



Inspiring Human Belief  
in a Healthier World

## Policy On Communication

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- Hetero's Communication Policy is an important aspect of our continual efforts to build trust in the corporate brand.
- We at Hetero treat communication as one of the important tool for effective operational control.
- The purpose of the policy is to ensure that communication is well managed, structured, timely, deliberate, truthful, ethical and reliable and thus valued by staff and interested parties of Hetero.
- All communication should be in line with Hetero-approved standards. Only authorized persons are permitted to undertake Hetero's internal and external communications.
- Electronic communication (email and the web), shall be the primary mode of written communication internally with staff and externally with suppliers, customers, legal, regulatory and other interested parties.
- The policy recognizes the need for a range of styles of communication, but encourages face-to-face communications whenever possible, as face-to-face communications are generally more effective.
- All Hetero's communication must be consistent in style and message to build stakeholder trust.
- Hetero staff members should refrain from making public statements of personal opinion regarding Hetero, its markets and the financial markets as a whole, and from presenting personal opinion regarding the Securities Exchange as facts.
- Information security & confidentiality is ensured in all such relevant communication systems.

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