing Practices (as per Schedule – M of Drugs and Cosmetics Act), Organization for Economic Co-operation and Development (OECD) guidelines, New Drugs and Clinical Trials Rules, 2019, ICH Series guidelines, ISO Certificate of Registration for Medical Device Quality Management (ISO 13485:2016) and ISO Certificate for Quality Management System (ISO 9001:2015).

➤ The viral testing facility is GLP (Good Laboratory Practices) certified by the National GLP Compliance Monitoring Authority, Department of Science and Technology, Government of India, making it the only GLP accredited viral clearance research service provider in the country.

- ➤ The Formulation Centre, Chemical Development Centre and API manufacturing facilities in Bangalore and Mangalore, are Good Manufacturing Practices (GMP) certified and audited by the Indian regulatory authority. The formulation center has been inspected and approved by the US FDA and the Russian Ministry of Health. The API facility in Bangalore has been inspected and approved by US FDA and PMDA, Japan.
- ➤ The safety assessment laboratories and large molecule bioanalytical lab are ISO IEC 17025:2017 certified by the National Accreditation Board for Testing and Calibration Laboratories (NABL).
- ➤ The central laboratory of Clinical Development is accredited as per ISO 15189:2012 by the NABL, India, and College of American Pathologists (CAP) for Clinical and Molecular diagnostics.
- ➤ The Human Pharmacology Unit of clinical development at Semicon Park in Bangalore is inspected and accreditated for bioequivalence / bioavailability and Phase I studies on healthy volunteers by US FDA - USA, MHRA / EMA - UK and ANVISA - Brazil.

A robust internal audit program is conducted across the organization by trained and certified auditors. The internal audit process contributes significantly to identifying opportunities for continuous improvement within the Company. Devising Corrective and Preventive Action plans (or CAPAs) helps to ensure that our operations keep pace with changing regulatory standards and include best practice learnings from around the world as well as ensuring that our quality system is always current and in compliance with the latest standards.

During the year under review, more than 30 audits of our operations took place. Recognizing the impact of travel constraints on physical audits, 'Remote Eye' technology, was introduced to enable auditors to experience a real-time inspection while conducting virtual audits.

*ALCOA+ is a standard defined by the US FDA for data integrity. It qualifies data as Attributable, Legible, Contemporaneous, Original, Accurate, Complete, Consistent, Enduring and Available.

Operational excellence

Beyond meeting regulatory standards, the Company fosters continuous improvement in all areas based on the Lean principles that drive elimination of waste. On a day-to-day basis, a process described by the acronym SQDECC* brings together relevant data sources as input to a daily operations review by every operating team, in each case targeting a single outcome: timely delivery of client projects.

The commitment to Lean principles and Six Sigma process improvement is underpinned by training for all employees. All new employees are required to complete the first level of certification (White Belt), and many go on to achieve higher levels including 'Green Belt 'and 'Black Belt' certification. The Lean Six Sigma approach encourages a problem-solving mindset supported by recognised tools and techniques. In the year under review, two additional problem-solving tools were introduced: 'Why, why analysis' - a means of getting to the root cause of a problem; and Gemba,

a Japanese technique which encourages real-time problem-solving by involving front line workers in finding solutions to streamline and improve processes at an operational level.

The SQDECC approach uses a visual management board to track the daily performance metrics against the standards which have been set. The process is data-driven, and the combination of data and crossfunctional engagement facilitates rapid problemsolving and course correction, if needed. Continuous improvement is measured in units identified as QUOTIF (Quality, on time, in full).

In FY 2020-21, 70% of teams showed an improvement in QUOTIF as a result of this process.

*Safety, Quality, Delivery, Engagement, Cost, Compliance

Cybersecurity - a round-the-clock challenge

Data lies at the heart of Syngene's business and one of the outputs of every research experiment is almost always a data set which is used as the basis for new knowledge creation and important decision-making. Storing this data securely is critical and consequently, safeguarding data is a priority and all IT systems are ISO 27001:2013 certified, the internationally recognized standard for information security management systems

The threat of cyber attacks is a known risk for most companies and actions to reinforce cybersecurity are in place. Artificial intelligence and machine learning are used to gather threat activity as part of the Company's cyber-defence platform which monitors and pre-empts cyber-risks and reduces response time. Third-party risk is managed through the vendor risk management program and enhanced phishing

programs. The implementation of a privileged access management system protects against the accidental or deliberate misuse of privileged access by streamlining the authorization and monitoring of privileged users. This system plays an important role in demonstrating regulatory compliance.

Cyber resilience plans are routinely challenged to ensure that the test scenarios measure up to the most recent cyber incidents. In addition, best practices are proactively shared with employees to combat the everpresent risk of viruses or scams.

Disaster recovery plans are in place for all IT-led processes and critical applications are configured and available on a disaster recovery site as part of the business continuity plan. During the year under review, disaster recovery drills for all key applications were completed.

