



We care

2023

Sustainability Report  
Mega Lifesciences Public Company Limited

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# Creating Shared Value and Creating a Sustainable Mega Lifesciences







# MEGA WAY

is to build a THINKING organization which will CHANGE before it is forced to and Live and GROW beyond each of us.





# Creating a Sustainable Health

Mega focuses on high-quality products at affordable prices and helping people stay healthy as long as they live for sustainable health.



# Creating Sustainable Wellness

Mega focuses on physical, mental, emotional, and social health for sustainable wellness.











# Creating a Sustainable Health

Mega is present in developing  
and lesser developed markets  
thus spreading the we care ap-  
proach

## About this Report

Welcome to our sustainability report prepared in accordance with the Global Reporting Initiative (GRI) Standards and UN's sustainable development goals (UN SDG). As a reputed and a formidable Pharmaceutical company we remain committed to achieve and demonstrate a sustainable growth. We have made an effort to publish our practices and data which will indicate the intent and willingness of our Board of Directors and Executives to build a sustainable Mega Lifesciences and we sincerely hope our stakeholders will appreciate the same..

## Mega Dharma **WE CARE**

**For your wellness, For your health,  
For you to stay healthy as long as you live**

**We care ...** not about long life, But a life lived well,  
A life lived on your own.... Till the last day of your life

Enjoying every breath, every moment, every relationship,  
Free, Independent, Walking

**We care...** Not just about more pills, But the right ones. Not just about any food But a lot of right food.  
Not about more cures, But a lot of care

**We care** For your wellness, So you can live every moment, Independent, Free, Walking.  
So you can say in the, end A life lived well

## WE CARE

### Reporting Frameworks

GRI standards, core option

United Nations Sustainable Development Goals (UN SDGs)

External Assurance: None

Certifications: Refer Awards and Recognitions

Write back to [Info@megawecare.com](mailto:Info@megawecare.com) or [investor@megawecare.com](mailto:investor@megawecare.com) for feedback and queries.

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# Driving Business for Sustainability

## Message from CEO and Chief Coach

### Dear Stakeholders,

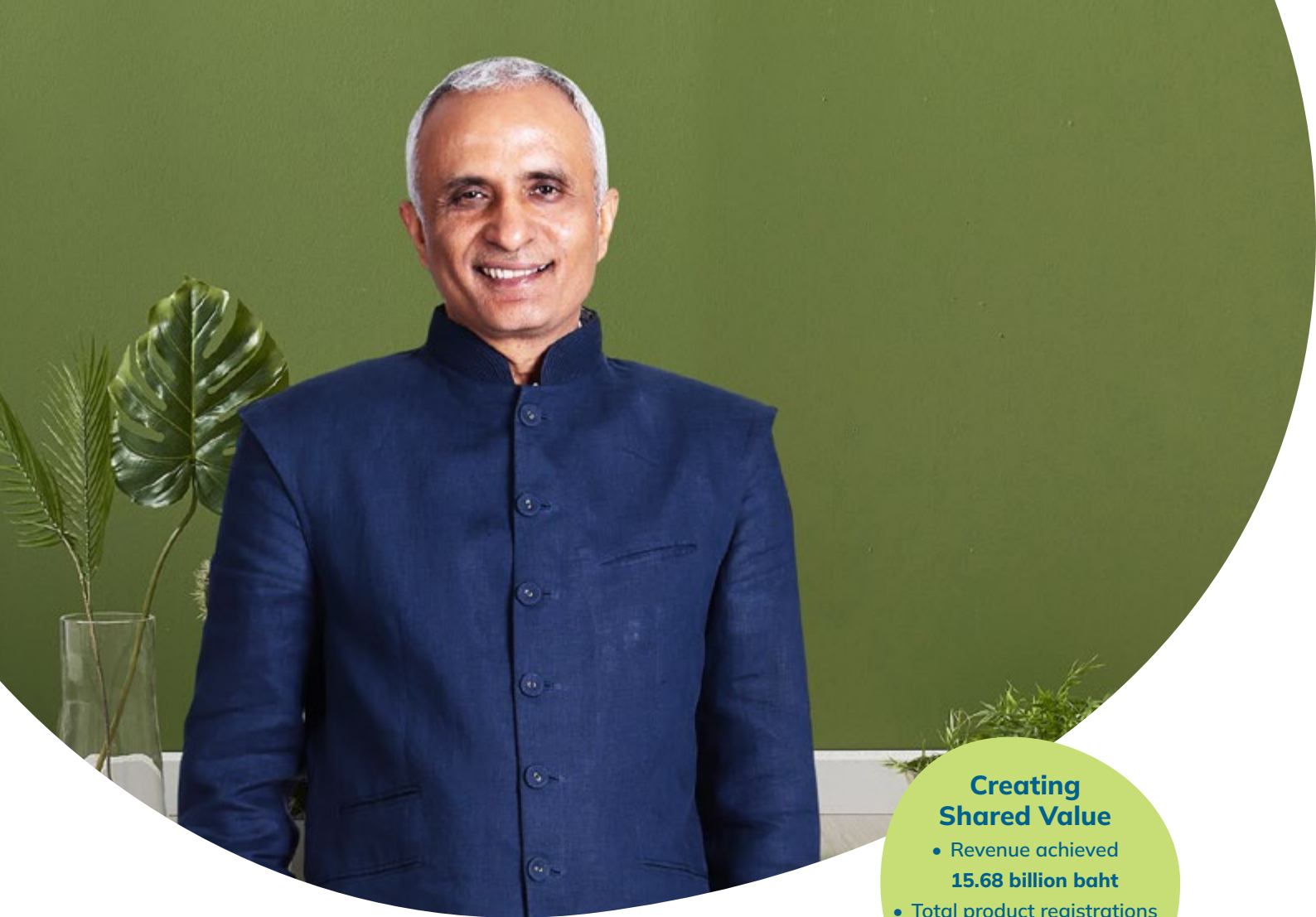
I am proud to present our second sustainability report on the GRI framework and United Nations Sustainable Development Goals (UN SDG). The report covers Mega Lifescience's philosophy, strategy and practices for achieving a sustainable Company and workplace. The report covers the **Economic, Social** and **Environmental** aspects of Mega way of life. Central to the Mega Way in all of the 34 countries where we do business is the concept of Creating Shared Value. To us, that means going beyond the traditional parameters of Corporate Social Responsibility. It means embracing an entire philosophy of generating economic value while achieving social value. Simultaneously it means connecting our success to the success of the communities where we operate. It means practicing what we preach in terms of caring for Human Wellness - economic wellness, physical wellness, and social wellness. The world has witnessed an unprecedented pandemic and businesses were exposed to serious risks and continuity was threatened. Mega Lifesciences has chosen to elevate its involvement to uplift the communities and businesses. Mega Lifesciences has leveraged its sustainable business practices to build a more resilient company with a enriched/enabled workforce and a better planet through sustainable environmental practices.

From building talent and creating jobs in the markets where we work, to spreading the wisdom of self-care, to successfully pursuing ISO certification for our facilities, Creating Shared Value is not just at the periphery of what we do: it is at the center of it.

### Mega We care for People

Mega Lifesciences has championed a Strengths Based Outcome Management system (SBOMS) which is a performance evaluation system that focuses on strengths. Mega Lifesciences has also launched a Good Health BY Yourself GHBY® program to enable our employees and business partners to be sensitive about their health issues including Non Communicable Disease which is a silent killer in the current times. Living in the world we have a responsibility to help build a society that is sustainable and will live and grow beyond us. We start with this at home by helping create a healthy environment for our own team. So they enjoy good health. A good environment that accepts failures and encourages opinions. A place where people have fun and their mental wellbeing is not compromised by the demands of results. An environment where employees learn to stay healthy by making lifestyle changes. As a company we have a role to help the world we live in, so they can all stay healthy as long as they live. Our wellness we care center is at the center of spreading knowledge and behavior change among our country men and women, so they can prevent and reverse chronic diseases. Thereby reducing the financial burden on countries, on families and on themselves. And freeing themselves to remain active and enjoy moments of their lives. It is our social endeavor to spread this message to the world where we operate. We offer comprehensive medical coverage to employees in markets where this is often unheard of, with annual check-ups and individualized advice on healthy living along with incentives for pursuing healthy ways of life.





## Mega We care for Communities

We have programs which are focused on certain communities and locations including health screening, scholarships, donations, patronage for institutions. We organized marathons in Vietnam and Myanmar. We donated rice in Cambodia and sponsored pharmaceutical studies for lesser privileged. Mega Lifesciences prepared COVID care kits and reached out to various sections of the society. A common understanding is to build resilient societies and the intent of our outreach is to enhance our relationship with our stakeholders. Our Corporate Social Responsibility or community outreach is also a primary objective of Mega Wellness Foundation. The activities are in line with the UNSDGs. Creating Shared Value or Sustainability is not just philanthropy or reports. Nevertheless, it makes us proud to be able to plow a significant proportion of our profits back into the communities where we work to achieve sustainable growth benefiting all.

### Creating Shared Value

- Revenue achieved **15.68 billion baht**
- Total product registrations filed **4,673** (Year 2023: 268)

### Safeguarding Environment

- Solar energy generated
  - 18% Energy from Renewable sources: (PY 10%)

### Social Enrichment

- **83,494 hours** of training
- **100 Hours** of human rights training
- **Thai 21.4 million baht** (Accumulated - 99.4 Million Baht) invested in community and other programs
- **100 hours** of sustainability training in year 2022 and 2023.

Innovations for communities: Mega Lifesciences has implemented mobile phone applications to connect patients, healthcare professional and pharmacies. Mega has launched this project on pilot basis in Myanmar and has onboarded more than 5,000 (2022 : 1,000 ) patients to connect with the healthcare ecosystem. The program was landed in Kenya in year 2023 Mega Lifesciences has committed approximately USD 10 million over next 8-10 years for this project.

## Mega We care for Environment

We want to play our role in conserving the environment and for this we will do everything possible from using solar energy to LED lights to reducing waste in our operation and use single use plastics that can be recycled among many other initiatives and going paperless in many areas. We have installed solar plants in Thailand manufacturing facility, Myanmar Distribution center and Australia manufacturing facility. The solar plants have collectively saved 1,210 ton (2022: 863 ton) Co<sub>2</sub> emissions. We have invested USD 2.10 million in installing the above solar plants and have achieved a saving of USD 302,000 in costs of electricity. Australia and Thailand manufacturing facilities have installed 100% LED lighting.

Innovations to make this planet cleaner and safer: Mega Lifesciences has invested Thai baht 1.5 million to achieve efficiencies in electrical usage of chillers in the Thailand manufacturing plant resulting in net savings of 337 tons of Co<sub>2</sub> emissions and Thai Baht 2.5 million per annum.

Motion and time sensor switches have been installed in the Thailand manufacturing plant resulting in net savings of 29 tons of Co<sub>2</sub> emissions by investing Thai Baht 100,000.

Improved roller in feed sealing station has resulted in a reduction of waste by 2.88% thus resulting in a net saving of 581 kgs. of waste per annum.

Improvement of carton design lead to reduction of 834 kgs. of waste per annum.

## Mega We care for Values

We care for our core values of Truth, Trust Respect and Freedom and these also have become our guiding posts for Governance. We have a responsibility to follow the rules in every part of our business including revenue and tax and Good Manufacturing Practices (GMP) and product quality and to build a culture where it is way of life to work honestly, where we do not promote outcomes that drive employees to cheat, lie and find short cuts. The pursuit of profit cannot be above our values/purpose.

## Recognitions/ Achievements in year 2023.

1. Mega Lifesciences has been assigned ESG A rating by Stock Exchange of Thailand.



2. Mega Lifesciences is a certified member of the Collective Alliance against Corruption (CAC).



3. Mega Lifesciences has been assigned A rating by MSCI for sustainability.




CEO & Chief Coach  
Vivek Dhawan

# About Mega Lifesciences

## Mega Way - Mission

### Mega Lifesciences - a Thinking Organisation

MEGA is a deep-thinking organization, where we strive to allow people the opportunity to learn from the best. We want to encourage not just thinking about everything we do, but the why and how of it too. Only by using our freedom to question do we challenge outdated methods and traditions, in order to form new ideas, seek new solutions, find new approaches and exploit new opportunities to work together with us, to build a better MEGA.

## Mega Values

### TRUTH



Being truthful in what we do every day is the way of life here at MEGA. We insist on truth in action every day. We will not manufacture, market, sell, or distribute any product that is not safe for humans. We will do everything to report and inform the public truthfully about our performance, successes and failures, and own up to the mistakes we make.

### TRUST



We trust people as adults who know what needs to be done. We show 100 percent trust in people who work at MEGA, till this trust is lost. We believe everyone is honest and is here to give their best, they wish to come to work on time, contribute, and want to be respected for the work they do. Our trust extends beyond our own people to our suppliers and partners who work together to help us create value for their customers.

### RESPECT



Each one of us is different and brings his or her distinct abilities to the team. A team is made up of passionate, committed and caring people who bring different views. We encourage respect amongst our team members,

fostering a culture of learning and changing together. Mega is an equal opportunity employer and does not discriminate based on race, nationality, religion, civil status, or gender. Mega respects a good work & life balance.

## FREEDOM



MEGA insists on freedom to be oneself, encouraging you to do what you are best at. We believe in hiring adults and trusting them to make responsible decisions once that freedom is given. We believe in giving them freedom to make choices to lead their lives the way they wish to, without being judgmental. As an adult, you are expected to value your responsibilities and maximize your freedom, utilizing the existing guidelines.

## Mega Commitment - The Vision

The MEGA commitment is to provide quality products and services through constant improvement and innovation. We are also committed to developing mutual trust and respect in our suppliers, distributors, and customers, as well as the country in which we operate. We offer our valued consumers products of that fit their needs, with a focus on the quality and quantity of ingredients, in addition to accurate information, and we believe in our good judgment as our guide.

## Business Segments

We are a leading international manufacturer and distributor of pharmaceutical, nutraceutical products and Healthcare products headquartered in Bangkok, Thailand. Currently, we are a leading distributor in developing countries with high growth trends such as Myanmar, Vietnam and Cambodia. In addition, we develop, manufacture, market and sell our own market leading brands of nutraceutical products, generic prescription pharmaceutical products, and OTC products under our Mega We Care® brand through our distribution network and third party distributors in countries across the world. As of December 31, 2023, our Mega We Care® branded products were being sold in a total of 34 countries around the world.

Our business activities across all major stages of the pharmaceutical industry value chain provide us with



increased opportunities to pursue growth by realizing potential synergies arising from coordinating our efforts across business segments in our selected markets. We believe the market leading positions held by our Mega We Care™ branded products and Maxxcare™ distribution businesses will enhance our ability to increase market share through both organic growth and acquisitions. In addition, the growth of our business will provide us with sufficient resources to continue developing new products, and allow us to invest in our distribution services to drive and strengthen future growth and profitability.

We believe that significant growth opportunities will arise from our focus on fast growing developing markets. The pharmaceutical and nutraceutical markets in the developing world are expanding rapidly, in line with strong economic growth and demographic changes. The consumer health market in particular is the direct beneficiary of favorable global and local healthcare trends and is expected to grow significantly over the coming years.

Due to the economic growth of the key markets in which we operate, in addition to increased consumer health awareness in those markets, we foresee opportunities and a trend of revenue growth from our major business segments, namely, our Maxxcare® distribution business segment and Mega We Care® branded products business segment.

Mega We Care® branded products achieved a higher rate of profit than other business segments. Such growth was attributable to increased revenues derived from Mega We Care® branded products (mainly from the sales of pharmaceutical prescription products, nutraceutical products and OTC products). Revenue from our Maxxcare® distribution business - an important business segment with high growth potential, given the growth potential of our customer base (principal) in pharmaceuticals and FMCG.

## We Operate in the following Three Business Segments:

1. Our Maxxcare® distribution business: We market, sell and distribute various branded prescription pharmaceutical products, OTC and FMCG products.

Our services include warehouse management, collections (including assuming the liability for bad debts), and value-added services, such as marketing services for some major principals.

We operate our Maxxcare® distribution business in three countries, namely, Myanmar, Vietnam, and Cambodia. Our clients for this business segment include leading domestic and international pharmaceutical and FMCG companies.

In addition, we also distribute our Mega We Care® branded products in the markets in which we operate.

2. Our Mega We Care® branded products business: We develop, manufacture, market and sell our own brand of nutraceutical products, prescription pharmaceutical products and OTC products.
3. Our OEM business: In addition to manufacturing our own branded products, our manufacturing facilities in Thailand and Australia accepts various production orders from third-party customers.

Mega Lifesciences' revenue is derived mainly from Mega We care Branded products which comprise of Medicinal Supplements and Niche Pharmaceutical products and Maxxcare distribution business. These two businesses contribute more than 95% of the business revenues. Mega Lifesciences also manufactures products under OEM contracts in its facilities located in Thailand and Australia.

