

FLOURISHING

Sustainable Growth



Business
Responsibility
Report 2017-18



JINDAL SAW LTD.
TOTAL PIPE SOLUTIONS

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Acknowledgement:

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List of Abbreviations

APGA	Australian Pipelines & Gas Association
ASI	Archaeological Survey of India
ASSOCHAM	Associated Chambers of Commerce and Industry of India
BMC	Bombay Municipal Corporation
CDM	Clean Development Mechanism
CEO	Chief Executive Officer
CII	Confederation of Indian Industry
CPCB	Central Pollution Control Board
CSR	Corporate Social Responsibility
DI	Ductile Iron
ESP	Electro-Static Precipitator
FAB	Fluidized Aerobic Bio-reactor
FTEs	Full Time Employees
GBF	Green Bio Filters
ICCI	Indian Chamber of Commerce & Industry
ICT	Information and Communication Technology
IFC	Intelligent Flow Control
ILO	International Labour Organization
IMS	Integrated Management System
IPLOCA	International Pipe Line & Offshore Contractors Association
ISO	International Organisation for Standardisation
KLD	Kilolitres Per Day
LED	Light Emitting Diode
MJSA	Mukhyamantri Jal Swavlamban Abhiyan
MLD	Millions of Litres per Day
NGO	Non-Government Organizations
NVG	National Voluntary Guidelines
OHSAS	Occupational Health and Safety Assessment Series
PHDCCI	PHD Chamber of Commerce and Industry
PwD	People with Disability
SDGs	Sustainable Development Goals
SEBI	Securities and Exchange Board of India
SPCB	State Pollution Control Board
STP	Sewage Treatment Plant
ToT	Training of Trainers
TRAI	Telecom Regulatory Authority of India
WCI	Workmen's Compensation Insurance
WRAS	Water Regulations Advisory Scheme



From the desk of Group Chief Executive Officer & Whole-time Director



Neeraj Kumar

Dear Stakeholders,

Our constant persistence to overcome challenges motivates us to outperform ourselves every year. With this in mind, I am delighted to share with you, the second Business Responsibility Report (BRR) of Jindal Saw Limited (JSAW). Being one of the top 500 companies by market capitalization, we stay committed to disclosing our sustainability performance and publishing the Business Responsibility Report as per SEBI's Listing Obligations and Disclosure Requirements under Regulation 34(2)(f).

Being one of the market leaders in the sector, we feel that it is our responsibility to conduct business sensibly and efficiently. We have embedded sustainability into our core business agenda and are committed to continuously improve our performance through bringing about positive change for all our stakeholders.

JSAW remains mindful about the activities and their implications on the environment and communities we operate in, thereby striving to create positive impact. We consider communities as our prime stakeholders and continuously engage with them to capture their views and concerns.

In the current reporting year, our initiatives for the betterment of the society and for conservation of natural resources has led to women empowerment, improved livelihoods, energy conservation and has generated significant intangible value.

As we continue to expand our operations and increase our production capacities, we will ensure our sustainability commitment to stay as a high quality manufacturer continually undertaking improvement initiatives across aspects such as energy conservation, resource use and product innovation. This way, it would enable us to remain a productive yet responsible industry leader.

I look forward to sharing our success in the present year and am excited by the opportunities lying ahead for us as well as the society at large. We will continue to invest our time and resources for attaining responsible growth keeping in mind the interests of all the stakeholders.

Thanking you,

Neeraj Kumar
Group Chief Executive Officer & Whole-time Director

Message of Business Responsibility Leader



Sunil K Jain

Dear Stakeholders,

We believe that adaptation is necessary for an organization to keep abreast with changing business scenario and market conditions. As we are evolving every year, It gives me immense pleasure to present our second BRR, and disclose information regarding JSAW's responsible business practices. JSAW's journey has been a dynamic one and has witnessed continual improvement which is the key to our success. We have overcome various economic and regulatory challenges over the last decade to become one of the leading companies in our sector.

At JSAW, we are constantly guided by our vision to create prosperity for every stakeholder through sound governance, innovation and implementation of sustainable practices. It is this belief that has stimulated JSAW to undertake innovative strategies and create a symphony of efforts which are aimed at conserving the environment, creating sustainable livelihoods, empowering local communities and addressing several development challenges.

Our consistent efforts towards developing and innovating our products have yielded significant financial results and have helped us penetrate newer markets and industries. In addition, our sustainability efforts have also enhanced our value chain and have made us achieve highest level of accounting. Alongside these growth efforts, we also ensured sustainability of our operations through optimized use of natural resources thereby minimizing the impact on the environment.

It is with this sentiment that I would like to thank all our stakeholders for their constant support in JSAW's spiralling growth and for staying committed to our core values. I would also like to re-emphasize that JSAW will remain committed to sustainable development and will take all essential measures to emerge as a responsible market leader in the subsequent years.

Yours sincerely,

Sunil K Jain
Company Secretary and Leader, Business Responsibility



JSAW at a Glance

Zero



Complaints filed against ethical misconduct in the past five years

49



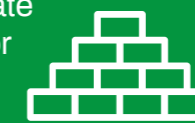
Employees with 40% disability and above

1,383,410 m³



Water recovered from process with the help of thickeners, ceramic disc filters and advanced filter press technologies. Recycled water is used in the plant processes

<1,000 kg



Magnetite ore concentrate utilized for every ton of pellets manufactured

>40%



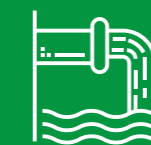
Reduction in energy consumption of pellets production by using Magnetite ore concentrate along with proper selection & optimum utilization of coal, maintaining burner efficiency and stable operations

11,500



Plantation of various species within and outside the premises of Bhilwara plant

2 MLD



Capacity of STP installed at Samahgoga Plant to treat sewage from residential and plant area

Zero



Liquid discharge of effluent from mining and plant area in Bhilwara



Our Sustainable Development Journey

Jindal Saw Limited (JSAW), is part of \$18 billion (INR 1,26,000 Cr.) OP Jindal Group. Incorporated in 1984 by Shri PR Jindal, JSAW's genesis started their operations with a single product and a single plant location. However, today JSAW stands as a \$1 billion (INR 700 Cr.) conglomerate with presence in India, USA, Europe and the Middle East. The foundation of JSAW's business model was built on a vision of responsible management and sustainable practices. It is this unwavering approach and commitment towards responsible business that has allowed JSAW to become the undisputed leader in the pipes manufacturing market.

In line with the vision to create sustainable value, responsible production and operations have always been embedded into the Company's philosophy and business growth. Our operational strategy is built on a long commitment to experiment and implement new ideas for improving efficiencies and minimizing the use of input resources. This is manifested in the manufacturing of JSAW's diverse products that are hallmarks of product quality globally. Our manufacturing facilities remain environmentally friendly, energy efficient, beneficial to the community and strive to maintain compliance with the various environment and social management systems. As an energy and environmentally conscious organization, JSAW has been spearheading the concept of sustainability by integrating it into the company's core agenda and pursues a holistic strategy to emphasise on the 'triple bottom line' approach of development.

Integrating sustainability into our business agenda has enabled us to recognise company's intangible value through revenue growth, innovation and profitability. Apart from focussing on profitability, we are constantly increasing our share of intangible assets that may not necessarily reflect in our balance sheet, but more in terms of human, social and natural capital of our company. For this, we disclose on our environmental and social footprint to our investors

and stakeholders. We disclose on our environmental and social performance, impacts and opportunities to our stakeholders on a regular basis through various means of formal and informal communications. With the business reporting scenario evolving rapidly, and after SEBI's mandate on Business Responsibility Report (BRR) for top 500 listed companies, BRR has become a useful tool to communicate the progress on non-financial performance of the company. We support these reporting requirements and disclose our exemplary sustainability performance on several firm steps that we have taken to build intangible value:

- Established a \$ 1 billion (INR 700 Cr.) conglomerate with sound credit profile and high Basel II ratings;
- Diversified products and business portfolio from single product and spread plant locations across India, USA, Europe and Middle-East from a single location since 1984;
- Devised novel and ground-breaking products and solutions;
- Invested significantly in employee wellbeing and development;
- Created enablers for people with reduced mobility in the country as well as for local communities;
- Undertook several sustainable initiatives across all locations like sewage treatment of entire sewage of Bhilwara town, raw material conservation through magnetite iron ore production, heat recovery plant, extensive green belt development, housing & medical centres around manufacturing facilities, and various other initiatives.

