

PIRAMAL ENTERPRISES LIMITED

Annual Report 2020-21 Since 1988:



CAGR

Annual Revenues over the last 33 years¹ Net Profit over the last 33 years^{1,2}

28%

CAGR

24%

Annualised returns

To shareholders over the last 33 years³

Notes: (1) FY1988 Revenue and PAT numbers were for the year ending June 30, 1988. (2) Normalised Net profit (3) As on Mar 31, 2021; assumes re-investment of dividend in the stock

Table of Contents

TRATEGIC OVERVIEW	
At-a-Glance	
Company level	2
Financial Services	4
Pharma	5
Key Highlights for the year	
Company level	6
Financial Services	8
Pharma	10
Chairman's Message	12
Strengthened Balance Sheet	18
Strengthened Liabilities Profile	19
Transforming Financial Services	20
Investing in Pharma	21
PEL's Evolution and plan for future	22
Promoter's Commitment	23
Strategic Partners and top Investors	s 23
Proactive measures against COVID-19	
Financial Services	24
Pharma	25

Board of Directors	26
Management Team	27
Delivering to:	
Our Employees	28
Our Customers	29
Our Investors	30
Our Society	31
MANAGEMENT DISCUSSION AND	
ANALYSIS	
Financial Review	34
Balance Sheet Performance	35
Profit & Loss (P&L) Performance	37
Financial Services (FS)	40
Business Overview and Market Scenario	41
Positioning Highlights	44
FS Businesses	
Retail Lending	48
Wholesale Lending	53
Asset Quality	56
Borrowings Side	59

₹77,119 cr. ₹35,139 cr.

Total Assets (as of March 31, 2021)

Net worth

(as of March 31, 2021)

₹**7,335** cr.

Total capital returned to shareholders (since sale of Domestic Formulations business to Abbott in 2010)

Financial Performance	60		94
Financial Services – Strategic Priorities	61	Social	94
Pharma		Occupational Health, Safety and Wellbeing	95
Business Overview and Market	62	People Practices	96
Scenario		Serving Communities	100
Positioning Highlights	66	Governance	108
Pharma Businesses		10-year Financial Highlights	111
Contract Development and	70	BOARD AND MANAGEMENT PROFILES	
Manufacturing Organization (CDMO)	70	Board of Directors	114
Complex Hospital Generics (CHG)	71	Management Team	119
India Consumer Healthcare (ICH)	72	STATUTORY REPORTS	
Quality	73	Report on Corporate Governance	124
Financial Performance	74	Board's Report and Annexures	138
Pharma – Strategic Priorities	75	Business Responsibility Report	158
Risk Management	76	FINANCIAL STATEMENTS	
Analytics	84	Standalone	170
Technology & Digital	86	Consolidated	258
Sustainable Growth Initiatives (ESG)	90	NOTICE	378
Environment	92	CORPORATE INFORMATION Inside	Back Cover

PIRAMAL ENTERPRISES AT A GLANCE

Piramal Enterprises Limited (PEL) is one of the large companies in India, with a presence in Financial Services and Pharmaceuticals. PEL's consolidated revenues were US\$1.7 Billion in FY 2021, with ~37% of revenues generated from outside India.

Financial Services: The Company offers a wide range of financial products and solutions, with presence across both retail and wholesale financing. As of March 31, 2021, the Financial Services business had loan book of ₹44,668 Crore.

Within retail lending, the Company is building a multi-product platform and offers home loans, loans for small businesses and loans for working capital to customers in affordable housing and mass affluent segments across Tier I, II and III cities. The business is 'digital at the core' and its modular structure has the ability to add multiple products such as loans for two-wheelers, education and purchase finance. The Company is in the process of acquiring Dewan Housing Finance Corporation Limited (DHFL). The acquisition of DHFL fits well into the Company's strategy to diversify the loan book and helps achieve scale its Retail lending business.

Within wholesale lending, the business provides financing to real estate developers, as well as corporate clients. The real estate platform provides financing solutions to developers, which includes Construction Finance. In Corporate Lending, the business provides customised funding solutions to companies across non-real estate sectors, such as infrastructure, renewable energy, auto components etc.

The Company has also formed strategic partnerships with leading financial institutions such as CPPIB, APG and Ivanhoe Cambridge, etc. across various investment platforms. It has built a Distressed Asset Investing platform with Bain Capital Credit (IndiaRF) which invests in equity and/or debt across non-real estate sectors. PEL also has equity investments in Shriram Group, a leading financial conglomerate in India.

Pharma: PEL has a differentiated business model that is diversified across three segments: Contract Development and Manufacturing Organization (CDMO), Complex Hospital Generics (CHG) and India Consumer Healthcare. Through end-to-end manufacturing capabilities across 14 global facilities and a large global distribution network spanning over 100 countries, PEL sells a portfolio of niche differentiated pharma products and provides an entire pool of pharma services.

