



We care



# Creating Sustainable Wellness

Sustainability Report 2024  
Mega Lifesciences Public Company Limited





## 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 Sustainable Health

Mega focuses on the high-quality products covering all health problems and helping people stay healthy as long as they live for sustainable health.

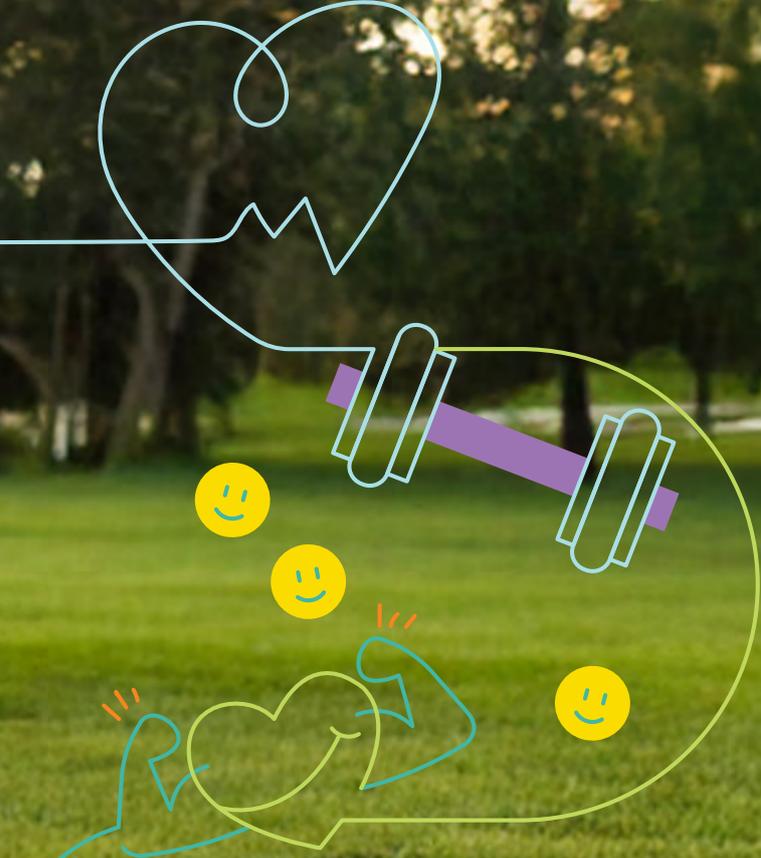






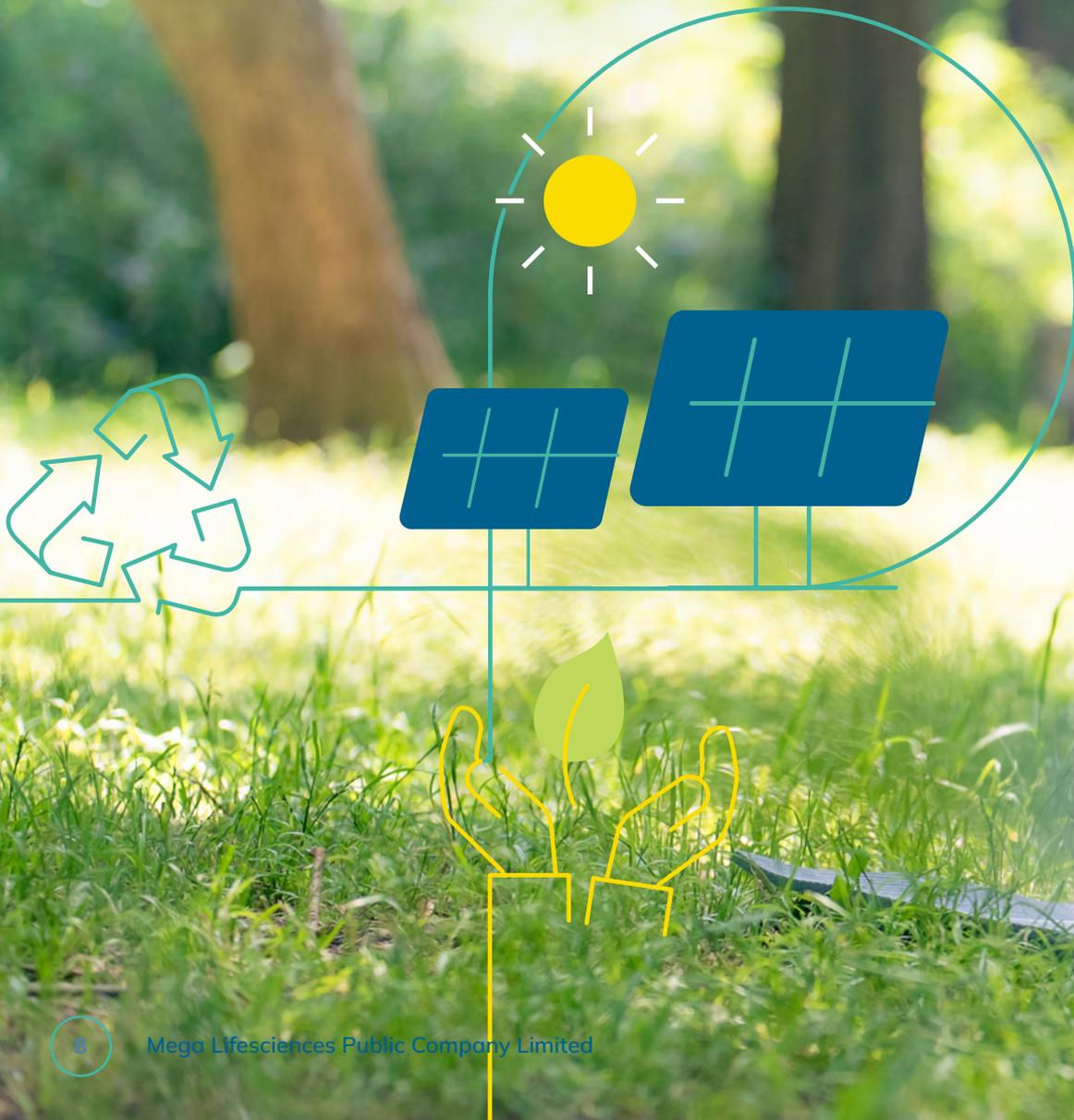
# Creating Sustainable Wellness

Mega focuses on the physical, mental, emotional, and social health of all for sustainable happiness and growth.



# Creating Sustainable Inspired by Nature

MEGA is committed to incorporating eco-friendly practices and aspires to efficiently utilize resources, reduce pollution, and slash greenhouse gas emissions for Creating a Sustainable Organization Inspired by Nature.





# 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

## Mega Way - Mission and Vision

### **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 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.

## Core 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 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.

## 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



**Creating Shared Value**



**Safeguarding Environment**



**Social Enrichment**

Revenue achieved total product registrations filed 4,896 (2023: 4,673 )

Solar energy generated - Energy from Renewable sources: 14% (PY 10%)

74,549 hours of training  
30 Hours of human rights training  
Thai 25 million baht invested in community and other programs  
100 hours of sustainability training in year 2024.

## Message from CEO and Chief Coach

### Dear Stakeholders,

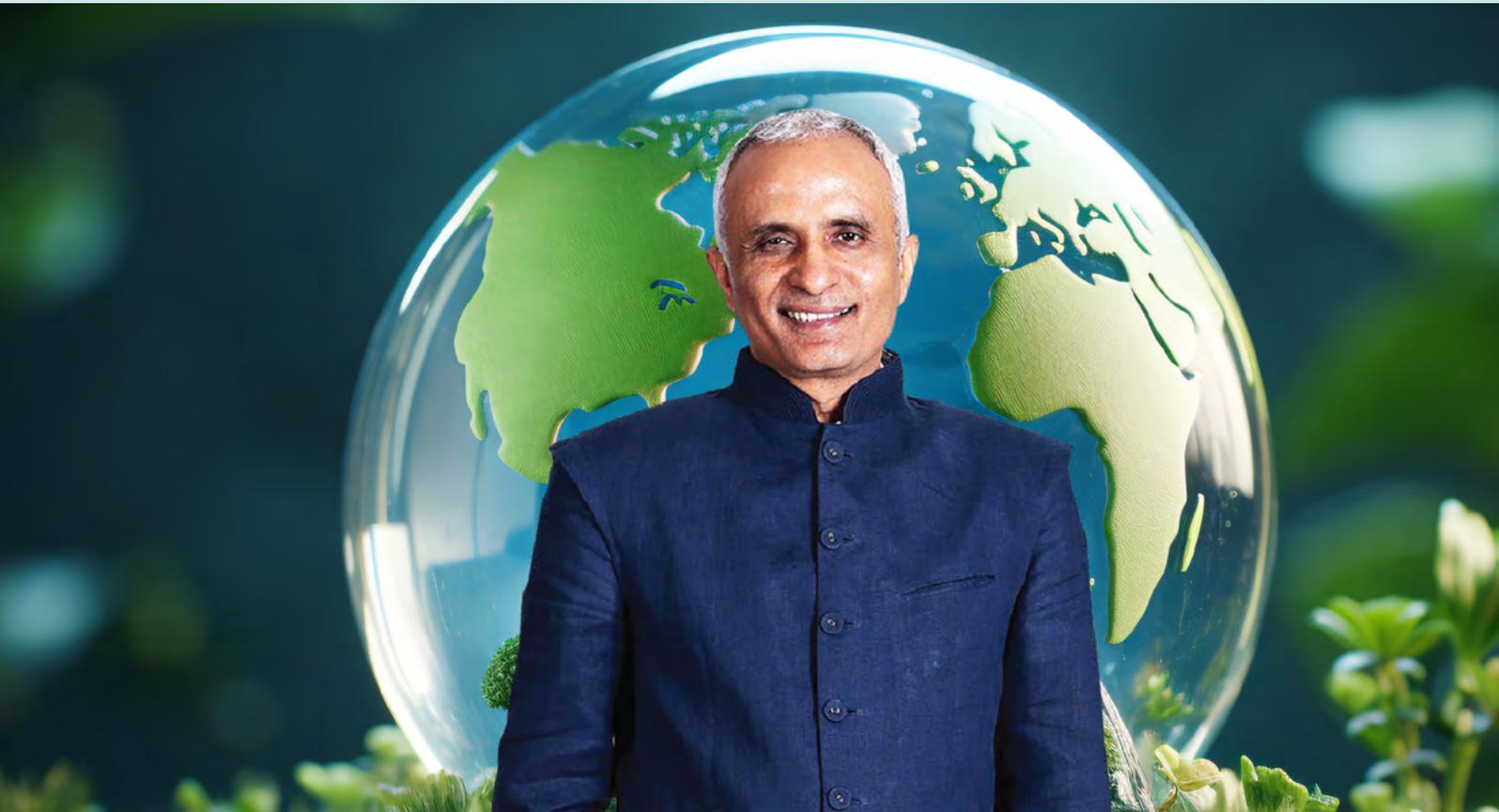
I am pleased to share our sustainability report, using the GRI framework and incorporating the United Nations Sustainable Development Goals (UN SDGs). This report outlines Mega Lifesciences' philosophy, strategy, and practices for building a sustainable company and workplace. It highlights our commitment to economic, social, and environmental sustainability as part of the Mega Way of Life.

At the heart of the Mega Way, in all 35 countries where we operate, is the concept of Creating Shared Value. To us, this means going beyond traditional Corporate Social Responsibility and embracing a philosophy that generates economic value while delivering social impact. Simultaneously, it means connecting our success to the success of the communities we serve. It means demonstrating our commitment to human

wellness—economic wellness, physical wellness, and social wellness.

The world has witnessed an unprecedented pandemic, exposing businesses to significant risks and threatening continuity. Mega Lifesciences has taken proactive steps to uplift communities and businesses. By leveraging our sustainable business practices, we have strengthened our resilience, built a highly engaged workforce, and contributed to a healthier planet through sustainable environmental initiatives.

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



### **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. There by 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.

