

Business Responsibility & Sustainability Report

Section A) General Disclosures

I. Details of the Listed Entity

1. Corporate Identity Number (CIN) of the Company	L15209TG1992PLC014332
2. Name of the Company	Heritage Foods Limited
3. Year of incorporation	05-06-1992
4. Registered office address	H.No.8-2-293/82/A/1286, Plot No: 1286, Road No. 1 & 65, Jubilee Hills, Hyderabad, Telangana - 500033, India
5. Corporate office address	No.8-2-293/82/A/1286, Plot No: 1286, Road No. 1 & 65, Jubilee Hills, Hyderabad, Telangana - 500033, India
6. E-mail id	hfl@heritagefoods.in
7. Telephone	040-23391221
8. Website	www.heritagefoods.in
9. Financial year reported	2024-2025
10. Name of the Stock Exchanges where shares are listed	1. BSE Limited, Mumbai 2. National Stock Exchange of India Limited, Mumbai
11. Paid-up Capital	INR 46,39,80,000
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Umakanta Barik Company Secretary & Compliance officer Tel: 040-23391221, 23391222 Email: umakanta@heritagefoods.in
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone Basis
14. Whether the company has undertaken reasonable assurance of the BRSR Core?	No
15. Name of assurance provider	NA
16. Type of assurance obtained	NA

II. Product & Services

17. Details of business activities (accounting for 90% of the turnover):

S No	Description of Main Activity	Description of Business Activity	% of turnover of the entity
1.	Processing, Manufacturing and sales	Milk procurement, processing, manufacturing of value-added dairy products for selling	99.79%

18. Products/Services sold by the entity (accounting for 90% of the entity's turnover)

S No	Product /Service	NIC Code	% of the total turnover contributed
1	Dairy (Milk procurement, processing, manufacturing of value-added dairy products)	1050	99.79%

III. Operations

19. Number of locations where plants/or operations/offices of the entity are situated

Location	Number of Plants	Supporting Operational Units	Number of Offices	Total
National	18	195	86	299
International	0	0	0	0

Plant Means: Processing and Packing stations

Supporting Operational Units: Chilling Centre, Mini Chilling Unit, Bulk Cooler, Ice Plant

Offices Includes: Registered Office, Regional Office, Sales Offices

20. Markets served by the entity:

a. Number of Locations

Locations	Number
National (No. of States)	17
International (No. of Countries)	0

b. What is the contribution of exports as a percentage of the total turnover of the entity? 0.05%

c. A brief on types of customers

Heritage Foods Limited operates in the Dairy sector with a consumer outreach of diverse mix of almost 1.5 million household consumers and other business entities and platforms. We engage consumers directly through multiple channels, including modern retail format, e-commerce platforms, quick commerce, heritage parlours Heritage and happiness centres, ensuring seamless access to our products. Our distributors, dealers and franchises play a crucial role in expanding market penetration, efficiently bridging the gap between our offerings and retailers. Retailers, positioned strategically, serve as key touch points, enhancing accessibility and consumer engagement. This integrated approach enables us to cater to over 10 million consumers daily, reinforcing our market presence and strengthening brand loyalty.

IV. Employees**21. Details at the end of Financial Year i.e., March 31, 2025**

a. Employees and workers (including differently abled):

SL No.	Particulars	Total	Male		Female		Others	
		(A)	No.(B)	%(B/A)	No.(C)	%(C/A)	No.(H)	%(H/A)
Employees								
1	Permanent(D)	3353	3279	97.79	74	2.21	0	0
2	Other than permanent (E)*	11	11	100	0	0	0	0
3	Total Employees (D+E)	3364	3290	97.80	74	2.20	0	0
Workers								
4	Permanent (F)	0	0	0	0	0	0	0
5	Other than permanent (G)	2861	2040	71.30	821	28.70	0	0
6	Total Workers (F+G)	2861	2040	71.30	821	28.70	0	0

* Other than permanent employee means – Employees who are on the rolls of the company having fixed term of employment

21. b Differently Abled Employees & Workers

SL No.	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No.(H)	%(H/A)
Differently Abled Employees								
1	Permanent (D)	0	0	0	0	0	0	0
2	Other than permanent (E)	0	0	0	0	0	0	0
3	Total Employees (D+E)	0	0	0	0	0	0	0
Differently Abled Workers								
4	Permanent(F)	0	0	0	0	0	0	0
5	Other than permanent (G)	0	0	0	0	0	0	0
6	Total Workers (F+G)	0	0	0	0	0	0	0

22. Participation/Inclusion/Representation of Women

Particulars	Total (A)	No. and percentage of Females	
		No.(B)	% (B/A)
Board of directors	6	3	50.00%
Key Management Personnel*	6	2	33.33%

* Two KMP are also part of the Board of Directors

23. Turnover rate for permanent employees and workers.

(Disclose trends for the past 3 years)

	FY2025 (Turnover Rate in current FY)				FY2024 (Turnover Rate in previous FY)				FY2023 (Turnover Rate in the year prior to the previous FY)			
	Male	Female	Others	Total	Male	Female	Others	Total	Male	Female	Others	Total
Permanent Employees	15.98	0.33	0	16.31	18.62	0.28	0	18.91	22.30	1.20	0	23.50
Permanent Workers	0	0	0	0	0	0	0	0	0	0	0	0

V. Holding, Subsidiary and Associate Companies (Including joint ventures)

24. (a) Names of holding/subsidiary/associate companies/joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Heritage Nutrivet Limited	Wholly Owned Subsidiary	100%	No
2.	Skil Raigam Power (India) Limited	Associate	43.33%	No
3.	Heritage Novandie Foods Private Limited*	Joint Venture	50%	No

* Board approved to acquire 44.40% shares from the other shareholder, As a result of which the total holding is increased to 94.40% and hence HNFPL is now Subsidiary of the Company

VI. CSR Details

25.

- (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes
- (ii) Turnover - ₹ 40,804.81 Million
- (iii) Net worth - ₹ 9,471.20 Million

During the financial year 2024–25, the CSR obligation for the Company was ₹26.99 million. However, the Company allocated a total of ₹ 48.77 million towards various CSR projects. The amount set apart for ongoing projects/multiyear projects was ₹26.99 million while the amount set apart for project otherthan ongoing project/multiyear project was ₹21.78 million. The company had spent ₹21.78 million for Disaster Management and Relief activities which are otherthan ongoing/multiyear projects during the year. The amount of ₹26.99 million earmarked for ongoing CSR project was not spent. Hence, in compliance with the CSR Amendment Rules, the unspent amount of ₹26.99 million has been transferred to the 'Unspent CSR Account' and will be utilized for the ongoing projects on or before March 31, 2028. Accordingly, the excess amount of ₹21.78 million spent over and above the mandated obligation shall be set off against the CSR requirements of the succeeding financial years, in accordance with Rule 7(3) of the Companies (CSR Policy) Rules, 2014.

Initiatives like: Eradicating hunger, poverty and malnutrition, "promoting health care including preventive health care Project through mobile/digitalization App" and sanitation including contribution to the Swatch Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water fall under ongoing/multiyear projects and Disaster Management and Relief Activities fall under otherthan ongoing projects.

VII. Transparency and Disclosures Compliance

26. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder Group from whom complaint is received	Grievance Redressal Mechanism in Place. Yes/No (If Yes, then Provide web-link for grievance Redress policy)	FY2025 Current financial year			FY2024 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, https://www.heritagefoods.in/contact-us	0	0		0	0	
Investors (Other than Shareholders)	Yes, Heritage Foods Limited has a grievance Redressal mechanism in place for all of its stakeholders. The processes are established internally and conveyed to the stakeholders	0	0	No complaints or grievances have been received so far under any of the principles of the NGRBC.	0	0	No complaints or grievances have been received so far under any of the principles of the NGRBC.

Stakeholder Group from whom complaint is received	Grievance Redressal Mechanism in Place. Yes/No (If Yes, then Provide web-link for grievance Redress policy)	FY2025 Current financial year			FY2024 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes, https://www.heritagefoods.in/investorgrievance and via email to E-mail: umakanta@heritagefoods.in	0	0		0	0	
Employees & Workers	Yes, Email ID of HR Department, ZOHO People Application	0	0		0	0	
Customers	Yes, https://www.heritagefoods.in/contact-us and email to customercare@heritagefoods.in , hfi@heritagefoods.in and toll free no: 1800-425-2931	944	0		342	0	
Value Chain Partners	Yes, https://www.heritagefoods.in/contact-us and mail Id of Concerned Department dealing with value chain partner	0	0		0	0	

Note : Investor Grievance can be addressed at <https://www.heritagefoods.in/investorgrievance> and via email to E-mail: umakanta@heritagefoods.in. For customer related grievances, refer link <https://www.heritagefoods.in/contact-us> and email to customercare@heritagefoods.in

27. Overview of the entity's material responsible business conduct issues

Material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, the rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format

