

Business Responsibility
REPORT 2018-19



**Accessible
and inclusive
growth**



JINDAL SAW LTD.
TOTAL PIPE SOLUTIONS



Table of Contents

List Of Abbreviations	4
Message from Group Chief Executive Officer & Whole-Time Director	6
Message from Business Responsibility Leader	7
Jindal Saw Limited's Highlights for 2018-19	8
Continuing our Journey on Sustainable Development	10
Our Contribution Towards Sustainable Development Goals	14
Business Responsibility Report	16
Section A: General Information about the Company	16
Section B: Financial Details of the Company	18
Section C: Other Details	18
Section D: BR Information	19
Section E: Principle-wise Performance	21
Principle 1: Business Ethics, Transparency & Accountability	21
Principle 2: Product Responsibility	23
Principle 3: Employee Wellbeing	27
Principle 4: Stakeholder Engagement	29
Principle 5: Human Rights	30
Principle 6: Environment	31
Principle 7: Advocacy & Public Policy	38
Principle 8: Inclusive Growth & Equitable Development	39
Principle 9: Customer Engagement	43
The Road Ahead	44

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
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
TPH	Tons per Hour
WCI	Workmen's Compensation Insurance
WRAS	Water Regulations Advisory Scheme





Message from Group Chief Executive Officer & Whole-Time Director



Neeraj Kumar

Dear Stakeholders,

Continuing our commitment to sustainable development, I am delighted to share our 3rd Business Responsibility Report for Jindal Saw Limited. As per the SEBI's Listing Obligations and Disclosure Requirements under Regulation 34(2)(f) for top 500 companies by market capitalization, we have committed to disclose our environmental and social performance.

Being a responsible organization and one of the market leaders in the sector of pipe manufacturing, we have incorporated the principles of sustainability within our values and core business agenda. Our values guide us to continuously innovate and improve our performance on all parameters, while conducting business in an efficient and responsible manner. With this in mind, our activities and their environmental and social impacts are monitored to ensure value creation for our stakeholders.

In the current reporting year, we have focused on socio-economic development and the conservation of natural resources and this has led to the implementation of initiatives aimed at women empowerment, improved livelihoods, energy conservation and I am happy to say that these have generated significant intangible value.

As one of India's leading manufacturers of pipe, we are geared to meet the growing regulatory and natural resource related challenges by establishing physical, social, cultural and economic aspirations. Our focus is on environmental-friendly development, which would enable our commitment to conserving resources, creating innovative products and solutions and implementing projects that will benefit our business, the environment and society.

I am proud to share glimpses of our sustainability journey this year and am excited by the opportunities that lie ahead. We will continue to invest our time and resources for attaining responsible growth keeping in mind the interests of all the stakeholders and contributing to nation-building.

Thanking You,

Neeraj Kumar

Group Chief Executive Officer & Whole-time Director

Message from Business Responsibility Leader



Sunil K Jain

Dear Stakeholders,

'Change is the only constant thing in the world', and we, as an organization have, and continue to adapt to changing market conditions and business scenarios. It is our capability to adapt to any economic, environmental or social change that has allowed us to achieve responsible and sustained growth. As part of our responsible conduct, it gives me pleasure to disclose, through our 3rd Business Responsibility Report, our corporate responsibility policies and initiatives. Similar to our operations, we have followed the principal of transparency, accountability and responsibility in our disclosures.

Our vision of creating prosperity for our stakeholders through sound governance, innovation and implementation of sustainable practices, has continuously guided us to overcome various economic and regulatory challenges over the last decade. This has allowed us to emerge as one of the leading companies in our sector. Our robust corporate governance framework has been a constant guide for us in developing and implementing accessible and inclusive strategies for livelihood, community and environment.

Our repository of knowledge in the form of human capital has helped us to adopt innovative products and processes to enter newer markets and industries, in addition to providing significant financial outcomes. The processes have allowed us to reduce our dependency on virgin raw material, while ensuring sustainability of our operations and minimizing our environmental impact.