**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 15,000 patients (2023: 1,000) to connect with the healthcare ecosystem. Mega Lifesciences has committed approximately USD 10 million over next 8-10 years for this project.

## Mega We care for environment

We are committed to playing our role in environmental conservation. To achieve this, we continue to take meaningful steps, from utilizing solar energy to improving operational efficiencies and optimizing packaging solutions. Additionally, we are transitioning to paperless processes in many areas. Our solar energy initiatives have expanded significantly. We have installed solar plants at our manufacturing facilities in Thailand and Australia, as well as our distribution center in Myanmar. These efforts have collectively resulted in a reduction of 1,570 tons of CO<sub>2</sub> emissions in 2024 (2023: 1,184 tons). To support these initiatives, we have invested an additional USD 600,000+, bringing our total investment to USD 2.1 million. This has led to substantial energy cost savings, with USD 370,000 saved in 2024 alone.

### Innovations to make this planet cleaner and safer:

At Mega Lifesciences, we are dedicated to minimizing our environmental impact through continuous improvements in our operations. By strategically investing in efficient utilities and optimizing processes, we have made significant strides in reducing both carbon emissions and waste generation. In 2024, our efforts to enhance operational efficiencies have resulted in a total savings of 220,000+ kgs of CO<sub>2</sub> emissions.

Additionally, through the innovative re-design of packaging materials, we have reduced material consumption, including plastic, leading to a total waste reduction of 30,000+ kgs. We are committed to finding innovative ways to reduce our environmental footprint and drive sustainable growth, further reinforcing our role as a responsible and environmentally conscious organization.

## 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 2024

**SET**  
ESG Ratings



1. Mega has been included in the Thailand Sustainable Investing group by the Stock Exchange of Thailand for Mega's initiatives in Sustainability for second year in a row and has been assigned an A rating.

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



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

**MSCI** 

4. Mega has secured a 100% rating for its Annual General Meeting held in April 2024.



CEO & Chief Coach/Vivek Dhawan

# About Mega Lifesciences

## Mega Way - Mission

### MEGA LIFESCIENCES - A THINKING ORGANISATION

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### TRUST

We trust people as adults who know what needs to be done. We show 100 percent trust in people who work at MEGA. 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.



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# 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, 2024, our Mega We Care® branded products were being sold in a total of 35 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.

**5,300+**  
employees  
worldwide

Presence in  
**35**  
countries

**3,975**  
trademarks  
registered  
(Year 2024:  
467 trademarks)



# Corporate Governance

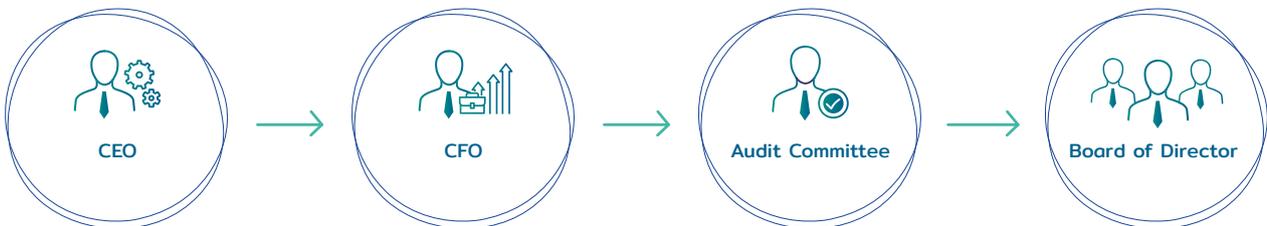
## Material Concerns

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



## SDGs as 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 the Audit Committee /  
Member of Nomination Committee



**Dr. Nithinart Sinthudeacha**

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



**Mr. Vijay Karwal**

Independent Director /  
Chair of Nomination Committee /  
Member of Audit 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  
Government 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

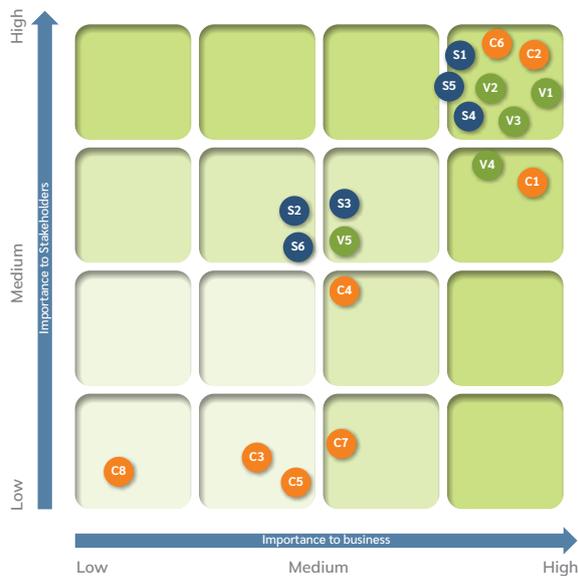
### Mitigation Processes include

- 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> 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	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> V1 Waste Management V2 Water Management V3 Energy Management V4 Compliance with Environment laws V5 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>	   
<b>Social Dimension</b> S1 Attracting and retaining Talent S2 Training and Development S3 Diversity S4 Human Rights S5 Non-Discrimination and no harassment S6 Community development	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>	     

# 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)



## 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>
<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 2024	FY 2023	FY 2022
Sale revenues	Million Baht	15,344	15,681	15,686
Revenues from sale of goods and rendering of services	Million Baht	15,344	15,681	15,686
Net sales plus revenues from financial investments and sales of assets	Million Baht	15,409	15,745	15,728
Economic Value Distributed				
Employee wages and benefits	Million Baht	2,476	2,303	2,404
Operating cost	Million Baht	5,387	5,129	5,298
Payments to government: Gross taxes	Million Baht	362	423	389
Payments to providers of capital: Dividend payments	Million Baht	1,395	1,439	1,404
Community investments	Million Baht	-	-	0.5
Economic value retained	Million Baht	9,416	8,841	8,316

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			
	2024		2023	
	Rate (%)	Baht	Rate (%)	Baht
Operating Profits before Income tax expense		2,352,182,410		2,261,676,187
Income tax using the expected average tax rate*	19.3	454,287,857	17.2	388,163,120
Tax effect of income and expense that are not taxable or not deductible in determining taxable profit, net		(121,105,657)		(90,523,590)
Others		6,445,357		(28,583,115)
<b>Total</b>	<b>14.4</b>	<b>339,627,557</b>	<b>11.9</b>	<b>269,056,415</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 35 countries now in Asia 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.

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

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.

# 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 (3rd Party sourcing) and files the product registration applications across more than 35 countries in the world.

As on December 31, 2024 we have the following number of registrations:

Please find below registration information as on 31<sup>st</sup> December 2024:

### Registrations Across the World (except Thailand)

Number of Registrations

Category	Active	Non-Active	Applied	Total
Nutra	802	910	221	<b>1,933</b>
OTC	72	76	41	<b>189</b>
Prescriptions	450	398	470	<b>1,318</b>
<b>Total</b>	<b>1,324</b>	<b>1,384</b>	<b>732</b>	<b>3,440</b>

### Total Registrations Worldwide (including Thailand)

Number of Registrations

Category	Active	Non-Active	Applied	Total
Nutra	940	2,057	231	<b>3,228</b>
OTC	84	100	44	<b>228</b>
Prescriptions	494	464	482	<b>1,440</b>
<b>Total</b>	<b>1,518</b>	<b>2,621</b>	<b>757</b>	<b>4,896</b>

### Registrations in Thailand only

Number of Registrations

Category	Active	Non-Active	Applied	Total
Nutra	138	1,147	10	<b>1,295</b>
OTC	12	24	3	<b>39</b>
Prescriptions	44	66	12	<b>122</b>
<b>Total</b>	<b>194</b>	<b>1,237</b>	<b>25</b>	<b>1,456</b>

### Details of Unique Products

Number of Registrations

Category	Active	Non-Active	Applied	Total
Nutra	273	759	3	<b>1,035</b>
OTC	21	19	2	<b>42</b>
Prescriptions	221	152	117	<b>490</b>
<b>Total</b>	<b>515</b>	<b>930</b>	<b>122</b>	<b>1,567</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.

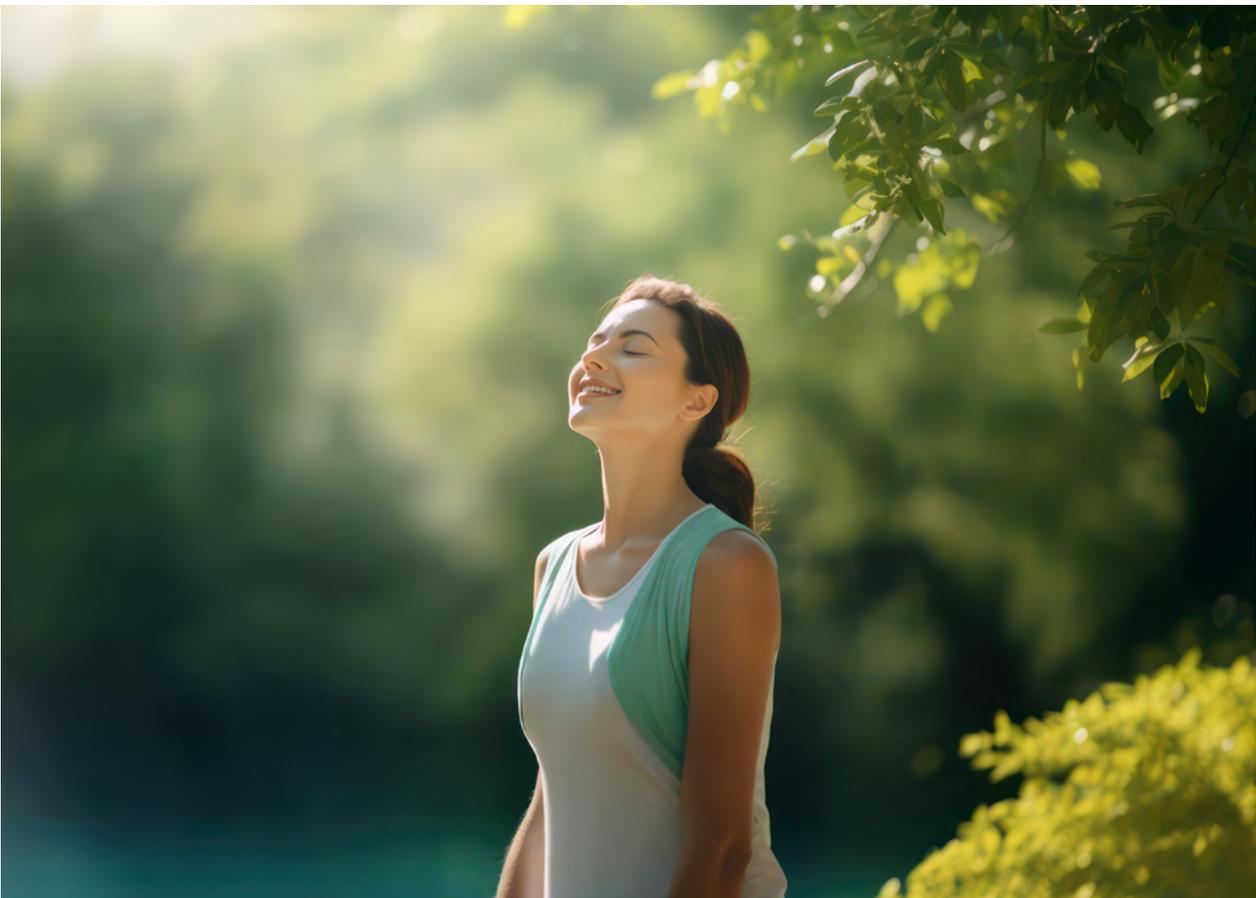
Failure to comply GMP standards would result in expensive product recalls and expensive litigation among other serious consequences. The Company follows a Risk based approach for quality assurance and a robust quality control process which is normally followed upon completion of manufacturing on test 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 (2 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 35 SUPPLIERS IN YEAR 2024



Mega Lifesciences has successfully completed ISO 17025 certification for competence in laboratory and testing processes in 2024.