Furthering our business responsibility reporting journey, we are publishing our second report on JSAW's material environmental and social impacts and opportunities. For the coming years, our endeavour is to stay committed to the 2030 agenda for achieving the Global Sustainable Development Goals (SDGs) by aligning our business activities and strategies to meet these targets.





Our Contribution to the Sustainable Development Goals (SDGs)

Business Responsibility Report Principles

SDGs

Our Key Initiatives/Activities

Principle 1
Ethics & Transparency



- Formulated inclusive and transparent policies and regulatory mechanisms that promote peaceful, equitable and accountable conduct within the company's boundary

Principle 2
Product Life Cycle & Sustainability



- Highly durable and tensile Double Chamber Pipes reduce natural resource extraction and protect land from contamination
- Reduced energy consumption by 40% from production of Pellets from magnetite concentrate

Principle 3
Employee Well-Being



- Provided employee benefits such as marriage gifts, health check-ups, competency development scheme, personal accident insurance, etc.

Principle 4
Stakeholder Engagement



- Taken several initiatives for people with reduced mobility, differently abled, disadvantaged and economically weak
- 'Svayam' influences policy makers to mainstream people with different abilities and to execute accessibility solutions

Business Responsibility Report Principles

SDGs

Our Key Initiatives/Activities

Principle 5 Human Rights



- Received zero stakeholder complaints with regards to human rights issues
- Extended our human rights policies to entire joint ventures, subsidiaries and to almost 50% contractors and suppliers

Principle 6 Environment



- Plantation of 90,000 saplings of various species within and outside Bhilwara plant
- A company-wide initiative of solar panels and solar lights installation has been carried out
- Installation of energy efficient LED lights at major plant locations

Principle 7 Policy Advocacy



- Advocated and engaged extensively in policy dialogue for making places of public interest like historical monuments more accessible for people with reduced mobility

Principle 8 Equitable Development



- JSAW Bhilwara has been significantly contributing to “Mukhyamantri Jal Swavlamban Abhiyan (MJSA)” to conserve and harvest rain water and make communities self-reliant during drought periods. The Company is actively undertaking projects to ensure equitable water conservation and management

Principle 9 Customer Value



- Consistently maintained a score of 9 on the scale of 10 on customer satisfaction surveys over last three years
- Received zero stakeholder complaints regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour in the last five years.





Business Responsibility Report

Section A: General Information

A-1	Corporate Identity Number (CIN) of the Company	: L27104UP1984PLC023979
A-2	Name of the Company	: Jindal Saw Limited
A-3	Registered address	: A-1, UPSIDC Industrial Area, Nandgaon Road, Kosi Kalan, Mathura - 281403
A-4	Website	: www.jindalsaw.com
A-5	E-mail id	: investors@jindalsaw.com
A-6	Financial Year reported	: 2017-18
A-7	Sector(s) that the Company is engaged in (industrial activity code-wise):	

Name and Description of main products / services	NIC Code of the Product/service	% Of total turnover of the company
Manufacture of tube and tube fittings of basic iron and steel	24106	84.65%
Mining of Iron ore, beneficiation and pellet production	07100	12.43%

A-8	List three key products/services that the Company manufactures/provides (as in balance sheet)	: Saw Pipes (LSAW/HSAW) DI Pipes and fittings Seamless Pipes Pellets Others
A-9	Total number of locations where business activity is undertaken by the Company:	
	i. Number of International Locations (Provide details of major 5) (all units can be listed is so desired)	: Abu Dhabi, UAE Sertubi, Italy Baytown, Texas, USA Bay St. Louis, MS, USA Minneapolis, Minnesota, USA
	ii. Number of National Locations	: Bellary, Karnataka Bhilwara, Rajasthan Kosi Kalan, Uttar Pradesh Nasik, Maharashtra Nanakapaya & Samaghogha, Mundra Gujarat
A-10	Markets served by the Company – Local/State/National/International	: Pan India & Global

Section B:
Financial Details of the Company

B-1	Paid up Capital (INR)	: 6,395.19 Lakh
B-2	Total Turnover (INR)	: 7,33,491.11 Lakh
B-3	Total profit after taxes (INR)	: 38,764.55 Lakh
B-4	Total Spending on Corporate Social Responsibility (CSR) as percentage of previous 3 years average profit (%)	: 1.64%
B-5	List of activities in which expenditure in 4 above has been incurred:	: Refer to Annexure-1 of the Annual Report on Page #24

Section C:
Other Details

C-1	Does the Company have any Subsidiary Company/ Companies?	: Yes, the Company has 26 subsidiary companies
C-2	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	: Subsidiary companies located in India are covered by the policies of JSAW and the ones located overseas are covered by some of JSAW's policies like that on employee well-being and responsibility but for environment, product responsibility etc. align themselves to the applicable Laws of the land.
C-3	Do any other entity/entities (e.g. suppliers, distributors, etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	: The Company is in the process of extending its business responsibility to its suppliers and distributors, agents etc.

Section D:
BR Information

D-1	Details of Director/Directors responsible for BR	
a.	Details of the Director/Director responsible for implementation of the BR policy/policies	
	DIN No.	: 01776688
	Name	: Shri Neeraj Kumar
	Designation	: Group CEO and Whole-time Director
b.	Details of the BR head	
	DIN No.	: NA
	Name	: Shri Sunil K Jain
	Designation	: Company Secretary
	Telephone No.	: +91-11-4146 2220
	Email id	: sunil.jain@jindalsaw.com



D-2 Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

S.No.		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy /policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national / international standards? If yes, specify? (50 words)	Policies have been formulated taking into account the industry and environment company operates in and have been benchmarked against those of leading Indian corporates								
4.	Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	P1: http://www.jindalsaw.com/pdf/Policy-Code-of-Conduct.pdf P2: IMS policy is on intranet displayed at all sites P3: HR policy is available online on the intranet P4: http://www.jindalsaw.com/policies.php P5: Human Rights forms a part of HR policies P6: http://www.jindalsaw.com/pdf/ehs-policy.pdf P7: Is part of the HR Policy P8: http://www.jindalsaw.com/pdf/Jindal-SAW-CSR-Policy.pdf P9: Customer responsibility is covered under the Company's Quality Policy								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

D-2a If the answer to S.No. D-1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Not Applicable

S.No.		P1	P2	P3	P4	P5	P6	P7	P8	P9
i.	The company has not understood the Principles									
ii.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
iii.	The company does not have financial or manpower resources available for the task									
iv.	It is planned to be done within next 6 months									
v.	It is planned to be done within the next 1 year									
vi.	Any other reason (please specify)									

D-3	Governance related to BR	
	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.	: We publish the Business Responsibility Report (BRR) on an annual basis. This present BRR for FY 2017-2018, is JSAW's second report. The efficacy of governance process is reviewed once in 3-6 months.
	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	: The Company has not yet published a sustainability report. However, we intend to expand our scope of reporting over the coming years.



Section E:
NVG Principles

Principle 1: Business Ethics Transparency & Accountability

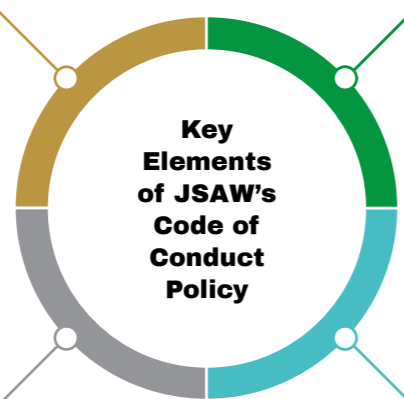
JSAW has laid down well-defined policies for ethics, acceptable conduct and transparency which are the guiding force for ensuring responsible business practices across the company and all business matters. The key elements of JSAW's Code of Conduct Policy that addresses the above mentioned aspects are shown in the illustration below:

Corporate Governance

Corporate governance guides the conduct of the Company and its employees and clearly delineates the roles, responsibilities and authorities of the key entities in the governance structure of the Company

Personal Conduct

Our policy governs and ensures that all directors, senior management and employees conduct themselves in an honest and ethical manner at all times while representing the company



Transparency & Accountability

This ensures that the actions of all directors, senior management and employees are transparent and accountable. It also ensures that all areas of operation are open to audit and the conduct of activities is auditable

Legal Compliance

The company ensures to comply fully with all applicable laws and regulations. Any unlawful practices that may be damaging to its reputation are unacceptable

Responsibility for effective implementation of the policies lies with the Company Secretary and the Compliance Officer. JSAW also has a separate grievance redressal mechanism in place to capture and address issues related to ethics, transparency and accountability. A designated authority and a separate email id is provided on company's website to oversee issues or concerns raised by our shareholders and investors.