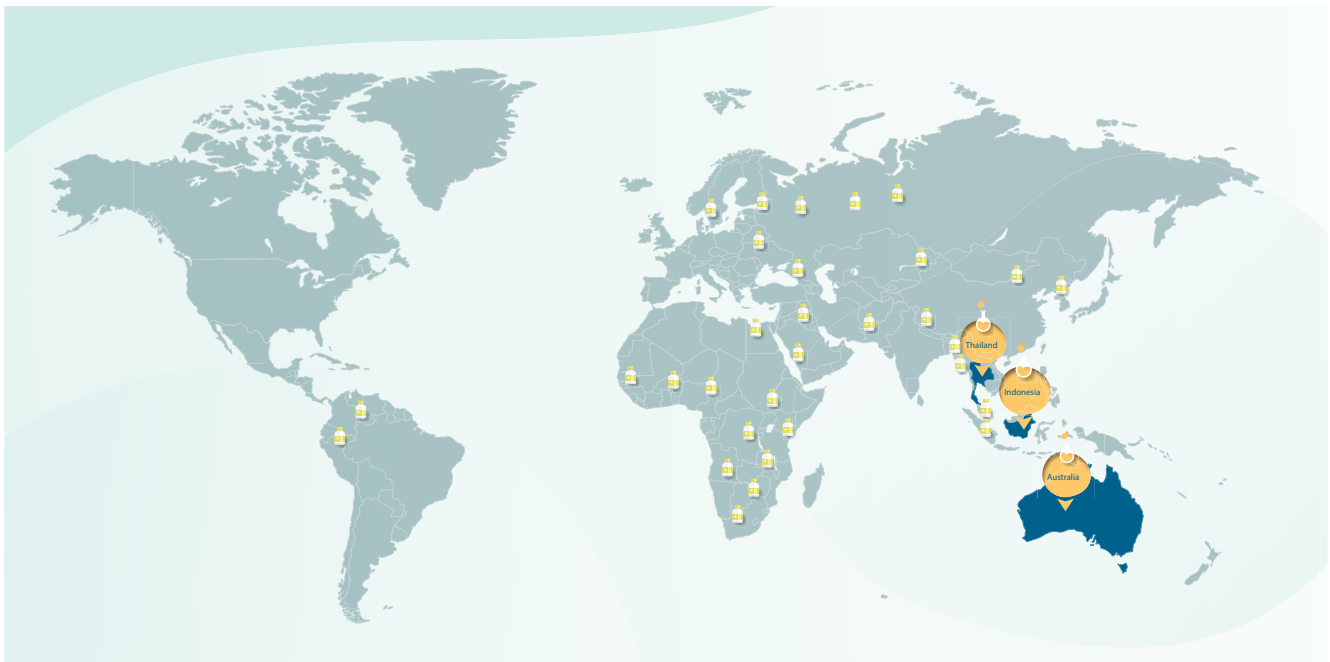
## Our Growth Strategies

- Continue to make investments in capacity building
- We will engage with stakeholders and build a mutual growth platform
- Sustain and grow the revenue streams by introducing specialty Pharmaceutical and Supplement products in our existing and new markets. We aim to be a champion of developing and underdeveloped markets by introducing high technology/niche products at affordable prices.
- We will improve the standards of offerings in products under Mega We care® through compliance of higher standards of GMP and in services under Maxxcare® by adopting technology and higher standards of services.
- Mega Lifesciences will also optimize costs to ensure sustainable existence and growth in the markets where it operates.

## Our Resources

- 3 high technology manufacturing operations
- High value and deep engagement outsourcing contracts for certain niche pharmaceutical products
- Deep technology investments for connecting Patients, Health Care Professionals and Pharmacies to improve the healthcare ecosystem.
- 5,500+ employees worldwide
- Presence in 34 countries
- 3,816 trademarks registered (Year 2023: 308 trademarks)

## Our Presence



# Corporate Governance

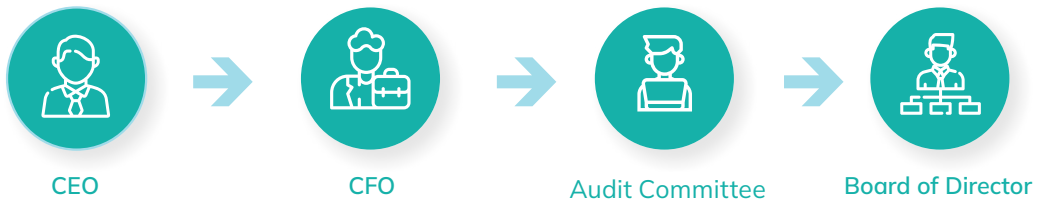
## Material Concerns

- Anti-Corruption
- Risk Management
- Human Rights
- Business Continuity
- ESG Compliance

### SDGs at play



## Organizational Enablers



## Mega's governance with Ethics and Integrity.

Mega Lifesciences Public Limited Company and its Subsidiaries and Associates (collectively “MEGA”) has a comprehensive and a holistic framework for corporate governance. Central to MEGA's Corporate Governance are the values of **Truth, Trust, Respect and Freedom**. MEGA's framework ensures creating an enduring framework that has transparency, compliance, integrity, business continuity and risk management which will be a foundation of sustainable MEGA.

Apart from a detailed Business Ethics and Code of Conduct MEGA has focused policies on the below facets of governance:





MEGA's Business Ethics and Code of Conduct is a bedrock of all the above policies and contributes to building a strong and sustainable MEGA which will continue to [Live and Grow beyond Us](#).

The framework of Governance sets parameters and standards to ensure a behavior beyond Compliance with Laws. MEGA also champions product quality and regulatory compliance including a robust practice and policy framework to ensure Pharmacovigilance system to mitigate the sectoral risks related to Pharmaceutical industry.

The Board of Directors and their respective Committees ensure a robust oversight to ensure compliance with the above policies.



Mega Lifesciences identifies Corruption Risk as one of the key risks since the Company operated in Developing and under developed countries.

The Company's Audit Committee is assigned the task of oversight for Anti-Corruption. The Company has recently signed an intent to join CAC – Thai Private Sector's Collective Alliance Against Corruption spear headed by the Institute of Directors, Thailand as per the Principles of UN Convention Against Corruption (UNCAC).

## MEGA's LEADERSHIP

MEGA's Board of Directors is responsible for Strategy and oversight of the Company's performance. The Leadership reflects various strengths which are essential for excellence and implementation of a winning strategy for a company. The Board members have diverse skills and experience which has generously contributed to the growth and sustainability of MEGA in turbulent times. Directors review policies periodically and contribute towards development of policies. Board also undertakes self-evaluation and publishes the results of its evaluation process.



**Mr. Mechai Viravaidya**

- Independent Director
- Chair of Board of Directors



**Mr. Alan Kam**

- Independent Director
- Vice-Chair of Board of Directors
- Chair of Audit Committee
- Member of Nomination Committee



**Dr. Nithinart Sinthudeacha**

- Independent Director
- Member of Nomination Committee
- Chair of Sustainability, Risk Management and Corporate Governance Committee



**Mr. Vijay Karwal**

- Independent Director
- Member of Audit Committee
- Chair of Nomination Committee



**Mr. Thor Santisiri**

- Independent Director
- Chair of Remuneration Committee
- Member of Audit Committee



**Mr. Kirit Shah**

- Non-executive Director
- Member of Remuneration Committee



**Ms. Sameera Shah**

- Non-executive Director



**Mr. Vivek Dhawan**

- Executive Director
- Chief Executive Officer
- Member of Remuneration Committee
- Member of Sustainability, Risk Management and Corporate Governance Committee



**Mr. Thomas Abraham**

- Executive Director
- Chief Financial Officer
- Member of Sustainability, Risk Management and Corporate Governance Committee



**Mr. Shiraz Erach Poonevala**

- Non-executive Director



**Mr. Ishaan Shah**

- Non-executive Director

		Strategy	Industry Knowledge	Accounting and Finance	Risk Management	Corporate Governance	ESG
1	<b>Mr. Meechai Viravaidya,</b> Independent Director and Chairman of Board of Directors	●				●	●
2	<b>Mr. Alan Kam,</b> Chair of Audit Committee and Independent Director	●	●	●	●	●	●
3	<b>Dr. Nithinart Sinthudeacha,</b> Independent Director, Chair of Sustainability Committee and member of Nomination Committee	●				●	●
4	<b>Mr Vijay Karwal,</b> Chairman of Remuneration and Nomination Committee and Independent Director	●	●	●	●	●	
5	<b>Mr. Thor Santhisiri,</b> Member of Audit Committee and Independent Director	●				●	
6	<b>Mr. Kirit C. Shah,</b> Non-executive Director	●		●		●	●
7	<b>Mr. Ishaan Shah,</b> Non-executive Director	●				●	
8	<b>Ms. Sameera Shah,</b> Non-executive Director	●				●	
9	<b>Mr. Shiraz E.Poonevala,</b> Non-executive Director	●		●		●	
10	<b>Mr. Vivek Dhawan,</b> Executive Director, Member of Remuneration and Nomination Committee and CEO	●	●	●	●	●	●
11	<b>Mr. Thomas Abraham</b> Executive Director and CFO	●	●	●	●	●	●

The Board of Directors has a well-defined Authorization Table which clearly lays down the authority limits for Board of Directors, Executives and Senior/ Middle Management. MEGA follows a detailed process of approvals from Board of Directors and also sharing significant events.



## Risk Management

Mega Lifesciences continues to function in challenging markets and during challenging times especially when commerce is affected by COVID-19. MEGA faces competition in the Pharmaceutical and Medicinal Supplements sector and has a diligent and well thought strategy to cope with the risks arising due to various reasons.

A holistic/ comprehensive Enterprise Risk Management framework in accordance with COSO's guidance has been put in place to ensure survival and sustainability of MEGA. The ERM framework deals with risks and creates a risk culture in Mega Lifesciences across all its operations to enable the Management to mitigate the adversities/ risks and to exploit the opportunities to maximum extent possible.

### The framework involves

- Setting a Risk Management policy in accordance with the COSO's framework and principles and the policy is designed to cover Mega Lifesciences Public Company Limited and all its subsidiaries and associates worldwide
- Setting up a Risk Appetite for the Company
- Collecting the risks from all the functional/ location heads
- Evaluating the inherent risks
- Preparing a plan to mitigate the risks
- Monitoring the situation and the progress

## Key Risks

### Commercial and Product Risk

Mega Lifesciences risk of product technological obsolescence, erosion of market share/ margins and competition pressures

#### Mitigation strategies include

- i) Sourcing/ developing better quality products with next generation technologies.
- ii) Diversification of product portfolios and strengthening the Business Developing and Marketing Support functions. Niche products launched in markets with a primary objective of affordable healthcare.

- iii) Strategic choices between manufacturing and sourcing need to be made diligently.
- iv) Vendor development including regulatory and quality assurance audits and adopting a risk based approach for evaluation/ monitoring the suppliers for materials/ products.
- v) Safeguarding intellectual property and focused brand building strategies in markets/ product segments.
- vi) Encouraging cost and other efficiencies on ongoing basis.

### Manpower Risk

Mega Lifesciences being a market and marketing oriented company risks loss of business opportunities due to high levels of turnover.

#### Mitigation strategies include

- i) Manpower capacity building
- ii) Effective performance evaluation and reward systems
- iii) Tailoring Long term and short term reward systems
- iv) Leadership building including succession planning

### Pharmaceutical Industry related and or Regulatory risks

Mega Lifesciences manufactures, sources and markets Medicinal supplements and pharmaceutical products and is faced with a risk of Product quality failures, risk of failure to meet the GMP/ other Quality framework and also has a risk of failure to maintain a pharmacovigilance system in the Company

#### Mitigation strategies include:

- i) Build and maintain robust quality assurance practices and continuously challenging/ revising the Quality Audit/ Quality check processes
- ii) Vendor development and audits and systematic batch evaluation techniques
- iii) Training and development of manpower for GMP audits/ practices
- iv) Maintaining a strong network of pharmacovigilance with clearly defined SOPs and helplines

## Business Continuity Risks

Mega Lifesciences faces an ever increasing risk of business continuity

### Mitigation Measures include

- i) Maintaining adequate funds, inventories and addressing the risk of manpower turnover at various levels
- ii) Maintain business continuity plan and guidelines on occurrence of any event threatening to affect business continuity
- iii) Building an effective leadership succession plan
- iv) Building a diverse product range with alternative supply sources

## Corruption Risk

Mega Lifesciences operates in developing and under developed countries including some in Asia and Africa. Many of the countries are classified under Red Zone in the Corruption Perception Index published by Transparency International. Mega Lifesciences undertakes corruption risk assessment and the inherent risk of corruption is high.

### Mitigation Measures include:

- i) Policy measures and implementation
- ii) Internal Controls including accounting and processes

## Emerging Risks

### Cyber Risk

Mega Lifesciences faces risks of business continuity due to cyber events and also continues to face risks of unauthorized penetration of IT system an event which can be seen as invasion of its intellectual property and confidential data

### Mitigation Measures include

- i) Investing in cyber protection systems including encryption processes, firewalls, updated virus protection patches, cyber security training and cyber security awareness
- ii) Investing in updated IT systems in the Company

## Climate change/ Environmental Risk

Mega Lifesciences is growing worldwide and requires ever increasing use of non-renewable resources and has a risk of shortage of such resources due to increasing competition and consumption

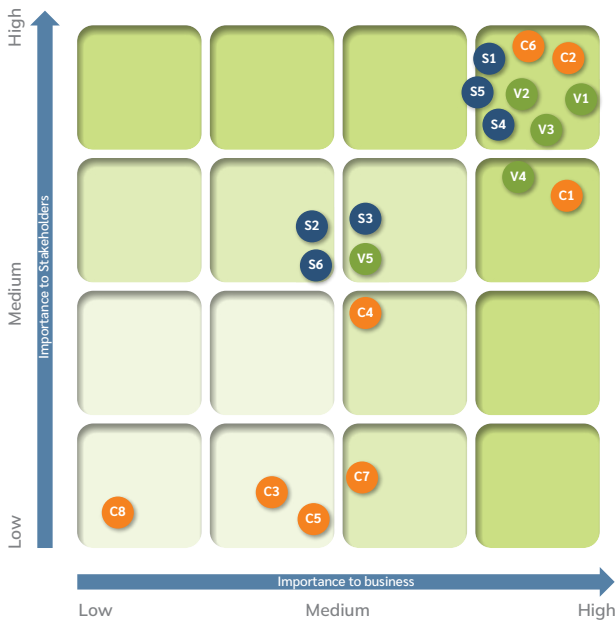
### Mitigation Processes include

- i) Building, developing and or sourcing alternative technologies for its products
- ii) Helping the world develop alternate materials/therapies

## Materiality - Mega's Key Concerns

Mega Lifesciences has interacted with stakeholders in various forms including analyst reports, shareholder meetings both annual as well as quarterly, opportunity day interaction, regulatory changes, employee feedbacks on policies and work environment, supplier inputs by Supply Chain team and customer interaction by sales teams. Considering the key concerns expressed and raised by all the stake holders Mega Lifesciences has identified its key concerns or material concerns which need to be addressed to ensure Mega remains a sustainable company and truly as per Mega's thinking *continues to live and grow beyond all of us at Mega*. Mega Lifesciences has on a regular basis conveyed the concerns to the Board of Directors and the Company's strategy has been greatly influenced by the Material concerns from stakeholders.

# Materiality Matrix



### Economic Dimension

- C1. Corporate Governance (H, H)
- C2. Risk Management
- C3. Sustainable sourcing
- C4. Responsible business practices
- C5. Information Technology
- C6. Affordable and Innovative Medicines
- C7. Anti-Corruption
- C8. Combatting Counterfeit Drugs/Enforcement

### Environment Dimension

- V1. Waste Management
- V2. Water Management
- V3. Energy Management
- V4. Compliance with Environment laws
- V5. Community engagement

### Social Dimension

- S1. Attracting and retaining Talent
- S2. Training and Development
- S3. Diversity
- S4. Human Rights
- S5. Non-Discrimination and no harassment
- S6. Community development

Dimension	Reporting Boundary	Key Performance Indicators	SDGs at play
<b>Economic Dimension</b> <b>C1</b> Corporate Governance (H, H) <b>C2</b> Risk Management <b>C3</b> Sustainable sourcing <b>C4</b> Responsible business practices <b>C5</b> Information Technology <b>C6</b> Affordable and Innovative Medicines <b>C7</b> Anti-Corruption	Thailand and rest of world	<ul style="list-style-type: none"> <li>• Optimize risks and exploit opportunities</li> <li>• Fines for not complying with environmental laws/standards.</li> <li>• Continuity of supplies</li> <li>• Optimization of supply prices</li> <li>• Data Privacy</li> <li>• Avoid business disruptions due to cyber attacks</li> </ul>	
<b>Environment Dimension</b> <b>V1</b> Waste Management <b>V2</b> Water Management <b>V3</b> Energy Management <b>V4</b> Compliance with Environment laws <b>V5</b> Community engagement	Thailand manufacturing	<ul style="list-style-type: none"> <li>• Hazardous and non-hazardous waste</li> <li>• Water recycling and usage of ground water/municipal supplies</li> <li>• Energy from renewable and non-renewable sources</li> <li>• Total energy consumption</li> <li>• Engaging with communities in and around manufacturing operations</li> </ul>	

Dimension	Reporting Boundary	Key Performance Indicators	SDGs at play
<b>Social Dimension</b>	Thailand and Rest of world	<ul style="list-style-type: none"> <li>Building talent at workplace</li> <li>Capacity development/training</li> <li>Fatalities and absence due to workplace injuries</li> <li>Corporate Social Responsibility</li> <li>Ensuring a free and fair workplace</li> </ul>	     
<b>S1</b> Attracting and retaining Talent			
<b>S2</b> Training and Development			
<b>S3</b> Diversity			
<b>S4</b> Human Rights			
<b>S5</b> Non-Discrimination and no harassment			
<b>S6</b> Community development			

## Technology and Innovation

Mega Lifesciences believes in investing in and employing contemporary information technology for its operations. The Company employs risk based approach for deciding on the selection and deployment of security systems, training and response time for any adverse events. We employ multi-layered Information Technology security measures and internal controls. Our key computing infrastructure is in a closed environment with no public access.

