



ITC FOODS QUALITY AND FOOD SAFETY POLICY

Consumer inspired Quality in BUILDING WORLD CLASS BRANDS FOR INDIA

Achieving the highest benchmarks of quality lies at the core of our value proposition at ITC Foods. We are committed to craft and deliver superior, delightful and safe products to discerning consumers. We are recognised as the highest quality provider of packaged foods and it's our responsibility that we always meet the benchmark set. Our focus is on creating world-class Indian brands that win consumer loyalty and trust.

To achieve our goals, the key focus areas are:

- Pursue the adoption of appropriate food technology, science, industry best practices to manufacture Safe Food
- Conform to all Statutory & Regulatory requirements and relevant customer requirements
- Articulate clear and measurable Food Safety Management System objectives and continually review progress to ensure consistent compliance and improvement
- Creating Food Safety & Quality culture which fosters team efforts, where each individual's contribution is recognised and valued
- Provide our human resources adequate quality and food safety training, appropriate facilities, tools and equipment to enable them to undertake their day to day work and activities in a hygienic and professional manner
- Facilitate a safe and hygienic environment in our food manufacturing facilities to ensure the production of safe and high-quality products
- Reinforce the fact that Quality is everyone's responsibility- each one of us at ITC has the authority to positively influence Quality and trust through our leadership & dedication
- Make sure that our Suppliers value the same Quality and Food Safety commitments by supporting them in Food Safety system development, technological capability improvement, training and audits
- Communicate, implement and maintain this policy for all internal and external communication

ITC Foods is committed to adopt and implement all measures and initiatives to ensure that quality is maintained across the entire value chain, so that collectively we can fulfil the aspirations of our consumers through innovative and world-class offerings.

Hemant Malik
Divisional Chief Executive

ITC Limited – Foods Division
9th October 2023