It is with this sentiment that I would like to thank all our stakeholders for putting their trust in us, enabling us to manage the Company in a responsible manner. We hope to receive your continued support in committing to our core values, ensuring that we maintain our growth journey of a responsible market leader. I would also like to re-emphasize that JSAW will remain committed to core values of accessibility and inclusion for developing sustainably.

Yours sincerely,

Sunil K Jain

Company Secretary and Leader, Business Responsibility



Jindal Saw Limited's Highlights for 2018-19



63,969 m³

Reduction in fresh water consumption

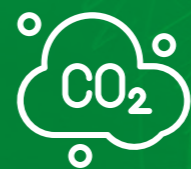


Accessibility audits for national elections and areas of public interest to increase mobility



40%

Reduction in CO₂ emissions in pellet manufacturing process



Zero

Complaints filed against ethical misconduct in the past five years



Zero

Liquid discharge of effluent from mining and plant area in Bhilwara



1,780

LED lighting solution added/changed for energy efficiency, since 2015



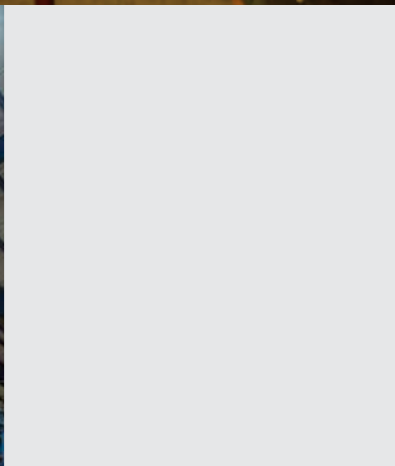
INR 63 lakh

Saved due to energy demand forecasting and power purchase through IEX





Continuing our journey on Sustainable Development



Jindal Saw Limited (JSAW) was incorporated in 1984 as a part of now \$ 22 billion O P Jindal Group. Conceived under the leadership of Shri P.R, Jindal, we are a manufacturer of Submerged Arc Welded (SAW) Pipes of varied sizes and types used in applications like energy transportation, industrial processes and water transportation. JSAW started its operations with a single product and location, it has since expanded to a \$1 billion conglomerate with presence in India, USA, Europe and the Middle East. The Company's business model was built on the vision of responsible management and sustainable practices. The commitment towards responsible business has enabled JSAW to emerge as a leader in the pipe manufacturing market.

Since the inception of its first manufacturing plant in Kosi Kalan, Uttar Pradesh, India, the Company has committed to the philosophy of 'Sustainable Value Creation'. The Company's growth has been supported by its commitments to environmental stewardship, social responsibility, employee well-being, customer first mentality and an unwavering focus on quality and innovation. Our manufacturing facilities while being compliant to the various environmental and social regulatory systems, have been designed to reduce environmental impacts and improve resource efficiency. JSAW's development approach has incorporated the principles of 'triple bottom-line' in pursuit of a holistic strategy. This approach has allowed the Company to constantly increase its intangible assets in the form of human, social and natural capital.

The Company's principle of transparency has ensured that every aspect of the financial, environmental and social performance is disclosed to all the stakeholders. The Company uses formal and informal means of communication to disclose, on regular basis, its environmental and social performance, impacts and opportunities. In addition to this, the Company uses SEBI's mandated Business Responsibility Report (BRR), as a tool to communicate achievements and progress on non-financial parameters. The Company has been doing so since the mandate started in 2015 and supports the reporting requirements to exemplify its initiatives towards nurturing its intangible value.





Over the past three decades, JSAW has taken definitive steps towards building intangible value:

- Achieved a rating of Basel II, along with a sound credit profile while establishing a \$1 billion conglomerate;
- Since inception in 1984 as a single product manufacturer, diversified product and business portfolio to spread plant locations across India, USA, Europe and Middle-East;
- Devised novel and ground-breaking products and solutions;
- With commitment towards 'Human Capital' infused employee wellbeing and development in core business through significant investments;
- 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 Bhilwara town, raw material conservation through magnetite iron ore production, heat recovery plant, extensive green belt development, development of housing & medical centres around manufacturing facilities, and various other initiatives.

