



## **Stakeholder Engagement Policy**

**HERITAGE FOODS LIMITED**

**CIN:** L15209TG1992PLC014332

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## 1. Purpose and Scope

Heritage Foods Limited (herein after called “HFL”/ “Company”), a leader in dairy sector, is committed to sustainable value creation by fostering transparent, collaborative, and responsible relationships with its stakeholders. This policy outlines the company’s approach towards stakeholder engagement, inclusive dialogue with stakeholders for shared progress and mutual respect.

The policy applies to all stakeholders engaged directly or indirectly with the company, including farmers, customers, employees, communities, suppliers, investors, Regulatory/Statutory Authorities and public.

## 2. Guiding Principles

**Heritage Foods' stakeholder engagement is built on the following principles:**

- i. **Inclusivity:** Engage stakeholders across the value chain for ensuring diverse voices are heard and considered.
- ii. **Transparency:** Communicate openly and honestly, ensuring timely dissemination of relevant information.
- iii. **Mutual Respect:** Recognize stakeholders' rights, needs, and concerns while aligning with the company’s goals.
- iv. **Sustainability:** Promote practices that balance economic, social, and environmental well-being.
- v. **Accountability:** Take responsibility for actions and outcomes and ensuring continuous improvement.

### 3. Key Stakeholders and Engagement Approach

Stakeholder Group	Engagement Objectives	Engagement Methods
<b>Dairy Farmers</b>	<ul style="list-style-type: none"> <li>i. Ensure fair procurement practices.</li> <li>ii. Educating on the Farmers for sustainable farming and animal welfare.</li> <li>iii. Encouraging financial and technical support.</li> </ul>	<ul style="list-style-type: none"> <li>i. Farmer training programs.</li> <li>ii. Regular field visits.</li> <li>iii. Farmer support helpline.</li> <li>iv. Digital platforms for information sharing.</li> <li>v. Community awareness programs</li> <li>vi. Medical Camps</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>i. Ensure product quality and safety.</li> <li>ii. Promote awareness of nutritional value.</li> <li>iii. Address customer feedback effectively.</li> </ul>	<ul style="list-style-type: none"> <li>i. Customer feedback channels.</li> <li>ii. Product labelling and marketing.</li> <li>iii. Awareness campaigns.</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>i. Promote a safe, inclusive and growth-oriented work environment.</li> <li>ii. Ensure skill development and fair treatment.</li> </ul>	<ul style="list-style-type: none"> <li>i. Employee training and workshops.</li> <li>ii. Regular town halls and feedback sessions.</li> <li>iii. Ensuring Compliance to HR Policy and Discipline</li> </ul>
<b>Communities</b>	<ul style="list-style-type: none"> <li>i. Contribute to local socio-economic development.</li> <li>ii. Support environmental sustainability initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>i. Community development programs.</li> <li>ii. Environmental awareness campaigns.</li> <li>iii. Corporate Social Responsibility initiatives</li> </ul>

<b>Suppliers and Partners</b>	i. Promote ethical sourcing practices. ii. Ensure quality and timely delivery.	iv. Capacity-building initiatives. v. Quality monitoring and improvement
<b>Investors and Shareholders</b>	i. Ensure transparency in financial performance and governance. ii. Address concerns on business risks and opportunities.	i. Quarterly investor meetings. ii. Annual Reports and Investor Presentations. iii. Filing of Statutory updates on stock exchanges and Ministry of Corporate Affairs iv. Complying with Statutory requirements v. Transparent Reporting vi. Quarterly communications vii. Road shows/ one to one meetings etc
<b>Regulatory/ Statutory Authorities</b>	Compliance with applicable Laws.	i. Reporting ii. Disclosing iii. Filings of forms/returns

#### 4. Engagement Process

Heritage Foods adopts a structured engagement process to build lasting stakeholder relationships:

- I. **Identification:** Recognize stakeholders based on impact and influence in the value chain.
- II. **Dialogue:** Establish open channels for continuous communication and feedback.

- III. **Collaboration:** Co-create solutions to address shared challenges and opportunities.
  - IV. **Monitoring and Reporting:** Track engagement outcomes and disclose progress through various public disclosures and Reports.
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## 5. Grievance Redressal

To address stakeholder concerns promptly and effectively, HFL provides accessible grievance mechanisms, including:

- i. Dedicated email and helpline for farmers, customers, and suppliers.
  - ii. Internal committees for employee grievances and feedback/suggestions.
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## 6. Policy Review and Governance

The company's leadership will periodically review the stakeholder engagement policy to ensure its relevance and effectiveness. Any updates will be communicated transparently to stakeholders.

The Board and the Top Management will oversee policy implementation, engagement activities, and Grievance Redressal.

***Heritage Foods Ltd. remains committed to building resilient relationships that drive value for the company and its stakeholders, ensuring shared prosperity across the dairy ecosystem.***

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