

Responsible Artificial Intelligence Policy

1. Purpose and Scope

Zydus Wellness Limited is committed to the responsible, ethical, secure and sustainable development, procurement and use of Artificial Intelligence (AI). This Policy applies to all directors, employees, contractors, subsidiaries under the Company's operational control and third parties that develop, provide or use AI systems for or on behalf of Zydus Wellness.

For this Policy, AI includes machine learning, predictive algorithms, generative AI, recommendation engines, intelligent automation and other systems that generate content, predictions, recommendations or decisions.

2. Responsible AI Commitments

2.1 Data Privacy

Process personal, sensitive, confidential and proprietary information only for authorized and lawful purposes, applying data minimization, access, retention and applicable privacy safeguards. Company information shall not be entered into unauthorized public AI tools.

2.2 Cybersecurity

Apply proportionate security controls throughout the AI lifecycle, including secure development, access management, testing, monitoring, incident response and protection against manipulation or unauthorized access.

2.3 Fairness and Bias Prevention

Assess AI systems for potential bias, unfair treatment and discriminatory outcomes. Systems shall be modified, suspended or discontinued where significant risks cannot be adequately mitigated.

2.4 Human Oversight

Maintain meaningful human review and intervention for critical or high-impact decisions. Authorized personnel shall be able to challenge, override, suspend or stop AI-generated outcomes.

2.5 Transparency and Explainability

Disclose AI interactions or materially AI-generated content where relevant. Material AI-supported decisions shall be reasonably understandable and explainable to affected stakeholders, subject to legal, security and intellectual-property requirements.

2.6 Accountability

Assign an accountable business owner for every material AI system. Accountability for AI-assisted decisions and outcomes shall remain with authorized Zydus Wellness personnel and shall not be transferred to an AI system.

2.7 Clear Boundaries

Use AI only for approved, lawful and clearly defined purposes. AI output shall not be the sole basis for critical decisions involving employment, health, safety, legal rights, regulatory compliance, product safety or consumer interests.

2.8 Environmental Responsibility

Prefer fit-for-purpose, energy- and resource-efficient AI models, infrastructure and data centers. Consider energy, water and greenhouse-gas impacts in material AI procurement and deployment decisions, where practicable.

2.9 Prohibited AI Practices

Not use AI for harmful manipulation, exploitation of vulnerabilities, unjustified social scoring, unlawful discrimination, unauthorized biometric identification or surveillance, fraud, impersonation, or activities that violate applicable laws or fundamental rights.

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3. Risk Assessment and Third-Party Controls

Material AI systems shall undergo a proportionate pre-deployment risk assessment covering intended use, privacy, cybersecurity, bias, human rights, transparency, accuracy, environmental impact, legal compliance and foreseeable misuse. Systems with unacceptable residual risk shall not be deployed.

Third-party AI providers shall be subject to risk-based due diligence and appropriate contractual requirements covering security, privacy, confidentiality, use of Company data, incident reporting, audit rights and applicable legal compliance.

4. Governance and Oversight

The Board of Directors and its designated Risk Management Committee shall approve and oversee this Policy and material AI-related risks. Executive Management shall support implementation and provide appropriate resources.

The Head of Information Technology, together with relevant business, Information Security, Legal, Risk, Compliance, Human Resources and Sustainability functions, shall coordinate AI governance and oversight of material AI systems. Business owners remain accountable for approved use, output validation and required controls.

5. Training, Monitoring and Reporting

Relevant personnel shall receive proportionate responsible AI training. Material AI systems shall be periodically monitored for performance, accuracy, bias, security, privacy, complaints, incidents and unintended impacts, with corrective action taken where required.

Suspected misuse, harmful outcomes or violations shall be promptly reported through the Company's established information-security, compliance or whistleblower channels. Retaliation against any person reporting a concern in good faith is prohibited.

6. Compliance, Review and Public Disclosure

Non-compliance may result in restriction of access, disciplinary action, termination of contractual arrangements or other appropriate action. This Policy shall be reviewed at least annually and earlier following material technological, regulatory, operational or risk-related developments.

Place : Ahmedabad

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