Continuing our Business Responsibility Reporting journey, we are happy to present our third annual BRR for the reporting period 1st April 2018 to 31st March 2019. For future proofing business, JSAW's aim is to stay committed to the 2030 agenda for achieving the UN Sustainable Development Goals (SDGs or the 'Global Goals') by aligning our business activities and strategies to meet these targets.





Our contribution towards Sustainable Development Goals



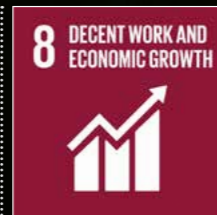
- Donation to Kaneya Kelvani under CSR activity for activities for women empowerment



- Establishment of Sewage treatment plants of varying capacities at operational sites to reduce domestic effluent discharge
- Increase in water use efficiency at manufacturing plants through process modification



- Reduced energy consumption by 40% from production of pellet from magnetite concentrate
- Installation of energy efficient LEDs, in addition to 45 KW solar panels



- Undertook vendor development initiatives for local procurement
- Trainings for knowledge enhancement for employees
- Policies for protection of labour rights for company and it's vendors



- Innovative process modification for increasing ore concentrate
- Infrastructural and residential support for employees near the mining areas



- Through Svayam, undertook community initiatives for people with reduced mobility
- Provided rain water harvest trainings to underprivileged communities for making them self-reliant during draughts



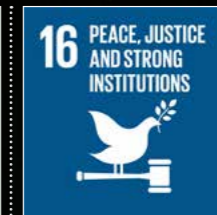
- Product and process innovation for increasing product use lifecycle, in addition to reducing customer material requirement
- Responsible disposal and reuse of by-products in manufacturing process



- Through process modification, have reduced the GHG emissions manufacturing process level
- Increased water use efficiency for manufacturing processes



- Conducted afforestation and maintenance of more than 4,000 saplings in the reporting year



- Extended our human rights policies to entire joint ventures, subsidiaries and to almost 50% contractors and suppliers



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



Business Responsibility Report

Section A:

General Information about the Company

1.	Corporate Identity Number (CIN) of the Company	L27104UP1984PLC023979
2.	Name of the Company	Jindal Saw Limited
3.	Registered address	A-1, UPSIDC Industrial Area, Nandgaon Road, Kosi Kalan, Mathura – 281403
4.	Website	www.jindalsaw.com
5.	E-mail id	investors@jindalsaw.com
6.	Financial Year reported	1 st April, 2018 to 31 st March, 2019
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	<ul style="list-style-type: none"> • Manufacture of tube and tube fittings of basic iron and steel (Code 24106 of National Industrial Classification 2008, Government of India) • Mining of Iron ore, beneficiation and pellet production (Code 07100 of National Industrial Classification 2008, Government of India)
8.	List key products/services that the Company manufactures/provides (as in balance sheet)	<ul style="list-style-type: none"> • Saw Pipes (LSAW/HSAW) • DI Pipes and fittings • Seamless Pipes • Pellets

9.	Total number of locations where business activity is undertaken by the Company	
a.	Number of International Locations (Provide details of major 3)	<ul style="list-style-type: none"> • Abu Dhabi, UAE • Baytown, Texas, USA • Minneapolis, Minnesota, USA
b.	Number of National Locations	<ul style="list-style-type: none"> • Bellary, Karnataka • Bhilwara, Rajasthan • Kosi Kalan, Uttar Pradesh • Nasik, Maharashtra • Nanakapaya & Samaghogha, Mundra Gujarat
10.	Markets served by the Company –Local/State/National/International	Pan India & Global

