

## EVOLVED HEALTHCARE SOLUTIONS FOR A CHANGING WORLD



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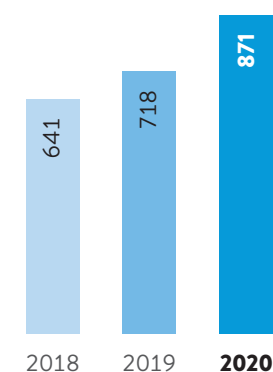
Dear Shareholders,

I am delighted to share that we were able to clock impressive results once again for FY 2019-20. Our Total Revenue stood at ₹ 4,208 Crore, registering a growth of 11.0% over the previous year, while Net Profit grew by 31.7%. Even in the current challenging times, we remain resilient and are able to continue providing products and services to our customers with the same commitment as always.

The year brought a personal change for me as I have now moved to a new role within Abbott Group. The last three-and-a-half years of my work as Managing Director of Abbott India Limited will remain close to my heart. I am grateful for the trust my colleagues had in me during this time, as we continued to build on our achievements. I extend my gratitude to all our shareholders and members of the Board for their faith in my leadership. It has been an honor to serve you all.

AMBATI VENU  
NON-EXECUTIVE DIRECTOR  
(MANAGING DIRECTOR UNTIL FEBRUARY 29, 2020)

### EBITDA ₹ IN CRORE



It is a privilege to welcome Anil Joseph as the new Managing Director. He is an Abbott veteran and I am sure with his diverse experience, he will lead your Company to greater heights.

In my first message to you, I had spoken about how Abbott India as an organization 'goes the extra mile' in its steadfast commitment to provide quality, affordable healthcare solutions to people. As I look back, I realize that we are constantly doing so. Not only have we been able to restructure and redesign business as per the need of the hour, but we also continue to pioneer healthcare innovations.

Over the years, we have aligned our priorities closely to our strategic intent. We are aiming at improving health outcomes across the continuum of care comprising awareness, diagnosis, treatment and compliance. We continue to expand our service offerings to reach out to stakeholders beyond the pill. With our pill-plus programs in liver health, gut health, pancreas health, vertigo and thyroid health,

we are working to improve patient experiences across the board.

Consumer needs are driving our core focus on innovation. We added 21 new products to our portfolio during the year. We have led with improvements across the product lifecycle by introducing new packaging solutions, a new range of flavours, simplified dosing and more.

Our future-focused approach has helped us navigate diverse macroeconomic conditions. We undertook several restructuring measures to improve our market opportunities and I am proud of our success – as many as 16 of our top 20 brands continue to dominate the market. We have retained our leadership position in most of the therapy areas we target, including women's health, gastroenterology, metabolics, pain management, central nervous system and vaccines.

Patients today are more aware and hence, more empowered. They look for more holistic customer experiences. In response to this growing consumerisation, we undertook several robust initiatives. One of our oldest brands, Cremaffin, became the newest entrant into the Over-the-Counter (OTC) category.

This year, we introduced India's only sub-unit quadrivalent flu vaccine. We have also formed an activation team for the vaccines division so that we can increase our reach in the adult vaccination segment.

We pioneered the launch of a division focusing on menopausal health – the Miliana division.

Our product, Femoston provides us the opportunity to reach out to patients in the pre-and post-menopause phase. We added our global products – Duphalac Bears and Duphalac Chews to our portfolio, catering to a niche audience for their gastrointestinal needs.

All of this has been made possible through an exceptionally positive, productive and focused culture at our workplace. We introduced several new talent management and leadership grooming initiatives such as 'Accelerate' and 'LEAP' that aim to build strong managerial capabilities. As a part of Women Leaders of Abbott (WLA), we also launched the Wo-Mentoring program to mentor more women leaders at the Head Office, plant and on field. Various wellness initiatives were undertaken to empower employees to face the dynamic environment around us.

Similarly, members of our ecosystem such as healthcare providers, vendors, stockists and service providers play an extremely important role as enablers of our success. I thank them all sincerely for having the same passion to deliver.

I assure you that Abbott India remains 'at the forefront of change', determined to grow sustainably and to create lasting value for all our stakeholders.

Sincerely,

Ambati Venu

\* Source : IQVIA MAT March 2020