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Responsible procurement

2,000+

Supplier

**3,500+

Exports and

10,000+

imports to and from US, EU, China and Rest of World

The Company's supply chain includes over 2,000 suppliers from all over the world. Some of the materials sourced are hazardous or have highly specific transport or storage requirements, others may require complex import or export licenses which are part of the procurement process. While bulk materials are sourced locally wherever possible, other materials are sourced overseas from specialist suppliers.

An important part of the sourcing process is assessing the credentials of suppliers to ensure that they are capable of meeting Company standards. A key part of this is the agreement to abide by the Supplier Code of Conduct which covers legal, environmental, human rights, anti-bribery and other requirements. Extending the Company operating standards and health and safety requirements to suppliers is a means of reinforcing the quality and reliability of the supply chain overall.*

In India, a strong supplier network handles 60% of our raw material requirements by value. Collaborations established with key vendors with local warehousing operations reduces our dependency on imports and can shorten delivery times.

In the year under review, to increase the effectiveness of the procurement system and facilitate digital signing of invoices, the National Securities Depository Limited (NSDL) portal was integrated within our data processing and information flow platform. In addition, suppliers were asked to include critical safety information such as storage arrangements, handling requirements and expiry date for each consignment in their labelling. By including this in the bar code, access to the information is fast and simple which enhances both efficiency and safety for the operations.

Further improvements in our chemical safety, storage and inventory management operations included: adoption of the Globally Harmonized System (GHS) for labelling and zoning of chemicals and refining the chemical sweeping process within our laboratories to ensure the timely and safe identification and incineration of expired chemicals.

In FY 2021-22, an enhanced level of supplier assessment is being introduced with the support of Ecovadis, a company that conducts company supply chain assessments against an objective scoring system and maintains a scorecard on its database for each company.

200+

Suppliers trained on safety in FY21

30+

High risk suppliers safety audit completed

The Supplier Code of Conduct

The Supplier Code of Conduct was established with the purpose of aligning suppliers with the core values of the Company and providing guidance on the standards that are required. The code is applicable to all our suppliers and service providers and by committing to it, they sign up to foster a culture of honesty, accountability and integrity.

Areas covered in the Supplier Code of Conduct:

Environment	Soc	ial	Gover	nance
	Labor and Human Rights	Health and Safety	Ethics	Management Systems
Waste and emissions management	Child labor prevention	Worker health and safety protection	Business integrity	Risk management
Resource conservation and climate protection	Anti-discrimination	Protection from chemical exposure	Fair competition	Documentation
Compliance with legal and regulatory requirements	Termination of employment	Response to emergency	Privacy and intellectual property	Training and competency
	Fair treatment	Process safety	Whistleblower protection and anonymous complaints	Audits and assessments
	Employment policy	Social security		Bribery and corruption
	Wages, working hours and benefits			



^{*}SDG Goal 8

^{**}SDG Goal 17

Syngene

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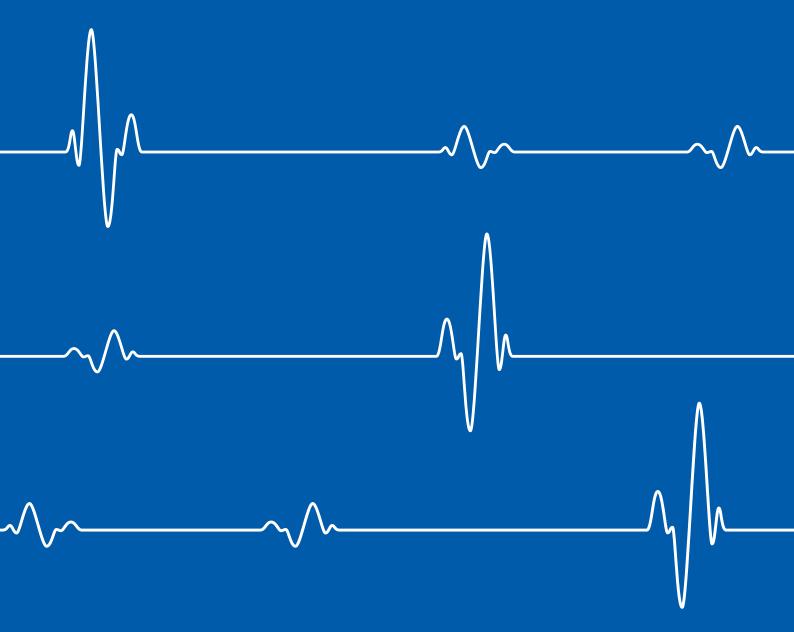
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GRI 403-9	Lost Time Injury Frequency Rate for FY 2019-20	0.04	
GRI 403-9	Lost Time Injury Frequency Rate for FY 2018-19	0.03	
GRI 403-9	Total Recordable Case Frequency Rate for FY 2020-21	0.06	
GRI 403-9	Total Recordable Case Frequency Rate for FY 2019-20	0.08	
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Note: Company CSR programs outlined in Section 07 of the report further contribute to UN Sustainable Development Goals 2, 3, 4, 5



Syngene

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