## Performance Data 2024

GRI/DJSI	Required Data	Unit	Total YTD
<b>Energy</b>			
GRI 302-1 (2016)	<b>Energy Consumption within Organization</b>		
	Total Energy consumption within the Organization	MWh	28,581.02
	<b>Total fuel consumption within the organization from non-renewable sources</b>		
	Total Non-renewable fuels purchased and consumed	MWh	11,514.59
	Natural Gas	MWh	11,514.59
	Total Non-renewable electricity purchased	MWh	14,637.00
	Electricity purchased	MWh	14,637.00
	<b>Total fuel consumption within the organization from renewable sources</b>		
	Total Renewable Energy consumption within the organization	MWh	2,429.44
	Solar Energy	MWh	2,429.44
	<b>Energy Consumption Outside the Organization</b>		
Total Energy Consumption Outside the Organization	MWh	952.69	
Total Transmission and Distribution (T&D) Losses	MWh	952.69	
<b>Water</b>			
	<b>Other water (&gt;1,000 mg/L Total Dissolved Solids).</b>		
	Third-party water	ML	92.824
	Total water withdrawal from all areas with water stress	ML	92.824
	Third-party water	ML	92.824
	<b>Other water (&gt;1,000 mg/L Total Dissolved Solids).</b>		
	Third-party water	ML	92.824
GRI 303-5 (2018)	<b>Water consumption</b>		
	Water consumption from all area	ML	92.824
	Water consumption from all area with water stress	ML	92.824
GRI 303-5 (2018)	<b>Water storage</b>		
	Change in water storage	ML	-0.32
<b>Air and GHG Emissions</b>			
GRI 305-1 (2016)	<b>GHG Emissions</b>		
	Total GHG emissions (Scope 1+2+3)	Tonne CO <sub>2</sub> equivalents	8,962.03
	Direct (Scope 1) GHG emissions	Tonne CO <sub>2</sub> equivalents	2,071.39
GRI 305-2 (2016)	GHG Scope 2	Tonne CO <sub>2</sub> equivalents	6,469.55
GRI 305-3 (2016)	GHG Scope 3	Tonne CO <sub>2</sub> equivalents	421.09
GRI 305-6 (2016)	<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>Waste</b>			
<b>GRI 306-3 (2020)</b>	<b>Waste Generated</b>		
	<b>Total waste generated</b>	<b>Tonne</b>	<b>949.69</b>
	Total hazardous waste generated	Tonne	66.91
	Total non-hazardous waste generated	Tonne	882.78
<b>GRI 306-4 (2020)</b>	<b>Waste diverted from disposal (Offsite)</b>		
	<b>Total waste diverted from disposal</b>	<b>Tonne</b>	<b>44.20</b>
	<b>Total hazardous waste diverted from disposal</b>		
	<b>Total hazardous waste diverted from disposal</b>	<b>Tonne</b>	<b>44.20</b>
	- Other recovery operations	Tonne	44.20
	Offsite	Tonne	44.20
<b>GRI 306-5 (2020)</b>	<b>Waste directed to disposal (Offsite)</b>		
	<b>Total waste directed from disposal</b>	<b>Tonne</b>	<b>905.49</b>
	<b>Total hazardous waste directed to disposal</b>		
	<b>Total hazardous waste directed to disposal</b>	<b>Tonne</b>	<b>22.71</b>
	- Incineration (with energy recovery)	Tonne	22.71
	Offsite	Tonne	22.71
	<b>Total non-hazardous waste directed to disposal</b>		
	<b>Total non-hazardous waste directed to disposal</b>	<b>Tonne</b>	<b>882.78</b>
	- Incineration (with energy recovery)	Tonne	882.78
	Offsite	Tonne	882.78
<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	899.00
	Contractor covered by SSHE Management System	Person	15.00

GRI/DJSI	Required Data	Unit	Total YTD
GRI 403-9 (2018)	<b>Work-related injuries</b>		
	<b>Number of Hours Worked</b>		
	Employee	Person	2,258,160
	Contractor	Person	89,972
	<b>Number of Fatalities as a result of work-related injury</b>		
	Employee	Person	0
	Contractor	Person	0
	<b>Rate of Fatalities as a result of work-related injury</b>		
	Employee	Recordable cases per 1,000,000 hours worked	0
	Contractor	Recordable cases per 1,000,000 hours worked	0
	<b>Number of High-consequence work related-injury</b>		
	Employee	Person	0
	Contractor	Person	0
	<b>Rate of high-consequence work-related injuries (excluding fatalities)</b>		
	Employee	Recordable cases per 1,000,000 hours worked	0
	Contractor	Recordable cases per 1,000,000 hours worked	0
	<b>Total recordable injuries case (TRIC)</b>		
	Employee	Person	5
	Contractor	Person	0
	<b>Total recordable injuries rate (TRIR)</b>		
	Employee	Recordable cases per 1,000,000 hours worked	2.21
	Contractor	Recordable cases per 1,000,000 hours worked	0
	<b>Number of Lost Workday</b>		
	Employee	Day	55
	Contractor	Day	0
	<b>Lost Workday Case Rate (LWCR)</b>		
	Employee	Lost days per 1,000,000 hours worked	24.36
Contractor	Lost days per 1,000,000 hours worked	0	
<b>Lost Workday Case (LWC)</b>			
Employee	Case of lost work days	5	
Contractor	Case of lost work days	0	

GRI/DJSI	Required Data	Unit	Total YTD
	<b>Lost Time Injury Frequency Rate (LTIFR)</b>		
	Employee	Lost day cases per 1,000,000 hours worked	2.21
	Contractor	Lost day cases per 1,000,000 hours worked	0
<b>GRI 403-10 (2018)</b>	<b>Work-related illness</b>		
	<b>Number of Fatalities as a result of work-related illness of employees</b>		
	Employee	Person	0
	Contractor	Person	0
	<b>Rate of Fatalities as a result of work-related illness of employees</b>		
	Employee	Recordable cases per 1,000,000 hours worked	0
	Contractor	Recordable cases per 1,000,000 hours worked	0
	<b>Number of cases of recordable work-related ill health</b>		
	Employee	Person	0
	Contractor	Person	0
	<b>Total Recordable Occupational illness rate (TROIR)</b>		
	Employee	Lost days per 1,000,000 hours worked	0
Contractor	Lost days per 1,000,000 hours worked	0	
<b>THSI</b>	<b>Other OHS indicators</b>		
	<b>Absentee Rate (AR)</b>		
	Employee	%	0.03

# 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		Unit	Annual (YTD)
GRI 302-1	Total Energy Consumption within the Organization	GJ	102,891
	Total Non-renewable Fuel Consumption	GJ	41,452
	i)Total Non-renewable Fuel Consumption (Stationary Combustion)	GJ	41,452
	Natural gas	MMBtu	39,299
	Total Renewable Energy Consumption	GJ	8,745
	Solar roof top	kWh	2,429,436
	Total Purchased Energy for Consumption	GJ	52,693
	Electricity	kWh	14,637,000
2.2. Energy Consumption Outside the Organization		Unit	Annual (YTD)
	i)Fuel and Energy-Related Activities Not Included in Scope 1 or Scope 2		
	Total Transmission and Distribution (T&D) Losses	GJ	3,429
2.3. Energy Intensity		Unit	Annual (YTD)
	Total Energy Consumption within Organization	GJ	102,891
3.1. Direct (Scope 1) GHG Emissions		Unit	Annual (YTD)
GRI 305-1	Total Direct GHG emissions	tCO <sub>2</sub> e	2,071
	Total Carbon Dioxide (CO <sub>2</sub> ) Emission	tCO <sub>2</sub> e	2,325
	Total Methane (CH <sub>4</sub> ) Emission	tCO <sub>2</sub> e	255
	Total Nitrous Oxide (N <sub>2</sub> O) Emission	tCO <sub>2</sub> e	1.24
	Total Hydrofluorocarbons (HFCs) Emission	tCO <sub>2</sub> e	637
	R-22	kg	244
	R-134a	kg	136
3.2. Energy Indirect (Scope 2) GHG Emissions		Unit	Annual (YTD)
GRI 305-2	Total Energy Indirect GHG Emissions	Tonne CO <sub>2</sub> e	6,469
3.3. Other indirect (Scope 3) GHG Emissions		Unit	Annual (YTD)
GRI 305-3	Other indirect (Scope 3) GHG Emissions	tCO <sub>2</sub> e	421
	Fuel and Energy-Related Activities Not Included in Scope 1 or Scope 2	tCO <sub>2</sub> e	421
3.4. Other Significant Air Emissions		Unit	Annual (YTD)
GRI 305-6	Total ozone-depleting substances (ODS) emissions	Tonne CFC-11e	0.01

3.5. Nitrogen Oxides (NOX), Sulfur Oxides (SOX)		1st period (ppm)	Unit	Annual (YTD)	Average
<b>Stack 1:</b>					
	Nitrogen oxides (NOX) concentration	22.90	ppm		22.32
	Sulfur oxides (SOX) concentration	1.39	ppm		1.14
<b>Stack 2:</b>					
	Nitrogen oxides (NOX) concentration	30.64	ppm		24.49
	Sulfur oxides (SOX) concentration	1.58	ppm		1.26
<b>Stack 3:</b>					
	Nitrogen oxides (NOX) concentration	23.89	ppm		23.89
	Sulfur oxides (SOX) concentration	1.45	ppm		1.45
<b>Stack 4:</b>					
	Nitrogen oxides (NOX) concentration	34.05	ppm		34.05
	Sulfur oxides (SOX) concentration	1.52	ppm		1.52
3.6. GHG Emissions Intensity			Unit	Annual (YTD)	
GRI 305-4	Total Emission within Organization		tCO <sub>2</sub> e	8,540.94	

	Water Withdrawal	Unit	Annual (YTD)
<b>GRI 303-3</b>	<b>Total Water Withdrawal from all areas (Plant 1, Plant2, and Plant 3)</b>	<b>ML</b>	<b>92.82</b>
	<b>Total Water Withdrawal from stress areas (Plant 1, Plant2, and Plant 3)</b>	<b>ML</b>	<b>92.82</b>
	<i>Remarks: *All areas of Water Withdrawal are Water Stress areas</i>		
	<b>4.1 Total Water Withdrawal from all areas (Plant 1, Plant2, and Plant 3)</b>	<b>ML</b>	<b>92.82</b>
	Other water (มีค่า TDS >1,000 mg/l)	ML	92.82
	v) Third-party Water <sup>3</sup>	ML	92.82
	Other water (มีค่า TDS >1,000 mg/l)	ML	92.82
	<b>4.1.1 Total Water Withdrawal from Bangpoo Plant 1</b>	<b>ML</b>	<b>30.05</b>
	Other water (มีค่า TDS >1,000 mg/l)	ML	30.05
	v) Third-party Water	ML	30.05
	Other water(มีค่า TDS >1,000 mg/l)	m <sup>3</sup>	30,053.00
	<b>4.1.2 Total Water Withdrawal from Bangpoo Plant 2</b>	<b>ML</b>	<b>35.68</b>
	Other water(มีค่า TDS >1,000 mg/l)	ML	35.68
	v) Third-party Water	ML	35.68
	Other water (มีค่า TDS >1,000 mg/l)	m <sup>3</sup>	35,681.00
	<b>4.1.3 Total Water Withdrawal from Bangpoo Plant 3</b>	<b>ML</b>	<b>27.09</b>
	Other water (มีค่า TDS >1,000 mg/l)	ML	27.09
	v) Third-party Water	ML	27.09
	Other water (มีค่า TDS >1,000 mg/l)	m <sup>3</sup>	27,090.00
<b>GRI 303-5</b>	<b>4.2.3 Wastewater Treatment and Discharge</b>		
	<b>Wastewater Treatment Unit in Plant 1</b>		
	Type of Treatment Unit:		
	Inlet Wastewater Volume (monthly)	m <sup>3</sup>	24,042.40
	<b>Wastewater Treatment Unit in Plant 2</b>		
	Type of Treatment Unit:		
	Inlet Wastewater Volume (monthly)	m <sup>3</sup>	28,544.80