JSAW's Code of Conduct Policy is applicable to all directors, senior management and employees of the Company.

The Company has an effective implementation and governance mechanisms in place for managing elements related to ethics and accountability. These mechanisms extend to more than 50% of its contractors and suppliers through the terms of the contractual agreement that they sign with the Company. The company intends to extend the coverage of this policy across its entire supply chain to include all contractors and suppliers, NGOs, consultants, etc. Our subsidiaries and joint venture companies also have their own transparency, ethics and accountability policies in place.

Along with effective policies on ethics and integrity, JSAW has also developed mechanisms to address issues, concerns and complaints through company's 'Whistle Blower Policy'. However, in the past five years, no complaints have been received pertaining to ethical misconduct.

Does the policy relating to ethics, bribery and corruption cover only the Company?

Does it extend to the Group/Joint Ventures/ Suppliers / Contractors / NGOs / Others?

How many stakeholder complaints have been received in the past five years and what percentage were satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

Principle 2: Product Responsibility

Environmental and social concerns are an integral part of sourcing, manufacturing and end-of-life of our products. We are committed to meet and exceed all the necessary requirements for sustainable consumption and production of our products and related activities and processes. To achieve this, we have laid out an inclusive sustainability policy that deals with optimum resource utilization (such as energy, water, raw material etc.) of our products. The sustainability policy ensures that our products are manufactured in harmony with the environment and in a socially responsible manner by maintaining a healthy and safe working environment.

JSAW also has a robust integrated management system (IMS) policy in place that ensures adherence of all products to statutory regulations and voluntary codes. The company strives to maintain 100% compliance and ensures that all processes are in place in accordance to the necessary environment, social and quality management systems such as OHSAS 18001, ISO 9001 and ISO 14001.

JSAW has employed myriad interventions at each of its plants to optimize processes and to recycle waste so as to 'close the loop' and encourage use of alternate raw materials in our total material footprint. Some of the significant initiatives related to process optimization are:

- At JSAW, we strive to channelize every idea in a way that unleashes innovative solutions. This has resulted in JSAW being the only Indian pipe manufacturer that has devised 'Double Chamber Pipe', a unique design innovation in manufacturing, that enhances tensile strength and durability of the pipe and reduces the consumption of resources for building and construction activities at consumer's end. Use of Double Chamber Pipe eliminates the requirement of 'Thrust Blocks' needed at bends and curves for protection of pipes. This saves high construction costs and protects land from contamination due to construction activity;
- Our lining and coating material used in DI pipes has been certified as per the UK Standard Water Regulations Advisory Scheme (WRAS). The WRAS is a conformance mark which demonstrates that an item complies with high standards set out by water regulations promulgated in the year 1999 in the United Kingdom. The conformance of our pipes with the WRAS mark also ensures that water flowing through our pipes will not get contaminated on account of the inner lining of the pipes;
- The performance of Iron pipes and fittings is, by design, environmentally responsible, as the larger inside diameter of ductile iron pipes, uses less energy to pump fluids in comparison to pipes made of other materials;
- Due to our radical design interventions and process optimization measures, JSAW's DI pipes have a minimum anticipated service life of 100 years owing to its wall thickness and corrosion control properties. This high longevity of DI pipes ensures that our products remain in the system for a longer period of time and thus reduces the need for consumption of raw materials for producing new products;
- Ductile iron pipes are impermeable to organic contaminants and are therefore able to protect clean water from underground spills;

Process optimization is a prime concern at JSAW. We strive to increase the efficiency of every process so as to reduce significant amounts of water, energy and material consumption. Nature of our business being an energy and resource intensive, we believe in improving our resource consumption and reducing the pressure on carrying capacity of our planet. Our strategic approach to optimisation of cost through resource efficiency makes us a responsible organisation.

JSAW has taken several initiatives in product development which have significantly reduced our energy, water and material consumption. Our Bhilwara Pellet plant has taken number of resource efficiency measures that have been highlighted through case studies in the subsequent section.

List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities

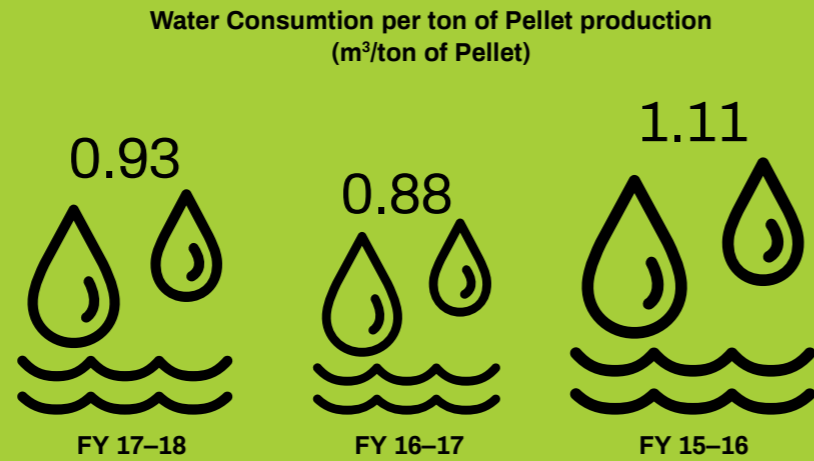


For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):

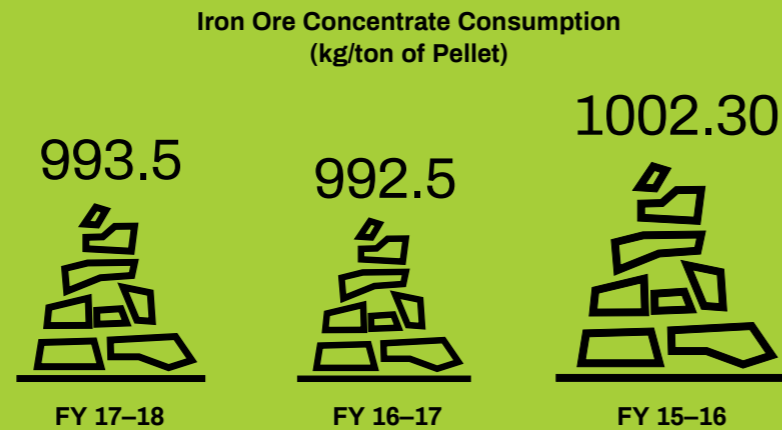
- Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?
- Reduction during usage by consumers (energy, water) has been achieved since the previous year?

Resource efficiency measures at Bhilwara Plant

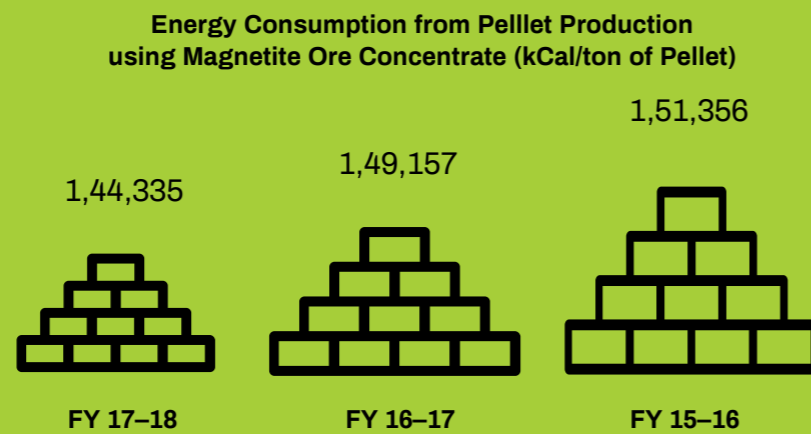
We have installed a 10 MLD STP at our Bhilwara plant which has therefore resulted in zero discharge of effluent from our plant. Also, our water consumption for FY 17-18 has decreased by 16% from FY 15-16.