PEL's CDMO business offers integrated solutions across the drug lifecycle - ranging from discovery clinical development to commercial manufacturing of Active Pharmaceutical Ingredients (APIs) and Formulations. The Complex Hospital Generics business markets niche inhalation anaesthesia, injectable anaesthesia, intrathecal spasticity and pain management and select antibiotics. PEL's Consumer Healthcare business is among the leading players in India in the self-care space, with established brands in the Indian consumer healthcare market. The Pharma Business has a joint venture with Allergan, a leader in ophthalmology in the Indian formulations market.

In October 2020, the company raised fresh equity from The Carlyle Group for a 20% stake in Piramal Pharma.

HIGHLIGHTS OF THE COMPANY

6,638

22% Revenue CAGR for 33 years

28% Normalised Net Profit CAGR for 33 years

24% Annualised shareholder returns over the last 33 years¹

(1) Total shareholder returns are as on March 31, 2021. Assumes re-investment of dividend in the stock.



CORE VALUES

Expertise Entrepreneurship Trusteeship Performance We strive for a deeper We protect and enhance the We strive to achieve market We are empowered to act understanding of our domain. decisively and create value. interests of our customers, leadership in scale and community, employees, profitability, wherever we partners and shareholders. compete. **KNOWLEDGE** ACTION CARE IMPACT Resilience Innovation Integrity Humility We aspire to be the best, yet We aspire to build businesses We aspire to do things We are consistent in our creatively. thought, speech and action. strive to be humble. that anticipate, adapt and

At Piramal Group, our core values of Knowledge, Action, Care and Impact are integral to our guiding philosophy. These values represent our deeply held beliefs and define us at the individual as well as organisational levels. We encourage a deep understanding of these core values and believe in institutionalising them across the organisation to build the distinctive Piramal culture.

We stay true to our purpose of 'Doing Well and Doing Good' by following three basic tenets:

Serving People

We aim to serve our customers, community, employees, partners and all other stakeholders by putting their needs and wellbeing first.

Making a Positive Difference We aim to make a positive difference

through our products, services, customer-

centric approach and innovation-led

research.

Living Our Values

We live by our values in our everyday actions, decisions and conduct, at a personal as well as a professional level.

endure for generations.

CORPORATE STRUCTURE

The Company focuses on two core business verticals - Financial Services & Pharma

Piramal Enterprises FY 2021 Revenues: ₹12,809 Crore

Financial Services FY 2021 Revenue contribution 55%

WHOLESALE LENDING

RETAIL LENDING

ALTERNATIVE ASSETS

INVESTMENTS IN SHRIRAM

Pharma FY 2021 Revenue contribution 45%

CDMO COMPLEX HOSPITAL GENERICS INDIA CONSUMER HEALTHCARE JOINT VENTURE WITH ALLERGAN

BUSINESS AT A GLANCE

Financial Services

Business Description	Loan Book / AUM	MONTHLY DISBURSEMENTS SINCE LAUNCH
Wholesale Lending Loans to residential & commercial real estate developers, as well as a few corporates in select sectors	₹39,365 crore ¹	Under the new retail lending business ● DISBURSEMENTS (₹ CRORE) → LOGINS (#) 2,549 2,321 1,607 104 134 681 487 104 134
Retail Lending Multi-product retail lending platform, 'digital at the core'; commenced disbursements in Nov-2020; the acquisition of DHFL fits well into the diversification strategy and helps achieve scale	₹5,303 crore	74 Oct-20 Nov-20 Dec-20 Jan-21 Feb-21 Mar-21 CAPITAL ADEQUACY RATIO (%) ¹ 27 21 31 34 37 37 31 34 37 37 31 34 34 37 37 31 34 34 37 31 34 34 37 34 37 34 37 34 37 31 34 34 34 37 34 37 34 34
Alternative AUM Various investment platforms and JVs including: strategic partnerships with CDPQ, APG, CPPIB; JV with Bain Capital Credit for a distressed asset investment platform	Off-balance sheet funds	Mar-19 Sep-19 Mar-20 Sep-20 Mar-21 Mar-19 Sep-19 Mar-20 Sep-20 Mar-21 Mar-21 Mar-21 Mar-20 Sep-20 Mar-21 Mar-21 Mar-21 Mar-20 Sep-20 Mar-21 Mar-20 Mar-21 Mar-20 Sep-20 Mar-21 Mar-20 Mar-
Investments in Shriram 20% stake in SCL ² ~10% stake in SCUF ²	₹4,598 crore Book value of investments	-23% 51,436 39,365 MAR-19 MAR-21 NO. OF ACCOUNTS >15% OF NET WORTH
	Loans to residential & commercial real estate developers, as well as a few corporates in select sectors Retail Lending Multi-product retail lending platform, 'digital at the core'; commenced disbursements in Nov-2020; the acquisition of DHFL fits well into the diversification strategy and helps achieve scale Alternative AUM Various investment platforms and JVs including: strategic partnerships with CDPQ, APG, CPPIB; JV with Bain Capital Credit for a distressed asset investment platform Investments in Shriram 20% stake in SCL ² ~10% stake in SCUF ²	Wholesale Lending Loans to residential & commercial real estate developers, as well as a few corporates in select sectors₹39,3655 crorełRetail Lending Platform, digital at the core' commenced disbursements in Nov-2020; the acquisition of DHFL fixe well into the diversification strategy and helps achieve scale₹5,3003 croreAlternative AUM Various investment platforms and JVs including: strategi investment platformOff-balance sheet fundsInvestment platform comparts in Solution and JVs including: strategi investment platformSf.4,5988_crore Book value of investmentsInvestments in Scul? "10% stake in SCU?"\$44,5988_crore Book value of investments

