



**Ref: SECT: STOC: 74-23**

25<sup>th</sup> July, 2023

To  
The Secretary  
**BSE Limited**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

To  
The Manager,  
Listing Department,  
**National Stock Exchange of India Limited**  
Exchange Plaza, C-1, G Block, Bandra-Kurla  
Complex, Bandra (East), Mumbai – 400 051

**Scrip Code: 519552**

**Scrip Code: HERITGFOOD**

Dear Sir/Madam,

**Sub: Submission of Business Responsibility and Sustainability Report**

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we submit herewith the Business Responsibility and Sustainability Report for the Financial Year 2022-23.

Kindly take the same on record and display the same on the website of your exchange.

Thanks & Regards

For **HERITAGE FOODS LIMITED**

**UMAKANTA BARIK**

Company Secretary & Compliance Officer  
M.No: FCS-6317

Encl: a/a

**About the Company:**

Heritage Foods founded in the year 1992 is one of the fastest growing Private Sector Enterprises in India, with two business divisions' viz., Dairy and Renewable Energy under its flagship company Heritage Foods Limited and Cattle feed business through its subsidiary, Heritage Nutrivet Limited (HNL). Presently Heritage's milk and milk products have market presence in Andhra Pradesh, Telangana, Karnataka, Kerala, Tamil Nadu, Maharashtra, Odisha, NCR Delhi, Haryana, Uttar Pradesh and Uttarakhand. It has total renewable energy generation capacity of 10.50 MW from both Solar and Wind for captive consumption of its dairy factories.



**HERITAGE FOODS LIMITED**

CIN : L15209TG1992PLC014332

**AN ISO: 22000 CERTIFIED COMPANY**



Regd. Off : H.No. 8-2-293/82/A/1286 , Plot No. 1286, Road No. 1 & 65, Jubilee Hills, Hyderabad - 500033, Telangana, INDIA.  
Tel. : +91-40-23391221, 23391222, Fax: 23326789, 23318090 Email : hfl@heritagefoods.in, Website : www.heritagefoods.in

# Business Responsibility & Sustainability Report

In today's business landscape, the adoption of the Business Responsibility & Sustainability Reporting (BRSR) framework has become imperative for organizations aspiring to elevate their Environmental, Social and Governance (ESG) disclosures. By embracing BRSR, companies set a new standard for transparency and accountability, ensuring standardized reporting on ESG parameters, sustainability-related risks, and opportunities. This strategic move not only drives long-term value creation but also empowers investors with comprehensive ESG data, enabling them to make well-informed decisions.

Recognizing the significance of proactive ESG engagement, our Company has taken diligent measures to address ESG issues. We proactively identify areas for improvement and demonstrate an unwavering commitment to sustainable practices. Adhering to the BRSR framework, we aim to provide stakeholders with clear and reliable information that enables them to comprehend our ESG performance and progress. This unwavering commitment to transparency fosters trust among investors, customers, and the wider community, reinforcing our position as a responsible and sustainable organization.

## SECTION A: GENERAL DISCLOSURES

### I. Details of 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
5. Corporate address	No.8-2-293/82/A/1286, Plot No: 1286, Road No.1 & 65, Jubilee Hills, Hyderabad, Telangana, 500033
6. E-mail id	hfl@heritagefoods.in
7. Telephone	040-23391221
8. Website	www.heritagefoods.in
9. Financial year reported	2022-2023
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

### II. Products/services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of turnover of the Company
1	Manufacturing	Manufacture of dairy products	99.76

15. Products/Services sold by the Company (accounting for 90% of the turnover)

Sl. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Milk and Milk products	1050	99.76

### III. Operations

16. Number of locations where plants and/or operations/offices of the Company are situated:

Location	Number of plants*	Number of offices#	Total
National	219	41	260
International	NA	NA	NA

\*Plant Includes : Packing Stating, Chilling Centre, Mini Chilling Unit, Ice Plant

#Office Includes : Registered Office, Regional Offices and Sales Offices

17. Markets served by the Company

a. Number of locations

Location	Total
National (No. of States)	11
International (No. of Countries)	-

b. What is the contribution of exports as a percentage of the total turnover of the Company?

0.02%

c. Types of customers

The Company manufactures dairy products and serves more than 1.5 million households daily.

### IV. Employees

18. Details as at the end of Financial Year, i.e., March 31, 2023

a. Employees and workers (including differently abled):

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	3212	3150	98.07%	62	1.93%
2.	Other than Permanent (E)	-	-	-	-	-
3.	<b>Total employees (D+E)</b>	<b>3212</b>	<b>3150</b>	<b>98.07%</b>	<b>62</b>	<b>1.93%</b>
<b>WORKERS</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	3136	2039	65.02%	1097	34.98 %
6.	<b>Total workers (F+G)</b>	<b>3136</b>	<b>2039</b>	<b>65.02%</b>	<b>1097</b>	<b>34.98%</b>

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	0	0	0.00%	0	0.00%
2.	Other than Permanent (E)	0	0	0.00%	0	0.00%
3.	<b>Total differently abled employees (D+E)</b>	<b>0</b>	<b>00</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	0	0	0.00%	0	0.00%
5.	Other than Permanent (G)	0	0	0.00%	0	0.00%
6.	<b>Total differently abled workers (F+G)</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>