Water Consumption		Unit	Annual (YTD)
GRI 303-5	Total water consumption (from All areas)	ML	92.82
	Total water consumption (from Areas with water stress)	ML	92.82
	Total Water Recycled + Reused	ML	1.39
	Total Water Reused	m <sup>3</sup>	1,387.00
GRI 303-5	Change in Water Storage from 3 Plants combined		-0.32
	<i>Note: Positive change indicates an increase in water storage while negative change indicates a decrease.</i>		
	Change in Water Storage in Plant 1	ML	-0.04
	Change in Water Storage in Plant 2	ML	-0.10
	Change in Water Storage in Plant 3	ML	-0.18
5.1. Waste generated		Unit	Annual (YTD)
GRI 306-3	5.1 Total Waste generated	Tonnes	949.69
	Hazardous Waste	Kg	66,912.90
	Non-Hazardous Waste	Kg	882,780.00
5.2. Waste diverted from disposal		Unit	Annual (YTD)
GRI 306-4	Total Waste diverted from disposal (waste prevented)	Tonnes	44.20
GRI 306-4-b	5.2.1 Total Hazardous Waste diverted from disposal	Tonnes	44.20
	Other Recovery Hazardous Waste	Tonnes	44.20
	i) Offsite Treatment	Tonnes	44.20
	5.2.1.2 Total Hazardous Waste diverted from disposal from Plant 2	Tonnes	44.20
	Other Recovery Hazardous Waste	Tonnes	44.20
	i) Offsite Treatment	Kg	44,200.00
5.3. Waste directed to disposal		Unit	Annual (YTD)
GRI 306-5	Total Waste directed to disposal	Tonnes	905.49
GRI 306-5-a	5.3.1 Total Hazardous Waste directed to disposal	Tonnes	22.71
	Hazardous Waste Directed to Incineration (With Energy Recovery)	Tonnes	22.71
	i) Offsite Treatment	Tonnes	22.71
	5.3.1.2 Total Hazardous Waste directed to disposal from Plant 2	Tonnes	22.71
	Hazardous Waste Directed to Incineration (With Energy Recovery)	Tonnes	22.71
	i) Offsite Treatment	Kg	22,712.90
GRI 306-5-b	5.3.2 Total Non-Hazardous Waste directed to disposal	Tonnes	882.78
	Non-hazardous Waste Directed to Incineration (With Energy Recovery)	Tonnes	882.78
	i) Offsite Treatment	Tonnes	882.78
	5.3.2.2 Total Non-Hazardous Waste directed to disposal from Plant 2	Tonnes	882.78
	Non-hazardous Waste Directed to Incineration (With Energy Recovery)	Tonnes	882.78
	i) Offsite Treatment	Kg	882,780.00
9. OHS Management System		Unit	Annual (YTD)
	Total number of employees under OHS management system	Person	899
	Total number of contractors under OHS management system	Person	15

2024	Non-Hazardous	% of Non-Hazardous waste directed to Incineration	Hazardous	Hazardous waste directed to Incineration	Hazardous waste diverted from disposal
Month	kgs	%	kgs	%	Used Solvent (kgs)
January	47,030	100	1,146	100	1,600
February	60,790	100	1,851	100	3,800
March	76,670	100	3,081	100	4,800
April	58,350	100	1,532	100	2,800
May	105,230	100	1,859	100	4,000
June	61,430	100	1,472	100	2,400
July	74,230	100	2,934	100	5,200
August	76,900	100	1,215	100	5,000
September	67,280	100	1,891	100	5,000
October	77,010	100	2,555	100	4,800
November	95,170	100	1,560	100	3,600
December	63,900	100	1,617	100	1,200
<b>Total</b>	<b>863,990</b>	<b>100</b>	<b>22,713</b>	<b>100</b>	<b>44,200</b>

# Sustainability Initiatives- 2024



## Waste Minimization

### Packaging Material Optimization 2024

At Mega, we implemented Packaging Optimization Design for Strip Packaging in 2024 by optimizing the strip design with a new efficient machine with Non fill detection Inspection.

This improvement led to 23.85% reduction in foil usage

Material	Dimension (cm <sup>2</sup> )		Reduction
	Old Design	New Design	
Foil	149.5	113.85	23.85%

- This initiative Saved 16,650 kg of foil annually, minimizing material waste.
- This had resulted in estimated CO<sub>2</sub> reduction of 53,363 kgs annually.



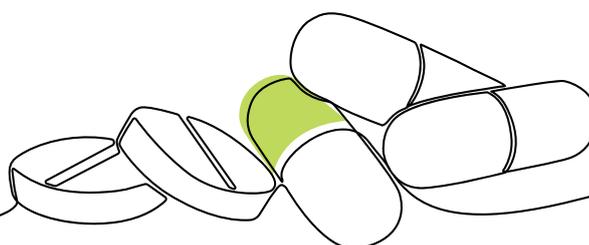
### Optimizing Shrink Film Thickness

At our Mega, we Optimized the specification of Shrink film from 15-micron to 12-micron.



This change resulted in an annual shrink film reduction up to 20% of our annual consumption.

This initiative resulted in reducing the estimated CO<sub>2</sub> Emissions by 792 kgs annually.



### Packaging material Reduction Initiative 2024

At Mega, we optimized packaging by reducing excess cardboard and plastic usage by reducing carton volume from 668 cm<sup>3</sup> to 499 cm<sup>3</sup>.

This improvement  
25.39% in Reduction of Carton Board.

Total of 13,320 kg of carton Board  
consumption reduced.

This initiative estimated to reduce CO<sub>2</sub>  
Emissions by 16,330 kgs annually.



Material	Dimension (cm <sup>2</sup> )		Reduction
	Old Design	New Design	
Box (W x L x H)	668.7	499.06	25%

### Hazardous Waste Reduction – Filter Optimization 2024



At Mega Factory, we optimized our filters replacement process by shifting from a fixed time schedule to a condition-based approach based on usage.

This resulted in 66.67%  
increase in lifespan of Filters.

This initiative reduces an estimated  
CO<sub>2</sub> emissions of 287 kgs of CO<sub>2</sub>.

### Hazardous Waste Reduction – Bangpu 2024

At Mega, we optimized Batch sizes which resulted in Reduction of Analysis per Million Tablets.

This resulted in 38% reduction  
of in hazardous waste.





## Energy

### Optimizing Energy: Dehumidifier efficiency enhancement 2024

In 2024, at Mega, we optimized steam pressure to enhance latent heat by 2.28% and improved the usage of dehumidifiers, leading to energy savings. This initiative saved 184.58 MMBTU of energy, contributing to a reduction of CO<sub>2</sub> emissions by 10,933 kg annually.



### Cooling tower efficiency Enhancement 2024

At Mega, we completed an upgrade to our Cooling Tower by replacing the existing 1,300-ton unit with two unit of 2,300-ton to have flexibility to operate at lower loads.

This change resulted in a 14% increase in leading to a reduction of CO<sub>2</sub> emissions by 106,928 kg annually.

Type	Energy saving/year (kWh)	CO <sub>2</sub> saving (kgs)
Electricity	26,732	106,928





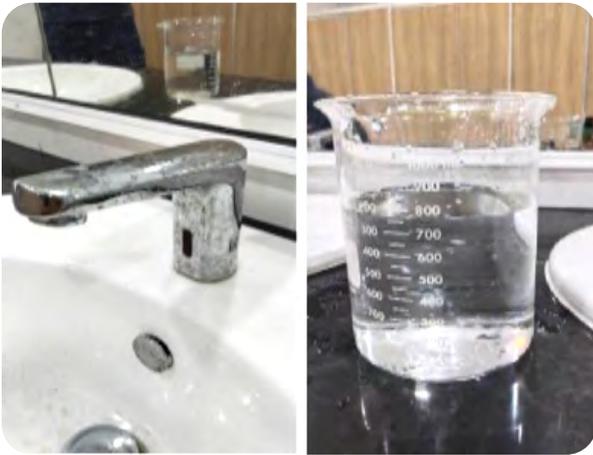
## Water

### Enhancing Efficiency and Usage of Water 2024

At Mega, we focussed on water conservation by installing 106 high-efficiency water nozzles and sensors for Hand washing stations across all manufacturing areas.

This initiative reduced 66% of Water usage at handwashing stations leading to an annual savings of approximately 242,700 litres of water and at plant level resulted in 15% reduction of water per million capsules produced along with other water initiatives.

Before



After



### Water Resource Optimization 2024

At Mega, we optimized our usage of purified water by Using Hot water for initial cleaning and Purified water for Final Cleaning.

**Key Benefits:**

This resulted in reduction of Purified water usage by 50%.

This helped in energy reduction and contributed to Estimated CO<sub>2</sub> reduction of 172,490 Kgs.



## Water Conservation and Water Reuse – Mega 2024

At Mega, we diverted concentrated water from the Reverse Osmosis (RO) system for gardening, factory cleaning, and hand washing.

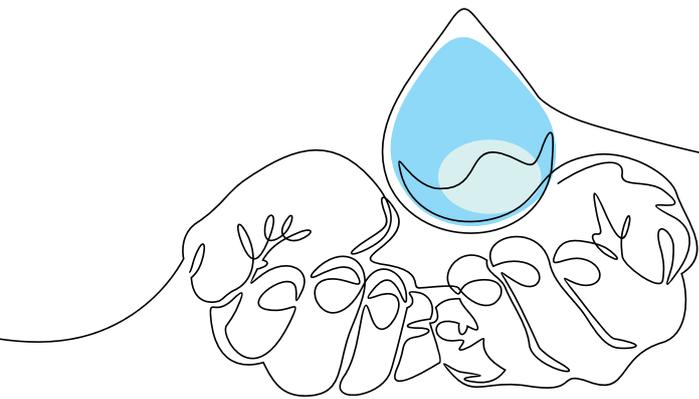
This led to an annual water savings of 1,387 m<sup>3</sup>.



## Water Conservation and Reuse – Mega 2024

At Mega, we have implemented a water reuse initiative by utilizing 50% of the treated wastewater from the WWTP (Wastewater Treatment Plant) for garden irrigation.

This initiative has successfully saved 604 m<sup>3</sup> of water annually.



## Organizational Enablement



## 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

Human Capital Development Head  
Mr. Krishnan Unni

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 5,300+ 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.



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

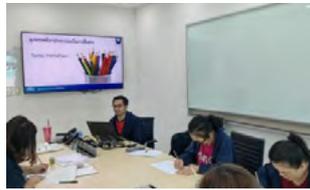
**TRAINING ACTIVITY at Mega Thailand in 2024 are as follows:**



Mega Thailand organized an Onboarding Program specifically for new colleagues, designed to ease their transition into the workplace while aligning them with Mega's culture. The program also aimed to foster engagement and commitment. Key modules included Living with Mega Values, Personality Type & Relational Coordination, and Communication.



