

# **WHO WE ARE**

Established in 1948, Hemas Holdings is one of Sri Lankan's leading conglomerate with focused interest in Consumer and Healthcare.

Listed in the Colombo Stock Exchange Hemas has presence in Sri Lanka and Bangladesh, empowering families to live a better tomorrow.

Capitalisation

**75** 

Years in

Operation

USD 118<sub>mn</sub>

USD

AAA Long-term

Workforce

#### **Key Milestones**

"Established Hemas Drugs Pvt 1948 Ltd"

"IPO on the Colombo Stock 2003 Exchange"

"Extended operations into 2007 Hospital Space"

"Acquired leading 2013 Pharmaceutical Manufacturing firm – JL Morison"

"Acquired Sri Lanka's Largest 2018 Stationery Brand- Atlas"

35% >5k 301<sub>mn</sub> Free Float Fitch Rating Market **Total Assets** 

# IMPLICATIONS OF KEY MACRO ECONOMIC **PARAMETERS ON HHL**



#### **Surge In Inflation**

"Change buying consumer with reduced disposable patterns income"

50.3% **CCPI** 

49.2% **NCPI** 

YoY change (March 2023 vs March 2022)



#### **Interest Rates**

"22x YoY growth in Group finance cost for the quarter due to high interest rates and increased working capital to ensure product availability"

13.5 pts

YoY change (March 2023 vs March 2022)



### **Depreciation of LKR**

"Input cost inflation with increased cost on imported raw materials and pharmaceuticals"

9.5%

YoY change (March 2023 vs March 2022)



#### Tax Reforms

"Increased corporate tax and the oneoff impact of deferred tax coupled with the domino effect on consumer demand and consumption-driven growth"

30%

Corporate Tax rate

1.2 Mn

Personal tax relief threshold



### Global Commodity prices

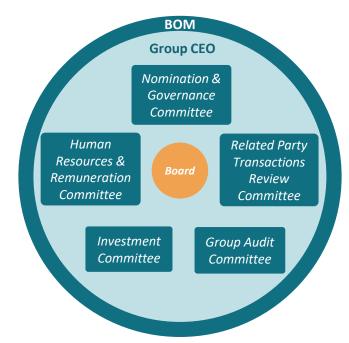
"Prices of key commodities declined towards the second half of the financial year which was passed down to the consumers in the form of price reductions and discounts"

-45.3% Palm Oil

-32.1% Crude Oil

YoY Change (March 2023 vs March 202

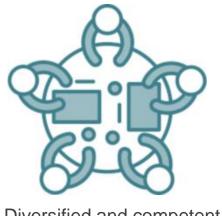
Obtained approval for an Extended Funded Facility from the International Monetary Fund (IMF) in arch 2023 for USD 2.9 billion to be ursed <mark>over</mark> a four-year period."



Sound Corporate Governance Structure with an Independent Board



Strong balance sheet with a net gearing of 11.6%



Diversified and competent Leadership Team

# **KEY STRENGTHS**



Long-Term Rating of AAA (lka)' Stable Outlook



Presence in key defensive segments Healthcare and Consumer



Strong value creating partnerships with internal and external stakeholders 4

# **Corporate Governance**





#### **BOM (Board of Management)**

Consists of the senior leadership team of 10 members - Heads of our 5 major businesses and 4 leaders from Corporate Office. BOM is responsible for formulation and implementation of Group strategic plan and ensures that the Group works in a collaborative and high-performance manner not-withstanding the circumstances and challenges the Group faces.



#### The Board

Takes overall responsibility for the performance and affairs of the Company and the Group



#### **Board Sub**committees

Ensures in-depth focus on delegated matters



#### **Group CEO**

Leads the Executive Management team. Responsible for strategy development, implementation and Group performance

#### **Board Composition**

- Independent directors
- Non-Executive Directors (including Chairman)
- Executive Directors





0

#### Independence



of the board is independent

#### Gender



90%: 10%

#### **Board Size**



Board size promoting accountability and encouraging healthy, constructive debate and decision-making, while meeting regulatory requirements

#### **Expertise**

Experienced Board, combining knowledge and skills relevant to the Group





# STRATEGIC BUILDING BLOCKS





Accelerate current business efforts to drive higher value in core business



New within the core and Adjacencies

Capturing new revenue streams to further strengthen the core and adjacencies



New business and Internationalisation

Explore attractive opportunities in new spaces and international markets



**Efficiencies** 

Efficiency and productivity to further enhance capacity and improve growth

# **New Product Launches during the Quarter**

#### Home and Personal Care Sri Lanka



Scrub and the 50 ml face wash

'Prasara' Ayurveda product range'

"Total ayurvedic personal care range that promotes optimal health and wellbeing of consumers"







Additions to the 'Velvet cutie' portfolio



#### **Pharmaceutical Manufacturing**



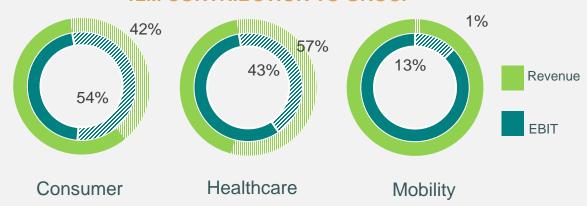
'FoliMor' 1mg (Folic Acid 1mg 30s blister)