Section B:
Financial Details of the Company

1.	Paid up Capital (INR)	63.95 Crores
2.	Total Turnover (INR)	10,050.59 Crores
3.	Total profit after taxes (INR)	500.07 Crores
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	JSAW, in FY2018-19 spent INR 10.75 Crores on CSR activities which is 2.14 % of profit after tax
5.	List of activities in which expenditure in 4 above has been incurred	<ul style="list-style-type: none"> Promoting education, including special education and employment enhancing vocation skills Rural development projects Women empowerment Contribution to the Prime Minister's National Relief Fund or any other fund set for socio-economic development Measures for the benefit of armed forces veterans, war widows and their dependents

Section C:
Other Details

1.	Does the Company have any Subsidiary Company/ Companies	<p>Yes, as of 31st March 2019, the Company has 26 subsidiary companies.</p> <ol style="list-style-type: none"> Jindal ITF Limited IUP Jindal Metals & Alloys Limited S.V. Trading Limited Quality Iron and Steel Limited Ralael Holdings Limited Jindal Saw Holdings FZE Greenray Holdings Limited Jindal Tubular (India) Ltd. Jindal Quality Tubular Limited JITF Shipyards Limited Jindal Intellicom Limited iCom Analytics Limited Jindal Intellicom, LLC Jindal Saw Gulf L.L.C. World Transload & Logistics LLC 5101 Boone LLP Tube Technologies INC Jindal Saw USA, LLC Jindal Saw Italia S.P.A. Jindal Saw Middle East FZC Derwent Sand SARL Helical Anchors INC Boone Real Property Holding LLC Drill Pipe International LLC Jindal International FZE Sulog Transshipment Services Limited
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., they align themselves to the applicable law of the land.

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%]	JSAW works very closely with its suppliers, distributors, agents, etc. and is working towards extending business responsibility.
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Section D:
BR Information

- Details of Director/Directors responsible for BR
 - 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
 - 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

2. Principle-wise (as per NVGs) BR policy/policies

a. Details of compliance

Table 1 Principle wise BR Policies

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
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national / international standards? If yes, specify?	Policies have been formulated considering 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
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
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

b. If answer to the question at (a) against any principle, is 'No', please explain why:

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

3. Governance related to BR

a.	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 FY2018-2019, is JSL's third report. The efficacy of governance process is reviewed once in 3-6 months.
b.	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	<p>The Company has not yet published a sustainability report. However, we intend to expand our scope of reporting over the coming years.</p> <p>JSAW has been publishing annual BR Report since FY2016-17. The reports can be viewed at:</p> <p>FY2016-17: http://www.jindalsaw.com/pdf/brr-report-final.pdf</p> <p>FY2017-18: http://www.jindalsaw.com/pdf/Jindal-SAW_Final-web-single-page.pdf</p>