(1) Does not include assets taken over, as well as PEL's share in AIFs totalling ₹4,223
 (2) SCL: Shriram Capital Limited and SCUF: Shriram City Union Finance

Pharma



Management Discussion & Analysis

for future growth opportunities.

Strengthened the balance sheet by raising >₹18,000 Crore through several equity transactions in the last 2 years

- Preferential allotment to CDPQ of ₹1,750 Crore
- Rights Issue of ₹3,650 Crore
- Sale of DRG for a gross consideration of ~₹6,950 Crore, in February 2020, amidst the COVID-19 crisis in the U.S.
- Shriram Transport stake sale for ₹2,300 Crore
- Fresh equity investment of
 ₹3,523 Crore from The Carlyle Group for a 20% stake in Piramal Pharma
- As a result, PEL's net debt-to-equity reduce to 0.9x times as of March 2021 vs. 2.0x times as of March 2019
- Shareholders' Equity increased by 29% to ₹35,139 Crore in the last 2 years
- 45% reduction in Net Debt by
 ₹24,968 Crore in the last 2 years

Improved borrowing mix by raising long-term borrowings of >₹33,000 Crore in the last 2 years

- Utilized this borrowing to replace most of the short-term Commercial Paper (CP) borrowings.
 - Exposure to CPs has declined by more than 90% to ₹1,675 Crore as of March 2021 from ₹18,017 Crore in September 2018
- As a result, PEL now has a much stronger ALM profile with significant positive gaps across all the buckets.

Delivered a resilient performance in FY 2021, despite headwinds due to COVID-19

- FY 2021 revenues at ₹12,809 Crore were broadly stable YoY
 - Financial Services revenues for FY 2021
 were ₹7,033 Crore, down 8% YoY, due to reduction in the wholesale loan book, which was in line with our stated strategy
 - Pharma revenues for FY 2021 were
 ₹5,776 Crore, up 7% YoY, driven by strong performance in CDMO and India Consumer Healthcare business
- Normalized Net Profit¹ of ₹2,627 Crore for FY 2021 was in line with ₹2,615 Crore in FY 2020

Taken several steps towards creating two separate listed entities

- Sold or exited non-core businesses / investments (such as DRG and stake in Shriram Transport)
- Brought Pharma businesses together under Piramal Pharma Limited
- Strengthened the balance sheets of both businesses to enable them to stand independently in future
- Created separate Board and Management teams for both businesses

Notes: (1) Normalized net profit excludes: (a) impact of profit/loss from discontinued operations (DRG); (b) reversal of Deferred Tax Assets (DTA) and Minimum Alternate Tax (MAT) credit; and (c) additional conservative provision (net of taxes) on account of COVID-19 Statutory Reports

Board & Management Profiles

Continued organic build-up of the multiproduct retail lending platform, since its launch in Nov-2020

- Increased product portfolio from 2 to 7 products in FY 2021 and plan to add more products in FY 2022
- Healthy traction witnessed across product categories, since launch in November 2020
- Expanded presence from 14 to 40 locations during the year
- Formed partnerships with select FinTech and Consumer Tech firms
- On-boarded top-quality talent

Acquisition of DHFL fits well into PEL's overall Retail Lending strategy

- Piramal's resolution plan for DHFL received the approvals from COC in Jan-2021, the RBI in Feb-2021 and the CCI in Apr-2021. The NCLT approval was received in Jun-2021.
- The acquisition of DHFL will enable the Retail Lending business to
 - Achieve scale and leverage the platform to cross-sell
 - Significantly increase loan book diversification
 - Lower cost of borrowings, as the acquisition is funded by low-cost NCDs

Note: COC - Committee of Creditors; CCI - Competition Commission of India; NCLT - National Company Law Tribunal