SL No	Material Issue Identified	Indicate whether Risk / Opportunity (R/O)	Rational for identifying risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implication of risk or opportunity (Indicate positive or negative implications)
1	Raw Material Sourcing	Risk	<p>The Company's raw materials are crucial to the kind of products it manufactures. These raw materials are specific to certain geographies. The changing climatic- conditions may pose a risk to the availability of these raw materials.</p> <p>Factors contributing to increased costs include excess wait time and detention costs, overpaying some haulers while underpaying others (resulting in hauler consolidation and higher rates), running outmoded, small, high-maintenance equipment, excess intake time and labour and moving milk and milk products further than necessary</p>	To mitigate this risk, the Company is expanding sourcing to multiple geographies. Proposed and in progress strategies that can help mitigate these increased logistics costs, such as digitization and outsourcing of dairy scheduling and trading, plant-to-plant haul cost optimization, detailed farm-to-plant route cost modelling, intake benchmarking and optimization, plant design with 3D- simulation, use of AI and data analytics and sustainability measures. These strategies can help the dairy industry to mitigate the increased logistics costs associated with expanding raw material sourcing to multiple geographies,	<p>Negative-</p> <p>The implications of this would be on higher logistics costs. The exact percentage will vary over periodic ebbs/ high. The exact percentage increase would depend on a variety of factors including the specific geographies involved, the extent of the climatic changes, the availability of alternative fodder or milk supply sources and the efficiency of the logistics and supply chain management systems in place</p>

SL No	Material Issue Identified	Indicate whether Risk / Opportunity (R/O)	Rational for identifying risk or opportunity	In case of risk, approach to adapt or mitigate	Financial implication of risk or opportunity (Indicate positive or negative implications)
2.	Supply Chain Management	Opportunity	Setting up a resilient supply chain has assisted the Company in ensuring the continuity in adverse times. The supply chain has helped the Company to have competitive pricing and pass on its benefit to the consumers without any business disruptions.	The business continuity and risk management plan of the Company has covered all foreseeable risks in its supply chain with measures already underway to address those.	Positive + The Company has developed a resilient supply chain which has helped edit and fetch long- term results.
3.	Governance	Opportunity	This has helped the Company to strengthen the organisational strategy for championing success.	The Company is led by strong leadership and capable execution teams.	Positive + In transforming the business and levelling it up.
4.	Human Rights	Risk	Changing regulations related to human rights may pose a challenge. Adherence to Human impact Assessment under GRI400 deviation are not acceptable.	In its policy for Business responsibility, policy no.5 Human rights policy is now embedded. Company put in substantial efforts to ensure that no human right violations occur in the entire line of Company's business.	Positive + Awareness of GRI, ISO 45001 Occupational Health and Safety GRI 200 adherence and up-liftment of human due diligence process, embedded in the company business policies, above industry standards.
5.	Employee and Health Safety	Risk	This can lead to decreased productivity.	ISO14001 :2015 (Environ-mental Management System) has been implemented and rigorously ad- opted , along with regular EHS training for staff and workers during the year. This is now embedded in Policy No.3 Well being of all Employees in the Business Responsibility Policies which are adopted and published in the company website. Link	Positive + Any investment in employee health and safety will pay off in the long run.
6.	Data Privacy and Security	Risk	It is critical for the business operations to protect the security of data and the entire value chain, particularly customers. Any data breach may result in the release of critical company data, resulting in fraud, business disruption and continuity.	The Company has implemented a data security mechanism to prevent any possible cyberattack, data breach or any sabotage attempt to disrupt business processes. The Company has also developed a proper business continuity plan which includes building of redundancy for entire IT infrastructure and network.	Negative - The process of identification and quantification of the financial implications of the identified risks and opportunities is currently ongoing.
7.	Energy and emission management	Risk	Climate change mitigation necessitates a reduction in energy usage and emissions footprint through the deployment of carbon reduction initiatives.	The Company level policy on Energy Management acts as a guideline for managing and optimising energy consumption and emissions,in line with India's goal of being Net Zero. The mitigation is under progress.	Negative- The process of identification and quantification of the financial implications of the identified risks and opportunities is currently ongoing.
8.	Consumer Welfare	Opportunity	To position ourselves as market leaders and the most trusted consumer brand.	Heritage has built legacy brands while sustaining strong market connections to ensure consumer welfare.	Positive + Consumer goodwill will translate into product sales and long term customer loyalty for present, upcoming and future product lines.

SECTION B: Management and Process Disclosures

This section is aimed at demonstrating the company's structures, policies and processes for adopting the NGRBC Principles and Core Elements.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) = Yes all core elements of the BGRBCs are covered through policies										
	Policy On Determination of Materiality of Events	Yes	NA	NA	NA	NA	NA	NA	NA	NA
	Archival Policy	Yes	NA	NA	NA	NA	NA	NA	NA	NA
	Subsidiary Policy	Yes	NA	NA	NA	NA	NA	NA	NA	NA
	Risk Management Policy	NA	NA	NA	NA	NA	NA	NA	NA	Yes
	Business Responsibility Policy	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Preservation Of Documents	Yes	NA	NA	NA	NA	NA	NA	NA	NA
	Board Diversity Policy	Yes	NA	NA	NA	NA	NA	NA	NA	NA
	Prevention Of Sexual Harassment	NA	NA	Yes	NA	Yes	NA	NA	NA	NA
	Material Related Party Transaction Policy	Yes	NA	NA	NA	NA	NA	NA	NA	NA
	Corporate Social Responsibility Policy	NA	NA	NA	Yes	NA	NA	NA	Yes	NA
	Whistleblower Policy	Yes	NA	Yes	Yes	NA	NA	NA	NA	NA
	Code of Conduct & Ethics	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Code of Conduct to Monitor and Regulate Trading by Insiders	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Dividend Distribution Policy	NA	NA	NA	Yes	NA	NA	NA	NA	NA
	Policy And Procedure of Inquiry in Case of Leak or Suspected Leak of UPSI	Yes	NA	NA	NA	NA	NA	NA	NA	NA
	Code Of Fair Disclosure	Yes	NA	NA	NA	NA	NA	NA	NA	NA
	Nomination And Remuneration Policy	Yes	NA	NA	NA	NA	NA	NA	NA	NA
	Code For Fair Disclosure Of UPSI	Yes	NA	NA	NA	NA	NA	NA	NA	NA
	Anti-Bribery and Anti-Corruption Policy	Yes	NA	NA	NA	NA	NA	Yes	NA	NA
	Cyber Security Policy	NA	NA	NA	NA	NA	NA	NA	NA	Yes
	Policy On Environment and Climate Change	NA	Yes	NA	NA	NA	NA	NA	NA	NA
	Product Stewardship Policy	NA	Yes	NA	NA	NA	NA	NA	NA	Yes
	Supply Chain Management and Responsible Sourcing Policy	NA	Yes	Yes	Yes	Yes	Yes	NA	NA	NA
	Policy On Animal Protection and Welfare (Cattle)	NA	NA	NA	NA	NA	Yes	NA	NA	NA
	Health & Safety Policy	NA	Yes	Yes	NA	NA	NA	NA	NA	NA
	Equal Opportunity Policy	NA	NA	Yes	NA	Yes	NA	NA	NA	NA
	Policy On Human Rights, Diversity and Inclusion	NA	NA	Yes	Yes	Yes	NA	NA	NA	NA
	Policy On Stakeholders' Engagement	Yes	NA	NA	NA	NA	NA	Yes	NA	NA
b.	Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c.	Web Link of the Policies, if available	https://www.heritagefoods.in/policy								
2. Whether the entity has translated the policy into procedures. (Yes / No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
3. Do the enlisted policies extend to value chain partners? (Yes/No)		Yes								
4. Name of the national and international codes/certifications/labels/ standards, adopted by the entity and mapped to each principle.										
	ISO 22000:2018 (Food Safety Management System)	NA	Yes	NA	NA	NA	NA	NA	NA	Yes
	ISO 9001:2015 (Quality Management System)	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes
	ISO 45001:2018 (Occupational Health & Safety	NA	NA	Yes	NA	NA	NA	NA	NA	NA
	ISO 14001:2015 (Environmental Management System)	NA	NA	NA	NA	NA	Yes	NA	NA	NA

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
ISO 50001:2018 (Energy Management System) – (Uppal & Gokul Plants)	NA	NA	NA	NA	NA	Yes	NA	NA	NA
EIC Certificate	NA	Yes	NA	NA	NA	NA	NA	NA	NA
FSSC 22000	NA	Yes	NA	NA	NA	NA	NA	NA	NA
Agmark	NA	Yes	NA	NA	NA	NA	NA	NA	NA

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The entity has outlined its key commitments and goals in alignment with its strategic priorities. These typically include operational efficiency enhancements, sustainability improvements, digital adoption, customer-centric initiatives and compliance with applicable regulations. Timelines for each goal vary, generally spanning short-term (1 year), medium-term (3 years), or long-term (5 years) depending on the scope and nature of the commitment.
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The entity regularly tracks its progress against defined goals through internal performance reviews. Most targets are either on track or achieved within expected timelines. In instances where targets are unmet, reasons include external macroeconomic challenges, unforeseen operational constraints, or shifts in regulatory or market environments. Continuous improvement mechanisms are in place to address gaps and recalibrate efforts as required.