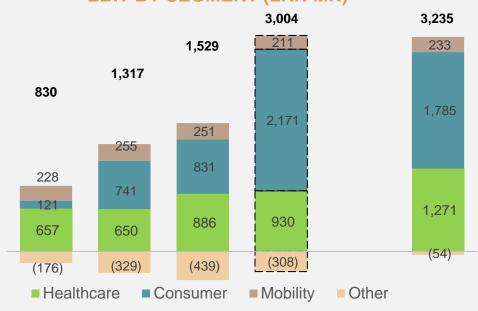
'Glucomile' 75 g Variant

## FINANCIAL SNAPSHOT

#### 12M CONTRIBUTION TO GROUP



#### **EBIT BY SEGMENT (LKR MN)**



FY20 Q4 FY21 Q4 FY22 Q4 FY23 Q4

FY23 Q3

#### **Full Year Performance FY 23 vs FY22**

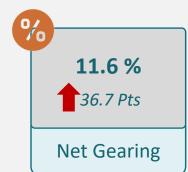




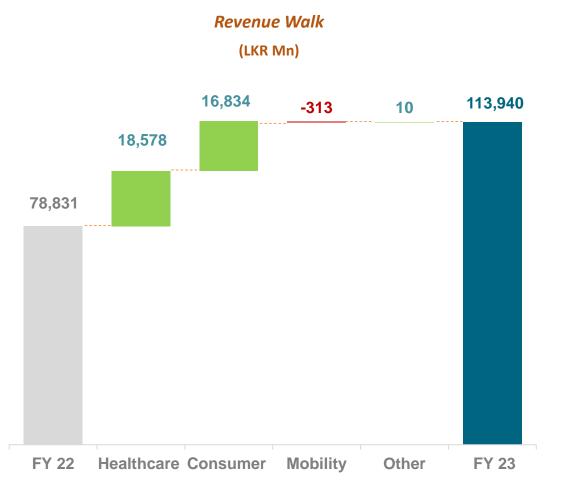


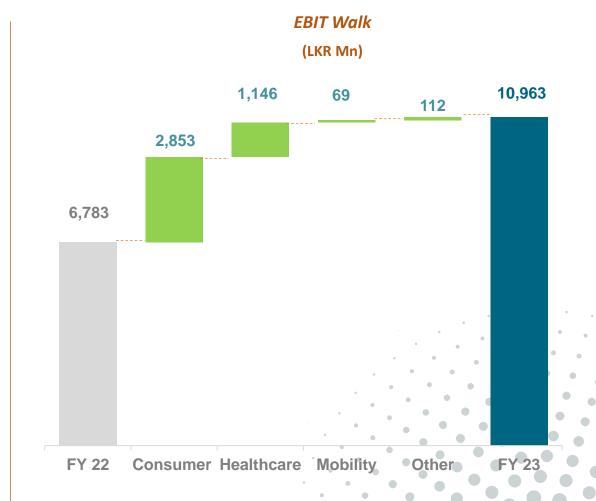




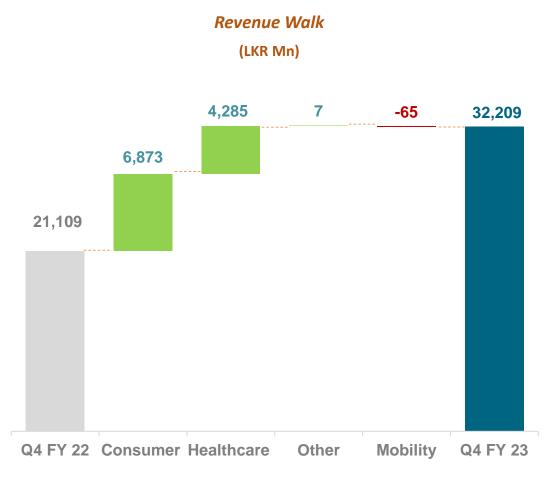


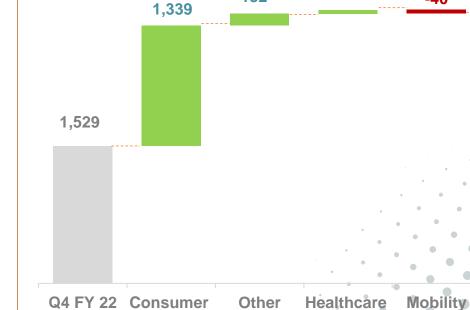
# **Sector Performance Summary – FY 2022-23**





# **Sector Performance Summary – Q4 FY 2022-23**





132

**EBIT Walk** 

(LKR Mn)

45

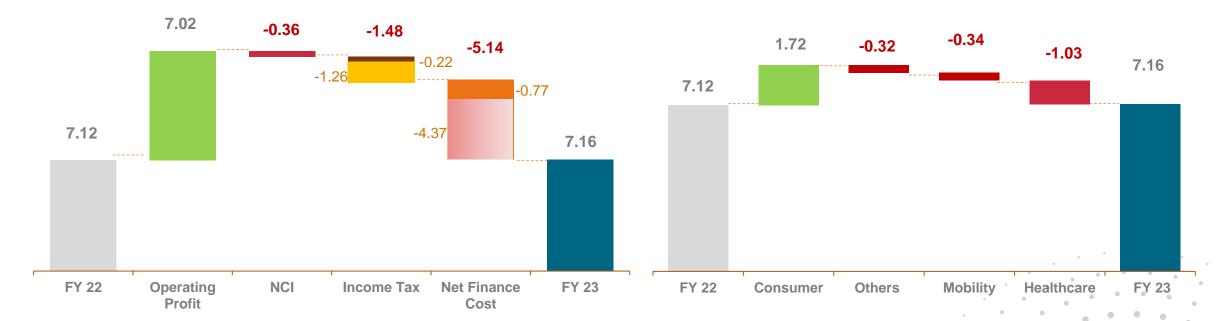
3,004

Note: The 'other segment' includes the corporate office and remaining Leisure assets