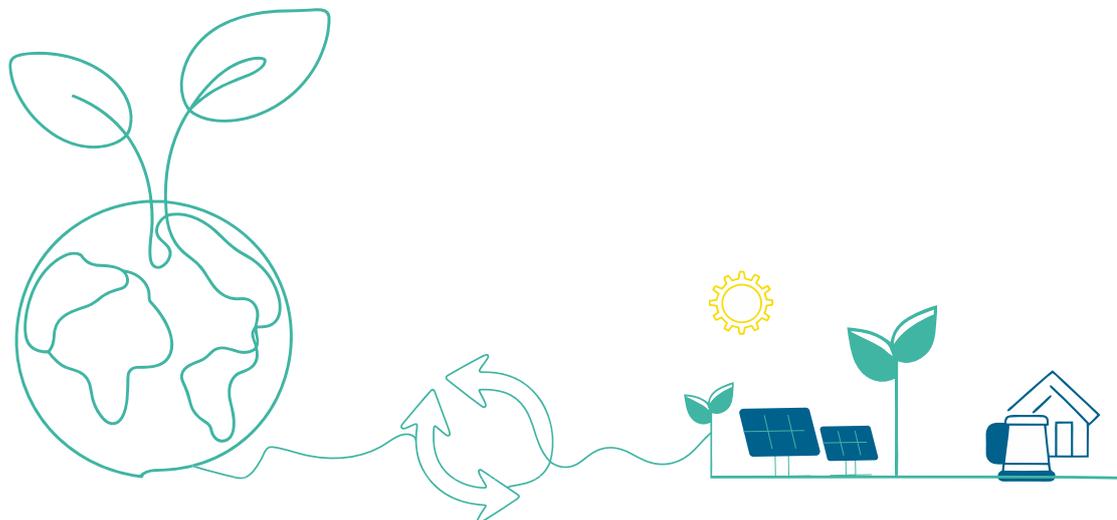
The Personality Type & Relational Coordination training was conducted for new joiners at Mega Thai to help them better understand themselves and their team members. The session focused on respecting differences and building strong relationships through brainstorming on sample cases, idea sharing, and group activities.



Mega Thailand facilitated the Future Leader Program to prepare high-potential colleagues for higher-level positions and new roles. Through project assignments and Mega Academy modules, including 5 Keys of a Strong Manager, Coaching for Performance, Communication, and Leading Others, colleagues are equipped with the skills and knowledge essential for leadership success.



The Strength-Based Recruitment training, held for managers and supervisors at Mega Thai, provided insights into strength-based recruitment methods and strength-based interviews. The session aimed to equip colleagues with the skills to effectively apply these techniques in hiring the most suitable candidates based on talents & strengths.



# Employee Satisfaction Survey Year 2024

In 2023, 895 employees (approximately 17% worldwide) participated in the survey and Mega Lifesciences scored an average of 4.12 out of 5. The survey and results were published/displayed on notice boards.

In year 2024, we tried to reach 2,045 employees from 9 countries compared to 2023 where we had reached 1,780 employees from 7 countries.

Thailand target is to maintain same in year 2025.

Country	Total Headcount 2024	Total Respondents 2024	%	Average score 2024	Average score 2023
Thailand	912	864	95	4.14	4.12
Cambodia	302	302	100	4.26	N.A.
Indonesia	278	246	88	4.15	N.A.
Philippines	158	158	100	4.35	N.A.
Malaysia	102	95	93	4.2	N.A.
Vietnam	93	90	97	4.44	N.A.
Nigeria	87	66	76	4.13	N.A.
India	83	72	87	4.55	N.A.
Ukraine	30	20	67	4.54	N.A.
<b>Total</b>	<b>2,045</b>	<b>1,913</b>	<b>89</b>	<b>4.31</b>	



## Employee remuneration and benefits

- Allowances
- Bonuses
- Incentives
- Share based payments
- Provident Fund
- Social Security
- Employee education
- Parental Leave
- 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.

### Average Monthly Salaries of employee of Mega PCL (Thai Baht)

Level	#Headcount	< 30		30-50		> 50	
		F	M	F	M	F	M
L1	6	10,890		11,270		10,908	
L2	566	11,510	11,738	15,013	15,201	17,284	18,630
L3	195	19,176	19,242	24,921	25,845	36,184	32,632
L4	106	35,373	32,319	38,746	36,587	50,826	59,322
L5	42			83,053	82,926	89,822	103,721
L6	8				193,070	230,000	234,192
L6A	3					240,000	300,000
L7	6				360,768		368,077
L8	4						382,250
<b>Total</b>	<b>936</b>						

### Number of headcount of Mega PCL

Level	< 30		30-50		> 50		Grand Total
	F	M	F	M	F	M	
L1	3		2		1		6
L2	70	44	252	156	34	10	566
L3	36	9	103	27	11	9	195
L4	15	3	49	17	17	5	106
L5			17	13	8	4	42
L6				4	1	3	8
L6A					1	2	3
L7				2		4	6
L8						4	4
<b>Total</b>	<b>124</b>	<b>56</b>	<b>423</b>	<b>219</b>	<b>73</b>	<b>41</b>	<b>936</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)	72	0	31	41	14	58
Middle Management (L5)	387	7	310	70	220	167
L4 and Below	4,849	1,280	3,257	312	2,838	2,011
<b>Total</b>	<b>5,313</b>	<b>1,287</b>	<b>3,598</b>	<b>428</b>	<b>3,073</b>	<b>2,240</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	1	0	1	0
Middle Management (L5)	42	0	36	6	22	20
L4 and Below	1,050	558	479	13	573	477
<b>Total</b>	<b>1,093</b>	<b>558</b>	<b>516</b>	<b>19</b>	<b>596</b>	<b>497</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)	2	0	1	1	1	1
Middle Management (L5)	43	1	35	7	26	15
L4 and Below	1,176	491	647	38	558	618
<b>Total</b>	<b>1,221</b>	<b>492</b>	<b>683</b>	<b>46</b>	<b>587</b>	<b>634</b>

# Safety data for Mega Lifesciences Public Company Limited – Standalone



# Mega We Care for Employees

## Mega Thailand



Mega Thailand conducts GMP training sessions year-round, with nearly 80% of colleagues actively participating. In 2024, Dr. Sant’s guided meditation video—allowed colleagues to practice meditation together before the start of the training, fostering focus and mindfulness.



As part of the Employee Wellness initiative, Mega Academy, in collaboration with the Wellness We care Center (WWC), facilitated the GHBY Champions program at Muak Lek, Thailand. This program was designed to empower colleagues with a passion for health and wellness to take the lead in GHBY projects within their respective countries. The focus was on fostering sustainable lifestyle modifications and achieving measurable outcomes to improve the well-being of colleagues across the Mega universe.

The key objectives of the initiative include developing a dedicated group of GHBY Champions, enhancing their capacity to implement e-GHBY projects with a focus on sustainability and tangible results, and empowering them to build a corporate wellness culture by applying principles of lifestyle medicine.



In celebration of International Yoga Day, colleagues at Mega factory joined a global online session to practice yoga. Colleagues from various Mega markets (Vietnam, Cambodia, Malaysia & Ukraine) came together virtually to engage in this holistic tradition, blending physical, mental, and spiritual exercises inspired by ancient yogic principles.



Mega Thailand’s GHBY committee in collaboration with Wellness We Care (WWC), organized a workshop on creating healthy smoothies. Colleagues learned how to mix and match various fruits and vegetables to make delicious and nutritious smoothies.



The Mega Thailand Factory Running Club organizes voluntary running events at the Bangpu Recreational Area every three months. These events are non-competitive, with participants receiving prizes after each run. Additionally, those who attend all three events earn a complimentary club t-shirt.



The Badminton Club organized a competition featuring four categories: Men’s Doubles (Professional), Men’s Doubles (Beginner), Women’s Doubles, and Mixed Doubles. The event provided an opportunity for colleagues at various skill levels to compete in a friendly and engaging atmosphere, promoting camaraderie and healthy competition. The “Smoothies for a Smooth Life” workshop at the Mega



Thailand, Bangna office provided valuable insights on selecting fresh ingredients and crafting delicious smoothie recipes to promote a healthier lifestyle.

## Mega Myanmar



Mega Myanmar organized a celebratory event to acknowledge colleagues’ wellness achievements through BMI (Body Mass Index). Colleagues who reached their BMI goals were treated to a refreshing gathering featuring a variety of healthy fruits. Subject Matter Experts (SMEs) conducted an informative Health Talk on “Low Carb Diet & Healthy Fruits Habits,” providing valuable insights to participants. The event concluded with an engaging Q&A session featuring BMI achievers.



Mega Myanmar has a Territory Sales Managers from Mandalay, who achieved a significant milestone, securing 10<sup>th</sup> place in the UFC Team Challenge, a demanding 56 km cycling event. Training with one of Mandalay’s largest amateur cycling clubs, which organizes several races each year, this manager initially focused on simply completing the races. Through regular early morning training sessions twice a week, they have made notable progress, finishing in competitive positions.

## Mega Vietnam



Mega Vietnam promotes employee well-being by organizing yoga classes regularly, supporting both physical health and mental wellness. On International Yoga Day, Mega Vietnam actively participated in yoga initiatives by organizing offline classes in Ho Chi Minh City and Hanoi while connecting with live-streamed sessions led by Subject Matter Experts (SME) in India. In addition, inspirational stories about yoga were shared on Mega Vietnam’s Journey fan page, highlighting its benefits and impact.



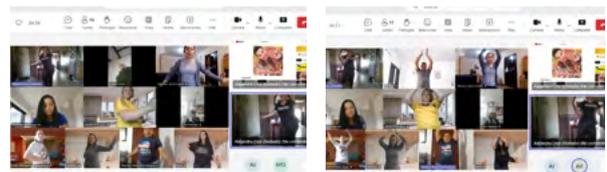
Sports Day is a signature event at Mega Vietnam, designed to promote sportsmanship and strengthen camaraderie among employees. 2024 witnessed the event at two locations, Hanoi & Ho Chi Minh City featuring activities such as badminton, relay running, team-building games, and men’s and women’s football. Participation in badminton saw 40 colleagues, while the overall event drew an impressive 450 participants across both locations. Notably, the introduction of women’s football generated excitement and enthusiasm. The event received overwhelmingly positive feedback, with 90% of participants expressing satisfaction with the sports day.

## Mega India



Mega India conducted an Annual Health Check-Up for all colleagues, reaffirming Mega’s commitment to their health and well-being. Such program plays a pivotal role in ensuring employees maintain optimal physical and mental health. By focusing on early detection of risk factors such as hypertension, diabetes, and high cholesterol—common in office settings—the initiative emphasizes preventive care and encourages healthier lifestyles. Additionally, it contributes to workplace wellness by boosting productivity, reducing absenteeism, and fostering a positive work environment.

## Mega Colombia



As part of the GHBY initiative, Mega Colombia organized a team-building activity aimed at promoting overall well-being. This activity not only helped reduce stress and alleviate symptoms of depression but also enhanced coordination and balance while combating muscular pain.

# Mega Lifesciences cares for the 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.



# Wellness We care: Building a Sustainable Health and Wellness Society

Throughout 2024, Wellness We care has continued its journey toward building a stronger and more sustainable health society, guided by MEGA WE CARE’s philosophy: *“To help people stay healthy as long as they live.”* Our core mission focuses on disseminating knowledge and developing skills for disease prevention and reversal through health camps, treatment and rehabilitation programs, and health coach development.

We firmly believe that **“Everyone can take care of their own health”** and are dedicated to promoting lifestyle changes for preventing and managing chronic diseases. Our approach emphasizes *Plant-Based, Whole-Food, Low-Fat nutrition*, combined with exercise, mindfulness treatment, attitude adjustment, and inner health care—all essential elements of sustainable well-being.

To drive this mission forward, Wellness WE CARE has consistently conducted five key activities:

- **Health Camps** – Training and skill development for self-health care, serving the general public, organizations, doctors, and healthcare professionals
- **Integrated Health Treatment and Rehabilitation Programs** – Comprehensive health care incorporating Thai traditional medicine, Ayurveda, herbal medicine, food therapy, exercise, and nature therapy
- **Health Coach Development** – The Certified Lifestyle Coach (CLC) program, creating skilled professionals in lifestyle modification guidance
- **Corporate and Social Health Promotion** – Organizing activities, training, and health knowledge dissemination to enable sustainable self-health care
- **Digital Health Content Production and Distribution** – Providing accurate and beneficial information through digital channels to promote self-health care

## Key Activities Highlights 2024

### Health Camps: Pathway to Sustainable Health

Wellness We care is committed to creating a learning and practical training space through **Health Camps**, allowing participants to experience and implement health care approaches that can be effectively integrated into daily life, under the concept **“Everyone can take care of their own health.”**

Our health camps are designed to serve diverse target groups, including the general public, elderly, chronic disease patients, corporate executives, and healthcare professionals and health coaches. The focus is on preventing and managing chronic diseases through knowledge and skill development in nutrition, exercise, mental health rehabilitation, and holistic health care approaches.