- Permanent employees mean employees are on the rolls of Heritage Foods Limited
- Workers means persons engaged through labour contractor/third party

## 19. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	7	3	42.86%
Key Management Personnel*	6	2	33.33%

\* including Directors

## 20. Turnover rate for permanent employees and workers (disclose trends for the past 3 years)

Particulars	FY 2023			FY2022			FY2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees(%)	22.30	1.20	23.50	24.77	0.50	25.27	19.70	1.30	21.00
Permanent Workers(%)	0	0	0	0	0	0	0	0	0

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

## 21. Name 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 the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No)
1	Heritage Nutrivet Limited	Subsidiary	100%	No
2	Skil Raigam Power (India) Limited	Associate	43.33%	No
3	Heritage Novandie Foods Private Limited	Joint Venture	50%	No

## VI. CSR Details

## 22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes

(ii) Turnover (in ₹ Mn) :32086.75

(iii) Net worth (in ₹ Mn) :7366.98

## VII. Transparency and Disclosure Compliances

## 23. Complaints/Grievances on any of the principles (Principle 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 weblink for grievance redressal policy)	FY2023			FY2022		Re- marks
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	
Communities	Yes, Heritage Foods						No complaints or grievances have been received so far under any of the principles of the NGBRC.
Investors (other than shareholders)	Limited has a grievance redressal mechanism in						
Shareholders	place for all of its stakeholders. The						
Employees and workers	processes are established internally						
Customers	and conveyed to the stakeholders.						
Value Chain Partners							
Other (please specify)							

24. Overview of the Company's business conduct, pertaining to environment and social matters that present a risk or an opportunity to the business of the Company, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Raw Material Sourcing	Risk	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.	To mitigate this risk, the Company is expanding sourcing to multiple geographies.	Negative – The implications of this would be on logistics cost
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 it 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 leveling it up.
4	Human Rights	Risk	Changing regulations related to human rights may pose a challenge.	The Company put in substantial efforts to ensure that no human right violations occur in the entire line of Company's business.	Negative – Any violation can pose a severe reputational and financial risk for the organisation
5	Employee Health and Safety	Risk	This can lead to decreased productivity.	Many efforts and initiatives have been implemented to ensure employee health and safety.	Negative – 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 cyber-attack, 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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
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.	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.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

**This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.**

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether the Company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Weblink of the policies, if available	Policies are available in the link mentioned below <a href="https://www.heritagefoods.in/policy">https://www.heritagefoods.in/policy</a>								
2. Whether the Company has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to the Company's value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by the Company and mapped to each principle.	1. ISO 22000:2018 (Food Safety Management System) 2. ISO 9001:2015 (Quality Management System) 3. ISO 45001:2018 (Occupational Health & Safety) 4. ISO 14001:2015 (Environmental Management System) 5. ISO 50001:2018 (Energy Management System) 6. HALAL Certification by JUHF  The Company also has AgMark, BIS and EIA certificates.								
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	To be a nationally recognised brand for healthy and fresh products .								
6. Performance of the Company against the specific commitments, goals and targets along with reasons, in case the same are not met.	Key Performance targets across ESG parameters are set internally and tracked and acted upon continuously								

## 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)

### Mrs. N. Bhuvaneshwari - Vice Chairperson & Managing Director

The Company's unwavering commitment to creating a brighter future goes beyond traditional notions of profitability. It understands that true success lies in achieving sustainability, inclusivity, and overall prosperity. By embracing this philosophy, the Company recognizes the interconnectedness of its long-term viability with its proactive approach to environmental, social, and governance considerations.

Taking a holistic approach, the Company integrates sustainability into its core values and practices, striving to address inequalities both within and outside the organization. By fostering trust among stakeholders, the Company builds enduring relationships that contribute to its long-term success.

Environmental stewardship is a top priority for the Company, understanding the pivotal role it plays in shaping a sustainable future. Through thoughtfully planned initiatives, it aims to minimize its ecological footprint and drive the transition to a greener tomorrow.

Beyond its environmental efforts, the Company sets itself apart in the industry through its dedication to delivering cutting-edge, sustainable, and reliable products. By consistently providing innovative solutions, the Company strengthens its brand and establishes itself as a trusted leader in the field.

With a vision that extends beyond mere profitability, the Company positions itself as a catalyst for positive change. Through sustainable practices, inclusive strategies, and unwavering commitment to stakeholders, the Company shapes a more resilient and prosperous world for all.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies)  
1. Mrs. N. Bhuvaneshwari - Vice Chairperson & Managing Director  
2. Mrs. N. Brahmani - Executive Director
9. Does the Company have a specified Committee of the Board/ Director responsible for decision making on various aspects of social, environmental, governance and economic responsibilities sustainability related issues? (Yes / No). If yes, provide details.  
The Company does not have a committee for decision-making on sustainability concerns. However, the board of directors and the senior management monitor sustainability related issues of the Company on a continuous basis.
10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review provided below taken 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																		- Any other - The Department heads and the leadership team review the Company's Business Responsibility Policies on a regular basis or as needed. Efficacy of policies is reviewed, and necessary modifications to policies and processes are implemented during this assessment.
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances																		- Any other - The Company is in compliance with all applicable regulations.