# **Continuing Operation EPS – FY 2022-23**

**EPS Walk** 

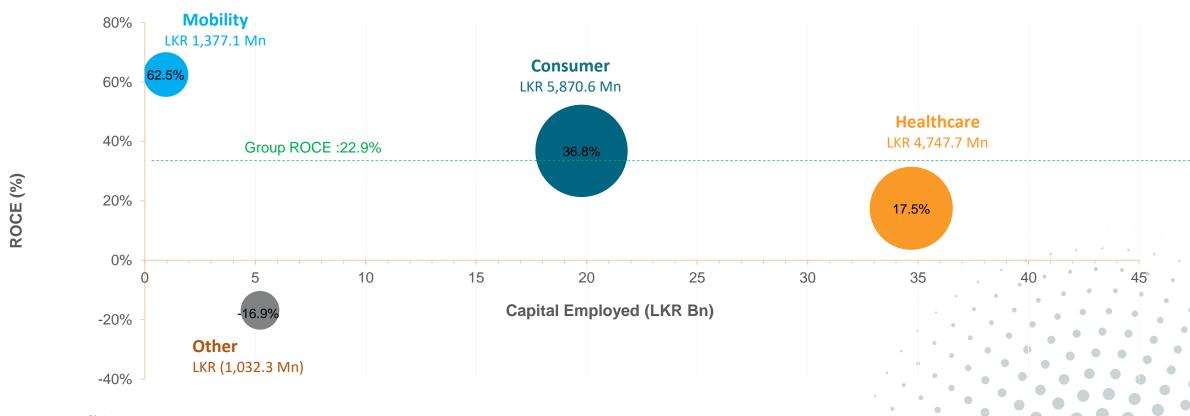
(LKR Per Share)



- Impact due to profit increase
- Impact due to tax rate increase
- Impact due to interest rate increase
- Impact due to working capital base increase

# Capital Employed - FY 2022-23

Sector Efficiency
Capital Employed, ROCE, and EBIT by Sector





The size of the circle indicates the EBIT values
The 'other segment' includes the corporate office and remaining leisure assets

# **Consumer Brands**

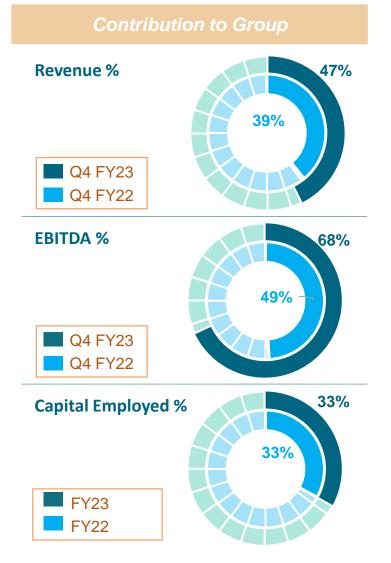


Consumer Brands - International

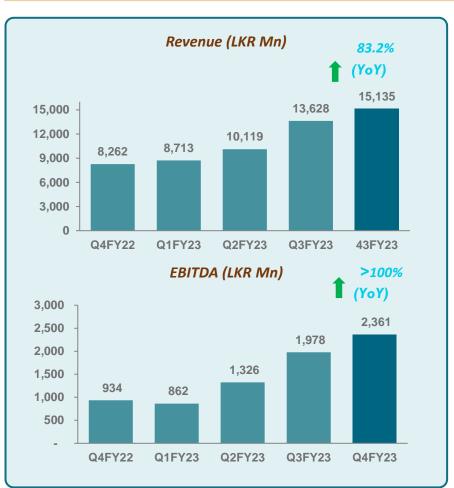
Learning Segment



### **Consumer Brands**



#### Sector Performance - FY 2022-23



#### **Key Highlights**

- Despite the market witnessing price reductions under reduced commodity prices, consumers continued to curtail consumption and opt for value-formoney alternatives.
- Modern trade channels experienced a slowdown, due to the adverse impact of the tax reforms and high cost of credit on the middle-class urban population.
- With the back-to-school season, demand for stationery items witnessed significant improvement during the quarter.
- Escalating inflation, Taka depreciation and depleting reserves adversely impacted the Bangladesh market resulting in a decline in demand across the industries.

### Home and Personal Care – Sri Lanka

Key categories with market leading positions



-23% FY volume growth

75k+ Direct outlet coverage

60% FY contribution to consumer revenue



# Home and Personal Care Sri Lanka: Strong Brand Portfolio











#1
In Hair Oil

#2
In Beauty Soap

#1
In Baby Care

#2

**In Feminine Care** 



#2
In Laundry Care



#2
In Oral Care







**Beauty Care** 



**Hygiene Care** 



**Female Fragrances** 



Dandex PRO SCALP

**Male Grooming** 

Shampoo



Presence in all modern trade chains and outlets



of households reached by Hemas brand



Strong 3<sup>rd</sup> party manufacturing partnerships

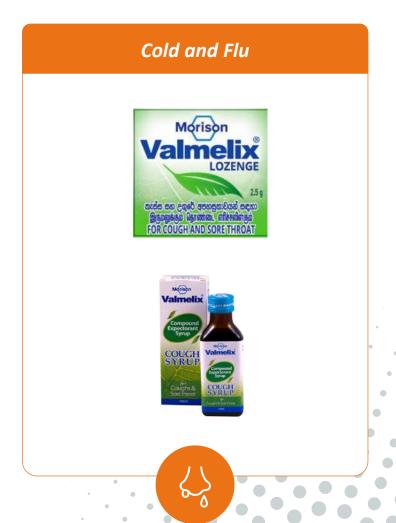


Value adding partners including Garnier, L'Oreal and Nivea

# **Our Consumer Health Brands**







# UPDATE ON KEY STRATEGIC INITIATIVES

"Premiumisation and expanding into key underpenetrated categories will be the drivers of domestic growth"