Mega Lifesciences views cyber risk as inherently high risk event but the residual risk due can be Low-Medium. Highlights of our technology environment

- Password management complimented by Multi Factor Authentication (MFA)
- Encryption of data
- Internal Controls
- Cyber Security training and awareness
- Firewalls and virus protection
- Distributed Network
- Mobile Device Management (MDM)
- Virtual Private Network (VPN)

**2,100 hours**  
of training on cyber security awareness in year 2021-2022. Approximately **500 hours in 2023**

## Key Risks

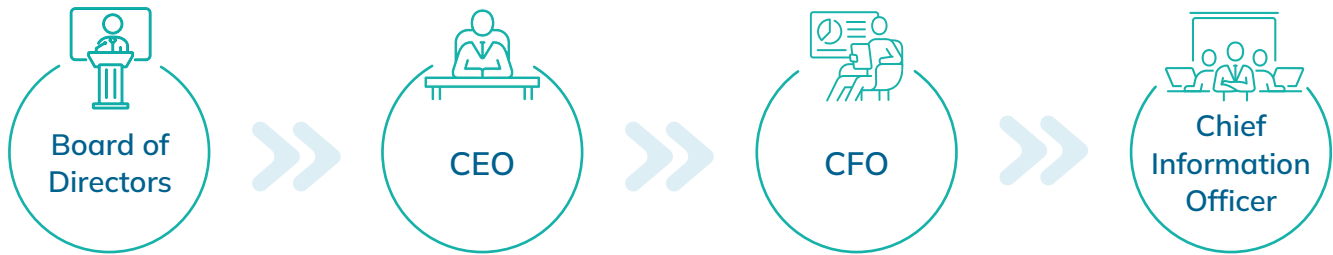
- Cyber hacking event
- Data security risk including breach of personal data and business data theft

## Corporate Governance enablers

IT policy with emphasis on Intellectual Property, Licensed software, access controls and data protection.



## Administrative Enablers



## SDGs as play

## Stakeholder Engagement

Stakeholder engagement is a part of Mega Lifesciences' policies, processes, procedures and reporting. It is embedded in the Business Ethics and Code of Conduct. Stakeholder engagement manifests in various forms.

Stakeholders	Expectations	Engagement	Results
<b>Shareholders, Analysts and Financial Institutions</b> 	<ul style="list-style-type: none"> <li>• Product Management &amp; responsibility</li> <li>• ESG standards</li> <li>• Legal compliance</li> <li>• Continuity</li> <li>• Supply Chain management</li> </ul>	<ul style="list-style-type: none"> <li>• Annual General Meetings</li> <li>• Quarterly Financial Statements</li> <li>• Annual Report</li> <li>• Earnings Calls</li> <li>• Roadshows</li> <li>• Questions and Answers</li> <li>• Complaints</li> <li>• Factory Visits</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable Return on Investment</li> <li>• Long term sustainable strategy</li> <li>• Good Governance</li> </ul>
<b>Customers</b> 	<ul style="list-style-type: none"> <li>• Responsible business practices</li> <li>• Synergies/collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Regular visits</li> <li>• Knowledge building programs through keynote speakers and other programs</li> <li>• Training and Development</li> </ul>	<ul style="list-style-type: none"> <li>• Good Quality Products/Services</li> <li>• Consumer education</li> <li>• Consumer feedback and reporting related training.</li> </ul>

Stakeholders	Expectations	Engagement	Results
<b>Suppliers</b> 	<ul style="list-style-type: none"> <li>Responsible Supply Chain</li> <li>Fair business partnership</li> <li>Synergies/collaboration</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings</li> <li>Supplier Code</li> <li>Supplier audits</li> </ul>	<ul style="list-style-type: none"> <li>Fair relationships</li> <li>Long terms</li> </ul>
<b>Employees</b> 	<ul style="list-style-type: none"> <li>Fair work environment</li> <li>Decent workplace</li> <li>Responsible business practices</li> </ul>	<ul style="list-style-type: none"> <li>Newsletters (Mega Views News)</li> <li>Minds we Share meets</li> <li>Annual Trips/picnics</li> <li>Appraisal meetings</li> </ul>	<ul style="list-style-type: none"> <li>Good remuneration</li> <li>Decent working conditions</li> <li>Career path, security, benefits and training.</li> </ul>
<b>Society</b> 	<ul style="list-style-type: none"> <li>Responsible business practices</li> <li>ESG compliance</li> <li>Responsible Product management</li> </ul>	<ul style="list-style-type: none"> <li>Regular Involvement with communities</li> </ul>	<ul style="list-style-type: none"> <li>Long term community and social development</li> </ul>
<b>Government/Regulators</b> 	<ul style="list-style-type: none"> <li>Regulatory compliance</li> <li>Payment of taxes</li> <li>Responsible business practices</li> </ul>	<ul style="list-style-type: none"> <li>Filing reports and returns</li> <li>Responding to directives, queries, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Payment of taxes</li> <li>Compliance with laws</li> </ul>

## Creating Shared Value

Mega Lifesciences believes in creating wealth and distributing wealth among the stakeholders. Mega Lifesciences believes in rewarding its employees adequately in the form of incentives, stock options, friendly work places and healthcare for all. Mega Lifesciences believes in paying its due share of taxes to the society and has a policy of paying minimum 25% dividend to the shareholders. Mega Lifesciences also invests for the betterment of the society through its wellness we care foundation. Mega Lifesciences pays its suppliers on time and ensures diligent repayment to all the banks and financial institutions on due dates.

## Economic Value Added

Direct Economic Value Generated		FY 2023	FY 2022	FY 2021
Sale revenues	Million Baht	15,681	15,686	14,136
Revenues from sale of goods and rendering of services	Million Baht	15,681	15,686	14,136
Net sales plus revenues from financial investments and sales of assets	Million Baht	15,745	15,728	14,149
Economic Value Distributed		FY 2023	FY 2022	FY 2021
Employee wages and benefits	Million Baht	2,303	2,404	2,259
Operating cost	Million Baht	5,129	5,298	4,686
Payments to government: Gross taxes	Million Baht	423	389	363
Payments to providers of capital : Dividend payments	Million Baht	1,439	1,404	924
Community investments	Million Baht	-	0.5	7
Economic value retained	Million Baht	8,841	8,316	7,542

Mega Lifesciences believes in paying its share of taxes to the society and governments and has in the past received the Thailand Prime Ministers' award for best practices in Taxation.

Our subsidiaries in tax havens are purely for the purpose of facilitating our operations and not for the sake of avoidance of taxes.

## Reconciliation of Effective Tax Rate

Particulars	Consolidated			
	Rate (%)	2023 Baht ('000)	Rate (%)	2022 Baht ('000)
Operating Profits before Income tax expense		2,261,676		2,594,676
Income tax using the expected average tax rate*	17.2%	388,163	20.9%	543,323
Tax effect of income and expense that are not taxable or not deductible in determining taxable profit, net		(90,523)		(193,312)
Others		(28,583)		4,622
<b>Total</b>	<b>11.9%</b>	<b>269,056</b>	<b>13.7%</b>	<b>354,633</b>

\* Expected average tax rate corresponds to the weighted average tax rates by operating profits before tax expense in those countries where Mega Operates

## Mega Lifesciences's - The Growth Story

Mega Lifesciences pursues believes in growth as a step towards sustainability. The Company pursues an active growth strategy blended with it's We care philosophy. The Company focusses on improving its key ratios and keeps its cash flows and expenses/costs under control to be able to address its material concerns including providing good quality medicines/supplements at affordable prices.

Company has expanded its business from 4 countries in Indo-China to more than 34 countries now in Asia, CIS, Latin America and Africa covering most of the under developing and under-developed countries due its strategy of Improving Human Wellness and Making People's lives.

Revenue Push Mega Lifesciences' growth story involves improving revenue streams through product introductions, expanding to new markets, technological upgrades in product and information systems and through human capacity building and human empowerment.

Affordability Mega Lifesciences promises affordable medicines in developing and under developed countries to improve human life and cost rationalization is an important

part of the strategy towards human wellness. To achieve this Mega Lifesciences partners with suppliers to reduce costs and optimizes supply chains to ensure efficiencies in costs across the Supply Chain without compromising on the ethics and integrity of our operations.

Risk Management and Compliance Company believes in mitigating its risks in various ways and primarily compliance with laws, regulatory and quality standards is the mainstay of the strategy. Mega Lifesciences complies with top class manufacturing and distribution standards in its operations. The manufacturing facility in Thailand is EU GMP and Australia GMP certified. Manufacturing operations of suppliers are mostly EU GMP/PICS compliant to ensure supplies are sustained in various ASEAN and African markets.

Responsible Product Pricing through Sustainable Sourcing and optimum Supply Chain Mega Lifesciences believes in sharing the gains with stakeholders and indulges in responsible product pricing in its markets considering the affordability is a sensitive factor in making choices. This is made possible by optimizing the supply chain including the resellers/caregivers and by balancing profit and social citizenship.



### SDGs as play

Mega Lifesciences's growth story is embedded with its concerns community and without losing sight on its obligations to achieve the United Nations' Sustainable Development Goals.





## MEGA's Resilience

Mega Lifesciences along with other companies witnessed the unprecedented COVID-19 related crisis which threatened Business Continuity for multiple reasons. Pharmaceutical industry and businesses were at the forefront of the fight against COVID-19 pandemic. We promptly developed the strategy to stay along ahead of the challenges and updated the strategy with the passing phases and the evolution of the virus. We continued to stay ahead of times and met our material concern of making available good quality medicines at affordable prices in developing and underdeveloped countries.

MEGA witnessed challenges in Supply Chain, Employee Health and Safety at levels experienced never before. We decided to take the following steps to ensure continuity:

1. Inventories of Raw Materials were procured to ensure buffer stocks
2. Manufacturing of certain essential products like vitamins, NSAIDS, etc. was increased exponentially
3. Office related employees were instructed to work from home
4. COVID awareness and coordination committees were formed

5. Business Continuity guidelines for pandemic were activated
6. Responses were classified as A-B-C depending on the aggravation of the pandemic
7. Factory employees were provided the best amenities and fool-proof plans
8. Medical checkups and vaccinations were arranged for employees
9. CEO, Mr. Vivek Dhawan arranged a COVID awareness program along with the Chief Wellness Officer
10. Special leaves, quarantine leaves, etc. were announced.
11. Medical Insurance for employees was checked
12. Mega Lifesciences' material concerns including Product Responsibility, Making medicines available at affordable prices, Employee Safety, etc. were challenged
13. COVID Coordination Committees were formed
14. COVID-19 care supplements were distributed among employees and business partners including suppliers, health-care professionals (HCPs) and customers.



**COVID-19 HEALTHCARE SUPPLEMENTS DISTRIBUTED FREE OF CHARGE APPROXIMATELY THAI BAHT 3.3 MILLION**

**TIME SPENT APPROXIMATELY 1,000 HOURS IN ALL OFFICES**



During the strict quarantine time, all employees who got COVID-19 are isolated and supported with necessary items, prepared with knowledge of prevention and treatment of the disease. Mega Lifesciences Vietnam's operation is still maintained although facing some challenges.

Mega Lifesciences was identified as a resilient performer by Forbes® by including Mega Lifesciences in the list of best 200 companies in Asia with revenues under USD 1 Billion



The image recorded representatives of Mega Vietnam checking in with employees infected by COVID-19

## We care for Human Wellness - Product Responsibility and Stewardship

Product responsibility and Responsible business practices is a backbone of Mega Lifesciences' existence and is one of the Material Concerns for the Company and its Board of Directors and Executives/Management.



### SDGs as play

Employees, Consumers, Patients, Regulators and Healthcare Professionals (HCPs) are the key stakeholders involved.



The Regulatory Affairs team comprises of the Global Head - Regulatory Affairs and the team comprises of more than 150 people worldwide with technical qualifications including Ph.D. level.

The team conducts dossier preparation (self- formulation/manufacture) and dossier audits (3<sup>rd</sup> Party sourcing) and files the product registration applications across more than 34 countries in the world.

As on December 31, 2023 we have the following number of registrations:

#### Registrations Across the World (except Thailand)

Number of Registrations				
Category	Active	Non-Active	Applied	Total
Nutra	773	888	199	<b>1,860</b>
OTC	65	78	38	<b>181</b>
Prescriptions	406	349	454	<b>1,209</b>
<b>Total</b>	<b>1,244</b>	<b>1,315</b>	<b>691</b>	<b>3,250</b>

#### Registrations in Thailand only

Number of Registrations				
Category	Active	Non-Active	Applied	Total
Nutra	133	1,120	14	<b>1,267</b>
OTC	12	23	2	<b>37</b>
Prescriptions	43	56	20	<b>119</b>
<b>Total</b>	<b>188</b>	<b>1,199</b>	<b>36</b>	<b>1,423</b>

#### Total Registrations Worldwide (including Thailand)

Number of Registrations				
Category	Active	Non-Active	Applied	Total
Nutra	906	2,008	213	<b>3,127</b>
OTC	77	101	40	<b>218</b>
Prescriptions	449	405	474	<b>1,328</b>
<b>Total</b>	<b>1,432</b>	<b>2,514</b>	<b>727</b>	<b>4,673</b>

#### Details of Unique Products

Number of Registrations				
Category	Active	Non-Active	Applied	Total
Nutra (Includes biolife)	262	746	4	<b>1,012</b>
OTC	21	18	2	<b>41</b>
Prescriptions	191	138	132	<b>461</b>
<b>Total</b>	<b>474</b>	<b>902</b>	<b>138</b>	<b>1,514</b>

Non-Compliance with Regulatory/manufacturing/quality standards is one of the key risks for Mega Lifesciences. The key mitigation mechanisms would include strict compliance with regulatory standards including current Good Manufacturing Practices (GMP) of respective markets, EU GMP standards, Australian GMP standards and certain specific requirements of various regulators worldwide.

Failure to comply GMP standards would result in expensive product recalls and expensive litigation among other serious consequences. The Company follows a Risk based approach for quality assurance and a robust quality control process which is normally followed upon completion of manufacturing on test samples including storage of samples.

Risk based Regulatory control processes ensure compliance with law, safety for use, prevent contamination/cross contamination, minimizes variations in potency of finished product and prevents mislabeling/adulteration.

## We follow 21<sup>st</sup> Century: Risk-Based Approach -

- Risk-based assessment
- Up-to-date Science-based policies and standards
- Integrated Systems approach
- Quality/Facilities and Equipment/Materials/ Production/Packaging and Labeling/Laboratory Control

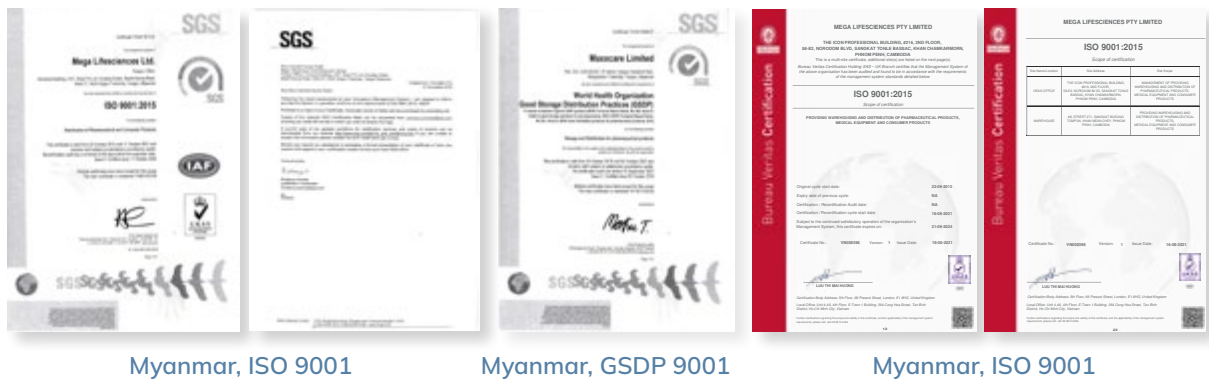
## International Cooperation

- ICH: International Conference on Harmonisation
- WHO GMP guidelines (adopted by over 100 countries)
- PICS: Pharmaceutical International Cooperation Scheme

## The Foundation of cGMP

- Risk Based Quality Assurance Systems to ensure documentation and implementation of process controls and consistency and validation at each step.
- Raw Materials related controls including supplier selection and follow up audits, robust formulation and testing incoming material.
- Purified water.
- Buildings and facilities including vacuum, Air filtration systems (HVAC), Hygiene and sanitation of personnel/ environment.
- Production and Process controls as per Quality Assurance standards and manufacturing processes as per formulations.
- Reporting of deviations and expiration dating, packaging/labelling.
- Testing and release of finished products including batch controls and lab certificates.
- Reports and records
- Certifications including ISO etc. and follow up audits.
- All Mega's manufacturing facilities in Thailand (3 plants), Australia and Indonesia complies to PIC/S guidelines. Periodically audited by FDA of various countries around the world including Germany (for European Union), Australia, Thailand, Indonesia, Ukraine, Azerbaijan, Kenya, Uganda, Tanzania, Ethiopia, Zimbabwe, Nigeria, Ghana, UAE, Yemen, Oman, Peru for GMP compliances - audits are scheduled every 3 years. Also audited by our customers from Europe
- Mega Lifesciences' has a robust Pharmacovigilance program with Standard Operating Procedures and hotlines and email IDs for consumers, healthcare professionals.
- Our distribution business in Myanmar, Vietnam and Cambodia has achieved ISO 9001 certification of distribution systems.