We have reduced our consumption of Iron Ore Concentrate by almost 0.85% from FY 15-16 and have simultaneously increased production of Pellets due to various resource efficiency measure



JSAW produces pellet from Magnetite Ore Concentrate which requires about 40% less energy as compared to pellets produced from Hematite Iron Ore. Our Pellet plant in Bhilwara is first such operational plant in North India.



JSAW has in place several measures for sustainable sourcing. These measures have benefitted the Company in many aspects and have reduced the adverse impacts on the Environment. A few examples of these measures are described below through case studies.

Does the company have procedures in place for sustainable sourcing? If yes, what % of your inputs was sourced sustainably? Also, provide details

1. Pellet Production Using Magnetite Ore Concentrate

Background

We source most of the iron ore from our captive Iron Ore mine in Bhilwara, to produce Iron Ore pellets. Magnetite Ore in our mine is of low grade and JSAW upgrades this Ore from about 25% Fe to 67% Fe concentrate. Mining of low grade Magnetite Iron Ore of average 25% Fe and enriching it to 67% Fe is conversion of 'waste to wealth' which is really a pioneer and laudable effort towards conservation of national resources. This value addition of low grade Iron Ore has paved the way for mining and processing of low grade Iron in the country.

Benefits

- Reduction of energy consumption by 40%
- Increased burner efficiency
- Higher production rate
- High plant availability

2. Use of Low Cost Alternative Iron bearing Materials for Pellet Production

Background

At JSAW, we also use various alternative Iron bearing materials for pellet production such as high grade ore and concentrate and waste from other Plants like mill-scale. The dust collected from flue gas in Electro Static Precipitators (ESPs) is recycled back to produce Pellets

Benefits

- Improved sustainability of mining reserves without affecting quality and cost of Pellet production
- Replaced 30% of Iron bearing materials with alternative materials

Due to the nature of our products and business, majority of our raw materials have to be sourced from mines or large companies. However, it is our constant effort to procure goods and services from local vendors and accommodate small producers into our supply chain. The Company has made sincere efforts in developing local vendors and sourcing raw materials from them. Some instances are described in the subsequent section.

Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Bhilwara plant

Vendor Development for Gaskets

Background

Gaskets used in our operations were initially purchased mainly from two large vendors based in Hyderabad and Mumbai.

Initiatives taken

JSAW proactively took the initiative to identify a smaller local vendor who matured with us gradually over the years.

Benefits achieved

This resulted in significant cost savings for the Company but concurrently gave us the opportunity to enhance the capacity and capability of the vendor whose turnover significantly increased to more than INR 25 Crore as of today.

Operation and Maintenance Contracts (O&M)

Background

Earlier, a large number of contractors used for JSAW's operations were only labour suppliers. One of the contractors who was associated with JSAW's Bhilwara plant in since FY 10-11 had only 30-40 labours deployed and fulfilled only the manpower needs of the plant.

Initiatives taken

JSAW fostered a responsible business environment and developed these small local contractors to undertake complex O&M contracts at Bhilwara. The Company enhanced their capacities and capabilities and trained them to undertake assignments that involved not only handling of manpower of various skill categories but also handling machineries under the guidance of our engineers.

Benefits achieved

Procurement of goods and services from these smaller vendors and suppliers not only proved economical for the Company but also provided an opportunity to impart knowledge and technical expertise to the vendors. Many of the suppliers witnessed an incremental growth in their revenue which led to significant expansion in their businesses. For instance, one of the suppliers' turnover grew manifolds and today stands at INR 2 Crores (only from JSAW). Along with growing his business, he has provided employment to communities in the vicinity of the Plant.

JSAW recognizes the importance of waste management and perseveres to manage waste in a sustainable manner. The Company utilizes used oil generated from mining and mineral beneficiation for lubrication purpose in chains, stackers and conveyors used for transportation of materials.

Our standard waste management and recycling mechanism comprises:

Does the company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%) ? Also, provide details thereof, in about 50 words or so.

Risk Management



Principle 3: Employee Well-Being

Employees are one of the most important stakeholders for JSAW. Their wellbeing and productivity is extremely essential and has a sound impact on our growth. We ensure that employees are treated with dignity and respect within and outside our operations. JSAW has a well-established human resource policy that touches several aspects of human well-being. The Company values diversity of the people with whom we work and has a long-standing commitment to equal opportunity and intolerance of discrimination and harassment including sexual harassment. JSAW is fully compliant with the Prevention of Sexual Harassment Act, 2011 (POSHA) and has formed an 'internal complaints committee' with two internal female members, one internal male member and an external male consulting member.

In addition to this, JSAW remains 100% compliant to labour laws with regard to child labour, forced labour or involuntary labour. Both internal and external employees of the Company can report their grievances to a specified email id or to the designated member. JSAW has enabled a safe, healthy and secure working environment that safe-guards the interests of all employees and maintains confidence for employees to report their concerns.

We foster a healthy work-life balance and provide facilities for the wellbeing of our employees including those with special needs, if any. We provide numerous benefits to our employees such as marriage gifts, health check-ups, competency development scheme, personal accident insurance and more to name a few.

We seek every opportunity to engage with our employees by celebrating various religious festivals and other occasions such as Women's Day, Social Cause Day, etc. We often introduce engaging activities such as Monthly Surprise Awards, Wednesday Fun Facts and Quiz Contests for enhancing employees' productivity. Also, we continuously evaluate our HR policies to remain competitive with the industry and regularly take feedback from our employees and other stakeholders on the same.

For the reporting year, the total number of employees working with the Company stands at 13,333 which includes both, Full-Time Employees (FTEs) and contractual/ temporary employees.

The total number of contractual/temporary/casual employees at JSAW are 6,168

JSAW is an equal opportunity employer and does not discriminate employees based on gender, caste, creed, religion, etc., and encourages diversity employment. Total number of permanent female employees at JSAW is 34.

The Company also makes an effort to include people with special and different needs as part of its workforce. The total number of employees with disabilities at JSAW is 49.

There are no labour unions or employee associations at JSAW.

The Company has developed robust systems and processes to alleviate the perils of child labour, forced labour, involuntary labour, and sexual harassment. The Company does not hire child labour, forced labour or any form of involuntary labour, paid or unpaid. It we have zero tolerance towards hiring of individuals that are under 18 years of age. Therefore, there have been no complaints relating to child labour forced labour involuntary labour sexual harassment during the reporting year.

Please indicate the Total number of employees

Please indicate the Total number of employees hired on temporary / contractual / casual basis.

Please indicate the Number of permanent women employees

Please indicate the Number of permanent employees with disabilities

Do you have an employee association that is recognized by management? What percentage of your permanent employees is members of this recognized employee association?

Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, and sexual harassment in the last financial year and pending, as on the end of the financial year.

We give utmost emphasis on knowledge capacity training and skill-development programmes at JSAW because it allows all our employees to expand their knowledge base, increase skills-sets, and enhance productivity. Continuous efforts are being taken to improve the employee capabilities by offering functional training programmes which are focused on our business imperatives. The Company ensures continuous skill and competence upgrading of all employees by providing access to necessary learning opportunities, on an equal and non-discriminatory basis. This helps in promoting employees' morale and career development through enlightened human resource interventions. For the reporting year we have conducted many training and workshops which are highlighted below:

1. Laughter Yoga
2. Nutrition Workshop
3. Art of Living
4. Ergonomics Workshop

What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

- a. Permanent Employees
- b. Permanent Women Employees
- c. Casual / Temporary / Contractual Employees
- d. Employees with Disabilities



Safety trainings form a part of mandatory trainings for all employees at JSAW. For continuous skill upgradation, we provide functional trainings to all our permanent as well as contractual employees on a regular basis. For the current reporting year, safety and skill upgradation trainings were provided to the following category of employees:

Employee category	Safety trainings	Functional trainings
Permanent employees		
Total permanent employees	5041	3536
Female	5	12
Male	5036	3524
Permanent employees with disabilities	7	26
Contractual employees		
Total contractual employees	5275	780
Female	0*	0*
Male	5275	780
Permanent employees with disabilities	1	0

* For the current reporting year, we do not have any female contractual employees at any location

Principle 4: Stakeholder Engagement

At JSAW, we are deeply committed to engaging with our internal and external stakeholders to ensure that their concerns and inputs are valued and taken into account for conducting business in a responsible and sustainable manner. We engage with diverse group of stakeholders on a regular basis to accommodate their views on various domains that can significantly affect our business. Engaging with our stakeholder also gives us new insights into issues that can help us achieve both intangible and tangible benefits.