#### Progress update ...

- Beauty Brand 'Vivya' expanded its portfolio with the introduction of under eye cream and the face scrub. The brand has gained significant traction in the market.
- Male Grooming With increased focus, 'Glod' has improved its market share in the perfumes and colognes space.
- Diva Power Range(Germ and Colour Guard) has maintained market share amidst the pricing pressure.







# Opportunities in Urbanisation and Premiumisation will be the platform to drive growth



# **Emerging Trends in the Consumer Space**

- High focus on health and Transparency.
- Rise in awareness and acceptance in inclusive beauty.
- Increasing demand for male grooming products



Opportunities to capitalise on underpenetrated (less than 45% penetration) emerging categories



Skin Care
7.1% CAGR



Baby Diapers 8.6%CAGR



Feminine Hygiene 5.1%CAGR 2022-2027



# **UPDATE ON KEY** STRATEGIC INITIATIVES

"Fine blend of Innovation and the uniqueness of Sri Lanka, where natural ingredients, traditional knowledge, and new technologies drive the future of the beauty market"

#### Progress update ...

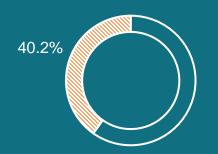
Newest addition in the Beauty Space 'Prasara', which is concentrated on Ayurvedic wellness was launched during the quarter.





Clean beauty that prioritises natural ingredients are a prime aspect in the future of personal care.

Percentage of people who look for products that uses natural ingredients



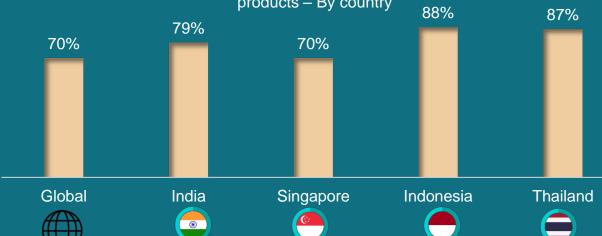
Global Natural and Organic personal care Market (\$ Bn)





#### Growing Demand will provide opportunities to cater to premium market segments

% of Consumers willing to pay a premium price for GMO free / Organic / Natural products – By country









### Home and Personal Care - International

- Geographies
  Bangladesh & West Bengal
- Key categories
  VAHO and Health Soap
- Market share in VAHO
  (Bangladesh Q3 FY23 Data)
- 4.3 k Retailers reached in Bangladesh
- 8% FY contribution to Consumer Brands revenue

Note: VAHO – Value Added Hair Oil, CNO – Coconut Oil

#### Locally led and localised in Bangladesh

- All products are exclusively designed for Bangladesh.
- Extensive product portfolio with multiple value adding variations targeted for overall wellness, growth and nourishment of hair.
- Local leadership team with 90% local talent.
- 2<sup>nd</sup> most loved hair oil brand of Bangladesh (Best Brand Awards 2022)



#### **Reach in Bangladesh**



Rural penetration by Hemas



Urban penetration of Hemas



of households reached by Hemas



On-shoremanufacturing

Source: Household Panel data (Calibrated) – Kantar – MAT Dec'22./ Retail Sales Audit by Insight Metrix – May'22

### Home and Personal Care - Sri Lanka and International

#### Sri Lanka

#### Revenue

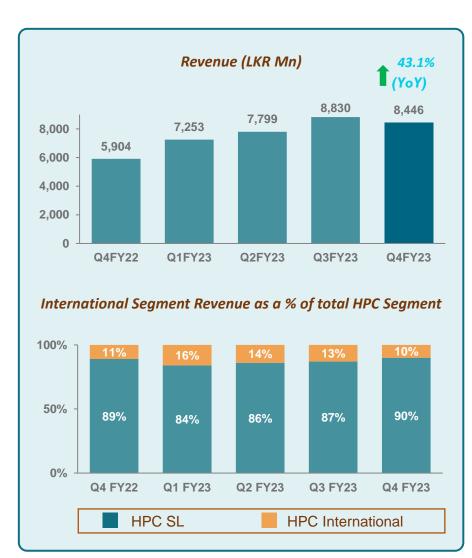
- Markets continue to contract amidst the inflationary pressure.
- Price reductions were made across the portfolio in line with reduced global commodity prices.
- 10% of YTD revenue from new launches and relaunches.
- Launched the Ayurvedic range " *Prasara*" in the Beauty space.

#### **Profitability**

 Multiple cost saving and efficiency improvement measures were implemented to mitigate the adverse impact of increasing input costs.

#### Outlook

 Repositioning the Brand portfolio, exploring opportunities in underpenetrated areas and driving premiumization will be the key focus areas.



#### **International**

#### Revenue

- Despite the challenging macro economic conditions, volumes marginally recovered in the fourth quarter.
- Variants introduced at affordable price points for 'Kumarika' and "Eva" and "Actisef" gained traction during the quarter.
- Reduced single brand concentration with increased focus on 'Actisef'.