In 2024, Wellness WE CARE conducted **45 camps** with **942 participants** and **1,168 total training hours**, as follows:

Health Camp	Number of Sessions (2024)	Number of Participants
Good Health by Yourself (GHBY)	11	173
Reverse Disease by Yourself (RDBY)	4	74
Spiritual Retreat (SR)	7	154
Senior Quality Life (SQL)	3	40
Cancer Retreat (CR)	2	18
Pre-retirement (PRC)	1	15

Health Camp	Number of Sessions (2024)	Number of Participants
Plant-Based Cooking Camp	7	102
Healthy Thai Diet Research	2	60
Certified Lifestyle Coach (CLC)	2	30
Life Empowerment Camp	3	120
Executive Camp	1	28
Spiritual Wellness	1	64
Corporate Wellness	1	64
<b>Total</b>	<b>45 camps</b>	<b>942 participants</b>

## 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
2022	26	584	605
2023	47	1,136	915
2024	45	1,168	942

## Integrated Wellness Program

With a vision for creating a sustainable wellness society, Wellness We care provides integrated health care services by applying Thai traditional medicine, Ayurveda, herbal medicine, food therapy, exercise, and nature therapy. Our programs focus on both Disease Prevention and Disease Reversal, allowing participants to restore their health in various aspects according to their needs while developing effective daily health care routines.

In 2024, the programs served a total of **220 participants**:

- **Disease Prevention Program:** 180 participants
- **Disease Reversal Program:** 40 participants

Our comprehensive programs include:

- **Better Gut Program:** Digestive system rehabilitation for improved digestion and gastrointestinal health
- **Golden Age Balancing Program:** Supporting elderly individuals in managing physical and emotional changes
- **Sleep We Care Program:** Sleep balance adjustment for energy enhancement and quality rest
- **Office Syndrome & Migraine Management Program:** Relief from work-related symptoms
- **Respiratory Recovery & Immunity Boosting Program:** Respiratory system rehabilitation and immunity enhancement
- **Post-Stroke Regaining Program:** Rehabilitation support for stroke patients to regain quality of life

## Health Coach Development

Recognizing the importance of developing quality health professionals, Wellness We care, in collaboration with the Preventive Medicine Association of Thailand, organized the Certified Lifestyle Coach (CLC) certification program in 2024.

The program aims to:

- Create skilled professionals in lifestyle medicine guidance
- Develop a network of preventive health experts
- Raise community healthcare service standards
- Expand access to quality health services



In 2024, we conducted **2 cohorts** of the CLC program, **training 60 participants**.

### Corporate and Social Health Promotion

Our corporate and social health promotion activities in 2024 included collaborations with various sectors:

Organization	Topic	Participants
1 SCG	Balanced Life: Fit Body, Ready Mind	67
2 Navy Wives Association	Good Health by Yourself	150
3 Association for Parents of Persons with Intellectual Disabilities of Thailand	Good Health by Yourself	450
4 Thai Ocean Insurance	Eat Well for Health	140
5 Association for Parents of Persons with Intellectual Disabilities of Thailand	Eat Well for Health	50
6 Mahidol University	Mindfulness & Meditation Tools for Managing NCDs	150
7 Dusit Thani Hotel	Activity Booth - Sports Day	700
8 King Power	Activity Booth - Wellness Day	100
9 Department of Health	Elevating Health Through Lifestyle Medicine	200
10 Faculty of Nursing, Mahidol University	Health Coach: A New Dimension of Healthcare and Career Path	300
11 Ministry of Finance	Balanced Living: Good Life for Retirement	100
12 Honda Automobile (Thailand)	Good Health by Yourself	100
13 T.C. Pharmaceutical Industry (Red Bull)	Eat Well for Health	50
14 Italthai Engineering Co., Ltd.	Sports Day Fun Run @ Suan Luang R.9	250
15 The Board of the Foundation for the Crown Prince Hospitals	Balanced Living: Good Life for Retirement	250
16 Thai Listed Companies Association and Personnel Management Association of Thailand	The C-suite's Role in Organizational Well-being	150
17 Vela, Chulalongkorn University	Health Booth	200
18 SCG	Living Life with Quality and Value Throughout Senior Years	250
19 King Power	Eat Well for Health & Cooking Challenge	50
20 Millennium Hilton Hotel	Good Health by Yourself & Self-Massage Workshop	100
21 Thai Optical Group	Health Talk «Good Health by Yourself»	100
22 CIMB Bank	Health Booth	100
23 Honda Automobile (Thailand)	How to Eat Healthy	60
24 Honda Automobile (Ayutthaya)	Good Health by Yourself	60
25 Honda Automobile (Prachinburi)	Good Health by Yourself	60
26 Department of Health	Elevating Health Through Lifestyle Medicine	100
27 Krungthai AXA Life Insurance	Booth: The Wellness Day	100
28 Krungthai AXA Life Insurance	Workshop: The Art of Self-Massage for Relaxation	50
29 Ajinomoto Co., (Thailand) Ltd.	Good Health by Yourself	100
30 Italthai Engineering Co., Ltd.	Good Health by Yourself	100
<b>Total</b>		<b>4,637</b>

Total reach: **4,637 participants** through **30 activities** with **26 partner organizations**

**Digital Health Content Production and Distribution**

In 2024, Wellness We care continued to expand its digital presence through various channels:

- YouTube: 222,000 subscribers with 21.5 million total views
- Facebook: 25,000 followers
- LINE Official Account: 16,467 followers
- TikTok: 6,378 followers

Key achievements include:

- Production of 62 new health knowledge clips and customer testimonials in 2024
- Total content library of 418 clips (2014-2024)

**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 Facebook Followers
  - 141K YouTube subscribers

**Year 2022**

- Online Health Education Content
- VDOs content: 83 VDOs were produced and published through WWC’s social media, including YouTube, Facebook and LINE OA.
- Articles: 358 short and long articles have been published through our social media, including YouTube, Facebook and LINE OA.
- 183,823 YouTube followers
- 12,620 Facebook followers
- 6,553 LINE friends
- 175k 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 million views of our VDOs on YouTube
- 11,761 LINE friends
- 16,693 Facebook followers
- 199,527 YouTube followers

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



	Year 2020	Year 2021	Year 2022	Year 2023	Year 2024	Total
Amount Invested (Thai millionBaht)	16.57	18.70	25.52	21.37	23.00	105.17

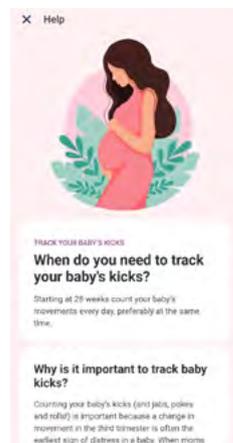
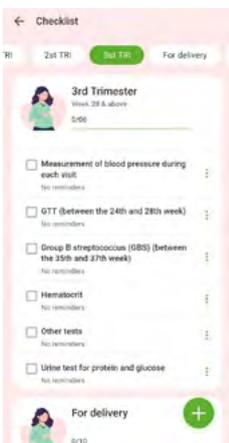
# WeCare Digital Health Platforms-Mega Lifesciences' Initiative impacting Society and Environment

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 16,000+ 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.



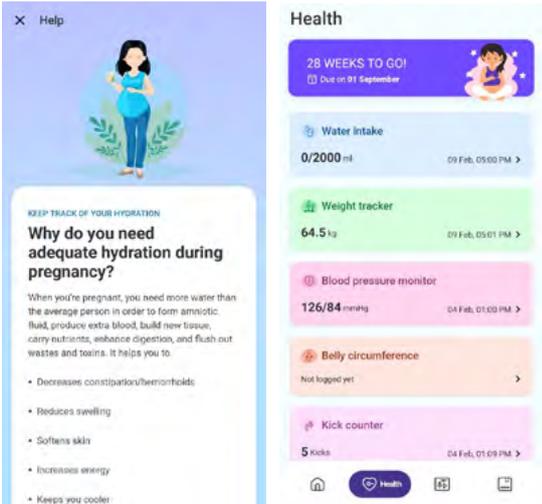
Mega, as a strategy works in countries and markets which are developing in nature, with large disease burden and limited care facilities. Healthcare systems, additionally, tend to be concentrated in few cities in each country with specialty care virtually non-existent outside those. Our Digital Health 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.

### Specifics and Examples

At this point we have the maximum experience from our WeCare Diabetes platform. We have more than 15,000+ 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.



### 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 5 markets in 2024, 10 by 2025. Projected number of users are to reach 20,000+ by 2025. By Year 25-26, 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.

“ **WeCare Diabetes**

My diabetes is now moderately controllable with advice taken from WeCare Diabetes app about diet management and lifestyle changes. My HbA1c was 7% in the last four months, which used to be high up to 8% and 9.9% before.

”

U Yu Shwe

“ **WeCare Diabetes**

Whenever I record my blood glucose, blood pressure, activity and sleep in the app, my doctor and care providers can monitor my health. I feel like I am closely taken care of.

”

U Myint Wai



Launch of WeCare Mother & Child in Tanzania. Endorsement speech by the National President of their OG society.



Nigeria- Launch of WeCare Diabetes at the National Conference of Endocrinologists

# Mega We care for Communities – Our engagement

## Mega Lifesciences - Thailand



In collaboration with the Thai Red Cross Society, Mega Thailand organized four impactful blood donation drives at the Mega Bangpu factory during 2024. Details below:

- 1st drive - 86 colleagues donated a total of 34,000 cc of blood, with three colleagues registering for eye donation and another three for organ donation.
- 2nd drive - 78 colleagues contributed 32,600 cc of blood.
- 3rd drive - 58 colleagues participated, donating 23,300 cc of blood.
- 4th drive - 50 colleagues donated 19,500 cc of blood.

These initiatives reflect the dedication of Mega Thailand’s colleagues, making a significant difference in the lives of those in need. This also reaffirms Mega’s commitment to promoting community well-being and saving lives.

## Mega Lifesciences – Myanmar

Mega Myanmar collaborated with the Myanmar Wound Care Society to offer a two-month online certificate program focused on essential wound care practices. The course addressed critical topics, including diabetic foot management and pressure ulcer care, and attracted 764 healthcare professionals, such as surgeons and general practitioners. Of these participants, 400 successfully met attendance and assessment criteria to earn certificates, reflecting the program’s high standards. This initiative underscores Mega Myanmar’s commitment to advancing diabetes care and supporting the medical community in managing chronic wound issues, while also highlighting key brands like PANFOR SR and INSUNOVA that play a vital role in this area.



In response to the high anemia rates among reproductive-age women in Myanmar, Ferrovit launched a non-invasive anemia screening initiative as part of its corporate social responsibility efforts. The initiative successfully reached 58,000 individuals through pharmacies, schools, and corporate outlets. Screening results revealed a 62% anemia rate, with 33% of those tested purchasing Ferrovit products immediately. In addition to the screenings, Ferrovit developed a digital support ecosystem for anemic patients, reinforcing its commitment to women’s health and its ongoing efforts to provide sustainable solutions to combat anemia in Myanmar.



## Mega Lifesciences – Vietnam

As part of Mega Vietnam’s commitment to community health and well-being, Mega collaborated with the Tan Binh District Red Cross and the People’s Committee of Ward 10 to organize a medical outreach program for the Khmer ethnic community in Tan Binh District. This initiative, held during the traditional Tet Chol Chnam Thmay, provided medical check-ups, health consultations, free medication, and gift distributions to those in need. Mega Vietnam supported the program with a contribution of 60,000,000 VND, covering medical expenses, gifts, and New Year lucky money. Volunteers from Mega actively participated by assisting with the medical processes and distributing gifts. The program offered comprehensive services, including ultrasounds, ECGs, blood sugar and pressure tests, and general health consultations, while raising awareness about personal hygiene, nutrition, and disease prevention.