11. Has the entity carried out independent assessment /evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide the name of the agency.  
The processes and compliances are subject to scrutiny by auditors and status of compliances are updated to the Board. From best practices as well as from a risk perspective, policies are periodically evaluated and updated by various department heads and approved by the management and/or by the Board. In future, the Company may partner with an external agency to analyse and evaluate its policies.

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principle 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

The company's proactive stance is exemplified by the implementation of a comprehensive Code of Conduct that precisely outlines the organization's objectives, responsibilities, and guidelines for employees and senior management. This code leaves no room for ambiguity and is mandatory for every individual within the company. The unwavering commitment to upholding the highest ethical standards is evident in this initiative. By setting clear expectations and providing guidance through the Code of Conduct, the company equips employees with the necessary tools and knowledge to seamlessly integrate ethical principles into their daily practices. This proactive approach creates an environment where ethical conduct becomes inherent in every employee's professional journey, thereby enhancing the overall integrity and reputation of the organization.

#### 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	%age of persons in respective category covered by the awareness programmes
Board of Directors	8	The Board of Directors of the Company is periodically briefed on various developments concerning ESG initiatives as well as various Government Regulations and its impact on the Company's operations. The KMPs and Senior Management are also kept up to date on Heritage Foods Limited Code of Conduct, the provisions of SEBI (Prohibition of Insider Trading) Regulations and Whistle Blower Policy.	100%
Key Managerial Personnel	8	1. Human Resources – Engagement, development and retention process. 2. Business model – verticals, key units/clusters 3. Operation of units 4. Strategy - our approach, methodology and execution.	100%
Employees other than Board of Directors and KMPs	99	1. Anti-Gift, Hospitality and Entertainment policy. 2. Whistle-blower policy	100%
Workers	-	-	



**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:**

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website)

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR) Brief of the Case Has an appeal	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	NA	Nil	NA	NA
Settlement	Nil	NA	Nil	NA	NA
Compounding fee	Nil	NA	Nil	NA	NA

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NA	NA	NA	NA
Punishment	NA	NA	NA	NA

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

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

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

The Code of Conduct for Directors and Senior Management, Whistle Blower Policy and Vigil Mechanism, Related Party Transactions Policy and Code of Conduct to Regulate, Monitor and Report Trading by Designated Persons, and other policies, serve as a roadmap for all employees of the Company and other stakeholders, wherever applicable. The Company has suitable control measures in place to manage the concerns related to ethics, bribery and corruption. The Company is not having anti-corruption or anti-bribery policy.

**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 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

**6. Details of complaints with regard to conflict of interest**

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

**7. Provide 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 conflict of interest.**

Not applicable

**Leadership Indicators**

**1. Awareness programmes 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	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
The Company has not organised dedicated training sessions on the NGRBC principles for our value chain partners for FY 2022 -23. However, core components of the principles are discussed during vendor onboarding, evaluation and periodic review meetings with some of the important vendors.		

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

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 behavior. The Code also details the processes in place to manage conflicts of interest involving board members, contributing to a culture of transparency and accountability.

**Principle 2: Business should provide goods and services in a manner that is sustainable and safe.**

The Company understands the risks associated with goods and services and the subsequent environmental impacts they may have. To ensure an eco-friendly sourcing process, the Company actively engages in various Environmental and Social Impact (ESI) initiatives that support and empower farmers in supplying milk. These initiatives not only ensure a sustainable supply chain but also promote responsible farming practices and benefit the agricultural community as a whole.

Moreover, the Company is committed to mitigating the adverse effects of plastic waste. It actively participates in plastic recycling initiatives, recognizing the importance of responsible waste management. By promoting recycling and seeking innovative solutions, the Company strives to minimize plastic waste and contribute to a circular economy that conserves resources and reduces environmental harm.

Through these combined efforts, the Company demonstrates its dedication to sustainable practices, environmental stewardship, and positive socio-economic impacts. By prioritizing responsible sourcing and actively engaging in recycling initiatives, the Company sets an example for others in the industry to adopt similar environmentally conscious practices. Together, we can work towards a greener and more sustainable future.

**Essential Indicators**

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

Segment	FY2023	FY2022	Details of improvements in environmental and social impacts
R&D	30.00%	25.00%	The Company has a product development centre at Hyderabad for R&D of various new products.
Capex	11.00%	3.88%	The Company has capex investments in specific technologies to improve the environmental and social impacts of products and processes

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

No

**b. If yes, what percentage of inputs were sourced sustainably?**

Over the last 31 years, the Company's milk sourcing has risen many folds. The Company has a sustainable sourcing strategy from farmers across the states in which we operate. To keep the sourcing environment-friendly, the Company engages in a variety of E & I initiatives which help farmers keep supplying milk to the Company. The Company has also implemented green energy measures in order to generate power from renewable sources.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Plastic plays a crucial role in maintaining product safety and reducing leaks and thus making it a significant component. However, the plastic waste generated by factories is a major contributor to environmental pollution. The company is dedicated to mitigating the effects of plastic waste by actively participating in plastic recycling initiatives. Similarly, to address waste like water, it undertakes treatment before being used for irrigation within the plant premises. Additionally, in adherence to the Government's Extended Producer Responsibility, we ensure that plastic is sent to authorized recyclers.