#### **Profitability**

- Over 9% inflation and the currency devaluation impact continue to tighten profit margins.
- Increased overhead costs including administration and marketing expenses imposed further pressure on margins.

#### Outlook

 High focus on opportunities for growth in Bangladesh in core and adjacent spaces.

# Atlas: Where We Inspire the Next Generation to Unleash Their Potential

"We provide tools, content and experiences which will enable the next generation to unleash their potential"



#### KIDS

Catering to all stationery and back-to-school needs



#### Young/Adults

Growing market due to greater focus on higher education &stationery as a lifestyle product



#### Office

Providing one stop professional stationery solutions



#### Atlas

- Our story started over 60 years ago in September 1959
- Business continues to drive the lean manufacturing agenda
- Focuses on brand building and premiumisation and on extending to emerging markets.

#### Creating A Purpose Based Brand Experience



Facilitating Learning



Assisting Learning

Carefully Crafted Brand Portfolio in Line with Growth Areas















Atlas was crowned the Local Brand of the year at SLIM Brand Excellence Awards 2022

# **UPDATE ON KEY STRATEGIC INITIATIVES**

"Learning Segment: Widening the business scope to expand growth and reach"



#### Progress update ...

- Learn platform targeting grade 5 students has gained traction.
- Secured multiple contracts with global partners for exports



### Explore opportunities to expand geographical reach via partnering with global players



Middle east Stationery market will grow at a CAGR of 1.3% to reach \$ 321.6 Mn in 2025

Gulf

32% of the growth will originate from UAE

High growth expectations in underpenetrated regional Markets



Worlds second largest out of school rates with over 20 Mn Children not receiving formal education



Only 64% of children are completing Bangladesh secondary education

Global Stationery Market (\$ Billion)



Sources: GlobeNewswire, statista.com, UNISEF



### Develop in the digital space with the curriculum development and lesson planning platform - LEARN



"Highest computer literacy rate in Sri Lanka of 67.9% is witnessed among those between the ages of 15-19 years"



# **Learning Segment**

6 Key categories



High Efficiency and productivity through lean initiatives



Market leader in key product categories

50k Outlet coverage across Sri Lanka

FY Contribution to Consumer Brands revenue



#### Revenue

- Shift in the Back-to-school season resulted in significant improvement in revenue during the quarter.
- Key categories witnessed market share improvements under price stability.

#### **Profitability**

 Despite the increased overheads including marketing costs, interest expenses and taxes the profit margins were maintained with price adjustments and efficiency improvements.

#### Outlook

- Sustain the market leading position with innovative product offerings.
- Pursue distribution partnerships with international players to expand the export footprint.
- Explore opportunities in related spaces Digital and Edu Toys

# THE GROWING ECONOMY OF BANGLADESH

8.0%

7.8%

India

• Mymensingh

Bhutan

Bangladesh

India

Rangpur

🗘 Dhaka 🗠

Promising Macro economic factors to support growth and expansion

FDI friendly tax laws and incentives

anmar urma)

Access to labour at attractive prices

Strategic Location for land and sea trade

FTAs with several international organisations

Low penetration in many key categories

Urbanisation and digitalisation driving premiumisation

\$ 460.8 Bn

**\$ 2,730**GDP Per Capita.

9.3% Inflation 2023 March.

165 Mn+
Population 2022

\$31.1 Bn

37.5 %

**Gross Government Debt % of GDP 2022** 

GDP Growth Forecasts

7.2%

Forex Reserve 2023 March.

"Bangladesh has a remarkable story of poverty reduction and development"

FY 2024-25

FY 2023-24

FY 2022-23

2

# Healthcare Sector

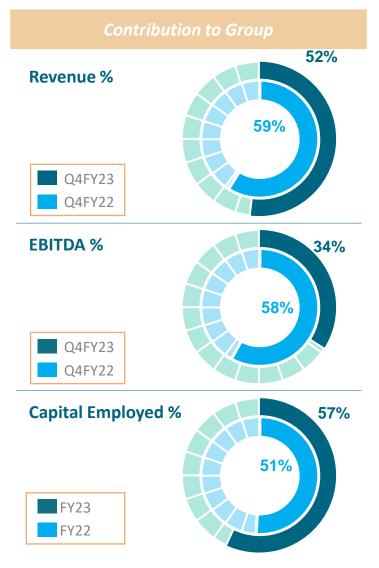
Pharmaceutical Import, Marketing and Distribution

Pharmaceutical Manufacturing

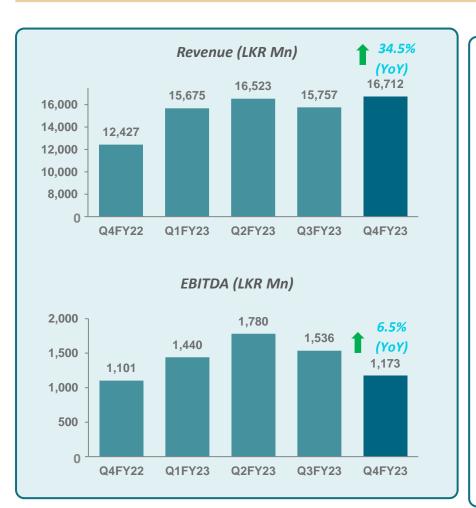
Hospitals



### **Healthcare Sector**



#### Sector Performance – FY 2022-23



#### **Key Highlights**

- The market witnessed shortage in supply for medicine and medical equipment despite the support of donor nations and organisations.
- Increasing tendency for outward migration by medical professional will impose challenges in the long-run.
- Pharmaceutical Market continue to witness volume contractions in many therapeutic segments due to high inflationary pressure.
- However, the degrowth was relatively lower in comparison to the previous quarter.
- The Government utilised Treasury Bonds to partially settle the dues to the suppliers.
- Equitable allocation mechanism for the Government buy back volumes is still unseen.