### QUALITY, HUMAN RIGHTS, SUPPLIER CODE AND SAFETY AUDITS CONDUCTED FOR MORE THAN 10 SUPPLIERS IN YEAR 2024 (2023 : 50)



Mega Lifesciences has for ISO 17025 for competence in laboratory and testing processes in year 2023.



## Performance Data

GRI/DJSI	Required Data	Unit	Total YTD
<b>Energy</b>			
<b>GRI 302-1 (2016)</b>	<b>Energy Consumption within Organization</b>		
	Total Energy consumption within the Organization	MWh	27,316.67
	<b>Total fuel consumption within the organization from non-renewable sources</b>		
	Total Non-renewable fuels purchased and consumed	MWh	10,528.91
	Natural Gas	MWh	10,528.91
	Total Non-renewable electricity purchased	MWh	15,141.00
	Electricity purchased	MWh	15,141.00
	<b>Total fuel consumption within the organization from renewable sources</b>		
	Total Renewable Energy consumption within the organization	MWh	1,646.76
	Solar Energy	MWh	1,646.76
	<b>Energy Consumption Outside the Organization</b>		
	Total Energy Consumption Outside the Organization	MWh	985.49
	Total Transmission and Distribution (T&D) Losses	MWh	985.49
<b>Water</b>			
<b>GRI 303-3 (2018)</b>	<b>Water Withdrawal</b>		
	Total water withdrawal from all areas	m <sup>3</sup>	0.086
	Third-party water	m <sup>3</sup>	0.086
	<b>Fresh water (≤1,000 mg/L Total Dissolved Solids)</b>		
	Third-party water	m <sup>3</sup>	0.086
<b>GRI 303-5 (2018)</b>	<b>Water consumption</b>		
	Water consumption from all area	m <sup>3</sup>	0.086
<b>Air and GHG Emissions</b>			
<b>GRI 305-1 (2016)</b>	<b>GHG Emissions</b>		
	Total GHG emissions (Scope 1+2+3)	Tonne CO <sub>2</sub> equivalents	9,000.98
	Direct (Scope 1) GHG emissions	Tonne CO <sub>2</sub> equivalents	1,808.57
<b>GRI 305-2 (2016)</b>	GHG Scope 2	Tonne CO <sub>2</sub> equivalents	6,752.89
<b>GRI 305-3 (2016)</b>	GHG Scope 3	Tonne CO <sub>2</sub> equivalents	439.53
<b>GRI 305-6 (2016)</b>	<b>Emissions of Ozone-Depleting Substances (ODS)</b>		
	Total ozone-depleting substances (ODS) emissions	Tonne CFC-11e	0.01

GRI/DJSI	Required Data	Unit	Total YTD
<b>Occupation Health and Safety</b>			
<b>GRI 403-8 (2018)</b>	<b>Workers covered by an occupational health and safety management</b>		
	Employees covered by SSHE Management System	Person	893.00
		%	100%
<b>GRI 403-8 (2018)</b>	Contractor covered by SSHE Management System	Person	56.00
		%	100%
<b>GRI 403-9 (2018)</b>	<b>Work-related injuries</b>		
	<b>Number of Hours Worked</b>		
	Employee	Person	2,287,554.00
	Contractor	Person	195,883.00
<b>GRI 403-9 (2018)</b>	<b>Total recordable injuries case (TRIC)</b>		
	Employee	Person	4.00
	<b>Total recordable injuries rate (TRIR)</b>		
	Employee	Recordable cases per 1,000,000 hours worked	1.75
	<b>Number of Lost Workday</b>		
	Employee	Day	9.00
	<b>Lost Workday Case Rate (LWCR)</b>		
	Employee	Lost days per 1,000,000 hours worked	3.93
	<b>Lost Workday Case (LWC)</b>		
	Employee	Case of lost work days	4.00
	<b>Lost Time Injury Frequency Rate (LTIFR)</b>		
	Employee	Lost day cases per 1,000,000 hours worked	1.75

GRI/DJSI	Required Data	Unit	Total YTD
GRI 403-10 (2018)	<b>Work-related illness</b>		
	Number of Fatalities as a result of work-related illness of employees		
	Employee	Person	0
	Contractor	Person	0
	Number of cases of recordable work-related ill health		
	Employee	Person	0
	Contractor	Person	0
THSI	<b>Other OHS indicators</b>		
	Absentee Rate (AR)		
	Employee	%	0.02

<https://sustainability.megawecare.com/storage/our-pride/2022/iso-17205-en.pdf>

# Mega We care for Environment

Central to Mega Lifesciences' We care approach is to safeguard our environment.

## Material Concerns

- Optimize and conserve Energy Management
- Water Management
- Waste Management



SDGs as play

2.1 Energy Consumption within the Organization														
GRI 302-1	Total Energy Consumption within the Organization	GJ	6,509.65	6,399.79	7,793.79	6,603.69	8,229.97	8,297.48	10,694.90	8,722.37	8,679.81	8,688.98	7,020.35	98,340.01
Total Non-renewable Fuel Consumption	GJ	2,452.94	2,608.08	3,001.48	2,205.57	3,074.98	3,162.31	4,665.44	4,515.82	3,418.49	3,219.21	3,273.63	2,306.11	37,904.06
i) Total Non-renewable Fuel Consumption (Stationary Combustion)	GJ	2,452.94	2,608.08	3,001.48	2,205.57	3,074.98	3,162.31	4,665.44	4,515.82	3,418.49	3,219.21	3,273.63	2,306.11	37,904.06
Natural gas	MMBtu	2,325.55	2,472.63	2,845.60	2,091.02	2,915.28	2,998.08	4,423.14	4,281.29	3,240.95	3,052.02	3,103.61	2,186.34	35,995.51
Total Renewable Energy Consumption	GJ	391.90	404.11	501.11	445.32	525.39	494.77	421.38	487.48	400.68	489.00	677.76	689.45	5,928.35
Solar roof top	kWh	108,862.00	112,252.00	139,197.00	123,701.00	145,943.00	137,436.00	117,049.00	135,411.00	111,300.00	135,834.00	188,266.00	191,513.00	1,646,764.00
Total Purchased Energy for Consumption	GJ	3,664.80	3,387.60	4,291.20	3,952.80	4,629.60	4,640.40	5,612.40	5,691.60	4,903.20	4,971.60	4,737.60	4,024.80	54,507.60
Electricity														941,000.00

## 2.2 Energy Consumption Outside the Organization

### Guidance:

- Section 2.2 is to report energy consumption from outside organization and to calculate GHG emission Scope 3 in section 3.3
- Please report Energy indicator below (if applicable).
- GHG emission of each category will be shown in section 3.3

i) Fuel and Energy-Related Activities Not Included in Scope 1 or Scope 2	GJ	238.53	220.49	279.30	257.28	301.33	302.03	365.30	370.45	319.14	323.59	308.36	261.96	3,547.76
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## 2.3 Energy Intensity

<b>Total Energy Consumption within Organization</b>	<b>GJ</b>	<b>6,509.65</b>	<b>6,399.79</b>	<b>7,793.79</b>	<b>6,603.69</b>	<b>8,229.97</b>	<b>8,297.48</b>	<b>10,699.22</b>	<b>10,694.90</b>	<b>8,722.37</b>
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## 3.1 Direct (Scope 1) GHG Emissions

<b>GRI 305-1 Total Direct GHG emissions</b>	<b>tCO<sub>2</sub>e</b>	<b>86.54</b>	<b>130.87</b>	<b>133.43</b>	<b>97.22</b>	<b>141.64</b>	<b>156.17</b>	<b>237.41</b>	<b>234.80</b>	<b>175.52</b>	<b>154.72</b>	<b>138.82</b>	<b>121.44</b>	<b>1,808.57</b>
Total Carbon Dioxide (CO <sub>2</sub> ) Emission	tCO <sub>2</sub> e	137.61	146.31	168.38	123.73	172.51	177.41	261.73	253.34	191.78	180.60	183.65	129.37	2,126.42
Total Methane (CH <sub>4</sub> ) Emission	tCO <sub>2</sub> e	(51.15)	(15.52)	(35.04)	(26.58)	(30.95)	(21.33)	(24.46)	(18.68)	(16.36)	(25.98)	(44.93)	(8.00)	(318.98)

## 3.1 Direct (Scope 1) GHG Emissions

<b>GRI 305-1 Total Nitrous Oxide (N<sub>2</sub>O) Emission</b>	<b>tCO<sub>2</sub>e</b>	<b>0.07</b>	<b>0.08</b>	<b>0.09</b>	<b>0.07</b>	<b>0.09</b>	<b>0.09</b>	<b>0.14</b>	<b>0.13</b>	<b>0.10</b>	<b>0.10</b>	<b>0.10</b>	<b>0.07</b>	<b>1.13</b>
<b>Total Hydrofluorocarbons (HFCs) Emission</b>	<b>tCO<sub>2</sub>e</b>	<b>2,849.99</b>	<b>-</b>	<b>73.85</b>	<b>-</b>	<b>98.46</b>	<b>73.85</b>	<b>-</b>	<b>98.46</b>	<b>97.24</b>	<b>49.23</b>	<b>97.24</b>	<b>156.81</b>	<b>3,595.13</b>
R-22	kg.		40.80			54.40	40.80		54.40	27.20		68.00	54.40	272.00
R-134a	kg.	1,993.00											40.80	2,169.80

## 3.2 Energy Indirect (Scope 2) GHG Emissions

<b>GRI 305-2 Total Energy Indirect GHG Emissions</b>	<b>Tonne CO<sub>2</sub>e</b>	<b>454.03</b>	<b>419.69</b>	<b>531.63</b>	<b>489.71</b>	<b>573.56</b>	<b>574.89</b>	<b>695.31</b>	<b>705.13</b>	<b>607.45</b>	<b>615.93</b>	<b>586.94</b>	<b>498.63</b>	<b>6,752.89</b>
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### 3.3 Other indirect (Scope 3) GHG Emissions

GRI	Other indirect (Scope 3) GHG Emissions	tCO <sub>2</sub> e	454.03	419.69	531.63	489.71	573.56	574.89	695.31	705.13	607.45	615.93	586.94	498.63	6,752.89
305-3	Fuel and Energy-Related Activities Not Included in Scope 1 or Scope 2	tCO <sub>2</sub> e	29.55	27.32	34.60	31.87	37.33	37.42	45.26	45.89	39.54	40.09	38.20	32.45	439.528

### 3.4 Other Significant Air Emissions

GRI	Total ozone-depleting substances (ODS) emissions	Tonne CFC-11e	-	-	0.00	-	0.00	0.00	-	0.00	-	0.00	-	0.00	0.01
305-6															

#### Stack 1:

Stack 1: Measurement Period	1 <sup>st</sup> period (ppm)	2 <sup>nd</sup> period (ppm)	average
Nitrogen oxides (NOX) concentration	36.80	22.94	34.49
Sulfur oxides (SOX) concentration	1.60	1.39	1.57

#### Stack 2:

Stack 2: Measurement Period	1 <sup>st</sup> period (ppm)	2 <sup>nd</sup> period (ppm)	average
Nitrogen oxides (NOX) concentration	40.59	30.64	38.93
Sulfur oxides (SOX) concentration	3.96	1.58	3.56

#### Stack 3:

Stack 3: Measurement Period	1 <sup>st</sup> period (ppm)	2 <sup>nd</sup> period (ppm)	average
Nitrogen oxides (NOX) concentration	29.10	34.05	29.93
Sulfur oxides (SOX) concentration	1.30	1.52	1.34

#### Stack 4:

Stack 4: Measurement Period	1 <sup>st</sup> period (mg/m <sup>3</sup> )	2 <sup>nd</sup> period (mg/m <sup>3</sup> )	average
Volatile organic compounds (VOC) concentration	8.90	69.60	19.02

3.6 GHG Emissions Intensity															
GRI 305-4	Total Emission within Organization	tCO <sub>2</sub> e	540.56	550.56	665.06	586.92	715.20	731.06	932.72	939.92	782.97	770.64	725.75	620.07	8,561.45
<b>8.1 Working Hours</b>															
<b>GRI 301-1 Total Working Hour of Employees</b>															
Hour															
Total Working Hours for All Employees															
Hour															
Contractors															
Total Work Hours for all Contractors															
Hour															
<b>8.2 Work-related Injuries</b>															
<b>GRI 403-9 Fatalities</b>															
Person															
Employee															
Number of Fatalities as a result from work-related injuries for all employee															
Person															
Contractors															
Number of Fatalities as a result from work-related injuries for all contractors															
Person															
<b>Recordable work-related injuries*</b>															
Person															
Employee															
Total Number of recordable work-related injuries of employees (TRIC)*															
Person															
Lost WorkDay Case (Recovery durations 180 days)															
Person															
Rate of recordable work-related injuries of employees (TRIR)															
Person per 1,000,000 hours worked															

\* Including fatalities (8.2.1), permanent total disabilities & high consequences injuries (8.2.2), and injuries resulting in medical treatment beyond first aid, loss of consciousness, Lost Workday or Restricted Workday.

\*\* Do not double count and prioritize by severity: Lost WorkDay Restricted Workday Medical Treatment

\*\*\* Do not include Lost Work Day Case or Restricted Workday Case already recorded in 8.2.2



Month	Non-Hazardous waste		Hazardous Waste		Hazardous waste sold
	Generated (kgs)	Percentage of waste diverted to incineration	Generated (kgs)	Percentage of hazardous waste diverted to incineration	Used Solvent (kg)
January	55,980	100	2,442	5,405.50	2,200
February	55,056	100	1,459	7,900.00	3,200
March	60,399	100	2,012	8,138.60	4,200
April	39,320	100	876	6,481.40	1,800
May	73,807	100	1,092	5,823.40	2,800
June	61,340	100	1,532	7,802.90	4,400
July	73,723	100	2,204	6,460.50	3,600
August	76,820	100	1,119	6,995.00	4,600
September	58,544	100	1,231	6,169.90	4,400
October	70,950	100	2,517	4,358.20	3,200
November	91,252	100	1,721	3,820.40	3,400
December	39,410	100	1,970	2,320.00	2,000
<b>Total</b>	<b>756,601</b>	<b>100</b>	<b>20,174</b>	<b>71,675.80</b>	<b>39,800</b>

#### Planted fruit and local herd trees in our manufacturing facility in Bangpoo.

Name	Quantity	Name	Quantity	Name	Quantity
Coconut	45	Santol	3	Great marindo	1
Sugar apple, Annona	4	Papaya	10	Curd fruit	2
Malay apple, Pomerac	3	Tamarind	6	Acacia	1
Guava	10	Longkong	2	Cork wood	2
Mango	12	Longan	2	Kaffir lime	1
Java apple	5	Gold apple	2	Eggplant	13
Tangarine	4	Rambutan	1	Mulberry	28
Jack fruit	4	Manila tamarind	2	Lemon grass	20
Dates palm	1	Grapefruit, Pomelo, Pummelo	3	Ginger	8
Mangosteen	4	Olive	2	Termeric	4
Cucumber tree, Bilimbi	1	Madan	1	Pineapple	2
Star gooseberry	4	Banana	6	Finger root	2
Black plum	1	Marian plum	2	Galangal	2
Rambeh, rambi	1	Lychee, Litchi	4	Sweet basil	6
Star apple, Star fruit, Carambola	4	Neem	1	Holy basil	6
Indian gooseberry	2	Moringa	2	Chaya spinash	4
Curry leaf	2	Avocado	2	Shrubby basil	2

## Innovations and Savings

Innovations to make this planet cleaner and safer: Mega Lifesciences has invested Thai baht 1.5 million to achieve efficiencies in electrical usage of chillers in the Thailand manufacturing plant resulting in net savings of 337 tons of Co<sub>2</sub> emissions and Thai Baht 2.5 million per annum.



Motion and time sensor switches have been installed in the Thailand manufacturing plant resulting in net savings of 29 tons of Co<sub>2</sub> emissions by investing Thai Baht 100,000.



Improvement of carton design lead to reduction of 834 kgs. of waste per annum.



## ESG Initiatives

### Optimizing the paper board by resizing the shipper (Reduction of emission)

---

Optimized shippers by resizing to reduce emissions. The 11.65% reduction in shipper volume resulted in 11% logistics improvement and more utilization of the warehouse space.