Managing stakeholder expectations helps us to effectively identify opportunities and mitigate future risks such as financial loss, business reputation, perturbations in supply chain and non-compliances. We carry out dialogue on issues related to social, environmental, developmental and economic aspect of our business with all relevant stakeholders, especially disadvantaged communities and vulnerable and marginalized groups.

The Company has formulated a designated stakeholders' relationship committee to oversee the complaints of shareholders/ investors related to investors' grievance, including transfer of shares, non-receipt of dividends, issue of duplicate shares, etc. For evaluating customer concerns, customer satisfaction surveys are conducted on bi-annual basis and our customers can even directly approach the Company to register complaints about product related issues. We reach out to all stakeholders to make appropriate disclosures at regular intervals and take necessary steps for expeditious remedy of any of their grievances.

JSAW has identified the following group of major internal and external stakeholders

- Investors
- Employees
- Customers
- Vendors and suppliers
- Community

JSAW has recognized communities having people with reduced mobility, disability, senior citizens and expectant women as their prime stakeholders. We have emphasised on alleviating the livelihood of socio-economically disadvantaged sections of society and have made significant efforts to participate in policy discussions and facilitate better mobility options for this section of society. We also work for development of vulnerable and marginalised communities near the vicinity of our manufacturing facilities.

JSAW undertakes several programmes through 'Svayam', a think tank set up under the Sminu Jindal Charitable Trust to implement JSAW's CSR initiatives. Svayam's deep commitment towards shaping an inclusive society has shown profound impacts and has resulted in independence and restoration of dignity of people with reduced mobility.

Svayam follows a two-pronged approach towards bridging the social gap i.e. it raises awareness about the everyday challenges faced by people with reduced mobility and also carries out policy advocacy to educate policymakers towards executing accessibility solutions.

Svayam's initiatives range from enhancing accessibility of people with varied mobility needs through promotion of accessible transportation to organising behaviour change campaigns or Training of Trainer's (ToT) for people to handle children with special needs or influencing policy for infrastructure development.

Some of the key initiatives undertaken during FY 17-18 are highlighted in principle 8.

Has the company mapped its internal and external stakeholders?
Yes/N

Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

Principle 5: Human Rights

At JSAW, we ascertain that safeguarding human rights is a principal aspect which aligns with our company's vision and mission. JSAW's human rights policy aims to protect rights of the people within the Company and ensure that they are treated with dignity and respect. The Company's human rights policy is based on the principles of international human rights encompassed in the Universal Declaration of Human Rights, the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work, the United Nations Guiding Principles on Business and Human Rights and the Constitution of India. Being a progressive and mature company, JSAW is committed to identifying, preventing and mitigating adverse human rights impacts that may be caused by our business activities. Through our robust processes, such as employee grievance mechanism and supplier assessments, we have made sure that all issues and grievances of our stakeholders are resolved on priority.

As JSAW has multiple operations and subsidiaries in India and Internationally, the reporting requirements for issues pertaining to human rights differs according to the respective laws, and have in place their own human rights policies of similar nature. However, for our Indian operations, our policy on human rights extends across all subsidiaries and covers approximately 50% of our suppliers and contractors. To ensure responsible actions across the entire business, we are working towards extending human rights policies across the entire supply chain. The various clauses listed in the contractor/ supplier agreements that are required to be submitted before commencement of work at site are:

- Applicable Workmen's Compensation Insurance (WCI) policy (taken from any general insurance company), of adequate value commensurate with risk involved in the job;
- License for Labour Laws (as per Labour Contract Act of State/Central Govt., as applicable) and compliance under the Act;
- Statutory compliance under Provident Fund (PF) Act and ESI if and as applicable;
- Statutory compliance under Minimum Wages Act (State / Central Govt. as applicable);
- Statutory compliance under Payment of Wages Act;
- Child Labour is strictly prohibited under Labour laws and the contractor does not employ any child labour.

For the reporting year, we have not received any stakeholder complaints regarding any of the above.

Does the policy of the company on human rights cover only the company or extend to the Group/ Joint Ventures /Suppliers / Contractors /NGOs /Others?

How many stakeholder complaints have been received in the past financial year and what per cent were satisfactorily resolved by the management?

Principle 6: Environment

Being a responsible organization, we are conscious of our environmental performance and monitor all operations to identify activities that may adversely impact the environment.

To mitigate any possible impacts that may be caused due our operations, the Company has set up systems of checks and balances at each of our production/ operational facility. We have adopted an integrated management systems approach, which takes into account environment management systems through implementation of ISO14001:2004, Occupational health and safety through implementation of OSHAS 18001:2007 and ISO9001 for quality management.

To complement these management systems, JSAW has also formed an environment, health and safety policy and sustainability policy that provides guidance on issues related to environment management. Our sustainability policy also highlights our commitment towards various aspects of environment management. The policies are available on public domain and any changes and amendments in the same are communicated to relevant stakeholders on a regular basis.

Our Company Secretary is responsible for effective implementation of systems and procedures related to environment management across all our operations along with ensuring compliance with the commitments laid down by our policies.

JSAW's environment, health and safety policy and sustainability policy covers the Company, its subsidiaries and joint ventures firms as well as suppliers and contractors.

We are passionately work and invest in activities to manage our environmental footprint across all our plants as well as in innovations that mitigate the effects of environmental impact in the following areas:

Air Pollution Control:

Mitigation of fugitive emissions:

- Water sprinkling is carried out on a regular basis on ore stacks before handling for suppressing fugitive dust emissions. On an average, 120 kl of water is utilised on a daily basis for this purpose. Only recycled water used for sprinkling purposes;
- For reducing the air emissions in the crusher units, closed conveyor belt, dry fog system and continuous water sprinkling systems have been installed to control the fugitive dust emissions. In order to maintain water usage efficiency, regular maintenance of water spray nozzles is carried out;
- Our beneficiation plant is also based on wet process where mist water sprinkling system has been installed to control fugitive dust emissions in raw material hoppers in the beneficiation plant;
- Installation of electrostatic precipitator (ESP) has been carried out to control the emissions of particulate matter from the kiln. Nature of pellet production process is such that it generates some dust. In order to reduce the process emissions, appropriate sealing, sucking and de-dusting measures (Bag Filters) are installed.

Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/ Suppliers/Contractors/ NGOs/etc.

Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.

Water Pollution Control:

Industrial Usage:

- We ensure zero discharge of effluents from the mines and beneficiation plant. Water contained in tailing and concentrate is recovered with the help of thickener and advanced filter press technology to be reused in 'Mineral Beneficiations' process;
- The 'Iron Ore Pellet Plant' is a 'zero water is discharge' plant.

Domestic Usage:

- We have installed compact STPs in the plant area for the treatment of domestic wastewater generated from office toilets and hostels. These STPs are based on Geo Green Bio filters Bed (GBF) technology. Treated water of the STP is being completely utilized for gardening and watering the plantation area.

Noise Pollution Control:

- We ensure controlled noise in the mining area and beneficiation plant through controlled blasting by adopting processes approved by DGMS and Directorate of Explosives. Noise levels within the plant boundary are maintained within the standards of 75 dB (A) during daytime and 70 dB (A) during night time;
- Example of one such initiative is controlling noise of fan in the pellet plant through installation of vibration-damping cushion, shock absorbers and silencers for reducing noise levels. The layout of the plant and greenbelt development also helps in achieving reduced ambient noise levels.

Solid Waste Management:

- Mine: The overburden generated from the mine consists of Calcium Silicate, Calc-schist and Calc-Gneiss. Some of the overburden generated from the mine has been utilized for making roads and levelling of depressed ground within the mining area, as required. The dust collected from the ESP and multi-cyclone of pellet plant and pellet fines are also recycled back for making pellets. There is no disposal of solid waste from the pellet plant;
- Tailing from Beneficiation Unit: Advanced filter press are installed to recover tailing generated from beneficiation plant. Tailing cake in dry form is stacked in an earmarked place, and some part has been recycled to recover Ferrous and other minerals like quartzite, Calcium Silicates, Hematite, Magnetite, Goethite and Limonite.