**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, provide steps taken to address the same.**

Yes. The waste collection plan is in line with the EPR plan submitted to CPCB / SPCBs.

**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?**

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
No Life Cycle Assessments have been conducted yet.					

**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 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	
	FY2023	FY2022
	Not Applicable	

**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:**

	FY2023			FY2022		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics* (including packaging)						
▪ Plastic Scrap/Pre consumer waste	0	707.3	707.3	0	337.6	337.6
▪ Post-Consumer Waste	0	2428.411	2428.411	0	3800.928	3800.928
E-waste	0	0	0.76 MT	0	0	4.56 MT
Hazardous waste	0	0	Not Applicable	0	0	Not Applicable
Other waste (ETP sludge)	0	0	36.48 MT	0	0	70.07 MT

\*Note: Post-consumer waste quantity for FY 2022-23 was less than 2021-22 due to the reason of CPCB amendment directions, 70% of total target (2312 Tons out of 3303 Tons) to be complied by PIBOs. Already HFL had completed the 50% of total target by Sept 2022.

(As per revised Rules, EPR TARGET for Post -Consumer Waste as per CPCB EPR Registration Certificate FY 2021-22 was 3492 Tons, As per Renewal Certificate FY 2022-23 the target was 2312 Tons)

**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: Business should respect and promote the wellbeing of all employees, including those in their value chains.**

Heritage is an organization that prioritizes its people, recognizing that employee well-being is crucial for driving productivity and overall success. The company is committed to fair employment practices and equal opportunities, ensuring that individuals with the necessary qualifications are given a fair chance to contribute. Moreover, Heritage places a strong emphasis on the health and safety of its employees.

By embracing fair employment practices, Heritage cultivates a diverse and inclusive workforce, where every individual has an equal opportunity to thrive, fostering a sense of belonging, team performance, and innovation.

Furthermore, Heritage values the well-being of its employees, understanding that a healthy and safe work environment is essential for engagement, motivation, and productivity. The company implements robust health and safety measures, continually striving to create a workplace that supports both physical and mental well-being.

**Essential indicators:**

**1. a. Details of measures for the wellbeing of employees:**

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent Employees</b>											
Male	3150	3150	100%	3150	100%	-	-	3150	100%	-	-
Female	62	62	100%	62	100%	62	100%	-	-	62	100%
<b>Total</b>	<b>3212</b>	<b>3212</b>	<b>100%</b>	<b>3212</b>	<b>100%</b>	<b>62</b>	<b>1.93%</b>	<b>3150</b>	<b>98.07%</b>	<b>62</b>	<b>1.93%</b>
<b>Other than Permanent Employees</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**b. Details of measures for the wellbeing of workers:**

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent Workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
<b>Other than Permanent Workers.</b>											
Male	2039	-	-	2039	100%	-	-	-	-	-	-
Female	1097	-	-	1097	100%	-	-	-	-	-	-
Total	3136	-	-	3136	100%	-	-	-	-	-	-

**2. Details of retirement benefits, for Current FY and Previous Financial Year.**

Benefits	FY2023			FY2022		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	-	Yes	100%	-	Yes
Gratuity	100%	-	Yes	100%	-	Yes
ESI	21%	-	Yes	25%	-	Yes
Others- please specify	-	-	-	-	-	-

**3. Accessibility of workplaces**

Are the premises / offices of the Company 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 Company in this regard.

Yes, the offices of Heritage Foods Limited are accessible to all employees including those with disabilities.

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

By 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, disability, 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%	Nil	Nil
Female	Nil	Nil	Nil	Nil
<b>Total</b>	100	100%	Nil	Nil

**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.**

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent workers	- No -
Other than permanent workers	- No - Non-permanent workers on Plants are contracted via a third party and their grievance redressal mechanism rests with the contractors. The Company ensures that all norms and regulations are followed while working on plants.
Permanent employees	- Yes - The Company has a whistle blower and Protection policy in place which provides guidance on how to raise a complaint in case of any concerns. The company has constituted the grievance committee and also provided complain/suggestion boxes for any type of complaints/grievances across the locations it operates.
Other than permanent employees	- No - All Employees working in India are permanent employees.

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

Category	FY2023			FY2022		
	Total employees/workers in respective category (A)	No. of employees /workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees /workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
-Male	-	-	-	-	-	-
-Female	-	-	-	-	-	-
Total Permanent Workers						
-Male	-	-	-	-	-	-
-Female	-	-	-	-	-	-

Note : Heritage Foods, primarily engaged in the production, procurement, and distribution of milk and other dairy products. The company operates in several states across India and has a significant workforce but not having any employees association or unions.