#### Estimated total savings THB 4,053,652

- Material cost saving THB 1.2 million
- Annual Land Transport Savings THB 305,323
- Freight Saving THB 2.5 million

#### Carbon Footprint

- Cardboard reduction of **29.4 Tons**
- CO<sub>2</sub> avoided **15,655 kgs**



### Improving the Packing specification to reduce the plastic

---

Specification for the packing material is Improved to reduce the consumption of plastic.

#### Estimated Benefit

- Avoiding 5.8 tons of CO<sub>2</sub>.
- Reduction of 705 kgs. of Polypropylene.
- Avoiding 5,851 kgs. of CO<sub>2</sub>.
- Avoiding 148 kgs. of NOx, SOx & PM
- Energy efficiency due to faster curing process.
- Reduction in hazardous waste due to fewer solvents & and chemicals.
- Less water consumption due to the dry process for curing.
- Improved recyclability due to easier removal of substrates during recycling.
- Reduction in VOCs (organic volatile compounds).



## Plastic Reduction Initiative

Dispensing PPE in Ziplock bags has been changed to bulk dispensing to reduce plastic consumption



Estimated CO <sub>2</sub> avoided		
Production	Destruction	Total
kgs.	kgs.	kgs.
775	297	1,073

Type	kgs.
Carbon monoxide (CO)	323
Nitrogen oxides (Nox)	13
Sulfur dioxide (SO <sub>2</sub> )	13
Particulate matter (PM)	13

## Energy

### Expanding Solar Capacity



Mega's ongoing commitment to sustainability with the installation of Solar Cell Phase 2 at Plant 3, generating 722 kwp marking another significant step towards a more sustainable and environmentally conscious operation.

Timeline	Capacity	Investment (million baht)	Saving THB/year	ROI (years)	Saving (kwh/year)
Nov 2023	722 kwp	20.2	5,610,946	3.6	1,168,947

### CO<sub>2</sub> Emissions saving

- 526,026 kgs/year

### Dehumidifier Optimization for Energy Conservation



Optimizing the production planning with the dehumidifiers and reducing the operating hours of the high-energy humidifiers by 10%.

Type	Energy saving/year	Cost saving (THB/year)	CO <sub>2</sub> saving (kgs.)
Electricity (kwh)	45,480	218,304	20,239
Natural gas (mmbtu)	1,944	1,034,208	115,033

# Water

## Recycling of waste water



Our commitment to sustainability continues to grow as we utilize recycled water from our wastewater treatment plant in the cooling tower at Plant 3. In 2023, by harnessing this resource, we not only reduce water wastage but also contribute to a more environmentally responsible operation.

### Estimated savings

- 12,800 m<sup>3</sup>/year    230,400 baht/year

## Increasing efficiency to reduce water consumption

Improved the efficiency of the production batches which resulted in a reduction of water consumption by 102,240 liters.



	Q'TY BATCH	LITER	
		Water	Purified water
Before	25	136,250	5,750
After	7	38,150	1,610
<b>Reduced Water</b>		<b>98,100</b>	<b>4,140</b>

## Governance Mechanism

- Environment Policy
- EHS policy

### Organizational Enablement



Base year 2018

Environment Goals		
Short term - 2023	Medium term - 2025	Long term - 2030
18% renewable energy	20% renewable energy	30% renewable energy

## Highlights of Mega's renewable energy drive - We care for Sustainable growth

Location	Capacity (Kwp)	Investment (USD- Million)	Co <sub>2</sub> saved in 2023
Thailand	1,722	1.46	732.8
Australia	300	0.29	216.3
Myanmar	410	0.40	261.2
<b>Total</b>	<b>2,432</b>	<b>2.14</b>	<b>1,210.4</b>

TARGET CO<sub>2</sub> SAVING FOR YEAR 2025:  
**1,450**  
(tons)

## Mega We care for Employees



SDGs as play

### Material Concerns

#### Being an employer of choice

- Safety and Health of Employees
- Business Ethics and Code of Conduct
- Human Rights Policy
- Non-Discrimination and Non-Harassment Policy
- Non-retaliation Policy

### Organizational Enabler

Vision to empower people and treat all employees as co-owners of the Company

Mega Lifesciences' values of **Truth, Trust, Respect** and **Freedom**

Extending the We Care and **Creating Owners Improving Lives** philosophy to all the employees.



## CEO and Chief Coach

### Board of Management

**Mr. Krishnan Unni**  
Chief People Officer,

MEGA is a people centric organization which believes in goodness of people and gives an opportunity to people to make careers, improve their own lives as they are improving lives of their customers and partners.

Every member of the Mega team is an owner of a way of life. Our daily lives are driven by a simple cause: To improve lives, to care for human wellness and to help people stay healthy as long as they live. It's a cause that unites our 5,500 plus strong team across the world, sparking ingenuity, passion and a zest for life. They have created a learning organization that believes in Thinking, Changing and Growing.

At the core of the Mega culture is **Respect, Freedom, Trust and Truth**:

- **Respect:** for each other's differences
- **Freedom:** in work and personal lives
- **Trust:** our people as adults who know what needs to be done.
- **Truth:** in everything we do.

Mega Academy arranges a variety of training programs and workshops for the people at Mega Lifesciences.



### EXCELLENCE ACADEMY

'MINDS WE SHARE' at Mega Lifesciences, is an approach to organize hands-on meets with the purpose of exchanging knowledge and gain wisdom, a conclave where we invite world-renowned speakers to offer new perspectives, which participants then cascade to their worldwide teams. World-renowned facilitators have included Dr. Park, Partner of Blue Ocean Strategy,

**70,000**  
hours  
TARGET for 2024

**83,494**  
hours

of training in 2023  
globally at various  
locations of Mega  
Lifesciences

**5,500**  
employees

in 34 countries worldwide  
of which 56.4% females  
and 43.6% males.

Dr. Clotaire Rapaille, author of 'The Culture Code', Jason Jennings, Curt W Coffman, Dr. Eric De Smet, Fredrik Haren, Dr. Jody Hoffer Gittell and Robert Spector.

These forums were the genesis of our passion for 'Employee Evangelism & Ownership', and 'Creating Owners, Improving Lives'.

We engage our teams by enlisting their participation in workshops with management gurus and best-selling authors like Marshall Goldsmith, Ram Charan and Paco Underhill, marketing gurus like Al Ries and Jack Trout, strengths coach Marcus Buckingham and The Lean Start up by Eric Ries.

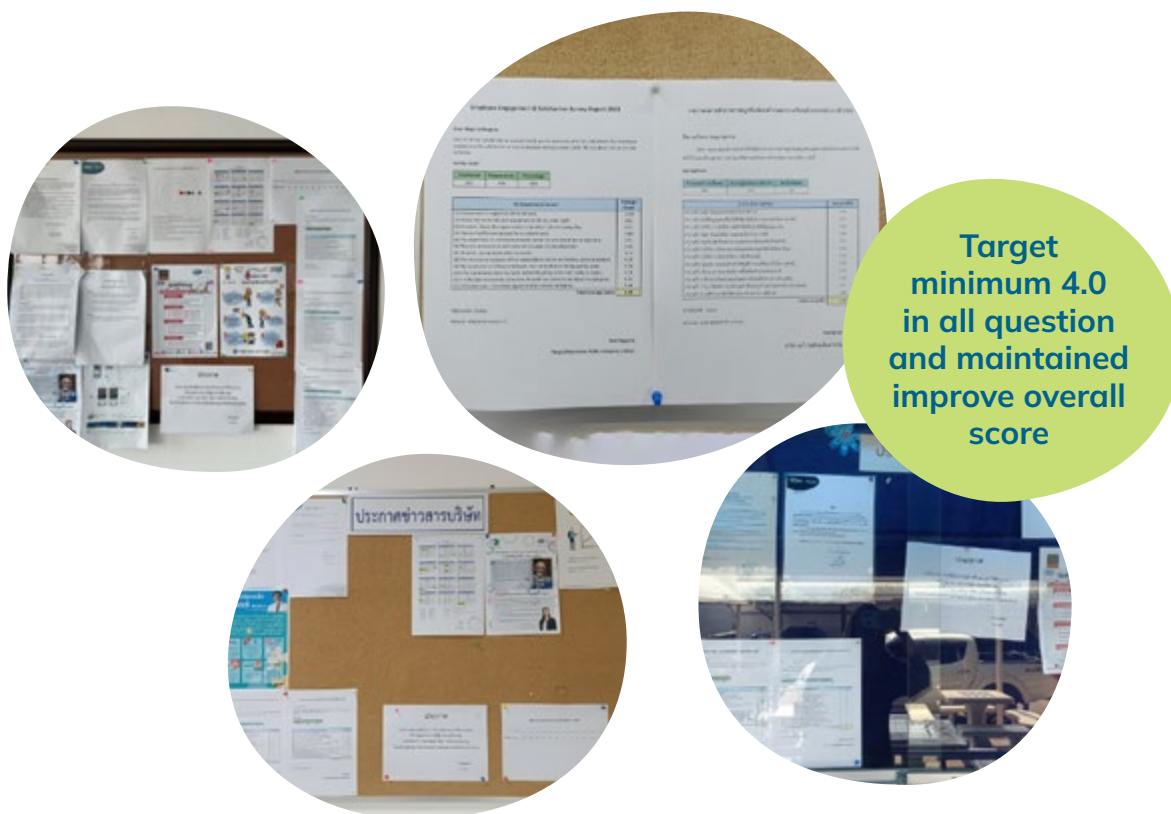
Skill and knowledge development programs are designed to deliver leadership, behavioral and technical skills making Mega's human capital ready to meet business challenges and reach organizational goals.

Executive education and leadership development at mega is a one on one approach driven by the immediate coach. Colleagues undergo various trainings in the organization as well as with external bodies and universities. Few to name are Minds We Share at Mega, IIM-Ahmedabad India, Institute of Directors (IOD), Thailand, and more. The executive education and leadership development interventions aims at developing future leaders by bring them knowledge, skills and experience to lead influentially and enhance business results.



## Employee Satisfaction Survey Year 2023

876 employees (approximately 16% worldwide) participated in the survey and Mega Lifesciences scored an average of 4.39 out of 5 (2022:4.12). The target is to maintain the same in year 2023. The survey and results were published/ displayed on notice boards.



## Employee Remuneration and Benefits

- Allowances
- Bonuses
- Incentives
- Share based payments
- Provident Fund
- Social Security
- Employee education
- Awards based on years of service
- Benevolent funds
- Protective equipment
- Overtime payments
- Support for employee and family bereavement
- Diet planning and healthy living
- Accident Insurance

## Employee Rights

The Company respects Human rights and provides healthy and hygienic working conditions. Mega Lifesciences respects and observes the labour laws of the country of its operations and files the reports as required by law within due dates. The Company's Business Ethics and Code of Conduct and non-discrimination and non-harassment policy bars discrimination on any grounds. Mega Lifesciences has a clearly laid down policy for Health Safety and Environment and measures the data as per current standards.

Employees in Mega Lifesciences have the right to collective bargaining for their rights and Mega Lifesciences has a clear policy of disclosure of policies on corporate website for public display.

## Employee Pay Parity (Amounts in Thai Baht) Year 2023 -

Mega Lifesciences Public Company Limited - Thailand company data only. Amounts in Thai Baht.

Level	#Headcount	< 30		30-50		> 50	
		F	M	F	M	F	M
L1	15	11,211	-	11,265	11,067	10,890	-
L2	547	11,499	11,794	14,686	14,960	16,610	17,111
L3	208	19,692	18,963	25,319	25,383	32,768	34,139
L4	100	35,262	32,903	39,921	38,450	55,872	53,925
L5	34	-	-	79,413	86,094	86,079	112,245
L6	8	-	-	-	201,103	230,000	212,559
L6A	4	-	-	-	252,000	240,000	270,000
L7	5	-	-	-	368,276	-	320,000
<b>Total</b>	<b>921</b>						

## Total Number of Employees

Employee Category	Total Nos	Less than 30 (< 30)	Between 30-50	Greater than 50 (> 50)	Female	Male
Top Management (L8)	5	0	0	5	1	4
Senior Management (L6, L7)	69	0	31	38	13	56
Middle Management (L5)	345	9	278	58	193	152
L4 and Below	5,094	1,504	3,281	309	2,911	2,183
<b>Total</b>	<b>5,513</b>	<b>1,513</b>	<b>3,590</b>	<b>410</b>	<b>3,118</b>	<b>2,395</b>

## New Hires

Employee Category	Total Nos	Less than 30 (< 30)	Between 30-50	Greater than 50 (> 50)	Female	Male
Top Management (L8)	0	0	0	0	0	0
Senior Management (L6, L7)	1	0	0	1	0	1
Middle Management (L5)	38	6	31	1	25	13
L4 and Below	1,122	649	456	17	602	520
<b>Total</b>	<b>1,161</b>	<b>655</b>	<b>487</b>	<b>19</b>	<b>627</b>	<b>534</b>

## Employee Turnover

Employee Category	Total Nos	Less than 30 (< 30)	Between 30-50	Greater than 50 (> 50)	Female	Male
Top Management (L8)	0	0	0	0	0	0
Senior Management (L6, L7)	7	0	6	1	2	5
Middle Management (L5)	55	1	45	9	30	25
L4 and Below	1,329	548	738	43	726	603
<b>Total</b>	<b>1,391</b>	<b>549</b>	<b>789</b>	<b>53</b>	<b>758</b>	<b>633</b>

## Safety Data for Mega Lifesciences Public Company Limited - Standalone



Total working hours of company employees in **year 2023 - 2,483,437 hours** (2022 - 2,382,847 hours)



Total working hours of hired contractors in **year 2023 - 195,883 hours** (2022 - 126,752 hours)



Recordable work related injuries (number) - **year 2023 : 4** (2022 : 8)

Rate of recordable work-related injuries of contractors (TRIR) (per person per 1,000,000 hours): **year 2023 : 4** (2022 : 8)



Total number of workdays lost: **9 days for employees and 0 days for contractors** (2022 : employees 40, contractors 3 )



Employee Absentee rate (days): **4,620 (0.02)** (2022 : 4,095 (0.01))



# Mega We care for Communities

Mega Lifesciences cares for the communities among which it operates. Mega Lifesciences extends its *We care* philosophy to the communities. Mega Lifesciences has set up a Wellness We Care foundation to undertake community support and enablement exercises. The Wellness We Care Foundation has taken lead in several community development projects to promote *Human Wellness*.

## Wellness We Care, Thailand

The Company has set up a Wellness We Care Center in Muak Lek, Thailand for disease reversal and good health through improved Lifestyle.

Every hour 43 Thai people die from non-communicable diseases (NCDs), causing an estimate of 380,000 deaths or 76% of all deaths each year. The rise in NCDs does not only increase financial, physical and mental costs in families, but it also extends beyond the people who are directly affected. Costly chronic diseases also lead to a decline in the working-age population of the labor force, which reduces productivity and results in the decrease of GDP per capita growth. According to the World Health Organization (WHO), NCDs pose a real and significant threat to Thailand, with a huge economic burden costing Thai society an estimated THB 280 billion in 2013. In 2009, the economic cost of NCDs was an estimated THB 198,512 million, or 2.2% of GDP, due to premature deaths and loss of productivity among the country's work force. With serious ailments, many physical and emotional losses may come before the loss of life itself. One of the major behavioral risk factors of NCDs is an unhealthy diet. People are adopting a more sedentary lifestyle which contribute to a steady increase in long-term health problems and double the risk of cardiovascular diseases, diabetes, and obesity. Mega Lifesciences goal is to help people stay healthy as long as they live. We believe in building holistic health in communities we live and work in, as healthy population means happiness and prosperity to Individual, family, society and nation.

Aligned to this goal Mega has built The Wellness We Care Center, located at Amphur Muak Lek, Saraburi, to promote to common people and health care providers around the work, scientifically proven method of preventing and reversing chronic diseases through food and lifestyle changes. The foremost objective of Wellness We Care is to disseminate scientific knowledge and skills to people,

which will help them to take charge of their own health. By teaching people about lifestyle changes, the center helps them develop the skills necessary for prevention and reversal of chronic and lifestyle diseases. Our holistic health center offers guests access to the various wellness center services such as the Praana Kitchen, where they can learn to cook plant-based whole food meals, and the vegetable garden. The center is also equipped with a well-stocked library and video room, where visitors can learn and enhance their knowledge about health and holistic living.