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Refer Page 8 Letter from Vice Chairperson & Managing Director for ESG related statements
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mrs. N Bhuvaneswari - Vice Chairperson & Managing Director and Mrs. N. Brahmani - Executive Director under the guidance of the Board of Directors and its Committees.
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If Yes, details.	Yes. The Board's CSR Committee oversees the implementation of ESG strategies and monitors performance to ensure alignment with the interests of the Company's stakeholders. This Committee assess the company's sustainability and CSR performance. Additionally, the Board reviews the Company's Business Responsibility (BR) performance to ensure continuous progress and accountability.

10. Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (Annually / Half yearly /Quarterly/ Any other- please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action																		
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances																		

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No								
	However, all the policies and processes of the Company are internally evaluated in the Company from time to time.								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated: Questions

Questions	P1 to P9
The entity does not consider the Principles material to its business (Yes/No)	
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not Applicable
It is planned to be done in the next financial year (Yes/No)	
Any other reason (please specify)	

Section C) Principle Wise Performance Disclosure**Principle 1**

Businesses should Conduct and Govern themselves with integrity and in a manner that is ethical, transparent and accountable.

Essential Indicators:**1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:**

Segment	Total Number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	3	Industry scenarios, key operational matters, risk management, financial performance, strategic planning, innovation, sustainability initiatives and regulatory changes.	100%
Key Managerial Personnel (KMP)			
Employees other than BoD and KMPs	233	Awareness and training sessions on Food Safety, Quality & Hygiene, Health, Safety & Environment, Operations & Maintenance, Process Improvement & Productivity, Sales, Marketing & Business Development, Data & Technology, Compliance - Legal & Financial, HR & Project Management and Dairy Industry Specific topics on Dairy Industries.	100%
Workers	92	Awareness and training sessions on Food Safety & Hygiene, Workplace & Industrial Safety, Seasonal Safety, Legal & Social Awareness and Security etc.	100%

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**A. Monetary**

Particulars	NGRBC Principle	Name of the regulatory / Enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred ? (Yes/No)
Penalty/ Fine	P1	Telangana state GST authorities	29,900	Vehicle detention due to not carried the documents	No
	P1	Tamil Nadu state GST authorities	78,660	For not mentioning the customer GST Registration number on the Invoice issued by the company	No
	P6	Maharashtra Pollution Control Board (Regional Office - Pune)	5,00,000	Bank Guarantee was invoked by Department due to certain deviations in provisions of Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1981	No
	P9	District Consumer Disputes Redressal Commission III (DCDR III), Hyderabad, Telangana	10,000	Heritage Tuch App (an e-commerce application of the company) subscriber filed a complaint alleging non-refund of ₹ 1,887 and inadequate response from customer care. The District Commission, after review, directed the Company to refund the amount and pay ₹ 10,000 as compensation.	No

Particulars	NGRBC Principle	Name of the regulatory / Enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred ? (Yes/No)
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding Fee	P2	Legal Metrology – Punjab	5,000	Matter overwritten on certain packets of cow Ghee	No
	P2	FSSAI - Maharashtra	25,000	Certain toned milk packets had less FAT	No
	P2	FSSAI - Maharashtra	25,000	Certain toned milk packets has less SNF	No
	P2	Legal Metrology	50,000	On certain Buffalo Ghee packets we mentioned the manufacturing temperature, even though there is no regulatory requirement to print this information.	No

B. Non Monetary

Particulars	NGRBC Principle	Name of the regulatory /Enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred ? Yes/No
Imprisonment		Nil		
Punishment		Nil		

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision are preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory /enforcement agencies/judicial institutions
NA	NA

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide the details in brief and if available, provide a web-link to the policy.

Yes, Heritage Foods Limited has instituted a comprehensive Anti-Bribery and Anti-Corruption Policy to reinforce its commitment to ethical business conduct. The policy aligns with national laws such as the Prevention of Corruption Act, Companies Act and other regulatory frameworks. With a Zero Tolerance stance on bribery and corruption, the company seeks to ensure that all employees and associated parties act with transparency, fairness and integrity in all business dealings.

https://www.heritagefoods.in/uploads/investors/pdf/169095716345-Anti_Bribery_and_Anti-Corruption_Policy.pdf

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2024-2025 (Current financial year)	FY 2023-2024 (Previous financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest

Particulars	FY 2024-2025 (Current financial year)		FY 2023-2024 (Previous financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0		0	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0		0	

7. Details of any corrective action taken or underway on issues related to fines/penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not applicable as no complaints regarding corruption and conflicts of interest were received.

8. Number of days of accounts payables

	FY (2024-25)	PY (2023-24)
i) Accounts payable x 365 days (In ₹)	6,04,76,85,00,000	5,03,87,52,00,000
ii) Cost of goods/services procured (In ₹)	29,37,21,73,322	26,99,72,21,125
iii) Number of days of accounts payables	21	19

9. Open-ness of business: Provide details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties, in the following format

Parameter	Metrics	FY (2024-25)	FY (2023-24)
Concentration of Purchases	a. i) Purchases from trading houses	4,85,70,00,000	3,79,90,00,000
	ii) Total purchases	29,37,21,73,322	26,99,72,21,125
	iii) Purchases from trading houses as % of total purchases	16.54%	14.07%
	b. Number of trading houses where purchases are made	1684	1870
	c. i) Purchases from top 10 trading houses	17,26,50,000	12,80,50,000
	ii) Total purchases from trading houses	4,85,70,00,000	3,79,90,00,000
	iii) Purchases from top 10 trading houses as % of total purchases from trading houses	3.55%	3.37%
	a. i) Sales to dealer / distributors	40,55,64,76,621	37,10,68,11,724
	ii) Total Sales	40,79,86,35,990	37,33,49,98,245
Concentration of Sales	iii) Sales to dealer / distributors as % of total sales *	99.41%	99.39%
	b. Number of dealers / distributors to whom sales are made	7,374	6,661
	c. i) Sales to top 10 dealers / distributors	3,22,22,00,000	2,64,43,00,000
	ii) Total Sales to dealer / distributors	40,55,64,76,621	37,10,68,11,724
	iii) Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	7.94%	7.13%
	a. i) Purchases (Purchases with related parties)	1,30,09,82,849	1,00,13,91,048
	ii) Total Purchases	29,37,21,71,322	26,99,72,21,125
	iii) Purchases (Purchases with related parties as % of Total Purchases)	4.43%	3.71%
	b. i) Sales (Sales to related parties)	2,50,14,616	1,93,78,090
Share of RPTs in	ii) Total Sales	40,80,48,10,000	37,34,34,50,000
	iii) Sales (Sales to related parties as % of Total Sales)	0.06%	0.05%
	c. i) Loans & advances given to related parties	0.00	0.00
	ii) Total loans & advances (given)	0.00	0.00
	iii) Loans & advances given to related parties as % of Total loans & advances	0.00	0.00
	d. i) Investments in related parties	7,55,00,000	9,80,00,000
	ii) Total Investments made	1,70,96,60,000	1,13,32,80,000
	iii) Investments in related parties as % of Total Investments made	4.42%	8.65%

- All sales are made through dealers and distributors except minor amount of direct sells

Leadership Indicators**1. Awareness programme conducted for value chain partners on any of the Principles during the financial year.**

Total number of awareness programmes held	Topics/principles covered under the training	% of value chain partners covered under the awareness programmes
31,696	Clean Milk Production Program Preventive Health Care Cattle nutrition importance & Cattle Insurance importance	55%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, details of the same.

Yes, the Company has a Code of Conduct for the Board and Senior Management, which includes areas of ethics, integrity and honesty and provides guidelines and processes on addressing unethical behaviour. The Code also details the processes in place to manage conflicts of interest involving board members, contributing to a culture of transparency and accountability. Refer Link published in the company's website: https://www.heritagefoods.in/uploads/investors/pdf/17339098640Code_of_Conduct_for_Senior_Management_and_Board.pdf

Principle 2

Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators:

1. Percentage of R&D and capital expenditure (CAPEX) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Category	Current Financial Year 2024-25	Previous Financial Year 2023-24	Details of improvements in environmental and social impacts
R&D	50%	25.00%	<ul style="list-style-type: none"> Invested in purchasing of the lab scale UHT machine, it enables to take small lab scale trials (3-5 Litres) against plant trials with capacity 3000-5000 litres. There we have reduced the burden on ETP and environmental footprint. Developed multiple products with improved nutrition, diversification and inclusions. Eg. Livo Flavoured milk with vitamin A&D fortification, High Protein Yoghurts, Affordable Mango Drink with target MRP 10 INR, Healthy high protein Dairy spreads alternative to Mayonnaise and Probiotic drinks etc. Developing the recyclable packaging solutions etc.
Capex	2.23%	8.44%	<p>Environmental Impact: Upgraded Effluent Treatment Plant (ETP) with improved filtration, automation and increased capacity.</p> <p>Social Impact:</p> <ul style="list-style-type: none"> Supported female employees by providing safe childcare at the workplace. Encouraged higher attendance and reduced absenteeism. Reinforced the company's social responsibility and inclusivity efforts. Improved onsite medical response and employee health monitoring. Furnished and equipped for guest meetings, factory introductions and safety briefings before plant visits.