**8. Details of training given to employees and workers:**

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B / A)	Number (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	3150	2200	69.84%	1700	53.97%	2951	1960	66.42%	1675	56.76%
Female	62	36	58.06%	32	51.61%	58	30	51.72%	30	51.72%
<b>Total</b>	<b>3212</b>	<b>2236</b>	<b>69.61%</b>	<b>1732</b>	<b>53.92%</b>	<b>3009</b>	<b>1990</b>	<b>66.13%</b>	<b>1705</b>	<b>56.66%</b>
<b>Workers</b>										
Male	2039	1370	67.19%	1039	50.96%	2192	1271	57.98%	1019	46.49%
Female	1097	690	62.90%	671	61.17%	1205	619	51.37%	597	49.54%
<b>Total</b>	<b>3136</b>	<b>2060</b>	<b>65.69%</b>	<b>1710</b>	<b>54.53%</b>	<b>3397</b>	<b>1890</b>	<b>55.64%</b>	<b>1616</b>	<b>47.57%</b>

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

Category	FY2023			FY2022		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	3150	3150	100%	2951	2951	100%
Female	62	62	100%	58	58	100%
Total	3212	3212	100%	3009	3009	100%
<b>Workers</b>						
Male	2039	0	0%	0	0	0%
Female	1097	0	0%	0	0	0%
Total	3136	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?**

The Company has implemented OHSAS 18001 for ensuring the health and well-being of its employees. Awareness sessions are conducted on safety related aspects for the employees. Training related to Hazard Analysis Critical Control Point (HACCP) and Total Productive Maintenance are also provided. The Company is focused on both, the physical and mental health of its employees and has organised various programmes and discussions with well-being specialists and medical practitioners.

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

The entity employs a range of processes to systematically identify work-related hazards and assess risks on both routine and non-routine bases. These processes are instrumental in ensuring a safe and healthy work environment for employees.

- Gemba walk
- Hazard identification & Risk assessment with Shop floor people
- Internal and External audit
- Why-why analysis

**c. Whether you have processes for workers to report 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 themselves from such risks.

**d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No) : No****11. Details of safety related incidents, in the following format:**

Safety Incident /Number	Category	FY2023	FY2022
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers		
Total recordable work-related injuries	Employees	Nil	Nil
	Workers		
No. of fatalities	Employees	Nil	Nil
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers		

## 12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Heritage Foods prioritises 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 offers personalised help from professional counsellors and dietitians supporting physical health and wellbeing. This ensures the employees and workers can dedicate their time efficiently towards their personal wellbeing and professional work. The Company also conducts awareness sessions covering safety aspects. Trainings related to Hazard Analysis Critical Control Point (HACCP).

## 13. Number of Complaints on the following made by employees and workers:

Category	FY2023			FY2022		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

## 14. Assessments for the year:

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

## 15. Provide 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.

Against the backdrop of the pandemic, the Company has been following standard operating procedures to comply with state/local level regulations while ensuring safety and hygiene protocol. It is also ensured that appropriate social distancing is being followed by all employees and workers in the offices and manufacturing plants. During the reporting period, the Company reported no fatalities of any employee while on duty.

### 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).

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

#### 2. Provide the measures undertaken by the entity to ensure payment of statutory dues by the value chain partners.

The statutory payment due and paid thereof by the value chain partner and reminded them if it was not honoured in time and ensure that the statutory payment honoured the value chain partner, where ever required.

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

Category	Total No. 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	
	FY2023	FY2022	FY2023	FY2022
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)

The Company does not provide transition aid programmes to facilitate continued employability and the management of career endings due to retirement or termination of employment. However depending upon the retiring employee health and other conditions, he/she may be engaged for further period.



## 5. Details on assessment 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. 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.

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Health and safety practices	- 0.00% - The farmers supplying milk constitute the major part of the value chain partner of the company.
Working Conditions	- 0.00% - The Company have a mechanism to demonstrate health and safety practices to all of its farmers.

## 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.

Not applicable

## Principle 4: Business should respect the interests of and be responsive to all its stakeholders

Stakeholder engagement is a strategic tool that enables the company to navigate market dynamics, regulatory requirements, and social expectations. Through proactive communication and collaboration, the company builds strong relationships based on mutual understanding.

By engaging with stakeholders effectively, the company cultivates trust and credibility, demonstrating its commitment by meeting their expectations. By actively listening to their needs and preferences, the company gains valuable insights to make informed decisions, develop sustainable strategies, and improve overall performance.

### 1. Describe the processes for identifying key stakeholder groups of the Company.

It is critical to engage and collaborate with stakeholders while formulating a business strategy. The company believes in fostering meaningful and transparent relationships by actively engaging with its stakeholders. The company aims to establish long-term partnerships based on trust and a shared willingness to collaborate. The company defines stakeholders as individuals, groups, or organizations that have a material influence on, or are materially influenced by, its activities. The Company regularly engages with the stakeholders through various channels to ensure effective communication. The company proactively shares relevant information through multiple means such as meetings, annual reports, CSR reports, sustainability reports, press releases, and more. The company strives to make this communication process a two-way street, encouraging feedback and dialogue. The company values the input from its stakeholders as it helps identify areas for improvement and enhance its operations. The company welcomes feedback from its stakeholders and believes it is crucial in shaping its growth. By actively listening to their concerns and suggestions, the company can continuously learn and evolve. The following table mentions different modes through which we engage with our stakeholders and concerns discussed with them.