Hazardous Waste Management:

- We ensure that no hazardous waste is generated during mining and mineral beneficiation except used oil, that is generated from machineries and equipment. The waste oil generated from these processes is further utilised for lubrication in chains, stacker and conveyor for raw materials transportation;
- Solid waste empty /contaminated drums are reused to store used oil generated from plant equipment and remaining quantity is disposed an authorized recycler.

Energy Conservation:

- We have taken a company-wide initiative of solar panels and solar lights installation for conserving solar energy. Installation of solar light in haul road site and mine weigh bridges has resulted in reduction of electricity consumption by a considerable amount.



Energy conservation initiatives at Bhilwara plant

Energy saving have been achieved through installation of Solar Energy panels and energy efficient LED lights. A substantial amount of energy was saved through process optimization, improvement of efficiency of process equipment and maintenance of power factor of (PF) of 0.99 in Grid Sub Stations. Key energy saving initiatives taken at the plants are:

- Installation of 9 kW solar system resulting in savings of INR 1.2 Lakh per year
- Installation of 510 energy efficient LED lights resulting in savings of INR 14.5 Lakh per year
- Achieving savings of INR 260 Lakh per year through maintaining PF 0.99 in GSS and improving equipment efficiency
- Achieving saving of INR 10.8 Lakh per annum through Installation of one Intelligent Flow Control (IFC) for air compressor system in pellet area by savings of 1200 kWh/ month

Various process modifications such as altering process circuit and optimizing pump ratings were carried out in the beneficiation plant for achieving energy savings:

- Switching to more efficient slurry pump (from 160 kW to 110 kW) in one of the ball mills resulted in energy savings of 2,40,000 kWh/year corresponding to monitory saving of INR 18 Lakh per year;
- Modification in magnet circuit installation of two cleaner magnets in Line-1 magnet circuit resulted in energy savings of 3,29,472 kWh/year and monitory savings of approximately INR 2.62 Lakh per year;
- Savings of INR 2.62 Lakh was achieved through removal of thickener flush water pump from the circuit by providing water from existing process water circuit and achieving energy savings of 35,040 kWh/year.



Installation of Intelligent Flow Control (IFC) in Compressed Air

Air Intelligent Flow Control (IFC) system has been installed at pellet plant's compressed air main header pipeline. The IFC operate at intermediate point of the compressed air system, i.e., on the downstream of the filter/dryer/receiver and on the upstream of main piping distribution system. This creates a differential pressure across the stream which isolates the compressor from demand side fluctuations. Thus, by providing air at controlled differential at an optimum pressure to the plant, the mass of air consumed by pneumatic equipment is less which results in reduction in energy consumption by air compressor.

The benefits achieved by the installation of IFC are:

- 8-9% energy savings in compressed air
- Savings of INR 10.08 Lakh per year

Green Belt Development:

JSAW is committed to ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agro-forestry, conservation of natural resources and maintaining quality of air, water and soil. We provide full support and sponsor maintenance of all parks and drainage cleaning, etc., to the Municipal Council in Bhilwara.

Green belt development and plantation is given utmost importance. In FY 17-18, the Company has carried out plantation of more of 11,500 trees of various species within and outside the Bhilwara plant premises and regularly carries out watering, fencing and uses appropriate pesticides for their growth.

ISO14001 and OHSAS18001 standards to maintain high levels of environmental and safety management have been implemented at all of our operational sites. These management systems serve as a guiding document to identify and assess potential environmental as well as health and safety risks. The risk register and other related documentation are maintained as per the requirements of the standards and are monitored on a regular basis.

A waste heat recovery plant of 30 MW capacity was installed under the Clean Development Mechanism (CDM) to recover waste heat from the coke oven plant to be utilised as energy. The project is functional as an energy conservation initiative but the carbon credits are not being claimed under the CDM.

The objective of this project is to tap the heat from the flue gas exhausted at 260°C through the chimney to be utilised in the cultivation furnaces / driers operating at 55°C.

We have been carrying out pellet production from the Magnetite ore which has resulted in optimum utilization of coal, maintaining burner efficiency, stable operation, higher production rate and high plant availability, per ton of pellet production.

Does the company identify and assess potential environmental risks? Y/N

Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

Energy consumption in the pellet production plant has reduced continuously in the In the last three years.

Year	Energy Consumption (kCal/ton)
FY 15-16	1,51,356
FY 16-17	1,49,157
FY 17-18	1,44,335

During the pellet production process from magnetite concentrate, about 40% less energy is required, compared to pellets produced from Hematite Iron Ore as the reaction of Magnetite oxidation to Hematite is exothermic in nature, about 40% energy is supplied through internal reactions.

This also results in reduction in carbon dioxide emissions by about 40% compared to Hematite pellets and 80% as compared to sintering process.

Being an environmentally conscious company, JSAW not only maintains strict adherence to compliance levels set by CPCB / SPCBs, but also tries to over achieve the performance levels wherever possible. We also invest in research to find innovative solutions to reduce emissions, recycle and reuse waste and achieve water use optimization to create maximum value for the Company through achieving cost efficiencies. Therefore, while meeting these permissible limits is important for us, what is more important is to continuously improve our own threshold limits.

JSAW conducts its business as per the law of the land; however, in the last few years, we have received some legal notices. Necessary steps are being taken to rectify the issues raised.

We have not received any legal/ show cause notices from SPCB or CPCB in the current reporting year. From a total of 26 cases accumulated from the previous years, in FY 17-18, 2 cases have been closed successfully and necessary action is being taken to resolve remaining 24 cases, through deliberations with the concerned authorities.

Are Emissions/Waste generated by the company within the permissible limits for the financial year being reported?

Number of show cause/ legal notices received from CPCB/ SPCB which are pending (i.e., not resolved to satisfaction) as on end of FY.



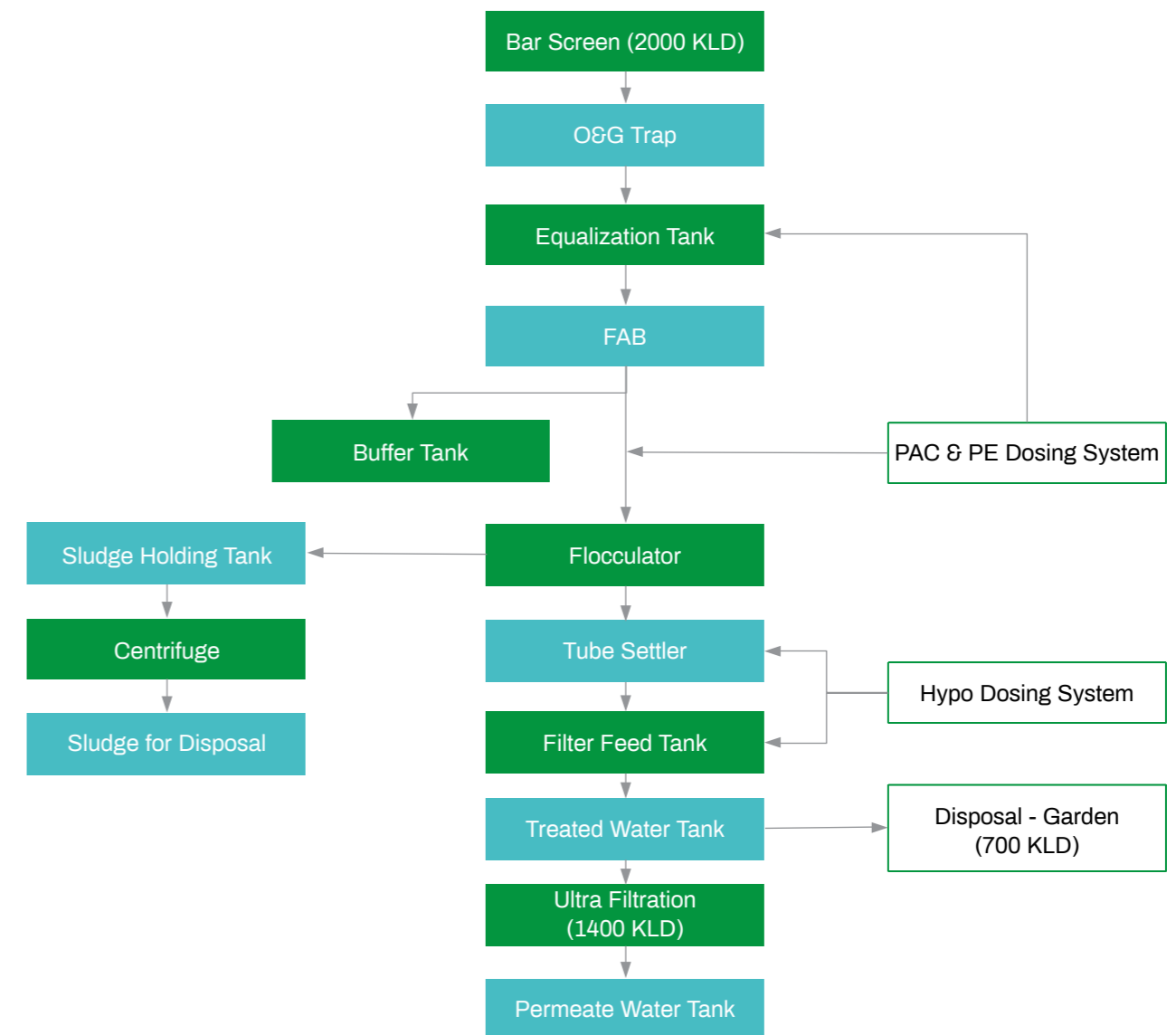
Water recovery through installation of Fluidised Aerobic Bio-Reactor (FAB) STP of 2MLD capacity

