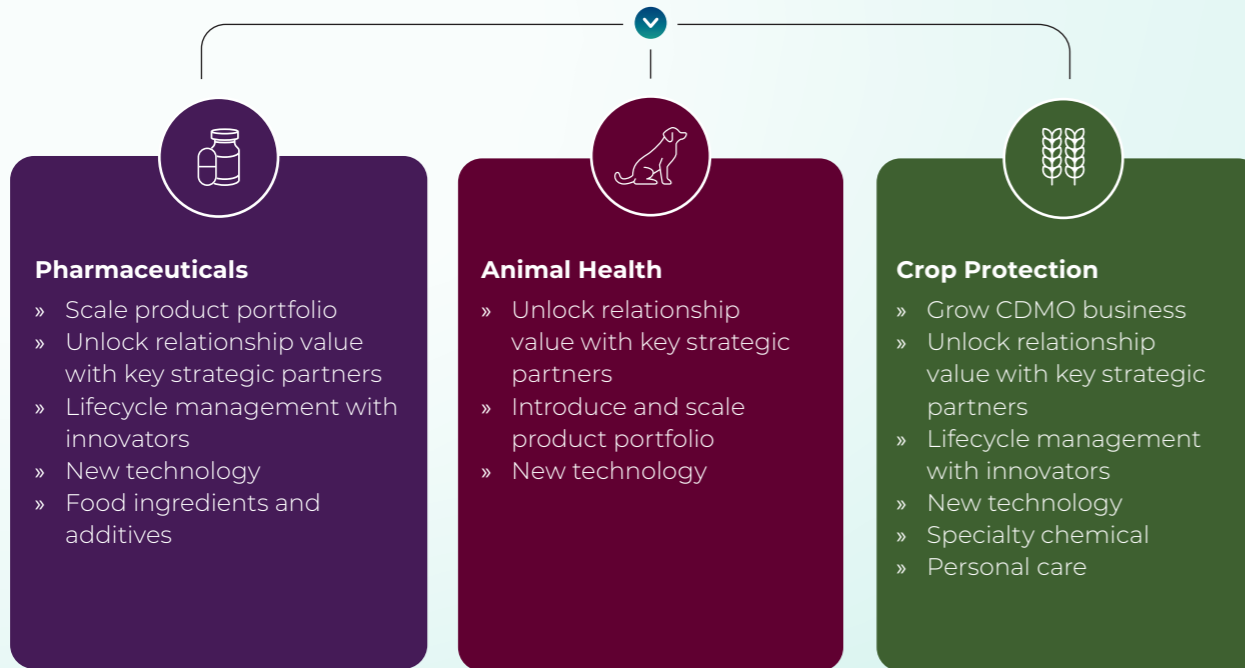


## Project Pinnacle 2.0

We have now launched Pinnacle 2.0, with a renewed focus on front-end and operational excellence, enhancing customer interactions and optimising processes for superior value and performance.

Our vision is to create a better future with global, sustainable, and innovative fine chemical technology proudly Made in India. With our Project Pinnacle, we stay dedicated to sustainability and innovation, setting new industry benchmarks.

### Growth Pillars



### Critical Unlocks in Pinnacle 2.0

- » Enhanced customer integration (bolster BD and KAM, smart pricing)
- » Building new business (animal health, specialty chemicals)
- » Next-generation products (new product development, portfolio shift to new products)
- » Building tech toolbox (path to scale new technologies)
- » Funding the growth (best-in-class cost position)
- » Sustainability (ESG, Lighthouse)
- » Resilient back-end (operations, supply chain processes)

## Winning Approach

### Leading with Innovation

Our commitment to pioneering solutions is evident in our ongoing investments in Research and Technology (R&T), allocating 4-5% of our sales to R&T for innovative product development.

### Elevating Customer Satisfaction

We prioritise enhancing customer satisfaction across the life sciences value chain through innovative solutions, prompt resolutions, and continuous improvements, fostering strong relationships, loyalty, and a positive brand image.

### Maximising Stakeholder Value

Our focus is on long-term growth, transparency, responsibility, and delivering value to all stakeholders for sustained success.

### Aligning with Global Frameworks and Standards

We emphasise integrating sustainability into our operations, aligning with Global Reporting Initiative (GRI) standards.