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

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly / others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Email	Others - On need basis	The feedback of employees is collected in all such engagements and acted upon subsequently
Shareholders and investors	No	Email	Others - Frequent and need based	To give an update on the developments in the Company
Customers	No	Others	Others - Frequent and need based	Stay in touch with customers and to receive their feedback on various products that the Company manufactures and deals with.
Vendors and suppliers	No	Others	Others - Frequent and need based	Stay in touch with vendors and suppliers, who supply and deal in the products of the Company.
Communities and NGOs	No	Others	Others - Frequent and need based	For supporting various initiatives taken for community development

**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, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes, the stakeholder engagement included consultation of ESG topics. The materiality assessment identified a list of material themes that are the most relevant and applicable to the Company, and measures will be taken in response to them. The Company make certain that it incorporates stakeholder inputs into processes and policies.

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

The Company conducts need assessments in the communities it operates prior to starting the projects there. All the projects involve active stakeholder consultations and engagements to understand their stance and address their concerns.

**Principle 5: Business should respect and promote human rights.**

The Company understands that safeguarding human rights is not just a moral obligation but also a vital responsibility that shapes its business practices. It is committed to fostering an inclusive, equal, and respectful culture that values every individual, regardless of their background. By upholding the inherent dignity and rights of all, the Company strives to create a positive and empowering work environment that enables everyone to thrive.

Recognizing the importance of human rights, the Company promotes diversity, inclusivity, and equal opportunities for its employees. It ensures fair and respectful treatment for all individuals and values diverse perspectives and experiences. By nurturing such an environment, the Company encourages creativity, innovation, and collaboration among its workforce, driving sustainable and ethical business operations.

## Essential Indicators

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

Category	FY2023			FY2022		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	3212	3212	100%	3009	3009	100%
Other than Permanent	-	-	-	-	-	-
Total Employees	3212	3212	100%	3009	3009	100%
<b>Workers</b>						
Permanent	2039	1370	67.19%	2192	1271	57.98%
Other than Permanent	1097	690	62.90%	1205	619	51.37%
Total workers	3136	2066	65.69%	3397	1890	55.64%

### 2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY2023					FY2022				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F / D)
<b>Employees</b>										
Permanent	3212	77	2.39%	3135	97.60	3009	68	2.26%	2941	97.74%
Male	3150	75	2.38%	3075	97.62%	2960	68	2.30%	2892	97.70%
Female	62	2	3.45%	58	96.55%	49	0	0%	49	100%
Other than Permanent	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
<b>Workers</b>										
Permanent	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Other than Permanent	3136	3136	100%	0	0%	3397	3397	100	0	0
Male	2039	2039	100%	0	0%	2192	2192	100	0	0
Female	1097	1097	100%	0	0%	1205	1205	100	0	0

### 3. Details of remuneration/salary/wages, in the following format:

Gender	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)*	4	7,40,000	3	3,83,20,000
Key Managerial Personnel (KMP)**	4	1,25,65,482	2	4,31,10,000
Employees other than BoD and KMP	3,146	2,11,247	60	2,67,640

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

\*\* Including Whole-Time Directors

### 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.

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

At Heritage Foods Limited 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 is 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.

**6. Number of Complaints on the following made by employees and workers:**

	FY2023			FY2022		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment						
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						
Wages						
Other Human rights related issues						

NIL

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

The Company's Whistleblower policy includes a dedicated clause that highlights the significance of preserving confidentiality and safeguarding the rights of whistleblowers. This clause ensures that individuals who report wrongful conduct are protected from any form of reprisal or victimization.

Under this policy, disclosures can be made confidentially, allowing individuals to raise concerns without revealing their identity if they prefer. The Company understands the importance of confidentiality in fostering a safe and secure environment for whistleblowers and encourages open communication without the fear of retaliation.

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

Yes

**9. Assessment for the year:**

	% of the Company's plants and offices that were assessed (by the Company or statutory authorities or third parties)
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Other- please specify	Nil

Note: The Internal & external Auditors conduct assessments as per the Audit schedule. Assessments are also carried out by respective Government authorities and the Company has not received any non-compliance.

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

NA

## Leadership Indicators

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

The Company regularly reviews all its policies and business processes and updates are made as applicable, in line with regulatory changes or internal requirements. The periodicity of this review is every 2 to 3 years.

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

Currently, HFL does not conduct human rights due diligence.

### 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:

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

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

Not applicable

## Principle 6: Business should respect and make efforts to protect and restore the environment.

The organization recognizes the significant interdependence between its operations and the environment and actively takes measures to minimize its ecological footprint and contribute to the restoration of natural surroundings. With a strong commitment to sustainability, the organization has implemented a range of initiatives aimed at enhancing energy efficiency and reducing emissions.

Aligned with its environmental stewardship, the organization embraces the principles of a circular economy throughout its value chain, placing a strong emphasis on resource reduction, reuse, and recycling. By adopting this approach, the organization maximizes resource efficiency, minimizes waste, and creates new avenues for sustainable growth and innovation.