2. Sustainable Sourcing

- a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes the company has a responsible sourcing policy. Milk is a significant share of the company's raw material procurement and is sustainably sourced. The company empowers dairy farmers through training, technical support and advisory services, integrating them into an organised dairy value chain. Farmers receive weekly/fortnightly payments, ensuring financial stability. Additionally, the company upholds stringent quality standards for procured milk, reinforcing product stewardship and commitment to excellence.
- b. If yes, what percentage of inputs were sourced sustainably?

Milk accounts for approximately 83.46% of the total raw material procurement, underscoring the criticality of this value chain.

In addition, many capital goods, including dairy processing equipment and packaging materials, are sourced from reputed manufacturers who have embedded ESG principles into their operations. All packaging materials used are certified food-grade, ensuring safety and compliance while aligning with the company's sustainability objectives.

3. Describe the processes in place to reclaim products for reusing, recycling and disposal at the end of life for

- a. Plastics (Including Packaging)
 - b. E-Waste
 - c. Hazardous waste
 - d. other waste
- As part of its commitment to sustainable production, the Company has instituted various processes to reclaim and manage waste responsibly across categories such as plastics, e-waste, hazardous waste and other waste streams. Additionally, during the production process, effluent water is treated and reused for non-potable purposes, including washing milk storage tankers and crates and for gardening, thereby promoting circularity in resource utilization.
- a. **Plastics (including packaging):**

Plastics are integral to ensuring product safety, preventing leakage and maintaining hygiene, particularly in the packaging of milk and value-added products. Despite their utility, plastic waste remains a significant environmental concern. The Company is pro-actively addressing this issue by participating in recycling efforts and is in the process of developing and adopting the following initiatives:

Consumer Awareness Campaigns: Programs aimed at educating consumers on the importance of plastic recycling and providing guidance on the proper disposal of used plastic milk packets.

b. E-Waste:

While e-waste generation is minimal, the Company ensures that obsolete electronic equipment is disposed of through authorized e-waste recyclers in compliance with applicable environmental regulations.

c. Hazardous Waste:

If hazardous waste is generated, it is handled strictly in accordance with regulatory guidelines. It is stored, transported and disposed of through certified agencies to prevent environmental contamination and ensure worker safety.

d. Other Waste:

Other non-hazardous solid waste generated during operations is segregated at source and managed through recycling or sent to authorised waste handlers for appropriate disposal, minimising landfill use and enhancing material recovery.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, steps taken to address the same.

Yes. The waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Board (PCB)

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format? : No

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
Heritage Foods has not undertaken a formal Life Cycle Assessment (LCA) or Life Cycle Perspective study for its products as per globally accepted methodologies. However, the company remains deeply committed to environmental sustainability and has instituted measures to minimise environmental impacts across all stages of its product lifecycle—from raw material sourcing and processing to packaging, distribution and end-of-life.					
Various operational practices are aligned with this objective, including:					
Energy-efficient processing systems to reduce resource use during manufacturing.					
Sustainable sourcing practices to promote responsible procurement.					
Water conservation and waste treatment initiatives to mitigate ecological footprint.					
Eco-friendly packaging solutions to reduce plastic usage and enhance recyclability.					
Optimised logistics to reduce fuel consumption and associated emissions.					

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same. No

Name of Product / Service	Description of the risk / concern	Action Taken
As the products of the Company are dairy-based, there are no substantial social or environmental concerns and/or risks arising from the production or disposal of the same.		

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY2025	FY2024
The company is in Dairy industry and the key ingredient is fresh milk, no input materials are recycled or reused in production		

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled and safely disposed, as per the following format:

Particulars	FY2025			FY2024		
	Re-used	Re-cycled	Safely Disposed	Re-used	Re-cycled	Safely Disposed
Plastics (including packaging)	0	5037.53 MT	0	0	4540.55 MT	0
E-waste	0	0.10 MT	0	0	0.80 MT	0
Hazardous waste	0	39.51 MT	0	0	1.63 MT	0
Other waste	333.42 MT	0	0	260.93 MT	0	0
- (ETP Sludge)						

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category:

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	NA

Principle 3

Businesses should respect and promote the well-being of all employees, including those in their value chains

1.

a. Details of measures for the well-being of employees

Category	% of employees covered by										
	Total A	Health Insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number B	% (B/A) (C/A)	Number C	%	Number D	% (D/A)	Number E	% (E/A)	Number F	% (F/A)
Permanent Employees											
Male	3279	3238	98.75%	3279	100.00%	0	0	3238	98.75%	0	0
Female	74	70	94.59%	74	100.00%	70	94.59%	0	0.00%	70	94.59%
Other	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	3353	3308	98.66%	3353	100.00%	70	2.09%	3238	96.57%	70	2.09%
Other than permanent employees											
Male	11	10	90.91%	11	100.00%	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	11	10	90.91%	11	100.00%	0	0	0	0	0	0

b. Details of measures for the well-being of workers

Category	% of workers covered by										
	Total A	Health Insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number B	% (B/A)	Number C	%	Number D	%	Number E	%	Number F	%
					(C/A)		(D/A)		(E/A)		(F/A)
Permanent Workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
Other than permanent Workers											
Male	2040	2040	100.00%	2040	100.00%	0	0	0	0	2040	100.00%
Female	821	821	100.00%	821	100.00%	0	0	0	0	821	100.00%
Other	0	0	0	0	0	0	0	0	0	0	0
Total	2861	2861	100.00%	2861	100.00%	0	0	0	0	2861	100.00%

In case the entity desires to disclose any benefits other than those specified in this field, additional columns may be added for such disclosures.

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2025 Current Financial Year	FY 2024 Previous Financial Year
Cost incurred on well-being measures (well-being measures means well-being of employees and workers (including male, female, permanent and other than permanent employees and workers) (In ₹)	4,00,27,388	3,40,47,947
Total revenue of the company (In ₹)	40,80,48,10,000	37,34,30,00,000
Cost incurred on well-being measures as a % of total revenue of the company	0.10%	0.09%

2. Details of retirement benefits, for current FY and previous financial year

Benefits	FY 2025 Current Financial Year			FY2024 Previous Financial Year		
	Number of employees covered as % of total employees	Number of Workers covered as % of total employees	Deducted and deposited with the authority (Y/N/N.A)	Number of employees covered as % of total employees	Number of Workers covered as % of total employees	Deducted and deposited with the authority (Y/N/N.A)
PF	100%	0	Yes	100%	0	Yes
Gratuity	100%	0	Yes	100%	0	Yes
ESI	12.28%	0	Yes	18.38%	0	Yes
Others – specify	-	-	-	-	-	-

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, the offices of the Company are accessible to all its employees including differently abled persons.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, maintaining an environment that promotes equality and fairness, the Company aims to create an inclusive workplace where all individuals, regardless of their race, colour, religion, sex, national origin, age, sexual orientation, or any other protected characteristic, are treated with dignity and respect. The Company prohibits any form of discrimination, harassment, or retaliation against individuals based on the aforementioned protected characteristics.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to work Rate	Retention Rate	Return to work Rate	Retention rate
Male	100%	100%	0	0
Female	100%	100%	0	0
Other	0	0	0	0
Total	100%	100%	0	0

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Particulars	Yes/No (if yes then give details of the mechanism in brief)
Permanent Workers	No - The Company is not having any permanent workers
Other than Permanent Workers	Yes - At Heritage Foods all employee grievances are initially addressed to the respective senior managers or functional heads. In cases where either the workers or the functional head is unable to resolve the issue satisfactorily, the matter is escalated to the senior management. The senior management evaluates the concern and, where necessary, directs the Human Resources department to take appropriate steps to ensure fair and timely redressal. This multi-tiered approach ensures that grievances are handled transparently and efficiently, reinforcing the company's commitment to employee welfare.
Permanent Employees Other than permanent Employees	Yes - At Heritage Foods, all employees are encouraged to communicate any workplace concerns directly with their immediate supervisors or departmental heads. If the issue remains unresolved at this level, it is then brought to the attention of the senior management team. Upon review, senior management may involve the Human Resources department to take suitable action, ensuring the matter is addressed with fairness and within a reasonable timeframe. This structured grievance resolution process reflects the organization's commitment to maintaining an open, responsive and employee-centric work environment.