## Onsite Training

Year	No. of training sessions	No. of hours	No. of participants
2019	34	1,008	520
2020	26	888	495
2021	20	552	396
<b>2022</b>	<b>26</b>	<b>584</b>	<b>605</b>
<b>2023</b>	<b>47</b>	<b>1136</b>	<b>915</b>



## Online Health Educational VDOs

### Year 2021

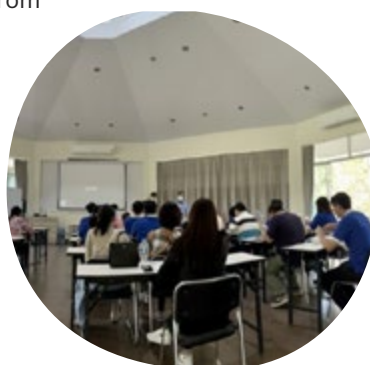
- WWC had produced all 38 health educational VDOs and published on YouTube. Among 38 clips, there are 4 COVID-19 related VDOs
- Facebook Live broadcasted 5 times with 5 clips posted after Live session. Among 5 times Live session, there was 1 time COVID-19 related session.
- 11,410 FB Followers
- 141K YouTube subscribers

### Year 2022

- Online Health Education Content
- 129 Knowledge content and testimonials clips published on social media (356 clips in total from 2014-2023)
- 19.4 views of our VDOs on YouTube
- 11,761 Line friends
- 16,693 FB followers
- 199,527 YouTube followers
- 204 IG followers

### Year 2023

- Online Health Education Content
- 129 Knowledge content and testimonials clips published on social media (356 clips in total from 2014-2023)
- 19.4 views of our VDOs on YouTube
- 11,761 Line friends
- 16,693 FB followers
- 199,527 YouTube followers
- 204 IG followers



### Year 2023

Health Camps	Number of times the camp is held.	Number of participants	Target Groups
1. Good Health by Yourself (GHBY)	8	169	General public and organizations
2. Reverse Disease by Yourself (RDBY)	4	73	NCD Patients, and care givers
3. Spiritual Retreat (SR)	10	215	General public and organizations
4. Senior Quality Life (SQL)	6	110	General public and organizations
5. Cancer Retreat (CR)	3	43	Cancer patients, and care givers
6. Pre-retirement (PRC)	2	34	General public and organizations
7. Plant-Based Cooking Camp	5	69	General public and organizations
8. Good Sleep by Yourself	1	7	General public and organizations
9. Camp for Coach	1	34	General public and organizations
10. Reverse Weight by Yourself	2	30	General public and organizations
11. Camp for Medical Doctors	1	37	Medical doctors
12. Camp for Executives	1	23	Corporate executives
13. Manage Stress by Yourself	1	29	General public and organizations
14. DM Camp	1	15	Diabetic patients
15. Camp for Lifestyle Medicine Physicians	1	27	Medical doctors
<b>Total</b>	<b>47</b>	<b>915</b>	



## Recognition and Awards

Dr. Sant Chaiyodsilp, Chief Wellness Officer, Wellness We Care Center received a plaque for recognizing QUALITY PERSONS OF THE YEAR 2021 from Privy Councilor Kasem Chankaew, which was organized by Foundation of Science and Technology Council of Thailand (FSTT) at the Grand Ballroom, Miracle Grand Convention Hotel on December 9, 2021.

On September 22, 2023, Mr. Vivek Dhawan, CEO & Chief Coach, Mega Lifesciences Public Company Limited, Founder of the Wellness We care Center, and Dr. Sant Chaiyodsilp, Chief Wellness Officer and co-founder of the Wellness We care Center received “The Iconic of Life” award to honor individuals and organizations who are role models and drive the work of lifestyle medicine and holistic health care, by the Thai Lifestyle Medicine Association at the 1<sup>st</sup> Thailand National Conference on Lifestyle Medicine and Holistic-integrative wellness care held at Grand Richmond Stylish Convention Hotel, Nonthaburi. The objective is to understand the process of developing a lifestyle medicine system in Thailand both in terms of human resource development (doctors and allied professions) and public health care in the area of lifestyle medicine in government agencies and the private sector, creating cooperation with network partners and creating awareness about lifestyle medicine. To create a Thai society that is healthy for all. Organized by the Department of Health, Ministry of Public Health.

## Implementing of “ Good Health by Yourself” (GHBY), employee health promotion project for Mega We care

Wellness We care launched the project “Reverse Weight by Yourself,” a mission to conquer obesity and diseases by Yourself at the Mega Bangpu factory. It is a pilot project to lose weight using the principles of lifestyle medicine.

“Reverse Weight by Yourself” is a weight loss program to prevent and reverse disease by changing the diet, exercising, having stress management group activities, and having a support group.



## Weight loss results of project participants

- Members who join the project can lose 5-10 kg. from their initial weight. The average weight loss was 6.5% of the initial weight.
- 58.3% of participants lost more than 5% of their initial weight, and 16.7% lost more than 10%.

By using 3 methods as follows:

1. Eat 3 plant-based meals for 3 months in a row.
2. Exercise 1 hour 3-5 times/week.
3. Participate in weekly exercise and group activities, including joining community groups with fellow members to exchange knowledge, support, stimulate, and encourage each other.

**Note:** According to medical standards, losing 5% of an initial weight in the first 3 months or more than 10% in 6 months can significantly reduce health risks.

Wellness We Care is a model health center that provides knowledge for preventing and reversing disease using lifestyle medicine principles. Various institutions are interested in visiting study tours as a guideline for developing work in Health & Wellness. In 2023, 4 institutions came for study visits, with 102 visitors.

Clients	Number of visitors	Topic
1. Chulalongkorn University	53	Lifestyle Medicine and Spiritual Wellness
2. Asia-Pacific international university (Nursing students)	14	Lifestyle Medicine Approach for Well-Being
3. Health Promotion Department, Faculty of Medicine, Ramathibodi Hospital, Mahidol University	14	From We care Farm to Table
4. Siam University	21	Health & Wellness
<b>Total</b>	<b>102</b>	

Wellness We care has collaborated with corporations, organizations, and institutions, both public and private, in organizing activities to provide knowledge in various formats; 16 times, 3,097 people participated in the activities with details as follows

No.	Corporates/Organizations	Topics	No. of Participants
1.	Sawangkanvej by Thai Red Cross Society	Long COVID Care for the elderly	98
2.	Nation Telecommunication PCL. (NT)	Healthy Organization	140
3.	Bangchak Corporation PCL.	Gut Health and essential nutrients for working people	80
4.	MEGA We care and Mae Fah Luang University	MEGA DermaCare Symposium	45
5.	MEGA We care (BangPu Factory)	GHBV Day; Reverse Weight by Yourself	221
6.	Lemon Farm	Good Food, Good Health	20
7.	PMAT (Personel Association of Thailand)	Health and well-being for executives	1200
8.	Pranaa Plant-Based Restaurant	Changing Lifestyle to avoid NCDs	53
9.	CPram	Your Body in Balance: The New Science of Food	165
10.	Thai Red Cross Society	Full Health 100%	225
11.	Department of Health, Lifestyle Medicine Association, Preventive Medicine Association	1 <sup>st</sup> Thailand's National Conference on Lifestyle Medicine and Holistic-Integrative Wellness Care	300
12.	Prince of Songkhla University (Online)	Management of chronic diseases with Lifestyle Medicine	150
13.	Longtun Man	Exhibition Booth	200
14.	Thai Listed Companies Association	Lifestyle Modification for Better Health	60
15.	Thai Listed Companies Association	GHBV concept driving growth sustainability	70
16.	IOD (Thai Institute of Directors)	Corporate Health and Well-Being	70
<b>Total</b>			<b>3,097</b>

Mega Lifesciences believes in elevating public health and has invested significant amounts in this Human Wellness initiative.

	Year 2019	Year 2020	Year 2021	Year 2022	Year 2023	Total
Amount Invested (Thai Baht-Million)	17.26	16.57	18.70	25.52	21.40	99.40

## Mega Myanmar

Chinlone & Caneball are the traditional sports of Myanmar. The game consists of six members playing as one team with each player maintaining their hands, arms, upper body and head coordination. The objective of these games is to have a balanced state of mind.



## Mega Cambodia

Mega Cambodia organizes regular annual health check-ups for colleagues once a year. Based on the results of the health check-up, colleagues seek appropriate advice from medical experts. Such interventions help colleagues to be aware of their health status & take necessary actions to maintain/improve their health.

Mega Cambodia colleagues regularly meet for health activities like cycling, badminton & football during weekends & public holidays. Such interventions instill a spirit of sportsmanship among colleagues & facilitate them to stay fit & be healthy as long as they live.



## Mega Vietnam

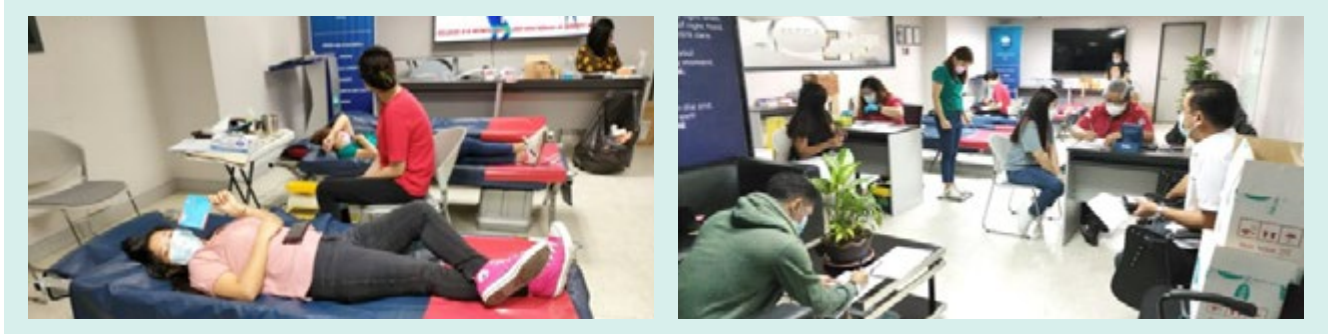
Flexsa marathon is a running contest wherein participants run at their own convenience-anywhere/anytime. Such interventions encourage participants to stay fit & healthy. The result of Flexsa marathon is updated real-time on the website & top 500 runners will be felicitated with a medal. Colleagues can motivate other runners in their wellness journey. On social media, the Flexsa marathon challenge has more than 40,000 organic views. There were 4,483 participants, who ran a total of 206,882 km during the contest.





## Mega Philippines

Mega Philippines employees were invited to participate in the blood donation campaign facilitated by the Red Cross society. Based on screening if colleagues were qualified to donate blood & then they will be considered bonafide blood donors. Through this activity, Mega was able to identify 30 eligible donors.



## Mega India

Mega India organized Annual Sports month during Feb. & Dec. 2022. Employees participated with lots of energy & enthusiasm while competing to win & showcasing great sportsmanship. Various games were played involving carom, cricket, badminton, table tennis and chess.



Mega India conducted Health check-up for its employees in order to raise the awareness level of its staff on various health parameters like BMI, Blood Glucose, etc. Mega India had collaborated with certified registered paramedical agencies & facilitated an annual health check-up with expert medical advice being shared to employees based on their health reports.



## Mega Tanzania

Mega Tanzania colleagues regularly engage in GHBV activities like beach sport, running and beach football in order to maintain active lifestyle and staying healthy.



## Mega Zambia

Mega Zambia conducted health activities during the annual meeting 2022. The idea was to encourage colleagues to be aware of fun ways to stay fit & healthy.



## Benefits to the Community

- 6 RDBY Camps were organized in 2022 (Reverse Disease by Yourself Camp) to teach and practice skills to improve NCD patients' health.
- 25 patients with diseases joined the Rehabilitation Program (RP). Patients' problem lists varied, including NCDs, post-stroke, ischemic heart disease, post-hip surgery, etc.

**38** local employees in this operation earned salaries and benefits averaging Thai Baht 20,000 per month.

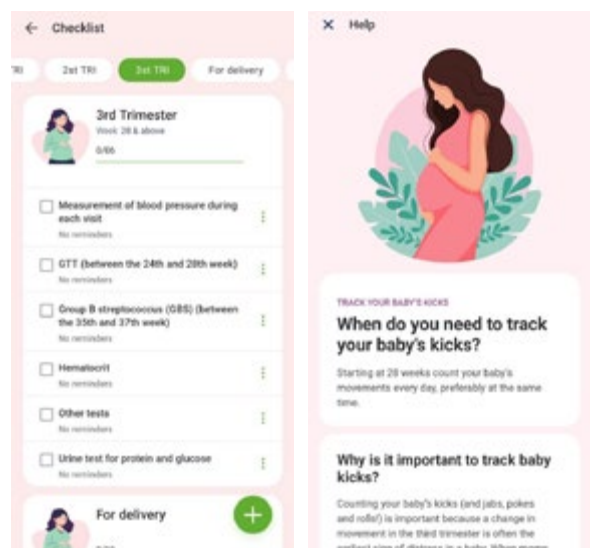
## WeCare Digital Health Platforms-Mega Lifesciences' Initiative impacting Society and Environment

Mega Lifesciences has committed USD 10 million for this project over the next 8-10 years for betterment of healthcare for communities through deep-tech and other technological applications.

Over 1,200 patients and healthcare professionals onboard and this number will only multiply and grow exponentially.

The WeCare Digital Health Platform of Mega Lifesciences has been conceived with a mandate to create meaningful impact in healthcare information and care delivery. Our digital products are clinical in nature, endorsed and vetted by specialists. To this end, we work directly with health consumers and providers; doctors, coaches, nurses and pharmacies.

Organisations are microcosms of the society and the environment where they come from and for us, any meaningful growth cannot be without that holistic thought as one of our guiding principles.



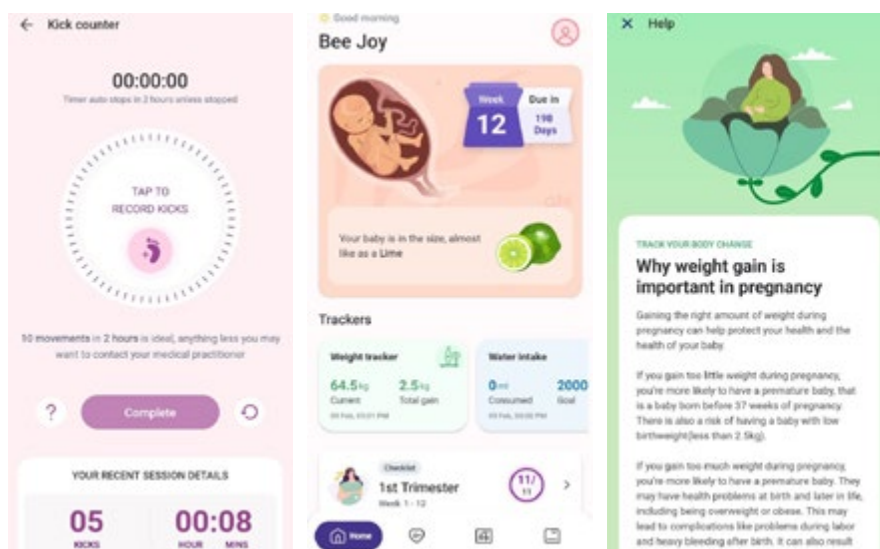
## Overview

Our digital offerings; WeCare Diabetes post soft launch, WeCare Mother n Child in Beta, WeCare TeleHealth (internal use), WeCare Wellness in pilot phase have all been selected in conditions where the user requires the most engagement with the care provider. All these conditions necessitate multiple consultations, numerous yet timely alerts, early addressal of impending complications and improving quality of life. Bringing our digital solutions into these conditions thus helps create the maximum impact vis a vis time, effort, finances saved.

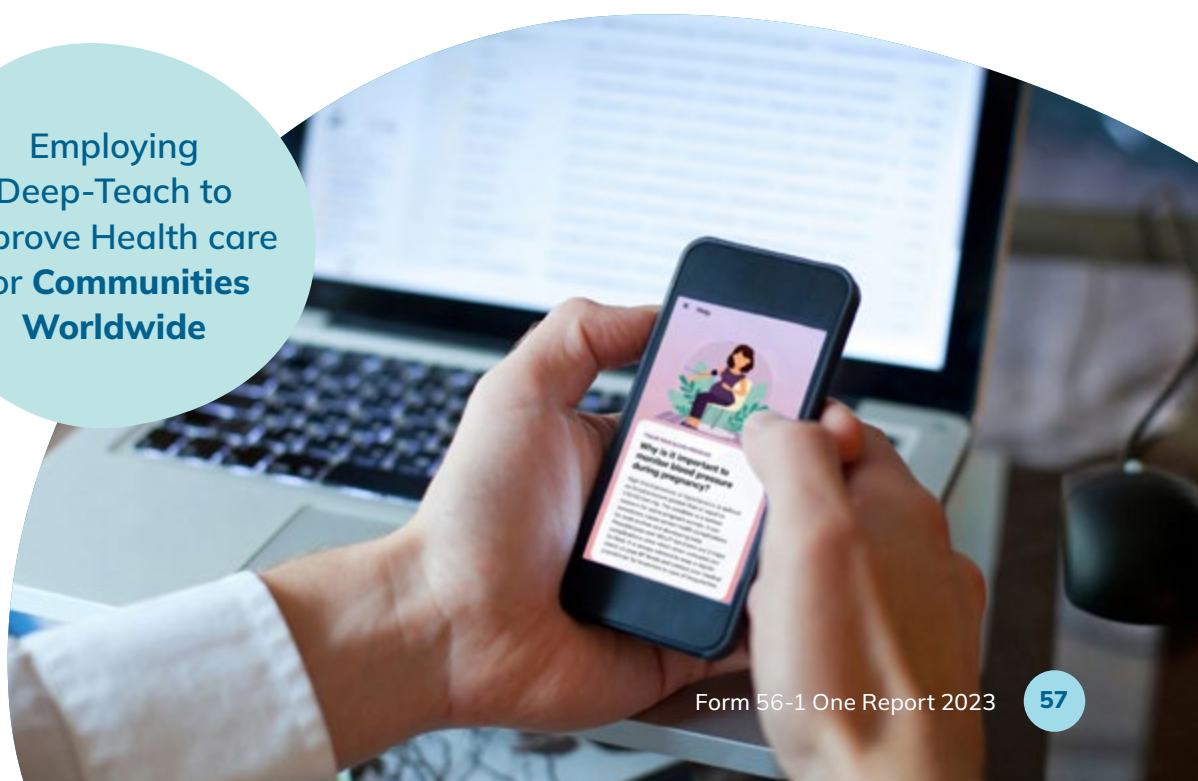
Mega, as a strategy works in countries and markets which are developing in nature, with large disease burden and limited care facilities. Healthcare systems, additionally, tend to be concentrated in few cities in each country

with specialty care virtually non-existent outside those. Our Digital Health offerings, once embedded, have a huge potential to democratise quality care across these populations. As with other Mega initiatives, the effort to understand the population and then localise offerings for them is the way we plan ahead.