In response to the severe impacts of Typhoon Yagi and flooding in Northern Vietnam, which displaced thousands of families, Mega Vietnam launched a donation program to support affected communities. The initiative encouraged employees to come together in solidarity, embracing the spirit of “a leaf covers another leaf.” As part of its Corporate Social Responsibility efforts, Mega Vietnam matched the total amount contributed by employees, doubling the impact of every donation. Together, the company and its employees raised 205,133,554 VND, which was donated to the Vietnam Fatherland Front Committee – Central Relief Fund to aid those in need. This initiative reflects Mega’s commitment to supporting communities during challenging times and fostering a culture of care—Mega We care.

“Children Today, Tomorrow the World” reflects Mega Vietnam’s dedication to creating social value by nurturing future generations. Recognizing the importance of children in shaping the future, Mega extended its care to the families of its employees as part of its holistic approach to community well-being. To celebrate International Children’s Day, Mega Vietnam organized a meaningful initiative by gifting personalized packages to employees’ children. Each package included a greeting card and a school backpack, thoughtfully selected to suit the child’s age and gender, with the aim of encouraging learning and inspiring dreams.



The “Fairy Tale Mid-Autumn Festival” program brought vibrant colors and joy to Mega families, successfully held in Ho Chi Minh City and Hanoi. The event featured engaging activities inspired by Vietnamese folk tales, including game booths, lively magic performances, and thoughtful Mid-Autumn gifts, creating a festive and memorable experience for children and their families. The program also highlighted Mega’s commitment to social value with the Mega Scholarship Awards, recognizing and motivating children of employees who excel in academics and extracurricular activities.

## Mega Lifesciences – Cambodia



As part of Mega Cambodia’s commitment to community development and education, Mega colleagues supported Trach Tong Primary School by donating two desktop computers and two tables. This contribution aims to enhance the learning environment and provide students with better access to technology.

The donation was warmly received and appreciated by the school’s teacher and director, who acknowledged the positive impact it would have on the students’ educational journey. Through initiatives like these, Mega continues to uphold its mission of empowering communities and fostering growth through meaningful contributions.



Trach Tong Primary School, located 46 kilometers from Phnom Penh City, serves underprivileged children with limited access to educational resources. Recognizing this need, Mega Cambodia extended its support by donating essential school supplies, including books, bags, pens, and pencils. This initiative aims to empower young learners by providing them with the tools they need to succeed academically. The donation was warmly received and appreciated by the students, bringing smiles and fostering hope for a brighter future.

## Mega Lifesciences – Uganda



As part of Creating Shared Value (CSV) initiative, Mega Uganda contributed to the orthopedic camp by donating medical samples to support needy patients. This act reflects Mega’s commitment to enhancing healthcare access and improving the well-being of underserved communities.



As part of CSR initiatives, Mega Uganda donated an X-ray viewing board to Dr. Roger, an esteemed orthopedic surgeon at Bwera Hospital. This contribution aims to enhance diagnostic capabilities and support the delivery of quality healthcare services to the community.



Mega Uganda conducted awareness programs across several universities in Kampala to educate students about menstrual hygiene and the management of dysmenorrhea. This initiative underscores Mega’s dedication to promoting women’s health, breaking taboos, and empowering young women with knowledge for a healthier future.



Mega Uganda actively participated in medical camps to support underserved communities. By providing medical samples based on prescriptions, Mega colleagues ensured that needy patients had access to essential treatments, reinforcing the commitment to improving healthcare accessibility and patient well-being.

As part of CSR efforts, Mega Uganda provided a grant to support Ms. Cissy from Mulago Hospital in her cancer treatment. In respect of her privacy, we have honored her request not to share any photos, emphasizing Mega’s commitment to compassionate care and confidentiality for those we assist.

## Mega Lifesciences – Peru



Mega Peru team visited a shelter for children with cancer, bringing donations and organizing activities to bring joy and raise awareness. Colleagues engaged in snack preparation, small meetings, and a lively party, aiming to momentarily uplift the children’s spirits. As part of this initiative, collaborators received informational materials about childhood cancer to foster empathy and awareness.



As part of Mega Perú's commitment to making a positive impact, the team came together to support those in need during the colder months. We collected and distributed warm clothing, ensuring that individuals could stay comfortable and protected against the chill. In addition, colleagues collaborated to provide essential supplies and purchased food items to help ensure access to basic necessities.



In celebration of World Food Day, organized by the Ministry of Health in Peru, our team had the opportunity to collaborate with the Nutrition Department at one of the largest hospitals in the country. This was our first participation in the initiative, offering valuable insights into the crucial role that healthy food plays in promoting overall well-being. During the event, Mega Perú shared key messages about the importance of healthy eating, highlighting how a balanced diet can reduce the risk of chronic diseases by 80%, how consuming five servings of fruits and vegetables daily can boost productivity by 10%, and how whole foods can reduce our carbon footprint by 50%. We also shared simple steps for healthier eating, such as focusing on whole foods, incorporating plant-based meals, limiting added sugars and saturated fats, staying hydrated, and supporting local, sustainable agriculture. Through this initiative, we aim to inspire healthier eating habits and contribute to a more sustainable food system.



As part of its Corporate Social Responsibility (CSR) initiatives, Mega Peru actively engaged in a sporting event that championed inclusivity by integrating military personnel with disabilities into various sports disciplines. The event also served as a platform to raise awareness about the prevention of degenerative diseases and the significance of comprehensive healthcare. Through this initiative, Mega Peru highlighted the critical role of physical activity in improving overall quality of life, reinforcing its commitment to fostering health and wellness in the community.

## Mega Lifesciences – Yemen



As part of its CSR activities, Mega Yemen supported the scientific symposium titled “Mental Health for All,” organized by the Yemeni Psychiatric Association in Ibb City. The event brought together 130 doctors, both male and female, from various governorates across the Republic. The symposium, held in collaboration with Al-Manar Doctors Hospital, focused on improving the quality of mental health services in Yemen. Dr. Abdullah Al-Samawi, Director of the Health Office in the governorate, emphasized the significance of the symposium in advancing mental health care. He highlighted that the newly opened mental health department in the governorate is handling over 1,200 cases monthly and announced plans for a dedicated mental health hospital to treat psychological cases resulting from ongoing conflict. Dr. Ibrahim Al-Sharafi, head of the Yemeni Psychiatric Association, shared that the symposium aimed to expose medical professionals to the latest developments in mental health care, offering them up-to-date medical knowledge and diagnostic techniques.

# Targets

## Environment

		Short term 2025	Long term 2030
		15% Water Neutrality	30% Water Neutrality
		10% Renewable Energy	25% Renewable Energy
		20% Waste Circularity	25% Waste Circularity
		20% Carbon Neutrality	30% Carbon Neutrality

## Social

- **Workforce Well-being & Development**
  - Improve training hours & skills enhancement (SDG 4, 8, 10)
- **Occupational Health & Safety (OHS)**
  - Accident prevention, safe work environment (SDG 3, 8)
- **Community Engagement**
  - Maintain CSR activities & sustainability projects (SDG 11, 17)
- **Human Rights & Ethical Practices**
  - Conduct due diligence & strengthen supply chain policies (SDG 10, 16)
- **Encouraging Health & Fitness Maintenance**
  - Promote wellness programs & active lifestyle (SDG 3, 8)
- **Employee Engagement**
  - Maintain previous year's engagement score (SDG 8)



## Governance

- |   |   |   |  |
|---|---|---|--|
| <ul style="list-style-type: none"> <li>• Improve Corporate Governance score from 87 to 88.</li> <li>• Maintain AGM rating Score at 97% and above</li> </ul> | <p>Supplier Audits</p> <p>2025: 127 Suppliers</p> <p>2026: 55 Suppliers</p> | <p>Maintain the Certified status by IOD's Collective Alliance Against Corruption.</p> | <p>Maintain hours for policy training including business ethics and code of conduct, inside information, anti-corruption and other policies.</p> |
|---|---|---|--|

# 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 Asia THIRD 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

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

# OHS Management

## Overall Mega's OHS performance

Planned OHS activities have achieved 82% completion, a substantial improvement from the 31% baseline in October Y22.

Elimination of Unsafe Conditions: All areas have shown improvement by actively identifying and mitigating unsafe actions and conditions.

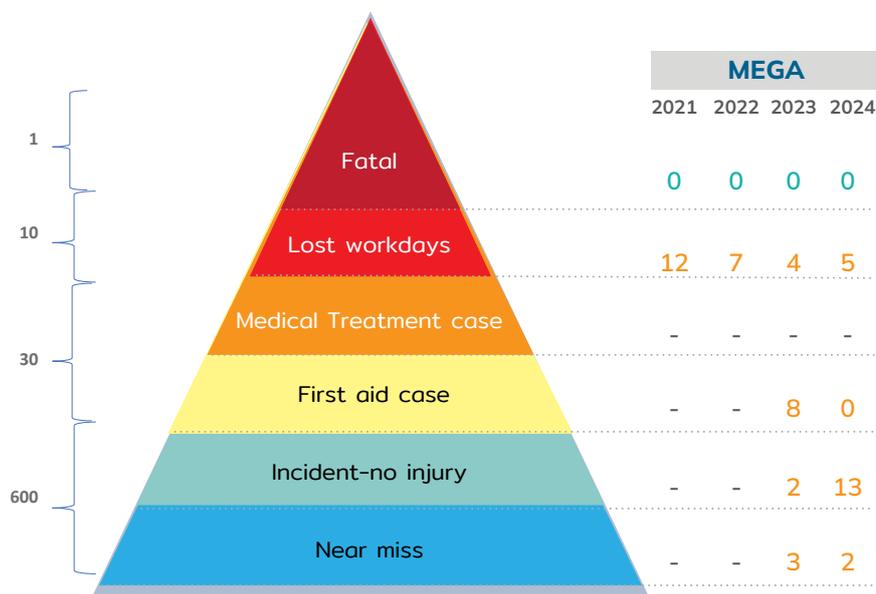
Workforce Skill Development: Employees have enhanced their safety skills and competencies through a combination of classroom training and hands-on exercises, totaling 3,885 training hours.

Strengthened Safety Team: Additional safety officers have been recruited to ensure consistent monitoring and continuous improvement across all areas. A new safety committee has also been established to expand the OHS team and enhance safety governance.

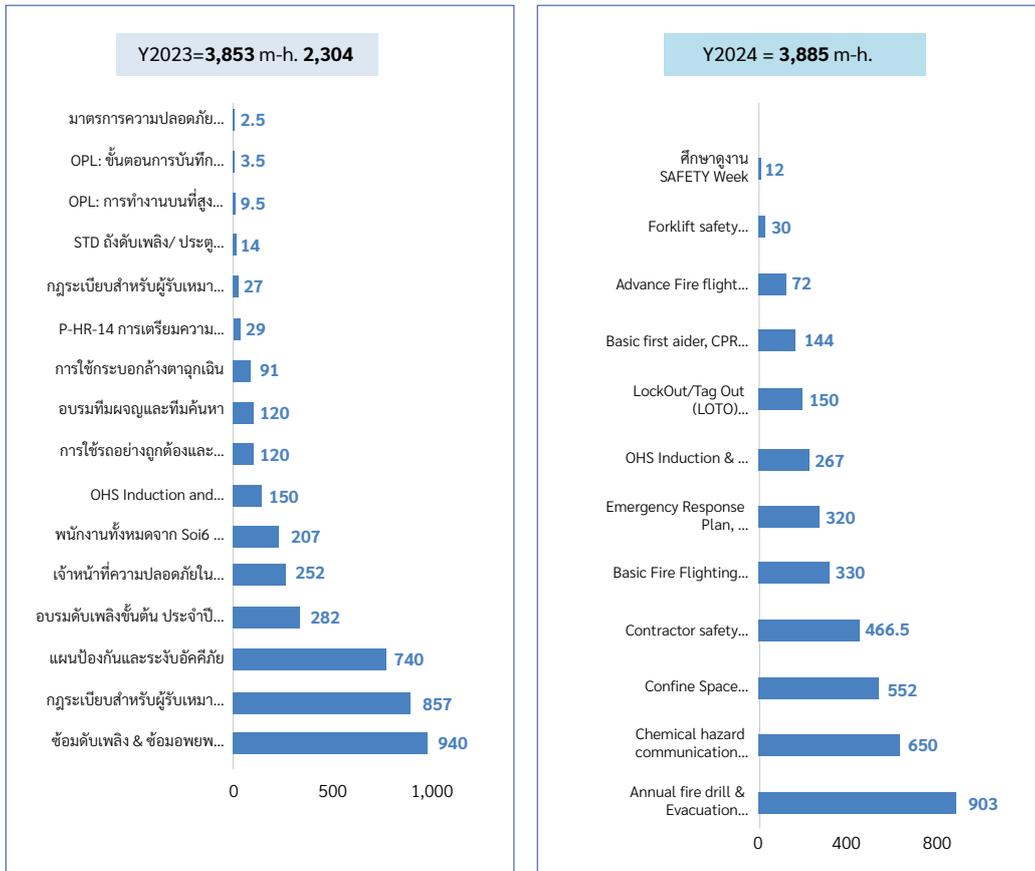
Zero Contractor Incidents: Achieved 22,806 contractor man-hours worked without any accidents, reflecting a commitment to contractor safety.