# Pharmaceutical Import, Marketing, Distribution and Pharmaceutical Manufacturing

Pharmaceutical Import, Marketing, and Distribution

**50+** Principals

Private market leader In import and distribution



Distributes: Pharmaceuticals, Surgicals & Diagnostics, leading consumer healthcare products



#### Beheth 2.0

A digital portal to assist pharmacists serve patients better



Island wide product availability (within 24 hours)



110+

**Distributors** 

3,100+

Pharmacies

**Pharmaceutical Manufacturing** 

70+

Formulations - Manufacturing



**1st and largest EU GMP** compliant general oral solid and liquid dosage manufacturing plant in Sri Lanka



Strong Portfolio of Branded Generics used in key NCD spaces



**5Bn** tablets and **2Mn** liquids Morison capacity per annum



#### #1 in volume

Highest selling pharmaceutical in the country MSJI Ascorbic Acid 100mg 1000s



Partnering with **3** Global pharma Principals for contract manufacturing

**Morison Plant and Key Highlights** 



NPD focused separate manufacturing line consisting of advanced technology, Partnerships with International CRO



Minimum human interaction using latest global technology 1st zero liquid discharge effluent treatment plant in Sri Lanka



Built in SLINTEC park in collaboration with SLINTEC for research



Contract manufacturing opportunities lined up for leading global brands



Largest supplier of bulk generics to the private market in volumes



Branded Generics- Focus on premium quality at affordable prices

# UPDATE ON KEY STRATEGIC INITIATIVES "Homagama Factory"

"Homagama factory: Annual capacity of 5 Bn tablets and 2 Mn litres of liquids, which is equivalent to 40 % of the national annual general OSD demand in Sri Lanka"



- Commercial production of the Homagama plant was commenced in Q1 FY23
- Over 5 New products are in the pipeline to cater to key therapeutic segments including cardio, diabetic and vitamins.
- Utilisation levels of the factory was significantly improved in the fourth quarter with the increased buyback orders.
- Competition from local manufacturers is lower due to Morison having the advantage of completion of a fully fledged factory prior to the economic crisis.



Opportunities to enter into global supply chain via contract manufacturing due to Sri Lanka's proximity to India and availability of infrastructure and know how

Key Export Markets for Sri Lanka













Global Pharmaceutical Market (\$ Trillion)





# Expand and grow in Private Branded Generic Space by focusing on Non-Communicable Diseases (NCDs)

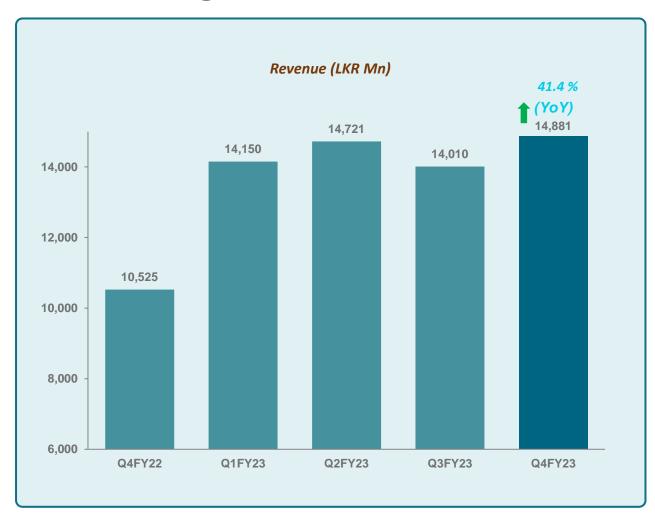
- Sri Lanka has the fastest growing population in South Asia, and it is projected that by 2030, one in five Sri Lankans will be over the age of 60 (majority women)
- NCDs cause over 80% of deaths in Sri Lanka. More than a quarter of Sri Lankan's are overweight, and one in four adults consume tobacco.

Branded Generics Market in Sri Lanka (Rs Bn)



Sources: UNFPA, WHO 2020

# Pharmaceutical Import, Marketing, Distribution and Pharmaceutical Manufacturing



#### Revenue

- Pharmaceutical Distribution Arm of the Group prioritised the availability of essential medication in the market over profitability.
- Morison expanded its Branded Generics portfolio with the launch of "FoliMor', a medication used to treat/prevent folic acid deficiency.
- Price adjustments and increased revenue from Branded Generics drove the performance of the Sector.

#### **Profitability**

- Collective impact of currency devaluation, increased interest rates and elevated working capital base adversely impacted the profit margins.
- Multiple restructuring and efficiency improvement projects were carried out with a view of improving operations and reduce margin pressure.

#### Outlook

- Extending the branded generics portfolio to create a "Sri Lankan Brand" will be the key priority for the Manufacturing Arm of the Sector.
- Aaccelerating contract manufacturing, expanding into export markets and improving research and development efforts will contribute to the long-term value creation.