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY2025 Current financial Year			FY2024 Previous Financial Year		
	Total employees /workers in respective category (A)	Total employees/ workers in respective category, who are part of association (s) or Union (s) (B)	% (B/A)	Total employees /workers in respective category (A)	Total employees/ workers in respective category, who are part of association (s) or Union (s) (B)	% B/A
Total Permanent Employees	3353	0	0	3225	0	0
Male	3279	0	0	3163	0	0
Female	74	0	0	62	0	0
Others	0	0	0	0	0	0
Total Permanent Workers	0	0	0	0	0	0
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Others	0	0	0	0	0	0

8. Details of Training imparted to the employees and workers on health & safety measures and on skill upgradation

Category	FY2025 Current financial Year					FY2024 Previous Financial Year				
	Total (A)	On health and safety Measures		On skill upgradation		Total (D)	On health and safety Measures		On skill upgradation	
		NO. B	% (B/A)	No.C	% (C/A)		No. (E)	% (E/D)	No.(F)	%(F/D)
Employees										
Male	3290	2630	79.94%	1972	59.94%	3163	2300	72.72%	2907	91.91%
Female	74	55	74.32%	12	16.22%	62	62	100.00%	62	100.00%
Other	0	0	0	0	0	0	0	0	0	0
Total	3364	2685	79.82%	1984	58.98%	3225	2362	73.24%	2969	92.06%
Workers										
Male	2040	1140	55.88%	1026	50.29%	2638	1989	75.40%	1674	63.46%
Female	821	590	71.86%	460	56.03%	625	498	79.68%	498	79.68%
Other	0	0	0	0	0	0	0	0	0	0
Total	2861	1730	60.47%	1486	51.94%	3263	2487	76.22%	2172	66.56%

9. Details of performance and career development reviews of employees and workers:

Category	FY2025 Current financial Year			FY2024 Previous Financial Year		
	Total (A)	No.(B)	% (B/A)	Total C	No.(D)	% (D/C)
Employees						
Male	3290	3145	95.59%	3163	2858	90.36%
Female	74	66	89.19%	62	53	85.48%
Other	0	0	0	0	0	0
Total	3364	3211	95.45%	3225	2911	90.26%
Workers						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Other	0	0	0	0	0	0
Total	0	0	0	0	0	0

10. Health and safety management system

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Yes. The occupational health and safety (OHS) management system has been implemented. The system is overseen by designated Safety Officers and its coverage extends to all employees through the provision of safety guidelines and standard operating procedures.

b. What processes are used by the entity to identify work-related hazards and assess risks on a routine and non-routine basis?

At Heritage Foods, we regularly identify and assess work-related hazards to ensure the safety of our employees. For day-to-day operations, we carry out regular safety checks, workplace inspections and job safety assessments. For non-routine activities like equipment maintenance or special projects, we conduct specific risk assessments before starting the work. Our employees are encouraged to report any hazards or near-miss incidents and we discuss safety topics through regular team meetings. We also use checklists and safety tools to manage risks on the spot when needed. Safety is a key part of our planning and all employees receive regular training. We review and update our safety practices from time to time to keep them relevant and effective.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes, the Company has processes for workers to report the work-related hazards and to remove them from such risks.

d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes. All manufacturing facilities are equipped with first aid and primary healthcare infrastructure. In addition, the company regularly conducts medical camps focusing on various non-occupational health aspects to promote the overall well-being of its employees and workers.

11. Details of safety related incidents (At Work-place)

Safety Incident / Number	Category	FY2025 Current financial Year	FY2024 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) Per One million -person hours worked	Employees	1	0.82
	Workers	0	0
Total recordable work-related injuries	Employees	8	6
	Workers	0	0
No of fatalities	Employees	1	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

12. Describe the measures taken by the entity to ensure a safe and healthy work-place.

The Company priorities include maintaining a safe and healthy workplace for all its employees and workers. The Company has started a Health Wellness programme where it offers a range of reliable self-help resources. Additionally, the Company engaged third party personalised help from professional counselors and dietitians supporting physical health and wellbeing. This ensures employees to balance their personal wellbeing with their professional responsibilities. The Company also conducts awareness sessions covering safety aspects. Trainings related to Hazard Analysis Critical Control Point (HACCP).

13. Number of complaints made by employees and workers

	FY2025 Current Financial Year			FY2024 Previous Financial Year		
	Filed during the year	Pending resolutions at the end of the year	Remarks	Filed during the year	Pending resolutions at the end of the year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

14. Assessments for the year

Particulars	% of plants and offices that were assessed (By entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

15. Details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

During the reporting period, the Company reported 1 (One) fatality of an employee while on duty. The Company continued to adhere to OHSAS 18001 guidelines to ensure the health and well-being of its employees.

Leadership Indicators**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

(A) Yes, (B) Yes

Yes, the Company provides term life insurance, personal accident coverages and other compensatory packages to the bereaved family members of the permanent employees and also providing personal accident coverages for workers.

2. Provide measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

We have not encountered such situation.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	Total Number of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 24-25	FY 23-24	FY 24-25	FY 23-24
Employees	0	0	0	0
Workers	0	0	0	0

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

No, however depending upon the retiring employee health and other conditions, he/she may be engaged for further period.

5. Details of Assessment of value chain partners

Particulars	% of value chain partners (by the value of business done with such partners) that were assessed
Health & and safety practices	100%
Working conditions	100%

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Heritage Foods, as a company involved in the food industry, prioritize the health and safety practices of farmers who contribute to their supply chain. Here are some key health and safety practices that Heritage Foods implement towards farmers:

- Heritage Foods provide comprehensive training and orientation programs to farmers, focusing on best practices for health and safety milch animals.
- The company conducts regular hazard assessments on the farms to identify potential risks and hazards that could affect the health and safety of farmers.
- Heritage Foods collaborated with healthcare professionals for providing regular health check-ups and screenings for farmers during the farmer outreach programs. This can help identify any occupational health issues early on and provide appropriate medical support and interventions.

Implementing these health and safety practices demonstrates the Company's commitment to the welfare of farmers.

Principle 4

Businesses should respect the interests of and be responsive to all its stakeholders.

Essential Indicators:

1. Describe the process for identification of key stakeholder groups of the entity.

At Heritage Foods, stakeholder identification is a critical component of our sustainable business strategy. We recognize that our long-term success depends on the interests and expectations of our stakeholders and we adopt a structured approach to identifying and engaging with them.

Stakeholder Group	Rationale for Identification	Relevance to Heritage Foods Limited
Farmers	Direct suppliers of raw milk; crucial for maintaining supply continuity.	Essential for securing high-quality milk procurement, ensuring product consistency and sustaining long-term supplier relationships.
Employees	The workforce is engaged in production, logistics, quality control and management.	Critical for operational efficiency, product quality, innovation and overall business growth.
Dealers & Distributors	Facilitate the movement of products from the company to the end market.	Key enablers in ensuring widespread product availability and efficient supply chain management.
Agents & Franchises	Retail partners managing Heritage-branded stores and distribution points.	Strengthen market reach, enhance brand visibility and ensure customer accessibility to products.

Stakeholder Group	Rationale for Identification	Relevance to Heritage Foods Limited
Consumers	End consumers who drive demand and brand reputation.	Directly influence sales, product development and market positioning through preferences and feedback.
Food Safety Authorities	Regulatory bodies overseeing dairy product safety and compliance.	Ensure adherence to hygiene, quality and safety standards, maintaining consumer trust and regulatory approval.
Statutory/ Market Regulators	Government agencies monitoring corporate governance and industry practices.	Influence business operations through policy frameworks, compliance requirements and fair market practices.
Media	Print, digital and broadcast platforms covering industry and company developments.	Shape public perception, brand reputation and consumer awareness through news coverage and corporate communications.
Industry Associations	Trade bodies and dairy industry groups are advocating sectoral interests.	Provide policy advocacy, industry best practices, networking opportunities and regulatory support.
Suppliers	Critical raw materials such as packaging materials, ingredients in the required quality, are supplied from empanelled suppliers	Since milk and VAPs are manufactured daily, a seamless supply of all the raw materials is essential to successful product distribution
Society	Society influences and is impacted by the company's operations, making it vital to engage responsibly, contribute to social welfare and ensure sustainable and inclusive growth in operational geographies	Heritage Foods' dairy and agri-based businesses directly engage with rural communities, necessitating strong social responsibility, rural development efforts and ethical sourcing to maintain goodwill, trust and long-term sustainability.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication	Frequency of Engagement	Purpose and Scope of Engagement
Employees	No	Emails, internal portals, meetings, training sessions, notice boards	Ongoing	Open-door policy, employee welfare, career development and workplace safety discussions.
Shareholder & Investors	No	Emails, newspapers, analyst calls, quarterly/annual results, press releases, stock exchanges, website	Ongoing	Provide updates on company performance, strategy and financial results.
Consumers	No	Advertisements, company website, digital platforms, consumer feedback channels	Ongoing	Engage with consumers, receive product feedback and improve product offerings.
Vendors & Suppliers	No	Emails, meetings, website, supplier engagement forums	Ongoing	Maintain supplier relationships, ensure supply chain efficiency and discuss procurement needs.
Farmers	No	Mobile app, SMS, outreach programs, vet-camps, training programs	Ongoing	Ensure timely payments, provide training on best farming practices, promote sustainable dairy farming vet-care.
Communities & NGOs	No	CSR initiatives, partnerships, awareness campaigns, local events	Ongoing	Support community development programs, sustainability initiatives and rural livelihood enhancement.
Regulatory Authorities	No	Emails, official submissions, industry forums, compliance reports	Ongoing	Ensure compliance with applicable laws, industry standards and regulatory requirements.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Company maintains consistent and proactive engagement with our major stakeholders, that allows the Company to articulate the strategy and results. To align expectations, the Company encourages effective communication and participation. The Board is regularly updated on important developments and their feedback is solicited.

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, Stakeholder consultation is an ongoing process at Heritage Foods and is critical to our business operations and sustainability strategy. We actively engage with key stakeholders to understand their expectations, concerns and recommendations, particularly on environmental, social and governance (ESG) topics. Management assesses highly material feedback and inputs and, based on their viability, incorporates relevant recommendations into company policies and initiatives. This structured approach ensures that stakeholder insights drive meaningful improvements in our business practices, sustainability commitments and overall value creation.