A short note on technology-These are connected software applications, made available native on all platforms and hosted on the Cloud, thus limiting the carbon footprint to a bare minimum. For comprehensiveness, we integrate with necessary hardware eg. Home based clinical devices and wearables. Our dependency on tech support is also limited as all aspects are managed centrally. Minimal local support staff manages the operations.



Employing  
Deep-Teach to  
Improve Health care  
for **Communities**  
Worldwide



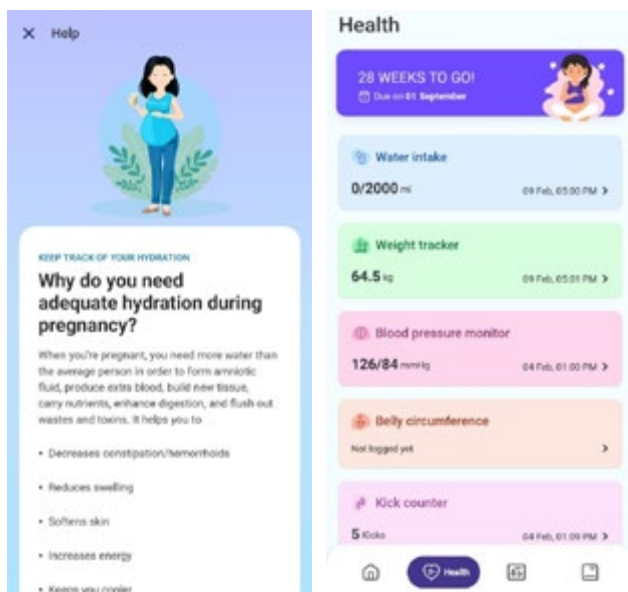


## Specifics and Examples

At this point we have the maximum experience from our WeCare Diabetes platform. We have more than 1,200 patients connected to doctors and coaches on our platform in Myanmar. Taking a single doctors example, 35% of his patients on the platform are from outside Yangon. Distances range from 50 to 320 miles, all the way to Rakhine and Shan state - urban, semi urban to rural areas. The advice and care oversight they have now obviates the need to be in the vicinity of high end care facilities, and in real time. Please go through some of the patient testimonials attached along with\*

For the upcoming offering, the WeCare Mother and Child platform has had good reviews in all our initial discussions.

A conservative estimate of travel and man hours saved per person over a year is x kms and x hours. The cost of care in addition saved over prevented redundancies and complications is substantial.



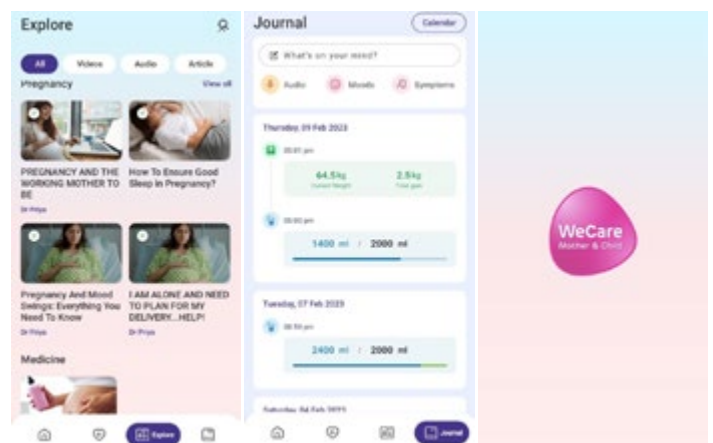
## Projections

The impact in the community and the healthcare benefits we aim to bring is on similar lines across our WeCare Digital platforms. Again, this is being rolled out into our other markets in a systematic manner post due diligence of need and localised requirements.

Based on the above, we plan to scale to 4 markets in 2023, 8 by 2024 and 12 by 2025. Projected number of users are to reach 50,000 + by 2025. By Year 24-25, we will also add significantly more self-managed tools based on our data learnings and continuing market research.

## Society and Environment

Mega Lifesciences has always been conscious of the impact that we make on the society and environment. Consciously, all our activities, at concept stage itself incorporates best practices. However, we have an opportunity to go beyond mandate in many cases. This is one such where we can marry the societal need with prudent use of technology, mindful of local contexts and create lasting and sustainable impact in one of the most draining of human challenges-healthcare. In this initiative, keeping our physical footprint small, making access of care and information where the user is and enabling providers to reach out digitally-we have already started this meaningful impact. This is the beginning-we aim to update you with increasingly better numbers and stories of our users in the coming years.





### Testimony (1)

ကျွန်တော့်နာမည်ကတော့သုခ (အမည်လွှဲ) ဝါ။အသက် 37 နှစ်ပါ

ကျွန်တော် 2021 Covid ဖြစ်ပြီးနောက် medical checkup လုပ်ခဲ့ရာမှဆီးချိုရှိနေတာသိခဲ့ရပါတယ်။ကျွန်တော့်ရဲ့ သုံးလပျမ်းမျှ ဆီးချို HbA1c က 13% ထိရှိနေခဲ့တာကြောင့်ဆီးချိုအထူးကုဆရာဝန်ကြီးနဲ့ပြသခဲ့ပါတယ်။ဆရာဝန်ကြီးမှလိုအပ်တဲ့သောက်ဆေးတွေ ပေးခဲ့ပြီးဆီးချိုရှိသူတွေ အတွက် အဆင်ပြေတဲ့ WeCare Diabetes app ကိုအသုံးပြုခိုင်းခဲ့ပါတယ်။ဆီးချိုရှိမှန်းစသိသိချင်း မှီဆီးချိုအကြောင်းသေသေချာချာမသိခဲ့ပါဘူး။ App ထဲမှာနေ့စဉ်လက်ထိပ်ဖောက်စစ်တဲ့ဆီးချိုအဖြေတွေ ကိုယ်လက်လှုပ်ရှားမှုမှတ်တမ်းတွေ၊စားသောက်မှုပုံစံတွေ မှတ်သားရပါတယ်။ App ထဲမှာပါတဲ့ chat box ကနေတစ်ဆင့် WeCare Health Coach ထံမသိတာ၊မရှင်းတာတွေ ကိုမေးမြန်းဆွေးနွေးလို့ရခဲ့ပါတယ်။ဆရာဝန်ပေးလိုက်တဲ့သောက်ဆေးတွေ နဲ့ပတ်သက်လို့ မရှင်းတာတွေ ကိုလည်းပြောပြပေးပါတယ်။ဆောင်ရန်၊ရှောင်ရန်များလည်းသိရပါတယ်။ကျွန်တော်ဆိုဆီးချိုရှိမှန်းသိသိချင်း.... အစားတွေလုံးဝရှောင်ပစ်ခဲ့တယ်။ကိုယ်လက်လှေ့ကျင့်ခန်းတွေ အလွန်အကျွံလုပ်ခဲ့ပါတယ်။အဲ့ဒီအခါဆီးချိုကျတာတက်တာတွေ လည်းခံခဲ့ရပါတယ်။ WeCare ကျန်းမာရေးနည်းပြများမှကျွန်တော့်ရဲ့ BMI, အသက်နဲ့ဆီးချိုအခြေအနေအရတစ်နေ့တာစားသင့်တဲ့ကယ်လိုရီပမာဏကို တွက်ချက်ပေးထားပါတယ်။တာတွေ ရွေးချယ်စားသင့်ကြောင်းအစားအစာဥပမာများအပြင်အစားအစာနဲ့ဆေးဝါးဟန်ချက်ညီအောင်အချိန်မှန်မှန်စားသင့်ကြောင်းစတာတွေ ရှင်းပြသင်ပြပေးပါတယ်။နေ့စဉ်စားဖြစ်တာတွေကို app ထဲက Diet Plan နေရာမှာပုံလေးတွေ တင်ဖြစ်ပါတယ်။ Health Coachကမြင်တဲ့အခါကျွန်တော်စားနေတာတွေ မှန်ကန်လားမှားယွင်းနေလားကိုချက်ချင်းအကြံပေးပါတယ်။ကိုယ်လက်လှေ့ကျင့်ခန်းကိုလည်းပြုလုပ်သင့်တဲ့အမျိုးအစားနဲ့ကြာချိန်ကိုစနစ်တကျရှင်းပြပေးပါတယ်။ဆီးချိုစစ်ဖို့မေ့တဲ့နေ့တွေမှာလည်း app ကနေ reminder လေးရောက်ပါတယ်။ App ထဲကကျွန်တော့်ရဲ့ ဆီးချိုမှတ်တမ်းတွေ ကိုအပတ်စဉ်၊လစဉ်ဂရပ်နဲ့မြင်ရတဲ့အတွက် တကယ်ကိုစနစ်တကျရှိလှပါတယ်။ ၃ လပြည့်လို့ရက်ချိန်းပြန်ပြတဲ့အခါ ကျွန်တော့်ရဲ့ HbA1c ဟာ 6.5% သာရှိပါတော့တယ်။ဆရာဝန်ညွှန်ကြားတဲ့သောက်ဆေးတွေ ကိုတိတကျကျလိုက်နာသောက်သုံးတဲ့အပြင် WeCare app လေးရဲ့ ကျန်းမာရေးဗဟုသုတပေးမှုနဲ့ health coach တွေရဲ့ အကူအညီတွေ လည်းအများကြီးပါခဲ့ပါတယ်။ဒီလိုနဲ့ကျွန်တော့်ဆီးချိုဟာ control ရခဲ့ပြီးနောက်ထပ် ၃ လအကြာ follow up တွေမှာ HbA1c ရာခိုင်နှုန်း 6.3 % , 6 % ထိလျော့ချနိုင်ခဲ့ပါတယ်။ယခုဆိုရင် WeCare app လေးသုံးလာတာ ၁နှစ်ပြည့်ပါပြီ။ကျွန်တော့်ရဲ့ Diabetes Journey ကိုအခုလိုပေါ့ပေါ့ပါးပါးနဲ့ဆက်ခွင့်ရတာဝမ်းသာမဆိုးပါပဲ။

I'm Ko Thukha (renamed) and 37 years old. I found out that I have diabetes through a post-covid checkup in 2021. My HbA1c was 13% when I first saw an endocrinologist. Doctor prescribed me the required medications and suggested to sign up and use WeCare Diabetes application on my phone, which is convenient and useful for people with diabetes. Since I was newly diagnosed with DM, I didn't notice the nature of disease at all. In the app, daily glucose results, physical activity, diet plan and many others can be noted. Through the build-in chat box in the app, I was able to ask and discuss what was not clear with WeCare health coach. They explain about dos and don'ts of my oral medications and coached to have a healthy lifestyle. When I was totally new to diabetes, I cut out all carbohydrates and did lots of strenuous activity, which were completely wrong. Instead of being well-controlled, I experienced frequent episodes of hypo/hyperglycemia. WeCare health coaches calculated daily required calories based on my current BMI, age and diabetes. They explained about healthy category of foods, what foods to avoid and the importance of regular timing for meals and medications. I uploaded my diet plan photos in the app and obtained advice from coach. Regarding exercises, they suggested the most suitable physical activity and duration. What's more, the app sends me a reminder on days I forgot to log my activities. I could also review my weekly and monthly diabetes records with graphs from the app, which is really organized. On my follow-up visit after 3 months, my HbA1c was only 6.5%. In addition to strictly following the medication prescribed by the doctor, WeCare app provided health information and obtained a lot of help from health coaches. Thus, my diabetes was well-controlled, and after 3 months of follow-up, I was able to reduce the HbA1c percentage to 6.3% and 6%. Now it's been 1 year since I used the WeCare app. I feel so grateful to be able to continue my Diabetes Journey so lightly.



## Testimony (2)

အန်တီနာမည်ကတော့သင်းသင်းပါ။အသက်၄၅နှစ်ရှိပါပြီ။ဆီးချိုရှိတာကတော့ ၄နှစ်လောက်ရှိပါပြီ။ဆီးချိုအထူးကုဆရာဝန်ကြီးနဲ့လည်းပြောနေပါတယ်။အရင်ကတော့ဆီးချိုမနက်စစ်ပြီးတိုင်းစာရွက်လေးနဲ့မှတ်ထားတယ်။ဒါပေမယ့်ဆရာဝန်ပြန်ခေါ်တိုင်းစာရွက်ပျောက်သွားလို့အမြဲစိတ်ညစ်ရတယ်။ခုတော့ဆရာဝန်ကြီးပြောတယ် WeCare Diabetes App လေးသွင်းထားတာအဆင်ပြေသွားပါပြီ။ appလေးထဲကဆီးချိုဖြည့်တယ်နေရာမှာမနက်တိုင်းဖြည့်ပါတယ်။၃လတစ်ခါစစ်ရတယ် HbA1c ပါဖြည့်ထားပါတယ်။ဆီးချိုတက်နေလား/ကျနေလားပါသိရတော့ပိုအဆင်ပြေပါတယ်။အဖြေပြန်ကြည့်ပြီးဆီးချိုထိန်းနိုင်မထိန်းနိုင်သိရတော့အစားအသောက်လည်းဆင်ခြင်လိုရတယ်။အဖြေဖြည့်ဖို့မေ့သွားတယ်အခါကျရင်လည်း app reminder လေးပို့ပေးတယ်။ဆရာဝန်ကြီးနဲ့ပြောတယ်အခါကျရင်ဖုန်းပါသွားရုံနဲ့တိုယ့်ဆီးချိုအဖြေကိုပြန်တော့အရမ်းအကျိုးရှိပါတယ်။အဲ့ဒါအပြင်အဲဒီ appလေးထဲမှာမသိတာရှိရင် WeCare Health Coach ကိုမေးလို့ရတယ်အပြင်ဆီးချိုရောဂါနဲ့ဆိုင်တယ်ကျန်းမာရေးပညာပေးဆောင်းပါးနဲ့ video တွေ ပါကြည့်လို့ရတော့သဘောကျမိပါတယ်။အခုဆိုရင်အန်တီဆီးချိုတာ control ရနေပါပြီ။ WeCare Diabetes app လေးကြောင့်ခုလို selfmanage လုပ်နိုင်တာမို့လို့ဒီ app လေးကိုအမြဲသုံးသွားမှာပါ။

My name is Thin Thin and I am 45 years old. I have been diagnosed with Diabetes for almost 4 years and meeting an Endocrinologist regularly. I used to write down my fasting blood sugar level in the paper. But everytime I was about to go for my regular doctor meeting, I lost my paper. Now I am using WeCare Diabetes app as the doctor recommended. I fill in the FBS box whenever I prick my fingertip. It is convenient to know whether my blood sugar level is normal or not. I checked my results, noticed my blood sugar level and managed my diet. When I forgot to fill in my results, the application sent me a reminder which was helpful. I can show my blood sugar level results to my doctor just by bringing my phone to the clinic visit. Moreover, I can ask Health Coach in the message box of the app and also can read diabetes related articles and watch videos. Now I am in good control of diabetes. Because of WeCare Diabetes app, I can self-manage. That's why I am gonna use this WeCare Diabetes app always.

# Awards and Recognitions

Mega was included in the Forbes® Best under a Billion-A list of 200 small-medium sized companies with revenues less than a Billion Dollars across AsiaTHIRD YEAR in a row.



MSCI



CAC Certified



ESG A rating



FORBES 3 YEARS IN A ROW



Mega received Best Employer Brand Award during the 18<sup>th</sup>



IR Magazine Award - South East Asia 2023 Best IR website



Best Companies to work for In Asia by HR Asia

Included in the ESG100 Listed companies published by Thaipt Institute of Thailand



Certificate of Honor received from Ministry of Natural Resources and Environment of Thailand for voluntary greenhouse gas reduction program for installation of rooftop solar electricity generation plant and reduction of greenhouse gas by 690 tonnes equivalent per year.