Collaborative Safety Culture: The working teams at both sites have demonstrated strong collaboration and proactive support, reinforcing a safety-first mindset.

## Safety Pyramid - Employee



## Improvement - Skill & Competency



### 2025 STRATEGY

- **Maintain the existing practices**
  - Implement all the time roll out all safety methods at new plant
  - embed the OHS and environmental system across all operational sites
- **Aim for Zero LTA**
  - Eliminate complete unsafe conditions
  - Risk assessment, mitigation, review process
  - 3E's: Education Engineering Enforcement\ emphasize
- **Building safety culture**
  - Safety programs
  - Safety training
  - Safety as a non-negotiable priority



# 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

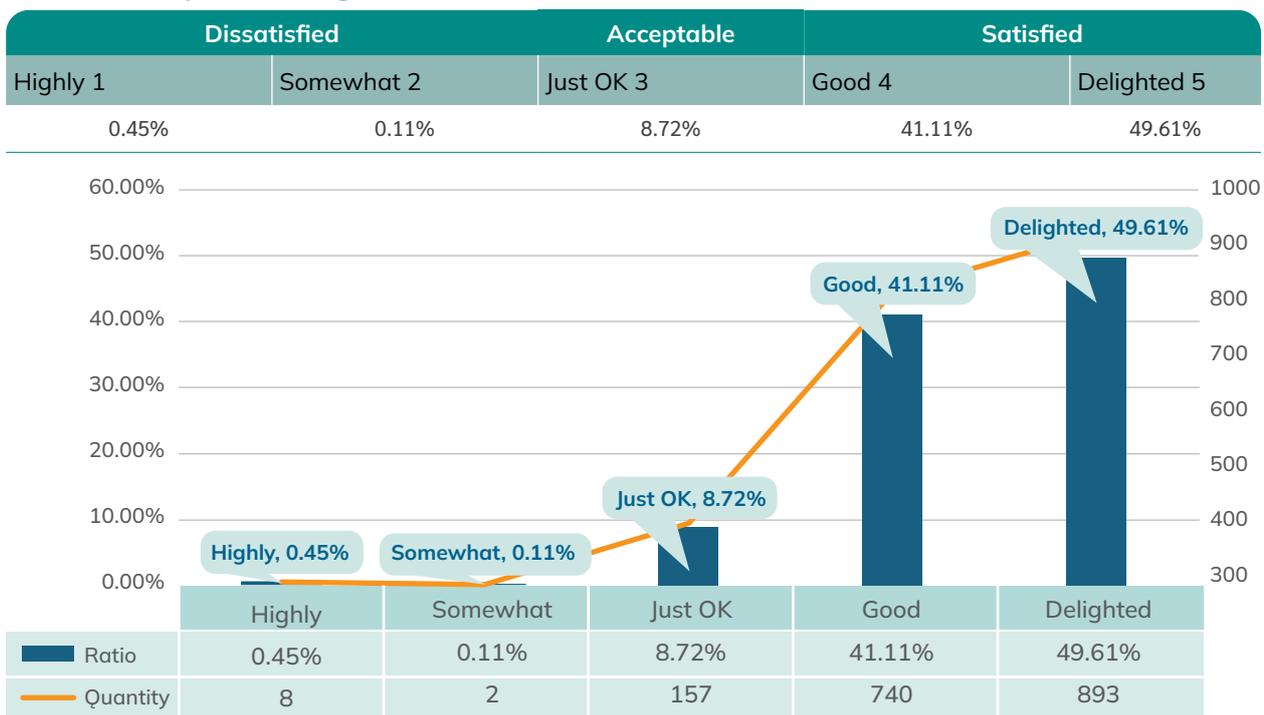
- Maintain targets for Customer Satisfaction as per scores and methodology set by each market/business segment
- Improve Information technology applications connecting Mega - Customer – Consumer
- Build greater sales engagement with customers
- Build on-line sales and fulfillment
- Improve product and health awareness
- Customer Satisfaction Index

## Mega Lifesciences – Vietnam

### 1. Customer Satisfaction Survey Report

- The customer satisfaction using the questionnaire in the Customer Satisfaction Survey for Maxxcare 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

### 2. Summary of Rating



### 3. 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.

### 4. Some photographs of 2024 we have done for retail pharmacies, events as education, Team building Prepared by Ngo The Anh - Customer Care Manager January 18, 2024.



## Mega Lifesciences Myanmar Survey Sample Size

- In 2024, 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 DivisionPharma 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 2024) 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**

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

As per SOP - 5.4.2

(between 50% to 70%) - Medium satisfaction

(>70%) - high satisfaction

(<50%) - Low satisfaction

## Mega Malaysia

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

**TIME** : 9.30am: Meet & Gather (Light refreshment to be served)  
10.00am: Hiking session (3km Guided walk)

**LOCATION** : Taman Tugu, KL <https://tamantuqu.my/>

**ATTENDEES** : 26 pax

**OBJECTIVES** :

- To promote healthy living among participants
- To create brand awareness of Good Health by Yourself
- To establish better engagement among BiO-LiFE.& retailers
- To create opportunity for team building among pharmacy staffs

# GRI CONTENT INDEX

GRI Standard	Disclosure	2024 Annual Report Page Number	2024 Annual Report Section Reference
<b>GRI 102: GENERAL DISCLOSURES</b>			
<b>Organizational profile</b>			
102-1	Name of the organization	196	Corporate Governance
102-2	Activities, brands, products, and services	32-47	Nature of Business and Industry
102-3	Location of headquarters	196	Corporate Governance
102-4	Location of operations	66-72	Registered Office Address of Subsidiary and Associated Companies
102-5	Ownership and legal form	73-76	Corporate Governance
102-6	Markets served	14-15	Global Reach
		66-72	Group Structure
102-7	Scale of the organization	16-17	Operating Revenue / Financial Highlights
		40-47	Market Insights
		66-72	Group Structure
102-8	Information on employees and other workers	138-140	Sustainability Report: Employee Information
102-9	Supply chain		None
102-10	Significant changes to the organization and its supply chain		No significant changes
102-11	Precautionary Principle or approach	77-105	Risk Management
102-12	External initiatives	144-148	Sustainability Report
102-13	Membership of associations	154	Sustainability Report
<b>Strategy</b>			
102-14	Statement from senior decision-maker	20-23	Message from Chairman and CEO
		240-245	Board of Directors' Report
102-15	Key impacts, risks, and opportunities	77-105	Risk Management
<b>Ethics and integrity</b>			
102-16	Values, principles, standards, and norms of behavior	221-227	Code of Conduct
102-17	Mechanisms for advice and concerns about ethics	221-227	Code of Conduct
<b>Governance</b>			
102-18	Governance structure	72	Group Structure
		228	Corporate Governance Structure
102-22	Composition of the highest governance body and its committees	228	Corporate Governance Structure
102-23	Chair of the highest governance body	228	Corporate Governance Structure
102-24	Nominating and selecting the highest governance body	233	Nomination Committee
102-25	Conflicts of interest	225	Code of Conduct: Conflict of Interest

GRI Standard	Disclosure	2024 Annual Report Page Number	2024 Annual Report Section Reference
102-26	Role of highest governance body in setting purpose, values, and strategy	229-235	Corporate Governance Structure
102-28	Evaluating the highest governance body's performance	218-220	Performance Appraisal
102-30	Effectiveness of Risk Management processes	244	Report of Sustainability Committee
102-31	Review of economic, environmental, and social topics	106-157	Sustainability Report
102-32	Highest governance body's role in sustainability reporting	244	Message from Sustainability, Risk Management Corporate Governance Committee
102-33	Communicating critical concerns	112-113	Materiality
102-35	Remuneration policies	212	Remuneration Criteria
102-36	Process for determining remuneration	212	Remuneration Criteria
102-37	Stakeholders' involvement in remuneration	202	Board Remuneration
<b>Stakeholder engagement</b>			
102-40	List of stakeholder groups	114	Sustainability Report: Stakeholder Engagements
102-41	Collective bargaining agreements		Not applicable
102-42	Identifying and selecting stakeholders	114	Sustainability Report: Stakeholder Engagements
102-43	Approach to stakeholder engagement	114	Sustainability Report: Stakeholder Engagements
102-44	Key topics and concerns raised	112-113	Sustainability Report: Materiality Matrix
<b>Reporting practice</b>			
102-45	Entities included in the consolidated financial statements	66-72	Group Structure
102-46	Defining report content and topic boundaries		Mega Lifesciences - Thailand Operations
102-47	List of material topics	112-113	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 2024
102-51	Date of most recent report		Dec-2023
102-52	Reporting cycle		Annual
102-53	Contact point for questions regarding the report	196	General Information
102-54	Claims of reporting in accordance with the GRI Standards		N.A
102-55	GRI content index	158-161	GRI content index

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<b>GRI 103: MANAGEMENT APPROACH</b>			
103-1	Explanation of the material topic and its boundary	112-113	Sustainability Report: Materiality
103-2	The management approach and its components	113	N.A
<b>GRI 201: ECONOMIC PERFORMANCE</b>			
201-1	Direct Economic Value Generated and Distributed	115	Sustainability Report: Direct Economic Value Generated and Distributed
<b>GRI 205: ANTI-CORRUPTION</b>			
205-2	Communication and training about anti-corruption policies and procedures	226-227	Training
205-3	Confirmed incidents of corruption and actions taken	220	Corporate Governance dashboard 2024
<b>GRI 304: BIODIVERSITY</b>			
304-2	Significant impacts of activities, products, and services on biodiversity	121-134	Sustainability Report
<b>GRI 305: EMISSIONS</b>			
305	Emissions	121-125	Sustainability Report: Green House Gases Emissions
<b>GRI 306: EFFLUENTS AND WASTE</b>			
306	Effluents and Waste	122	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	138	Employee Remuneration and Benefit
401-3	Parental leave	138	Sustainability Report: Employee Information
<b>GRI 403: OCCUPATIONAL HEALTH AND SAFETY</b>			
403-1	Occupational health and safety management system	123-124	Sustainability Report
403-4	Worker participation, consultation, and communication on occupational health and safety	154-155	
403-5	Worker training on occupational health and safety	154-155	
<b>GRI 404: TRAINING AND EDUCATION</b>			
404-1	Average hours of training per year per employee	136-143	14.03 hours average
404-2	Programs for upgrading employee skills and transition assistance programs	136-143	

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<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY</b>			
405-1	Diversity of governance bodies and employees	208-209 139-140	Structure of Board of Directors Number of Employee
<b>GRI 406: NON-DISCRIMINATION</b>			
406-1	Incidents of discrimination and corrective actions taken	220	Corporate Governance dashboard
<b>GRI 408: CHILD LABOR</b>			
408-1	Operations and suppliers at significant risk for incidents of child labor	35 suppliers in 2024	
<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	



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