Furthermore, the organization prioritizes compliance with environmental regulations and laws to ensure the protection of the environment and uphold responsible practices. By doing so, it strives to maintain a harmonious balance between its operations and the natural world.

## Essential Indicators

### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY2023 (In GJ)	FY2022 (In GJ)
Total electricity consumption (A)	261910.35	248949.96
Total fuel consumption (B)	5025.77	3134.71
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	266936.12	252084.67
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees(mn))	0.018	0.020
Energy intensity (optional) – the relevant metric may be selected by the Company		

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.

**2. Does the Company 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, provide the remedial action taken, if any.**

No

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

Parameter	FY2023	FY2022
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0.00	0
(ii) Groundwater	807809.49	740779.20
(iii) Third party water	50881.93	41640.23
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	858691.42	782419.43
<b>Total volume of water consumption (in kilolitres)</b>	858691.42	782419.43
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover in ₹ mn)	0.027	0.003
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		

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.

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

Yes, the company uses treated water in plants and there is no discharge (except in couple of plants in industrial parks).

**5. Please provide details of air emissions (other than GHG emissions) by the Company, in the following format:**

Parameter	Unit	FY2023	FY2022
NOx	µg/m <sup>3</sup>	24.73	23.88
SOx	µg/m <sup>3</sup>	22.44	21.20
Particulate matter (PM)	µg/m <sup>3</sup>	58.33	57.58
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

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.

**6. Provide details of greenhouse gas emissions (Scope1 and Scope 2 emissions) & its intensity, in the following format:**

Parameter	Unit	FY2023	FY2022
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	XX	XX
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	XX	XX
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO <sub>2</sub> equivalent		
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO <sub>2</sub> equivalent		

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

The Company has rolled out several initiatives to increase energy efficiency and reduce emissions. Some of the initiatives implemented in FY 2022-23 are as follows:

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

**8. Provide details related to waste management by the Company, in the following format:**

Parameter	FY2023	FY2022
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	2428.41	3800.93
E-waste (B)	0	0
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. Please specify, if any - waste oil generation. (G)	1.28	1.4
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) - ETP sludge generation	205.59	187.36
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>2635.28</b>	<b>3989.7</b>

**For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)**

Category of waste	FY(2022-23)	PY(2021-22)
(i) Recycled	2428.41	3800.93
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>2428.41</b>	<b>3800.93</b>

**For each category of waste generated, total waste disposed of through disposal method (in metric tonnes)**

Category of waste	FY(2022-23)	PY(2021-22)
(i) Incineration	-	-
(ii) Landfilling	205.59	187.36
(iii) Other disposal operations	1.28	1.40
<b>Total</b>	<b>206.87</b>	<b>188.75</b>

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.

**9. Briefly describe the waste management practices adopted in your establishment. 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

**10. If the entity has operations/offices 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, please specify details in the following format:**

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.
			Nil

**11. Details of environmental impact assessments 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
The Company has not conducted any environmental impact assessment in FY 2022-2023					

**12. 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).**

Yes

If not, provide details of all such non-compliances, in the following format:

S. 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
The Company complies with all applicable environmental regulations. There have been no incidents of non-compliance from Heritage Foods Limited's end related to the environment in FY 2022-23.				

**Leadership Indicators -**

**1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:**

Parameter	FY2023 (In GJ)	FY2022 (In GJ)
<b>From renewable sources</b>		
Total electricity consumption (A)	57439.91	59791.90
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>57439.91</b>	<b>59791.90</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	117488.30	104752.61
Total fuel consumption (E)	4457.96	2597.92
Energy consumption through other sources (F)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>121946.26</b>	<b>107350.53</b>

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

**2. Provide the following details related to water discharged:**

Parameter	FY2023	FY2022
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
i) To Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	6380723.62	6322455.19
(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



Parameter	FY2023	FY2022
(iv) Sent to third-parties		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
<b>Total water discharged (in kilolitres)</b>	<b>6380723.62</b>	<b>6322455.19</b>

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

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

For each facility or plant located in areas of water stress, provide the following information: Not Applicable

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

Parameter	FY2023	FY2022
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater		
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	-	-
<b>Total volume of water consumption (in kilolitres)</b>	-	-
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	-	-
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	-	-
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	-	-

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

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

Parameter	Unit	FY2023	FY2022
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)		0.00	
<b>Total Scope 3 emissions per rupee of turnover</b>	The Company is yet to formulate its GHG inventory for Scope 3 emissions.		
<b>Total Scope 3 emission intensity (optional)</b> – the relevant metric may be selected by the entity			

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

**5. With respect to the ecologically sensitive areas reported in Question 10 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.

**6. If the entity provided below taken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Utilisation of biogas from Effluent Treatment	In GKL Plant- Biogas generated from UASBR/IC Reactor is utilizing for cooking and Steam generation purposes	800 Cu.m/day of biogas generatin which is equivalent to 40 Kg LPG for cooking and about 300 Kg wood for steam generation
2	Utilisation biogas from effluent Treatment	Biogas generated from UASBR is utilising for cooking	400 cu.m/day of biogas generating which is equivalent to 20 Kg LPG for cooking
3	Utilisation of ETP sludge Treatment and drying	ETP sludge is converting as compost by Composting machine and dry fuel for Boiler	250 Kg sludge is used for composting and 250 KG.day of dried sludge is utilising at Boiler for steam generation

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

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.