Stakeholder	How Feedback is Taken & Consultation Process
Farmers	Feedback on farming practices, milk pricing and sustainability concerns is collected through regular meetings, mobile app (Vet+) interactions and SMS surveys. The inputs are used to refine procurement policies and training programs.
Employees	Feedback is gathered through internal communication channels, employee surveys, townhall meetings, grievance redressal mechanisms and meetings. Inputs are incorporated into HR policies, workplace safety and training initiatives.
Consumers	Feedback is taken via consumer surveys, digital reviews, social media interactions and direct consumer service engagements. Insights are used to enhance product quality, packaging and consumer service initiatives, focus group discussions.
Vendors & Suppliers	Regular supplier interactions, procurement audits and digital communication channels are used to gather feedback on supply chain efficiency, sustainability and pricing concerns. Inputs are integrated into procurement and ESG policies.
Communities & NGOs	Consultations on social and environmental issues occur through CSR programs, stakeholder dialogues and partnerships with NGOs and Trusts. Feedback is incorporated into community development and sustainability initiatives through the company's CSR initiatives
Regulatory Authorities	Engagement occurs through official meetings, compliance submissions and industry consultations. Regulatory feedback is used to ensure alignment with evolving environmental and social policies.

3. Provide details of instances of engagement with and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.

The company has consistently demonstrated its commitment to supporting vulnerable and marginalized groups, particularly during times of crisis and adversity. Whether responding to natural disasters, health emergencies, or economic distress, the company has acted swiftly and empathetically, recognizing the disproportionate impact such events can have on those at the fringes of society.

A cornerstone of its approach lies in direct engagement and actionable support. By identifying critical needs on the ground—ranging from basic nourishment and medical assistance to systemic healthcare infrastructure—it has played a pivotal role in providing timely relief and fostering community resilience. Through its outreach, the company has offered essential items and healthcare support, enabling access to services that many in underserved regions struggle to receive.

Importantly, this engagement is not limited to reactive measures. The company has also adopted a proactive stance in addressing systemic challenges. Its initiatives include extending mobile veterinary facilities to rural and remote areas, enhancing local medical infrastructure and aligning efforts with reputable implementation partners to ensure last-mile delivery.

Moreover, in times of widespread public health challenges, the company has extended support across regions, collaborating with government entities and leveraging its network to mitigate risk and reinforce healthcare delivery. This multi-pronged response reflects a deep-seated ethos of stewardship and solidarity with society's most vulnerable members.

Through these sustained efforts, the company upholds its social responsibility by ensuring that empathy, equity and empowerment are embedded in its stakeholder engagement practices. It views the well-being of marginalised communities not as a peripheral concern, but as integral to its corporate purpose.

Principle 5

Businesses should respect and promote human rights.

Essential Indicators

- Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY2025 Current financial Year			FY2024 Previous Financial Year		
	Total (A)	Number of employees and workers covered (B)	% (B/A)	Total (C)	Number of employees and workers covered (D)	% (D/C)
Employees						
Permanent	3353	1440	42.95%	3214	1189	36.99%
Other than Permanent	11	11	100.00%	11	11	100.00%
Total Employees	3364	1451	43.13%	3225	1200	37.21%
Workers						
Permanent	0	0	0	0	0	0
Other than permanent	2861	1210	42.29%	3263	3263	100.00%
Total Workers	2861	1210	42.29%	3263	3263	100.00%

- Details of minimum wages paid to employees and workers, in the following format

Category	FY2025 Current financial Year					FY2024 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal Minimum Wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	3353	81	2.42%	3272	97.58%	3225	92	2.85%	3133	97.15%
Male	3279	81	2.47%	3198	97.53%	3163	92	2.91%	3071	97.09%
Female	74	0	0.00%	74	100.00%	62	0	0.00%	62	100.00%
Other	0	0	0	0	0	0	0	0	0	0
Other than Permanent	11	0	0.00%	11	100.00%	11	0	0.00%	11	100.00%
Male	11	0	0	11	100%	11	0	0	11	100%
Female	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Workers	0	0	0	0	0	0	0	0	0	0
Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Other than Permanent	2861	2661	93.01%	200	6.99%	3263	3024	92.68%	239	7.32%
Male	2040	1840	90.20%	200	9.80%	2638	2399	90.94%	239	9.06%
Female	821	821	100.00%	0	0.00%	625	625	100.00%	0	0.00%
Other	0	0	0	0	0	0	0	0	0	0

3. Details of remuneration/ salary/ wages (including differently abled)

a. Median Remuneration

Category	Male		Female		Others	
	Number	Median remuneration/ salary/ wages of respective category (In ₹)	Number	Median remuneration/ salary/ wages of respective category (In ₹)	Number	Median remuneration/ salary/ wages of respective category
Board of Directors*	3	10,70,000	3	10,57,06,834	0	0
Key Managerial Personal **	4	2,02,16,134	2	11,89,58,228	0	0
Employees other than BoD and KMP	3286	2,85,398	72	3,11,168	0	0
Workers	2040	1,98,062	821	1,98,062	0	0

* Includes salary, perquisite, performance/annual pay and sitting fees

** Including Whole-Time Directors

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY2025 Current financial Year	FY2024 Previous Financial Year
Gross wages paid to females as % of total wages	4.67%	4.24%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, the Company has dedicated teams within Human Resources Department at the various operating facilities, which is tasked with addressing any human rights concerns that may arise.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

At Heritage Foods internal complaints committees are constituted for redressing the issues related to human rights. The Company is committed to a workplace free of harassment, including sexual harassment at the workplace and has zero tolerance for such unacceptable conduct. The Company encourages reporting of any harassment concerns and responsive to complaints about harassment or other unwelcome or offensive conduct. The Internal complaints Committees are constituted across locations to enquire into complaints of sexual harassment and to recommend appropriate action, wherever required.

The Company also provides training and resources to employees on human rights and encourages a culture of respect and inclusion. Regular assessments and audits are also conducted to monitor compliance with our human rights policies and to identify any areas for improvement.

6. Disclosure of complaints made by employees and workers on sexual harassment, discrimination at workplace, Child Labour, Forced Labour/Involuntary Labour, Wages or other human rights related issues.

Category	FY2025 Current Financial Year			FY2024 Previous Financial Year		
	Filed during the day	Pending Resolution at the end of the year	Remarks	Filed During the Year	Pending Resolution at the end of the year	Remarks
Sexual Harassment	0	0		0	0	
Discrimination at workplace	0	0		0	0	
Forced Labour/Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human right related issues	0	0		0	0	

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY2025 Current Financial Year	FY 2024 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Company is committed to a workplace free of harassment, including sexual harassment at the workplace and has zero tolerance for such unacceptable conduct. The Company encourages reporting of any harassment concerns and is responsive to complaints about harassment or other unwelcome or offensive conduct. Regular awareness and training sessions are conducted to ensure that the employees are fully aware of the aspects of sexual harassment and of the redressal mechanism. This is enshrined in the Business Responsibility and Code of Conduct.

The Company has been conducting workshops and awareness programmes at regular intervals to sensitise employees on the provisions of the POSH Act. Orientation programmes are also organised for the members of the Internal Committee, in accordance with the manner prescribed under the Act and the rules framed thereunder.

Information regarding the constitution of the Internal Complaints Committee (ICC), established under the POSH Act, along with the penal consequences of sexual harassment, is prominently displayed at conspicuous locations across all workplaces.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes. Human rights requirements form a part of the Company's business agreements and contracts as and where relevant.

10. Assessments of the year

Category	% of plants and offices that were assessed (by the entity or by the statutory authorities or third parties)
Child Labour	100%
Forced/Involuntary Labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

11. Provide the details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not Applicable

Leadership Indicators**1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.**

Nil

2. Details of the scope and coverage of any Human rights due diligence conducted.

Nil

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, all premises and offices are accessible to differently abled visitors.

4. Details on assessment of value chain partners

Company has not conducted any such assessment of value chain partners. However, the Company has shared with the Value Chain Partners the "ESG Policy of the Company on Value Chain partner".

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	0
Discrimination at workplace	0
Child Labour	0
Forced labour/Involuntary Labour wages	0
Others – please specify	0

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Nil

Businesses should respect and make efforts to protect and restore the environment.