# The first Internationally accredited hospitals chain in Sri Lanka by the Australian Council on Healthcare Standards International

#### **Hemas Hospitals Highlights**

#### **Centers of Excellence:**

- Maternity unit (366 baby deliveries in Jan- March 23)
- Urology and Kidney Care unit (17 Kidney Transplants in Jan - March 23)
- Gastrointestinal unit (GI) (32 Admissions in Jan- March 23)
- Orthopedic unit (159 Admissions in Jan-March 23)
- Dialysis unit (2,162 Dialyses in Jan- March 23)





"The first Internationally accredited hospitals chain in Sri Lanka by the Australian Council on Healthcare Standards International (ACHSI)"

Aim To Become Sri Lanka's First SMART & LEAN Hospital Chain

Specialised in Orthopedics, GI and Urology Have a pool consisted of more than 500+ leading specialist consultants

#### Q4 FY 2022-23 Performance



950+ PCR Tests



2,800+
Surgeries



60% Occupancy



4,300+
Admissions



120k+
Outpatients

# We have a widespread Lab Network

#### **Lab Network Highlights**

#### **Centers of Excellence:**

- Main Lab Services to Hospitals (8 B2B Labs +3 B2B CCs)
- Outer Labs services across the country (14 Labs)
- Collection centers across the country (14 CCs)
- PCR lab service
- 2400+ test portfolio
- Home mobile service
- Digitally connected lab network and patient portal

#### Q4 FY 2022-23 Performance



253k+
Test volumes



**2k+**GP Referrals



6k+

Rapid Antigen Tests (RAT)



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**New Locations** 

ISO 15189: 2012

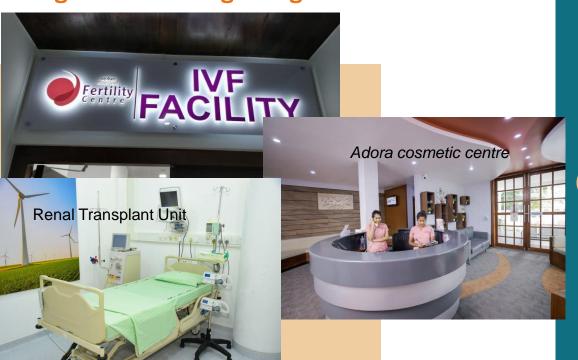
Accredited laboratory chain in Sri Lanka by SLAB





# UPDATE ON KEY STRATEGIC INITIATIVES

"Capacity expansion via opportunities for organic and inorganic growth"



- Progress update ...
- Renal Unit: Gaining traction, performed 100+ Kidney transplants during the year.
- Cosmetic Centre: Continue to perform over 500 procedures per quarter.

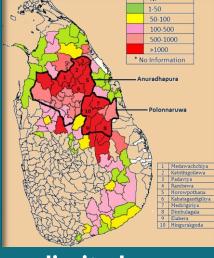
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Building depth and scale of identified anchor and super specialties

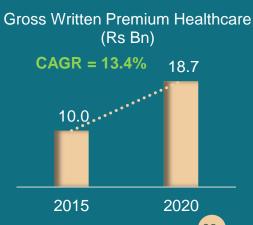
Urology: The prevalence of Chronic Kidney Disease is 15.1–22.9% in farming districts.

Cardiovascular: Incidence of coronary artery disease (CAD) in Sri Lanka has doubled over the past two decades



Private sector to bridge the gap between limited infrastructure in Government hospitals and growing demand for medical care

Average waiting time at a National Hospital for elective cardiothoracic operation is over 9.4 months, 5.7% will die while waiting for their operation.



# Hospitals

**170+** Be

**Beds** 

60% Hospital occupancy



First hospital in Sri Lanka to implement fully fledged EHR system



2

Hospitals

Lab network

50+

11%

FY23 contribution to Healthcare revenue



#### Revenue

 Core businesses (excluding COVID-19 related revenue) witnessed a growth of over 30% with increased medical admissions.

#### **Profitability**

 Lower COVID-19 related revenue streams and reduced surgical admissions adversely impacted the margins for the quarter.

#### Outlook

 Hospitals business will prioritise selected anchor and super specialties while improving digitisation efforts.

| IP<br>revenue<br>mix | Q4FY22 | Q1FY23 | Q2FY23 | Q3FY23 | Q4FY23 |  |
|----------------------|--------|--------|--------|--------|--------|--|
|                      | 50%    | 47%    | 49%    | 54%    | 48%    |  |

# **Mobility Sector**

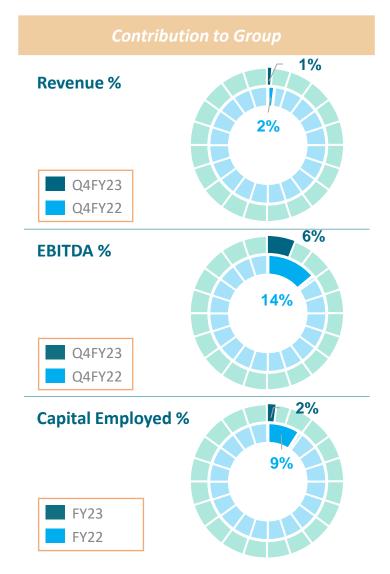


Maritime

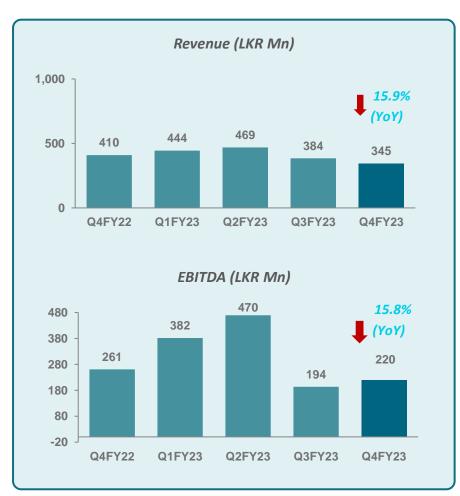




# **Mobility Sector**



#### Sector Performance – FY 2022-23



#### **Key Highlights**

- Total throughput and transhipment volumes at Port of Colombo declined by over 7 % due to slow down in the global economy and reduced demand in Western markets.
- The passenger vertical of the Aviation Sector witnessed improvements in inbound and outbound travel with increased tourist arrivals and student and migrant travel.
- Amidst the economic Slowdown and import restrictions, the cargo sector continued to faced challenges.
- Decline in EBITDA is due to the adverse impact of LKR appreciation and higher gains reported last year.