# Corporate Memberships

## Thailand Memberships

1. Health Food and Supplements Association (HFSA) - Mega Lifesciences was a Founder member.
2. Thai Pharmaceutical Manufacturers Association (TPMA)
3. Thai Self Medication Industry Association (TSMIA)
4. The Federation of Thai Industries (FTI)
5. TIPA - THAI INDUSTRIAL PHARMACIST ASSOCIATION
6. ISPE - The International Society for Pharmaceutical Engineering

# Training for Sustainability

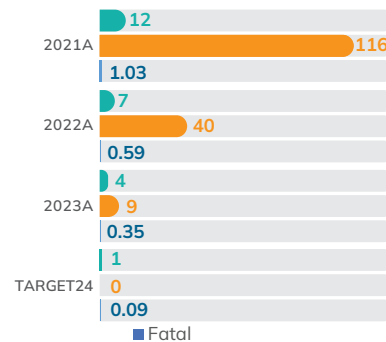
## Improved focus on safety training



- Lost Time Injury Frequency Rate (LTIFR) has reduced from 1.03 in 2021 to 0.59 (-43%) in year 2022 and reduced to 0.35 (41%) in year 2023.
- Total lost days and ISR has reduced 40%
- 2024 Target to reduce accident to zero.

### Introduction and basic safety

#### Emp's MEGA Accident statistics



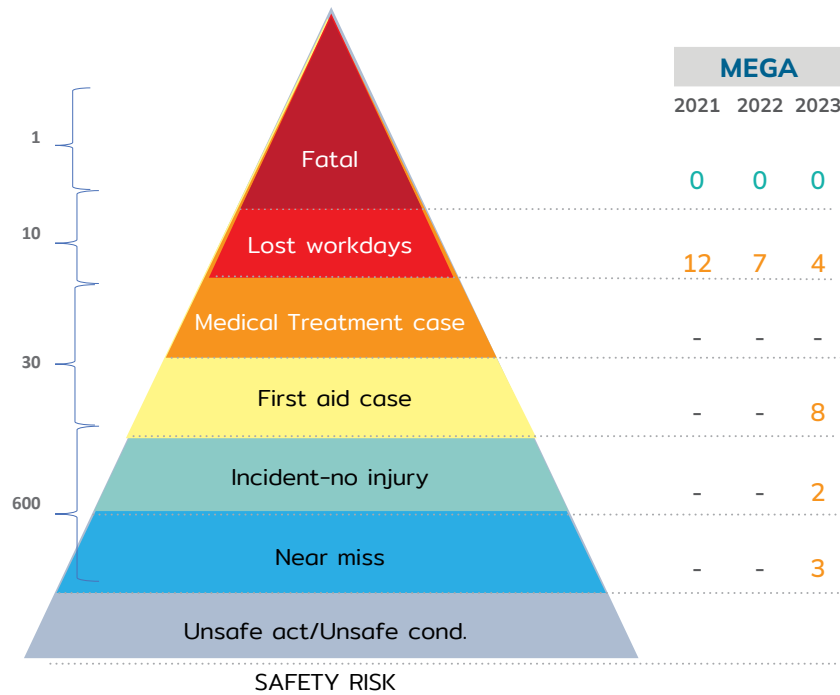
Basic firefighting



Safety for contractors

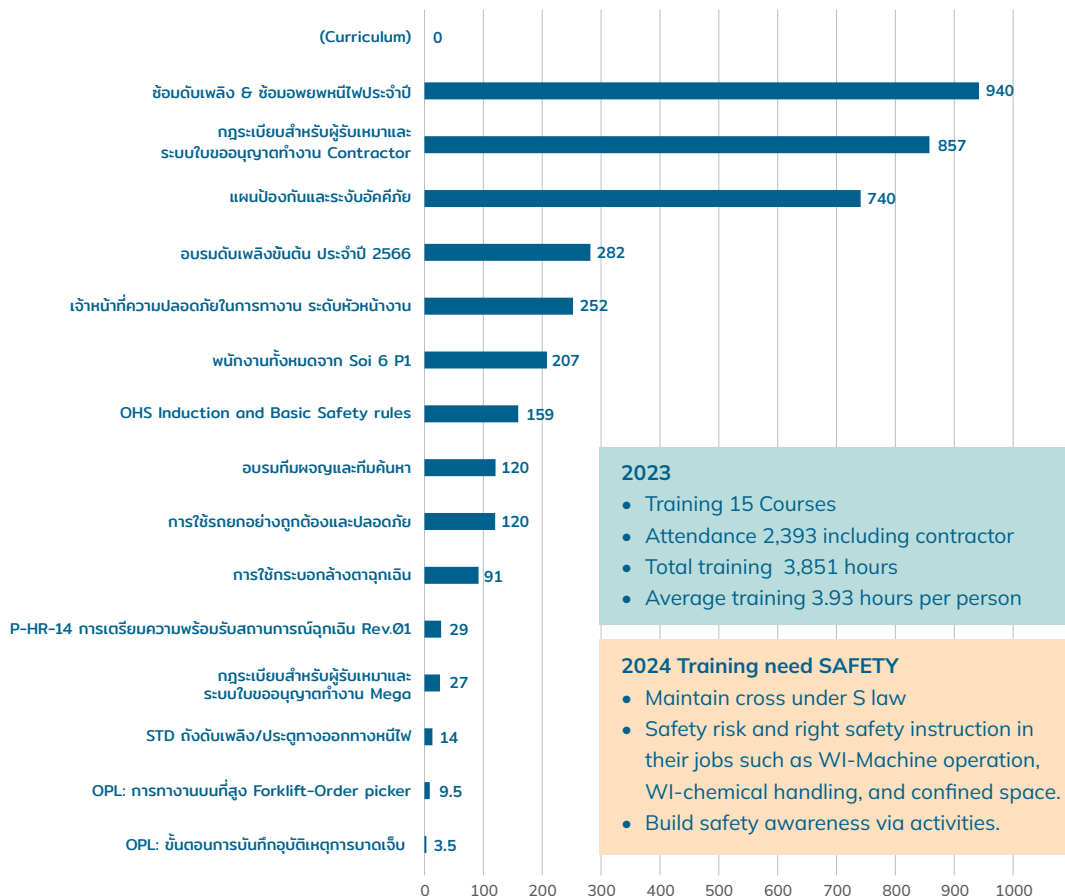


## Safety Pyramid - Employee



## Improvement - Skill & Competency

จำนวน ชม.อบรม แยกตามหลักสูตร





# 2024 Occupational Safety and Health Improvement Target

## Build safety awareness to be a safe workplace

### Target:

To not repeat any past accident and to reduce the LTA from 0.35 to 0.09 ( 4 cases to 1)

### Strategy:

3Es (Education, Engineering, Emphasize/Enforcement).

#### IMPROVEMENT – SKILL & COMPETENCY



- Maintain the existing standard,
- Accident reduction by Eliminate unsafe act(s)/Unsafe conditions.
- Build skill and awareness
- Build engagement across the plant via OHS Activities and visible One Point Lesson (OPL)

2024 Plan:			
Quarter 1	Quarter 2	Quarter 3	Quarter 4
<ul style="list-style-type: none"> <li>• GOAL Alignment and cascade to shopfloor.</li> <li>• Established ACTIVITIES plan.</li> <li>• Established TRAINING Plan.</li> <li>• Established CORRECTIVE &amp; PREVENTIVE Plan/#IMPROMENT PLAN.</li> </ul>	<ul style="list-style-type: none"> <li>• OHS Process review in monthly basis.</li> <li>• Safety promotion Reward/ Recognition.</li> <li>• RISK Assessment report/ Mitigation plan</li> <li>• Un accept Unsafe condition &amp; Unsafe behavior (Selected) in workplace</li> </ul>	<ul style="list-style-type: none"> <li>• OHS Assessment rating/Scoring</li> <li>• Develop Safety model (SGA activities/Safety leader)</li> </ul>	<ul style="list-style-type: none"> <li>• OHS Internal audit</li> <li>• Management Review</li> </ul>

### Targets:

To do more & more with Consistency

#### IMPROVEMENT – Talk/Share to shopfloor



- OHS compliance
- Develop OHS skill
- Develop process review and governance
- Focus areas improvement to reduce risk.

# Mega We care - Customer Relationship Management

Mega believes in and practices We care which is a holistic approach ranging from sourcing and manufacturing till after sales care.

We believe in Creating Owners ... Improving Lives. Mega's Dharma is to help people live as long as they live.

Customers are a critical part of Mega's supply chain starting from sourcing of Raw Materials. Customers play a key role of connecting Mega with the consumers. Mega manufactures/sources high technology products with the purpose to make them available at affordable prices.

Highlights of Management's Customer Proposition

- Education and awareness of products and Mega's facilities for Customers
- Education and awareness of consumers' health conditions
- Prevention of disease by educating customers to have a healthy lifestyle
- Information Technology applications for connecting Mega and Customers on the same platform
- Building awareness within Mega about Customer's business proposition and challenges

Targets for year 2025 till 2030.

- Maintain targets for Customer Satisfaction as per scores and methodology set by each market/business segment

- Improve Information technology applications connecting Mega - Customer - Consumer
- Build greater sales engagement with customers
- Build on-line sales and fulfillment
- Improve product and health awareness
- Customer Satisfaction Index

## Mega Lifesciences - Vietnam

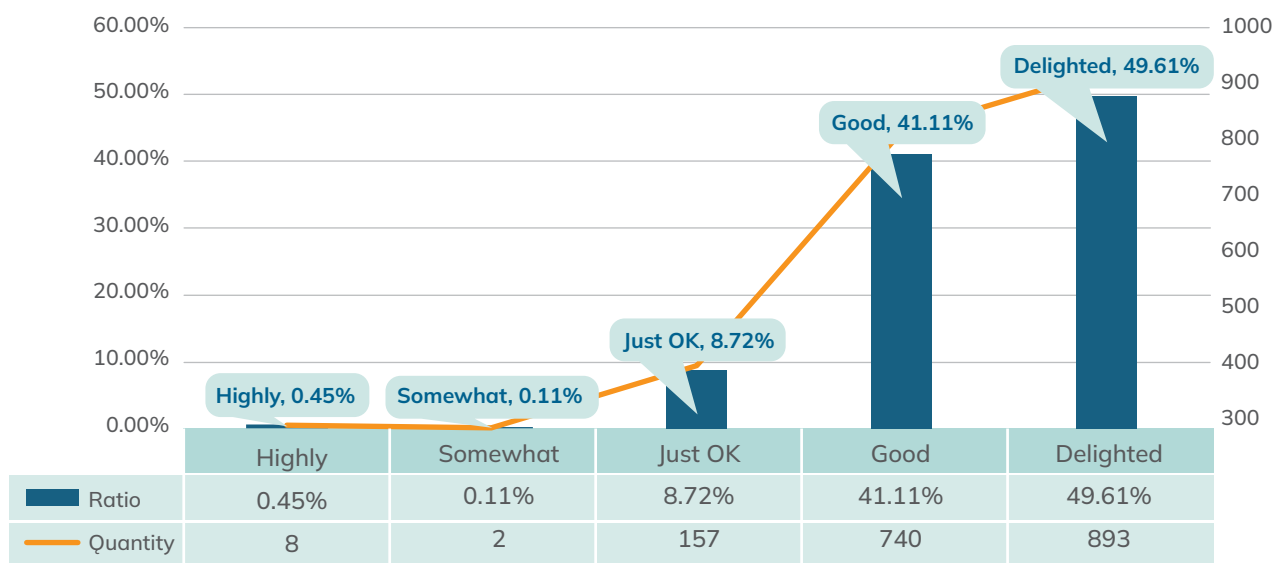
### I. Customer Satisfaction Survey Report

- The customer satisfaction using the questionnaire in the Customer Satisfaction Survey forMaxxcare Form
- The collecting for the survey is directly done by Delivery Man
- Summary and analysis by Customer Care Team
- Quantity of survey sample: 212 Customers
  - Done: 200 Customers
  - The customer refuses: 12 Customers



## II. Summary of Rating

Dissatisfied		Acceptable		Satisfied
Highly 1	Somewhat 2	Just OK 3	Good 4	Delighted 5
0.45%	0.11%	8.72%	41.11%	49.61%



## III. Key Goal

- Improve our service levels to enhance customer delight, which will ensure our customers support us more, is satisfied with our services vis-à-vis completion.

## IV. Some photographs of 2023 we have done for retail pharmacies, events as education, Team building



# Mega Lifesciences Myanmar

## Survey Sample Size

- In 2023, all sales divisions sale officer's planned outlets across the country - 22400 (over)
- Planned outlets for primary operation area - 7500 (over)
- Survey responded primary customers - 795
- Survey outlet by Division
  - Pharma related outlets - 306
  - Consumer related outlets - 447
  - Both Pharma & Consumer - 42
- Area coverage
  - Yangon city, Mandalay town and deport area (Primary)
- Survey outlets types
  - All coverage outlets types by equal ratio

### CUSTOMER SATISFACTION SURVEY REPORT (Year 2023) For Customer Services

SR	Question	Total Customer	Total Marks Received	Total Possible Marks (Max)	Satisfaction (%)
1.	Handling of the inconvenience on customer's complaints.	795	517	590	88%

**Total survey customers - 795**

date: 15/01/2023

**The customers who had contacted with company for complaint - 59**

Submitted by

As per SOP - 5.4.2

(between 50% to 70%) - Medium satisfaction

(>70%) - high satisfaction

(<50%) - Low satisfaction

REF: MEGA/ICSD/003

# Mega Malaysia

## Go Wild for a While - Hiking Session for Customers

Date	Time	Location	Attendees	Objectives
2 Dec. 2023 (Sat)	9.30am: Meet & Gather (Light refreshment to be served)  10.00am: Hiking session (3km Guided walk)	Taman Tugu, KL <a href="https://tamantuqu.my/">https://tamantuqu.my/</a>	26 pax	<ul style="list-style-type: none"><li>• To promote healthy living among participants</li><li>• To create brand awareness of Good Health by Yourself</li><li>• To establish better engagement among BiO-LiFE.&amp; retailers</li><li>• To create opportunity for team building among pharmacy staffs</li></ul>

# GRI CONTENT INDEX

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102-3	Location of headquarters	200	Corporate Governance
102-4	Location of operations	70-79	Registered Office Address of Subsidiary and Associated Companies
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		70-79	Name and Category of Subsidiaries and Associated Companies in which the Company holds more than 10% of shares sold by them
102-8	Information on employees and other workers	140-141	Sustainability Report: Employee Information
102-9	Supply chain		None
102-10	Significant changes to the organization and its supply chain		No significant changes
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102-12	External initiatives	142-148	Sustainability Report
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GRI Standard	Disclosure	2023 Annual Report Page Number	2023 Annual Report Section Reference
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102-22	Composition of the highest governance body and its committees	230	Corporate Governance Structure
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GRI Standard	Disclosure	2023 Annual Report Page Number	2023 Annual Report Section Reference
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102-40	List of stakeholder groups	116	Sustainability Report: Stakeholder Engagements
102-41	Collective bargaining agreements		Not applicable
102-42	Identifying and selecting stakeholders	116	Sustainability Report: Stakeholder Engagements
102-43	Approach to stakeholder engagement	116	Sustainability Report: Stakeholder Engagements
102-44	Key topics and concerns raised	114-115	Sustainability Report: Materiality Matrix
<b>Reporting practice</b>			
102-45	Entities included in the consolidated financial statements		Mega Lifesciences Public Company Limited
102-46	Defining report content and topic boundaries		Mega Lifesciences - Thailand Operations
102-47	List of material topics	114-115	Sustainability Report: The Materiality Assessment
102-48	Restatements of information		N.A
102-49	Changes in reporting		N.A
102-50	Reporting period		Jan-Dec 2023
102-51	Date of most recent report		Dec-2022
102-52	Reporting cycle		Annual
102-53	Contact point for questions regarding the report	200	General Information
102-54	Claims of reporting in accordance with the GRI Standards	108	CEO Message
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<b>GRI 103: MANAGEMENT APPROACH</b>			
103-1	Explanation of the material topic and its boundary	114-115	Sustainability Report: Materiality
103-2	The management approach and its components		N.A
103-3	Evaluation of the management approach		N.A

GRI Standard	Disclosure	2023 Annual Report Page Number	2023 Annual Report Section Reference
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<b>GRI 304: BIODIVERSITY</b>			
304-2	Significant impacts of activities, products, and services on biodiversity	132-136	Sustainability Report
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306	Effluents and Waste	132	Sustainability Report: Solvents
<b>GRI 401: EMPLOYMENT</b>			
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	139	Employee Satisfaction
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<b>GRI 403: OCCUPATIONAL HEALTH AND SAFETY</b>			
403-1	Occupational health and safety management system	155-156	Sustainability Report
403-4	Worker participation, consultation, and communication on occupational health and safety	-	
403-5	Worker training on occupational health and safety	-	
<b>GRI 404: TRAINING AND EDUCATION</b>			
404-1	Average hours of training per year per employee	138	15:18 hours average
404-2	Programs for upgrading employee skills and transition assistance programs	138	

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<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY</b>			
405-1	Diversity of governance bodies and employees	230	Corporate Governance Structure
<b>GRI 406: NON-DISCRIMINATION</b>			
406-1	Incidents of discrimination and corrective actions taken	None	
<b>GRI 408: CHILD LABOR</b>			
408-1	Operations and suppliers at significant risk for incidents of child labor	None as per our Risk based Checklist answered by more than 160 suppliers since 2021	
<b>GRI 412: HUMAN RIGHTS ASSESSMENT</b>			
412-3	Significant investment agreements and contracts that include human rights clauses or that under went human rights screening	All significant contractors are fully complied with the local labor laws.	
<b>GRI 418: CUSTOMER PRIVACY</b>			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None	



**MEGA** We care *for* Your Wellness

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