1. Details of total energy consumption (in Joules or multiples) and energy intensity

Whether total energy consumption and energy intensity is applicable to the company?		Yes	
		FY (2024-25)	FY (2023-24)
Revenue from operations (in ₹)		40,80,48,10,000	37,34,34,50,000
Parameter	Units	FY2025 (Current financial Year)	FY2024 (Previous financial Year)
From renewable sources			
Total electricity consumption (A)	Gigajoule (GJ)	65,143	67,287.16
Total fuel consumption (B)	Gigajoule (GJ)	0	0
Energy consumption through other sources (C)	Gigajoule (GJ)	0	0
Total energy consumed from renewable resources (A+B+C)	Gigajoule (GJ)	65,143	67,287
From non-renewable sources			
Total electricity consumption (D)	Gigajoule (GJ)	164,142	1,65,053
Total fuel consumption (E) (Diesel)	Gigajoule (GJ)	14,226	12,675
Energy consumption through other sources (F) (Wood, Thermal FO, Briquettes)	Gigajoule (GJ)	564,567	490,846
Total energy consumed from non-renewable resources (D+E+F)	Gigajoule (GJ)	742,935	668,574
Total energy consumed. (A+B+C+D+E+F)	Gigajoule (GJ)	808,078	735,861
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	Gigajoule (GJ)	0.0000198035	0.0000197052
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total energy consumed / Revenue from operations adjusted for PPP)	Gigajoule (GJ)	0.0004091	0.0004071
Energy intensity in terms of physical output	GJ/MT	1.27	1.24
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Note: The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by IMF which is 20.66 for India.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency : No

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N). If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, the remedial action taken, if any.

No

3. Provide details of the following disclosures related to water, in the following format

Parameter	FY2025 Current Financial Year	FY2024 (Previous financial Year)
Water Withdrawal by Source (In Kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	997532.50	886674.82

Parameter	FY2025 Current Financial Year	FY2024 (Previous financial Year)
(iii) Third party water	31196.58	32968.25
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1028729.08	919643.07
Total volume of water consumption (in kilolitres)	1028729.08	919643.06
Water intensity per rupee of turnover (Water consumed / Revenue from operations)	0.00025211	0.00002463
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.0005209	0.0005088
Water intensity in terms of physical output (KL/MT)	1.61	1.51
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by IMF which is 20.66 for India.

Note - Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) . If yes, name of the external agency

No independent assessment was carried out by any agency

4. Provide the following details related to water discharge –

Parameter	FY 2025 (Current Financial Year)	FY 2024 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	82801.11	0
(ii) To Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment	864722.25	790232.54
(iii) To Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
- With treatment – please specify level of treatment	27867.98	0
(v) Others		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kiloliters)	975391.34	790232.54

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes, the Company is committed to reduce its environmental impact and preserve the planet for future generations. That's why the Company has implemented a zero liquid discharge program, aimed at eliminating all liquid waste from our operations. Our program covers all aspects of our operations and is designed to minimize the release of harmful chemicals and other pollutants into the environment. The Company has invested in state-of-the-art effluent treatment plant and discharge systems and are constantly seeking new ways to improve our processes and reduce environmental impact. During our production process, the Company recycle effluent water used in our production facilities for washing milk storage tankers, crates, gardening etc.

6. Please provide the details of air emissions (other than GHG emissions) by the entity, in the following format -

Parameter	Please specify unit	FY2025 (Current financial Year)	FY2024 (Previous financial Year)
NOx	µg/m ³	28.05	22.14
Sox	µg/m ³	17.66	20.03
Particulate Mater	µg/m ³	44.24	61.29
Persistent organic pollutants (POP)	NA	0	0
Volatile organic compounds (VOC)	NA	0	0
Hazardous air pollutants (HAP)	NA	0	0
Others – please specify	NA	0	0

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment was carried out by any external agency.

7. Please provide the details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & their intensity

Parameter	Unit	FY2025 (Current financial Year)	FY2024 (Previous financial Year)
Total Scope 1 emissions	tCO ₂ e	6,672	5,766
Total Scope 2 emissions	tCO ₂ e	32,521	33,461
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e	0.0000009605	0.0000010505
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e	0.000019844	0.000021702
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/MT	0.06151	0.06608
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Note:

1. Scope 2 emissions have been estimated based on the total electricity purchased from the grid across the Packing Station, Chilling Center, and Head Office.

2. The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by IMF which is 20.66 for India.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency : No

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide the details.

Yes, The Company has rolled out several initiatives to increase energy efficiency and reduce emissions. Some of the initiatives implemented in FY 2024-25 are as follows:

- 1) Switchover to LED lights
- 2) Solar/wind power plant installation

9. Provide details related to waste management by entity , in the following format

Parameter	FY2025 (Current financial Year)	FY2024 (Previous financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	5037.53	4066.90
E-waste (B)	0.10	0.80
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste (G). (waste oil Generation)	39.51	1.63
Other Non-hazardous waste generated (H) (Break-up by composition i.e by materials relevant to the sector) - ETP sludge generation	333.42	260.93
Total (A+B+C+D+E+F+G+H)	5410.56	4330.25
Waste intensity per rupee of Turnover (Total waste generated / Revenue from operations)	0.0000001326	0.000000116
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total waste generated / Revenue from operations adjusted for PPP)	0.0000027394	0.0000023957
Waste intensity in terms of physical output	0.00849	0.00729
Waste intensity (optional) –the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
i. Re-cycled	5037.63	4066.90
ii. Re-used	0	0
iii. Other recovery operations	0	0
Total	5037.63	4066.90
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of Waste		
i. Incineration	0	0
ii. Landfilling	333.42	260.93
iii. Other disposal operations	39.51	1.63
Total	372.93	262.56

Note: The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by IMF which is 20.66 for India.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) . If yes, name of the external agency: No

10. Briefly describe the details of waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Hazardous waste and chemicals are stored as per Hazardous Wastes (Management, Handling and Transboundary Movement) Rules, 2008.

11. If the entity has operations/offices if any in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required,

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
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NIL

12. Details of environmental impact assessments (EIA) of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link
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Nil

The Company has not conducted any environmental impact assessment in FY 2024-25

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes. The company is compliant with all the applicable laws.

SL No	Specify the Law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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NA

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area: NA
- (ii) Nature of operations: NA
- (iii) Water withdrawal, consumption and discharge in the following format

Parameter	FY2025 (Current financial Year)	FY2024 (Previous financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	0	0

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

2. Please provide the details of total Scope 3 emissions & its intensity, in the following format

Parameter	Unit	FY2025 (Current financial Year)	FY2024 (Previous financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MtCO ₂ e	16,464.79	15,891.76
Total Scope 3 emissions per rupee of turnover	MtCO ₂ e/₹	0.0000004035	0.0000004256
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

The Scope 3 emissions have been estimated only for diesel consumption arising from upstream transportation activities only. Emission factor of 2.702 kg CO₂e per litre of diesel has been consistently applied across both FY23-24 and FY24-25 to determine the carbon footprint from indirect fuel based operations.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

The Company does not have any operations in ecologically sensitive areas.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, details of the same as well as outcome of such initiatives.

SI No.	Initiative undertaken	Details of the initiative (Web-link, if any, along-with summary)	Outcome of the initiative	Corrective Action Taken, if any
1.	All plants are operating effluent Treatment plants	During the production process, the Company recycles effluent water used in our production facilities for washing milk storage tankers and crates, gardening etc.	Saved water	

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Yes, the Company has implemented a robust risk management framework. This framework is designed to identify, assess and mitigate various risks that could potentially impact the Company's operations, reputation, or stakeholders. By proactively identifying potential hazards and vulnerabilities, the Company takes appropriate measures to minimize the likelihood and impact of detrimental events.

Refer to Link : <https://www.heritagefoods.in/static/images/pdf/policies/risk-management-policy.pdf>

The risk management framework encompasses a systematic approach to risk identification, analysis, evaluation and mitigation. It involves the active involvement of key stakeholders, the implementation of preventive measures and the establishment of contingency plans to address potential risks effectively. The company Heritage Foods Limited, risk management, disaster continuity and disaster management plan, are based on fundamental, underlying risk principles that are consistent with ISO 31000 (Risk Management – Principles & Guidelines) and the COSO Standard for Enterprise Risk Management.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

The Company's operations do not adversely impact the environment due to its responsible supply chain activities.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

0.00%

As of now, the Company does not have any formal assessment mechanism to monitor the environmental impact of its value chain partners' activities. All vehicles used in the transportation of milk and milk products comply with the emission norms of the concerned state.

8. How many Green Credits have been generated or procured:

a. By the listed entity	8533000
b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners	0

Principle 7

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators

1 a. Number of affiliations with trade and industry chambers/associations.

