



Product Stewardship Policy

FOR COMPANY & VALUE CHAIN PARTNERS

HERITAGE FOODS LIMITED

CIN: L15209TG1992PLC014332

Regd. Off: H.No.8-2-293/82/A/1286,

Plot No: 1286, Road No. 1 & 65, Jubilee Hills,
Hyderabad, Telangana - 500 033

Tel:+91-40 2339 1221/222, 4212 9999

Fax: 040 – 2331 8090, 2332 6789

Email: hfl@heritagefoods.in **Website:** www.heritagefoods.in

1. Introduction & Policy Statement

i. Heritage Foods Ltd. is committed to responsible product stewardship across its dairy processing value chain, ensuring high-quality, safe and sustainable dairy products. This policy establishes the framework for product safety, ethical sourcing, environmental responsibility- and consumer well-being.

ii. This policy provides guidelines for sustainable procurement, product safety, environmental responsibility and consumer engagement. Our role includes promoting awareness, providing guidance and enabling best practices in dairy processing and value-added dairy products.

iii. **Classification of the Policy:** Product Stewardship Policy.

Product Stewardship Policy Statement:

"We commit to responsible sourcing, ethical engagement and sustainability-driven dairy processing, fostering shared value creation for all stakeholders."

2. Scope

i. This policy, governs all dairy products, including processed milk and value-added dairy products, across procurement, processing, packaging, distribution and customer engagement.

iii. The policy integrates sustainability efforts across subsidiaries and digital initiatives to enhance responsible dairy production.

3. Guidelines for Responsible Product Stewardship

A. Responsible Sourcing & Ethical Procurement

i. Ensure ethical milk procurement from farmers, supporting fair trade practices and enhancing their economic well-being.

ii. Promote sustainable dairy farming practices, including efficient water and feed management, to minimise environmental impact.

iii. Encourage farmers to adopt best practices in animal health, welfare and hygiene standards.

B. Product Safety & Quality Assurance

- i. Adhere to stringent food safety regulations, including FSSAI, ISO and HACCP guidelines.
- ii. Implement rigorous quality control measures across processing facilities to maintain product integrity.
- iii. Invest in R&D for product innovation and improvement to meet evolving consumer needs.

C. Environmental Responsibility & Sustainability

- i. Minimize environmental footprint by optimising energy and water usage across production facilities.
- ii. Reduce plastic waste through sustainable/eco-friendly packaging alternatives and support circular economy initiatives.
- iii. Implement carbon footprint reduction measures in transportation and logistics.

D. Consumer Health & Nutrition

- i. Develop dairy products promoting health and nutrition, ensuring transparency in ingredient sourcing and labelling.
- ii. Avoid harmful additives and preservatives while maintaining taste, freshness and nutritional value.
- iii. Educate consumers on the benefits of dairy consumption through awareness programs and responsible marketing.

4. Training & Awareness

- i. Conduct training programs for farmers and stakeholders on sustainable dairy production, quality control and environmental management.
- ii. Provide educational materials and technical guidance on best dairy farming practices.
- iii. Promote awareness campaigns to enhance consumer knowledge of dairy nutrition and sustainability.

5. Governance & Compliance

- i. Conduct periodic audits and assessments to ensure adherence to quality and sustainability commitments.
 - ii. For continuous improvement, engage with stakeholders, including farmers, consumers, dealers, distributors, regulators and industry bodies.
-

6. Stakeholder Engagement & Reporting

- i. Maintain transparency in sustainability reporting, disclosing progress on stewardship goals through annual reports.
 - ii. Engage with customers, suppliers and partners to promote shared responsibility in the dairy value chain.
 - iii. Encourage feedback and grievance redressal mechanisms to address concerns about product safety and ethics.
-

7. Continuous Improvement

- i. Collaborate with value chain partners to enhance product safety, sustainability and quality standards.
 - ii. Actively seek feedback from stakeholders to refine and improve stewardship initiatives.
 - iii. Explore new scientific advancements, innovative processing solutions, and packaging technologies for better efficiency and sustainability.
-

8. Conclusion

- i. HFL promotes responsible product stewardship, ensuring ethical sourcing, sustainability and consumer well-being.
- ii. Through continuous improvements, collaborations, and technology adoption, we aim to enhance the dairy value chain and uphold responsible business practices.

-0-