Background

A 2MLD capacity STP was installed in JSAW's Samahgoga plant for treatment of sewage from the plant, worker's colony and employee colony. The previous STP system was designed for a 500 m³/day capacity and was unable to accommodate the needs of the increasing colony strength. Hence, the new installed zero discharge STP system serves as a centralized sewage system which is used for plant operation (1000 m³/day) through ultra-filtration and for gardening purposes (500 m³/day). The total project budget for setting up of 2 MLD STP is INR 400 Lakh. The inlet raw sewage will be collected from:

- Family colony: 500 m³/day
- Total Samahgoga Plant: 500 m³/day
- Worker Colony: 500 m³/day
- Additional requirements: 500 m³/day

STP Process Used



Salient Features of FAB type STP

Small space requirements

The FAB based plants occupy less space and are more manageable as compared to conventional activated sludge based STP.

Lower operating power requirements

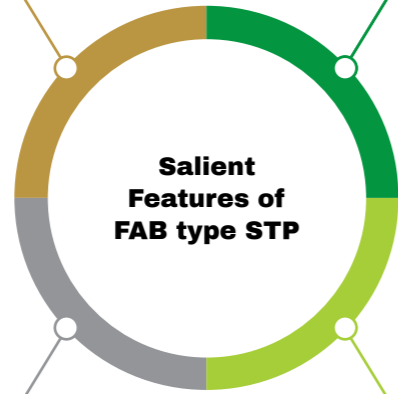
The system utilizes aeration tanks of much smaller size, thereby reducing overall power consumption. Also, since the depth of the bio-reactor is more, efficient transfer of oxygen takes place thereby reducing power consumption.

Low temperature-sustaining capability

One of the key requirements for an efficient STP process is to operate in low temperatures. The conventional system is extremely susceptible to low temperatures and inhibits biological treatment. In the FAB system, continuous aeration and great turbulence prevent freezing of the bio-reactor.

Simplicity in operation and maintenance

The system has fewer components and fewer hindrances, giving an advantage of continuous running of the bio-reactor under fluctuating conditions. Since the bio-reactor is self-sustaining and does not require recycling of biomass, a lesser analytical load is observed.



Principle 7: Advocacy And Public Policy

JSAW believes that it is important to engage with government and regulatory bodies on matters concerning the sectors in which the company operates. The engagement with government and regulatory authorities is guided by our principles of transparency, integrity and responsible stakeholder management.

Only authorised personnel are allowed to engage in such dialogue on behalf of the company and while doing so, the company ensures that no attempt of influence is made to obtain a favourable decision.

JSAW actively participates in various industry and business associations. We are a member of the following industry bodies:

- International Pipe Line & Offshore Contractors Association (IPLOCA);
- Confederation of Indian Industry (CII);
- Australian Pipelines & Gas Association (APGA), Australia;
- Indian Chamber of Commerce & Industry (ICCI);
- Associated Chambers of Commerce and Industry of India (ASSOCHAM);
- PHD Chamber of Commerce and Industry (PHDCCI).

Being one of the biggest players in the industry, JSAW's views are often sought by the government on policy formulation and other matters. When invited to participate in the policy dialogues, the Company voices its opinion on what is best for the industry and does so in a responsible manner at both national and international levels.

We have advocated and engaged extensively in policy dialogue for making places of public interest more accessible for people with reduced mobility. A testimony of the efforts in this direction includes:

- Changes made to physical infrastructure in and around the monuments in Fatehpur Sikri, Qutub Minar, etc.;
- Including aspects in the Building Code that enables people with reduced mobility to ensure easy access to built-environment in the country;
- Consultations with Municipal Corporations to make places of public interest more accessible for all.

Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with?

Have you advocated/ lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad



Principle 8: Inclusive Growth And Equitable Development

JSAW's corporate social responsibility policy is approved by the board and ensures all business activities are carried out in a manner that safe-guards interests of all stakeholders. Company's CSR activities are driven by the core value of Inclusion. Jindal SAW ensures that all developmental activities/ initiatives undertaken are accessible to the most marginalized segments such as children, women, elderly and those with disabilities. This would reflect particularly in the field of education, healthcare, sanitation, community welfare, skill development, employment generation, infrastructure development, promotion of national heritage and culture, etc. All our CSR activities are carried out through 'Svayam', a think tank set up under the Sminu Jindal Charitable Trust

A formal grievance redressal system ensures that all stakeholder concerns are resolved in a responsible and timely manner.

We are deeply committed to inclusive growth and development and have also taken initiatives in this sphere, providing equitable access of resources to the underprivileged and maintaining a harmonious equation with the ecosystem that we thrive in. JSAW has recognised 'Accessibility' as its prime area of focus for carrying out its CSR activities and following initiatives were taken in FY 17-18 towards the same cause.

- Promotion of Accessible Transportation: As part of promoting accessible transportation to people with reduced mobility, Svayam, donated a total of 10 wheelchair accessible vehicles to needy stakeholders. This resulted in children with disabilities being able to reach their schools safely, comfortably and with dignity.
- National Consultation Meet On Safe and Dignified Air Travel: Svayam organized a 'National Meeting of Stakeholders' in New Delhi to seek ideas and suggestions for improving air travel experiences of persons with disabilities and those with reduced mobility.
- Recommendations to Telecom Regulatory Authority of India (TRAI) on Making ICT Accessible for Persons with Disabilities: On 20th December 2017, TRAI issued a Consultation Paper on 'Making ICT Accessible for Persons with Disabilities'. Different stakeholders were requested to send their comments and provide recommendations. Svayam, being a leading accessibility rights organization, was on the forefront in submitting its comments and recommendations, as well as counter comments which were highly appreciated by TRAI.

In recognition of these efforts, Svayam Founder-Chairperson, and MD, Jindal SAW Ltd. Ms. Sminu Jindal was awarded as one of the "Top Women Achievers of the Year-2017" by Asia One Magazine in Mumbai

The Company conducts its own initiatives through Svayam to enable people with reduced mobility to move with dignity. We also conduct numerous development projects directly in the vicinity of our manufacturing locations.

JSAW is also committed to support the O P Jindal Trust, under which, various educational institutes have been set up.

While the Company has not initiated impact assessment of its initiatives yet, Svayam's work in the area of enabling people with reduced mobility was recognised by the Times of India Social Impact Awards for 2 consecutive years; 2011 and 2012.

Does the company have specific programmes / initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof.

Are the programmes /projects undertaken through in-house team/ own foundation/ external NGO/ government structures/ any other organization?