Company has associated with three industry chambers

- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of /affiliated to

SL No	Name of the trade industry chambers/associations	The reach of trade and industry chambers/associations (State/National)
1	The federation of Telangana and chambers of Commerce and Industry (FTCCI)	State
2	Confederation of Indian Industry (CII)	National
3	Indian Dairy Association	National

2. Provide Details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regular authorities.

Name of authority	Brief of the case	Corrective actions taken
Not Applicable		

There are no incidences of corrective action taken or underway on concerns related to anti-competitive conduct by the Company in FY 2024-25

Leadership Indicators

1. Details of public policy positions advocated by the entity:

SL No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of review by Board (annually/half yearly /Quarterly / Others – Please specify	Weblink, if available
NIL					

Principle 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of social impact assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of the project	SIA notification No.	Date of notification	Whether conducted by an Independent external agency (Yes/No)	Results communicated in public domain (Yes/ No)	Relevant weblink
Company has not undertaken any social impact assessment of its projects					

2. Information on project (s) for which ongoing rehabilitation and resettlement (R&R) is being undertaken by the entity, in the following format -

SL No	Name of project for which R&R is ongoing	State	District	No. of project-affected families	% of PAFs covered by R&R	Amount paid to PAFs in FY(In INR)
Nil						

3. Describe the mechanisms to receive and redress grievances of the community

The Company understands the importance of providing communities with accessible channels to report their grievances and concerns. It has established a comprehensive system that enables communities to voice their grievances through various communication channels. By actively listening to community concerns, following up on communications and maintaining transparent processes, the Company strives to build strong community relationships and foster a collaborative environment.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers

Particulars	FY2025 (Current Financial Year)	FY2024 (Previous Financial Year)
Directly sourced from MSMEs/small producers	34.79%	30.47%
Directly from within India	100%	100%

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost:

	FY (2024-25)	PY (2023-24)
1. Rural		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	87,02,13,129	770023658
ii) Total Wage Cost	2,67,36,29,691	2187648698
iii) % of Job creation in Rural areas	32.55%	35.20%
2. Semi-urban		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	0	0
ii) Total Wage Cost	0	0
iii) % of Job creation in Semi-Urban areas	0	0
3. Urban		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	41,20,53,324	31,81,19,662
ii) Total Wage Cost	2,67,36,29,691	2,18,76,48,698
iii) % of Job creation in Urban areas	15.41%	14.54%
4. Metropolitan		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	1,39,13,63,237	1,09,95,05,379
ii) Total Wage Cost	2,67,36,29,691	2,18,76,48,698
iii) % of of Job creation in Metropolitan area	52.04%	50.26%

Leadership Indicators**1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of essential indicators above)**

Details of negative social impact identified	Corrective action taken
NIL	

2. Provide the following information on CSR projects undertaken by the entity in designated aspirational districts as identified by government bodies:

SL No.	State	Aspirational District	Amount Spent (In ₹)
NIL			

However during FY 2024-25, the Company has allocated/spent the following CSR amount:

Sl. No.	Name of the Project	Location of the project		Project duration	Amount allocated (₹ in Mn)	Amount spent (₹ In Mn)	Amount Transferred to Unspent CSR Account (₹ In Mn).
		State	District				
1	Promoting health care including preventive health care: Construction of Blood Bank	Andhra Pradesh	Vijayawada	3 year	26.99	0	26.99
2	Disaster Management: Contributed to Andhra Pradesh Disaster management authorities	Andhra Pradesh	Vijayawada	1 year	10.00	10.00	

Sl. No.	Name of the Project	Location of the project		Project duration	Amount allocated (₹ in Mn)	Amount spent (₹ In Mn)	Amount Transferred to Unspent CSR Account (₹ In Mn).
		State	District				
3	Disaster Management: Contributed to Telangana disaster management authorities	Telangana	Hyderabad	1 year	10.00	10.00	
4	Relief Activities: Distributed milk packets in the flood hit areas	Andhra Pradesh	Vijayawada	1 year	1.14	1.14	
5	Relief Activities: Distributed milk packets in the flood hit areas	Telangana	Khammam	1 year	0.64	0.64	
Total					48.77	21.78	26.99

The unspent amount of ₹ 26.99 million was transferred to unspent CSR account and will be spent on or before 31st March 2028 in accordance with the CSR Amendment Rules.

3.a. Do you have any preferential procurement policy where you give preference to purchase from suppliers comprises marginalized /vulnerable groups (Yes/No)

Yes. The company procures the raw milk from the small & marginal farmers, through its representatives.

b. From which marginalized /vulnerable groups do you procure?

Small/ Marginal Farmers

c. What percentage of total procurement (by value) does it constitute?

99% of milk procured directly from the farmers

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by the entity (in the current financial year) based on traditional knowledge.

SI No.	Intellectual property based on traditional knowledge	Owned /acquired (Yes/ No)	Benefit shared (Yes/No)	Basis of calculating benefit share
		Nil		

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of the authority	Brief of the case	Corrective action taken
	Nil	

6. Details of the beneficiaries of CSR projects

SI NO.	CSR Projects	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
		NA	

Company is having the initiatives like : Eradicating hunger, poverty and malnutrition, “promoting health care including preventive health care Project through mobile/digitalization App” and sanitation including contribution to the Swach Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.

Principle 9

Businesses should engage with and provide value to their consumers in a responsible manner.

Essential Indicators

1. Describe the mechanism in place to receive and respond to consumer complaints and feedback

The Company provides its consumers with the highest level of service and products. We take consumer complaints very seriously. Our commitment to listening to and addressing the concerns of our customers is unwavering.

Established a robust system for receiving and responding to consumer complaints, ensuring that all feedback is heard and acted upon in a timely manner. The dedicated customer service team is trained to handle any situation with professionalism and empathy and they work closely with our product teams to find solutions to any issues that may arise.

We believe that every customer deserves to have his/ her voice heard and We are committed to providing them with the support and attention they deserve. We are proud to have built a reputation for exceptional customer service and we shall continue to prioritize the satisfaction of our customers in all that we do.

As part of its commitment to customer satisfaction, the Company includes a toll-free number, customer care centre and an email address on its products, enabling customers to reach out in case of any grievances or queries. Link - <https://www.heritagefoods.in/contact-us>

2. Turnover of products and /services as a percentage of turnover from all products/service that carry information about

Particulars	As a % of total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	On all our products, necessary regulatory information is disclosed. Information about FSSAI Certification is disclosed on all packaged products.
Recycling and/or safe disposal	0%

3. Number of consumer complaints in respect of the following

Particulars	FY2025 (Current financial year)			FY2024 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data Privacy	0	0	0	0	0	0
Advertising	0	0	0	0	0	0
Cyber-security	0	0	0	0	0	0
Delivery of essential services	0	0	0	0	0	0
Restrictive Trade Practices	0	0	0	0	0	0
Unfair Trade Practices	0	0	0	0	0	0
Other (Complaint relating to the products)	944	0	The consumer's complaints are resolved within 48 hrs from receiving the complaint depending on availability of the consumer	342	0	The consumer's complaints are resolved within 48 hrs from receiving the complaint depending on availability of the consumer

4. Details of instances of product recalls on account of safety issues:

Particulars	Number	Reasons for recall
Voluntary recalls	0	NA
Forced recalls	0	NA

5. Does the entity have a Framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, web-link of the policy.

Yes .The Company has a policy in place for ensuring cyber security, the same is available at <https://www.heritagefoods.in/uploads/investors/pdf/17156925425HFL-Cyber-Security-Policy.pdf>

6. Provide Details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

No incidences reported

7. Provide the following information relating to data breaches:

- Number of instances of data breaches: 0
- Percentage of data breaches involving personally identifiable information of customers: 0
- Impact, if any, of the data breaches: NA

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (web link, if available).

The Company has focused on creation of digital platforms to strengthen direct connect with consumers and channel partners. The web-link from which information on the products and services of the Company can be accessed at:

<https://www.heritagefoods.in/>

<https://www.linkedin.com/company/hfited/>

<https://x.com/hfited>

<http://facebook.com/heritagefoodslimited>

<https://www.instagram.com/heritagefoodslimited/>

<https://www.youtube.com/channel/UCPH0y1j4tFk5HJFhIknehow>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Heritage Foods places high importance on consumer safety and the responsible usage of its products. To ensure this, the company provides clear and accessible safety and usage information through both product packaging and paper inserts. The outer packaging is thoughtfully designed to display essential instructions, handling precautions, usage guidelines and statutory warnings in a manner that is easy to read and understand. Where necessary, standard safety symbols and pictograms are also used to aid comprehension across diverse consumer segments. Through these measures, Heritage Foods demonstrates its strong commitment to promoting informed and responsible consumption.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Not applicable

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, details in brief. Did the entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, the entity demonstrates a strong commitment to adhering to local laws and regulations, particularly when it comes to providing accurate and comprehensive product information. As mandated by the relevant authorities, the entity ensures that all necessary product details, specifications and disclosures are prominently displayed for the benefit of consumers.

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as whole? (Yes/ No)

Yes

GRI Linkages

Section / Topic	Key BRSR Content	Mapped GRI Standards
General Disclosures (Section A I–VI)	Organizational details, activities, workforce, governance, product overview, CSR	GRI 2 (2-1 to 2-29), GRI 207
Management & Process Disclosures (Section B)	Policy commitments, material topics, governance oversight	GRI 2 (2-12 to 2-24), GRI 3 (3-1, 3-2)
Principle 1: Ethics	Business integrity, transparency, grievance redressal	GRI 205, 206, 2-16, 2-26, 2-27
Principle 2: Product Responsibility	Safe and sustainable products, labeling	GRI 416, 417, 418
Principle 3: Employee Well-being	Employee data, diversity, safety, learning	GRI 401, 403, 404, 405, 406
Principle 4: Stakeholder Engagement	Community initiatives, stakeholder involvement	GRI 413, 2-29
Principle 5: Human Rights	No child/forced labour, ethical sourcing	GRI 408, 409, 410, 411
Principle 6: Environment	Energy, emissions, water, waste, compliance	GRI 302, 303, 305, 306, 307
Principle 7: Policy Advocacy	Support for public and industry policy	GRI 415
Principle 8: Inclusive Growth	Local hiring, community investment	GRI 203, 413
Principle 9: Customer Value	Customer centricity, safety, privacy	GRI 416, 418