# **Mobility Sector**

2

Shipping line – Evergreen line & Far Shipping



350 k+ TEUs

**FY 23** 

596

Vessel sailing

**FY 23** 



**Emirates** 

General Sales Agent for over 20 years

20%

Air cargo market share

29%

Passenger Market share

# "Offering a Full Spectrum of End-to-end Services across Land, Sea and Air"

Facilitating over 1000+ supply chains

Emirates cargo: Average daily freight capacity of 75 tons.
Emirates Passenger:
Connecting Sri Lanka to over 154 destinations across the alobe

Represents the leading feeder operator to the East Coast of India and Bay of Bengal

#### Representations





**EVERGREEN LINE** 



## **GROUP ENVIRONMENTAL AGENDA**

Hemas will continue to play a leading role in helping sustain and nurture all that is Sri Lankan







Addressing Marine Pollution

45,000+ KG

**To Date Plastic Collection** 

# **SUPPORTING OUR COMMUNITIES**

### Creating an inclusive world by eliminating inequality and creating a social security net



**62** 

Pre- Schools

20 Years of Early childhood care and development



150

Families for 6 Months

Tackling acute malnutrition – Donation of dry rations



All Employees

Morison Branded Medicine

Free Morison branded medicine to treat diabetes and cardiovascular diseases

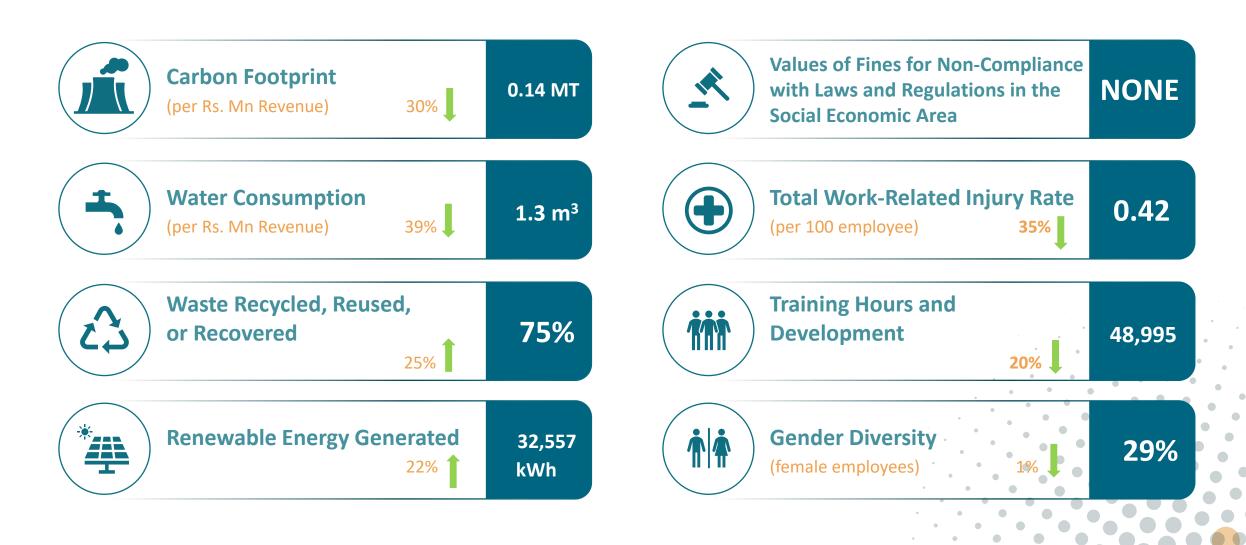


99

Women

Empowering women and providing her solutions to aspire for more

# Sustainability Performance - Q4 2022-23 vs Q4 2021-22



# **FOCUS AREAS**

### **Short -Term**

**Grow Market Share** 

Develop value creating products to cater to the evolving needs of the customers

Expanding the regional footprint with high focus in Bangladesh

Maintaining an optimum liquidity position

Invest in optimising resources and upscaling talent



# Mid - Long Term

Acquisitions/expansion in consumer and healthcare

Grow in the Learning space by moving into adjacent spaces

Develop a strong Sri Lankan private brand of generics under Morison

Establish presence in new international markets

# SHORT TERM OUTLOOK AND STRATEGIES ON NAVIGATING THE ECONOMIC CRISIS

- Leverage on the strong relationships with external and internal stakeholders to minimise the possible adverse impact on businesses due to temporary political and economic headwinds.
- Implement strategies to maintain optimum levels of working capital by securing bank facilities, renegotiating
  with suppliers and aligning production schedules with planned power cuts.
- Cater to the evolving needs of the consumers and introduce value for money alternatives.
- Further strengthen the relationships with banks, regulatory bodies, vendors etc to improve the resilience of the
  value chains across the business eco system.
- Continue to invest in acquiring, retaining and upscaling talent culture with greater autonomy and flexibility.