Have you done any impact assessment of your initiative?

In FY 17-18, the Company has spent an amount of INR 32.15 Cr. on its community development initiatives across all plant and corporate level.

Details of projects are provided in Annexure-1 of the Annual Report on Page #24.

Combined efforts of Svayam and the Archaeological Survey of India (ASI) were recognised when the Fatehpur Sikri group of monuments in Agra bagged the prestigious National Tourism Award 2011-12 for "the best maintained and disabled-friendly monument". The award was presented by the then President of India, Shri Pranab Mukherjee and presided over by Minister of State for Tourism Shri K. Chiranjeevi.

Svayam conducted an access audit of Fatehpur Sikri and shared the access strategies with ASI to make the heritage site inclusive and welcoming for everybody while addressing different demographic needs. ASI implemented the audit recommendations with Svayam guiding them through the entire process. Access provisions like ramps, signage, accessible toilet units, accessible ticket counters, dedicated parking facility, defined access route, etc. makes the heritage site of Fatehpur Sikri a disabled-friendly monument.

Svayam has also contributed to the development of "Harmonized Guidelines & Space Standards for Barrier Free Built Environment for Persons with Disabilities & Elderly Persons" (Ministry of Urban Development, Govt. of India, issued in Feb 2016) – These guidelines have now been made enforceable in the "Rights of Persons with Disabilities Rules 2017" for the purposes of built environment.

Svayam has also contributed in developing the standards on accessibility in built environment and has provided substantial inputs for the concerned section in the National Building Code 2016 (part III). This has become a reference point for the entire country to ensure easy access for people with mobility issues in buildings across the country.

What is your company's direct contribution to community development projects-

Amount in INR and the details of the projects undertaken

Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

JSAW
at a Glance

Our Sustainable
Development Journey

Our Contribution to the
Sustainable Development Goals

Business
Responsibility Report

The Road
Ahead

Enabling people with reduced mobility

Corporate Social Responsibility (CSR) drives JSAW, and we take every opportunity to increase our share of intangible assets by creating positive value for the society, whom we operate with. By integrating the needs of the communities into our everyday operations, JSAW not only secures financial gains but also gains confidence of stakeholders. For JSAW, CSR is a new realm of investment which is completely embedded into the corporate strategy. It is with this philosophy that 'Svayam' a Trust supported by JSAW was set up to undertake the Company's CSR initiatives. Svayam follows a two-pronged approach in which it not only raises awareness about the everyday barriers faced by the people with reduced mobility, but also moulds opinion of policymakers towards executing accessibility solutions.

Key CSR initiatives during FY17-18

1. Promotion of accessible transportation

Project Background

1. Accessible transport helps people to feel empowered as they can make their own life choices with freedom of movement.;
2. Accessible transportation in schools is also equally important to enable children with disabilities to attend schools;
3. As part of its ongoing campaign to promote accessible transportation for people with reduced mobility, Svayam, donated a total of 10 wheelchair accessible vehicles to needy stakeholders.

Impact Created

Children with disabilities are able to reach their schools safely, comfortably and with dignity

2. Awareness Generation on Accessibility

Project Background

1. To raise awareness about universal design and accessibility amongst the youth, Svayam provided internship opportunities to final year students of the PGDM program of the Bharatiya Vidya Bhavan's Usha and Lakshmi Mittal Institute of Management, New Delhi.;
2. A total of 16 students attended the internship programme and were exposed to the subjects of accessibility and universal design and the process for conducting access audits.

Impact Created

Enhanced knowledge amongst the students



3. National Consultation Meet on Safe and Dignified Air Travel

Project Background

1. Svayam organized a 'National Meeting of Stakeholders' in New Delhi to seek ideas and suggestions for improving air travel experiences of persons with disabilities and those with reduced mobility.;
2. The Meet was attended by user groups, disability/accessibility NGOs and activists from across the country;
3. The final recommendations were submitted to Shri Thawar Chand Gehlot, Hon'ble Minister of Social Justice and Empowerment and Civil Aviation Ministry.

Impact Created

The recommendations will bring significant changes in existing rules regarding differently abled people in air travel

4. Recommendations to TRAI on Making ICT Accessible for Persons with Disabilities

Project Background

1. On 20th December 2017, TRAI issued a consultation paper on 'Making ICT Accessible for Persons with Disabilities'.;
2. Different stakeholders were requested to send their comments and provide recommendations.;
3. Svayam, being a leading accessibility rights organization, was on the forefront in submitting its comments and recommendations, as well as counter comments which were highly appreciated by TRAI.

Impact Created

Suggestions made by Svayam found place in the final recommendation released by TRAI and will digitally empower people with different disabilities

Mukhyamantri Jal Swavlamban Abhiyan (MJSA)

With a vision to find long-term solution for a water-sustainable Rajasthan, CM Vasundhara Rajee announced her most ambitious scheme "Mukhyamantri Jal Swavlamban Abhiyan (MJSA) to conserve and harvest rain water and make villages self-reliant during drought periods. JSAW Bhilwara has been significantly contributing in this scheme every year and is actively undertaking projects to ensure equitable water conservation and management.



Principle 9: Customer Engagement

Customer loyalty, retention and their satisfaction is extremely vital for JSAW's business expansion and long term success. The company subscribes to an integrated customer engagement policy that recognizes customers as central part to the business and they must be provided with services and products of best quality that are in compliance with all applicable national and international standards. JSAW regularly engages with its customers to receive their feedback and to understand their concerns and satisfaction levels related to our products and services. Customer satisfaction surveys are undertaken on a half yearly basis, and the results of the same are disclosed to the concerned departments to evaluate and improve on the issues reported in the surveys. JSAW has a formal and well-defined process in place for addressing customer grievances. Complaints can be filed through social media or our specified contact details listed on the website. Dedicated teams analyse the nature of complaints and resolve them expeditiously by sharing timely resolutions.

At JSAW, we do not compromise on the quality of our products and take every step to provide our customers with the best quality services. Our products are hallmarks of quality across the country and are fully compliant with all the necessary national and international standards. Therefore, for the reporting year we have not received any customer complaints related to our products and services. However, if and when a complaint is registered, we ensure that they are resolved and closed immediately.

Over the last five years, we had received 2 complaints in FY 15-16, which were resolved and closed immediately and currently, there are no cases pending.

JSAW's products comply with all requisite codes, specifications and industry regulations relevant to its business. All products manufactured by the company fully comply with the statutory safety norms of the country. Our products such as pipes, tubes, pellets, and iron fittings consists of all sorts of necessary labelling and come along with complete product information and specifications. The product information manuals and documents details out all relevant information and cater to every need of the customers. In some cases, additional customer requirements are also added.

For the reporting year, there were 'Zero' cases filed by our stakeholders against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and hence there are no cases of pendency.

Customer satisfaction is of paramount importance to the Company. Customer satisfaction surveys are undertaken bi-annually and the results are disclosed to relevant department to analyse the nature of complaints and to identify the measures for improvement. For the current reporting year, our customer satisfaction survey shows a score of approximately 9 on a scale of 10. We have maintained this score for the last three years which showcases our dedication to cater to the needs of our customers and addressing their requirements and concerns.

What percentage of customer complaints/ consumer cases is pending as on the end of five years?

Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. / Remarks (additional information)

Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last 5 years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

Did your company carry out any consumer survey/ consumer satisfaction trends?







The Road Ahead

Being a responsible leader in the sector, Jindal Saw Limited is committed to make a positive difference in the lives of our stakeholders and ensures that sustainability remains embedded across our entire value chain. This is prominently reflected through our various sustainability initiatives disclosed in this Business Responsibility Report. While these are just some of the examples showcasing our sustainability performance, we feel that there is still a long way to go. In the coming years, we plan to emerge as a dynamic, innovative and environmentally responsible player in the market place. To achieve this, we are in the process of drawing up a comprehensive plan for years ahead and further strengthen our sustainability focus within our operations. We strongly believe in the Global Sustainable Development Goals (SDGs) agenda and aim to firmly anchor it in all parts of our company and business strategy.





We solicit your feedback

How do you like this Report? What more would you like to see in our next Report? Would you have any specific suggestion to improve our disclosure?

Please share your feedback to:

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Company Secretary and Leader, Business Responsibility

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