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.

**8. 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.

**9. 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.

## Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

The organization demonstrates a strong awareness of the influence that public policy and regulatory frameworks exert on its operations and the wider ecosystem. Collaboration with regulatory authorities allows the organization to effectively fulfil its duties towards a diverse range of stakeholders, including customers, employees, suppliers, vendors, and communities. By forging these partnerships, the organization ensures that its actions are conducted in an effective and responsible manner, keeping the welfare of stakeholders at the forefront.

### Essential indicators

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

The company has 3 associations.

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

S. No.	Name of the trade and industry chambers/associations	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 anti-competitive conduct by the Company, based on adverse orders from regulatory authorities.

Name of the authority	Brief of the case	Corrective action taken
There are no incidences of corrective action taken or underway on concerns related to anti-competitive conduct by the Company in FY 2022-23		

### Leadership Indicators

#### 1. Details of public policy positions advocated by the Company:

S. 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)	Web Link, if available
			Nil		

## Principle 8: Businesses should promote inclusive growth and equitable development.

The organization firmly upholds the belief that inclusive growth is a fundamental prerequisite for attaining long-term success. It acknowledges the imperative of creating an environment that enables equitable access to development opportunities for all members of society. With a steadfast commitment to sustainable value creation, the organization actively works towards serving the collective interests of the community.

Through its dedicated Corporate Social Responsibility programs, the organization strategically allocates resources and efforts to initiatives that foster equitable growth. It recognizes that promoting social inclusion and addressing societal challenges are integral to its role as a responsible corporate entity. By investing in various social development projects and initiatives, the organization seeks to empower marginalized communities, bridge socio-economic gaps, and facilitate equal opportunities for all.

## Essential Indicators

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the Company, based on applicable laws, in the current financial year.**

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

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by the Company, in the following format:**

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (In INR)
Nil						

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

The Company understands the importance of providing community members with accessible channels to report their grievances and concerns. It has established a comprehensive system that enables community members 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:**

Parameter	FY2023	FY 2022
Directly sourced from MSMEs/small producers	22.65%	30.09%
Sourced directly from within the district and neighbouring districts	0.00%	0.00%

- The Company shall start monitoring and reporting this data in future

## 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 Company in the designated aspirational districts as identified by government bodies:**

S. No.	State	Aspirational District	Amount spent (In INR)
NA			

During FY 2022-23, the Company has spent ₹19.23 million on various projects in the Hyderabad and Rangareddy districts of Telangana State. The unspent amount of ₹11.13 millions was transferred to unspent CSR account and will be spent in accordance with the CSR Amendment Rules.

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

Yes. The company procures the raw milk mostly 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?**

95% of the milk procured directly from farmers

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

S. 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 authority	Brief of the Case	Corrective action taken
	Nil	

**6. Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Health care facilities	25,000	100%
2	Promoting education	2,500	100%
3	Rural area development	5,000	100%

The CSR projects are implemented with an objective to reach out to the vulnerable and marginalised communities for improvement of health and education including environmental protection and rural development activities.

**Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner**

The organization is driven by a consumer-centric approach, where it places the highest priority on actively engaging with its consumers and aligning its business strategies to surpass their expectations and deliver exceptional value.

With an unwavering focus on understanding and fulfilling consumer needs, the organization proactively seeks out valuable consumer feedback, valuing their opinions and insights. By attentively listening and learning from their experiences, the organization gains a deep understanding of consumer preferences, enabling the development and delivery of products, services, and experiences that truly resonate.

**Essential indicators**

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

The Company places great importance on providing exceptional consumer support and ensuring a seamless experience for its consumers. 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:**

	As a percentage to 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	

**3. Number of consumer complaints in respect of the following:**

	FY2023			FY2022		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy						
Advertising						
Cyber- security						
Delivery of essential services						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other (product related)						

There have been no complaints in these categories

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

	Number	Reasons for recall
Voluntary recalls	None	Not Applicable
Forced recalls	None	Not Applicable

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

The Company has an internal policy in place for ensuring cyber security.

**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.**

Not applicable

**Leadership Indicators**
**1. Channels/platforms where information on products and services of the Company can be accessed (provide web-link, if available).**

This is the web-link from which information on the products and services of the Company can be accessed: <https://www.heritagefoods.in/>

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

The Company takes utmost care to ensure that its products provide comprehensive information regarding safety measures, aiming to inform and educate consumers about the responsible and safe usage of the products.

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

The Company ensures consumers are aware of any risk of disruption or discontinuation of essential services through surveys that include information on procedures, risks involved, benefits and alternatives available.

The Company is also bound under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 to promptly inform the Stock Exchanges and upload in its website about any material event that may have a bearing on the Company's operations.

**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, provide details in brief.**

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

**5. Provide the following information relating to data breaches:**

a. Number of instances of data breaches, along with impact

Nil

b. Percentage of data breaches involving personally identifiable information of customers

Nil