Section E: Principle-wise Performance

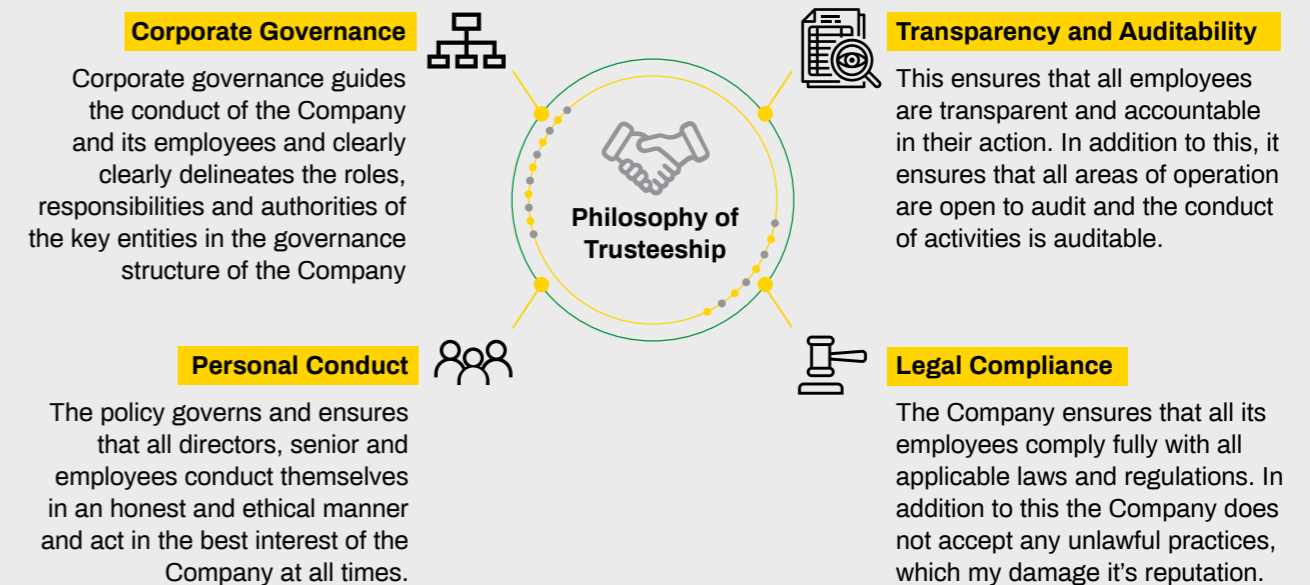
Principle 1: Business Ethics, Transparency & Accountability



At JSAW, responsible business practices are ensured by our well-defined policies on ethics, acceptable conduct and transparency. Our core value underlying the corporate philosophy is "trusteeship". We believe this organization has been handed to us by the various stakeholders in "trust" and we as professionals are the "trustees" of these stakeholders. It is therefore our responsibility to ensure that the organization is managed in a manner that protects and furthers the interests of our stakeholders.



Key elements of JSAW's Code of Conduct Policy



At JSAW, the policy for code of conduct is applicable to all the employees of the Company, including the senior management and directors.



At JSAW, ethical and accountable conduct is of the utmost importance to our values. To ensure this we have effective implementation and governance mechanisms in place, which are not only applicable to our employees, but extend to more than 50% of our contractors and suppliers.



The code of conduct is also covered in all contractual agreements that are signed with the Company's suppliers and contractors.

The Company's subsidiaries and joint venture companies have in place their own transparency, ethics and accountability policies in place. The Company aims to extend coverage of ethical, transparent and accountable conduct across its value chain.

JSAW's 'Whistle Blower Policy' has robust mechanisms for addressing issues, concerns and complaints. However, in the last 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 financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so



Principle 2: Product Responsibility



At JSAW, environmental and social concerns are integrated into the sourcing, manufacturing and end-of-life of our products. We are committed to meeting and exceeding all the necessary requirements for sustainable consumption and production of our products and related activities and processes. Our sustainability policy deals with optimum resource utilization such as energy, water, raw materials, etc. of our products. The sustainability policy also ensures, the manufacturing of our products in harmony with the environment and socially responsible manner.



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

The Company has incorporated interventions for environmental sustainability within the process design to reduce the product's environmental footprint. The Company encourages the use of alternative raw materials, in addition to recycling of waste and optimization of processes within the plant. Some of the examples of process optimization are:

- JSAW, by using a unique design innovation in manufacturing, has developed 'Double Chamber Pipe'. The state-of-the-art manufacturing process enhances tensile strength and durability of the pipe, while reducing customer's consumption of resources for building and construction activities. The double chamber pipe makes the use of Thrust blocks at bends and curves redundant, saving the land from contamination due to construction activity, while providing savings in construction cost;
- The Ductile Iron pipes (DI pipes), need coating for rust protection and elongated life of pipes. JSAW uses lining and coating material that has been certified as per the UK Standard Water Regulations Advisory Scheme (WRAS). 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. WRAS mark while showcases the conformance of DI pipes also ensures that water flowing through our pipes will not get contaminated on account of the inner lining of the pipes;
- JSAW's DI pipes and fittings are designed to be environmentally responsible, as the larger inside diameter of pipes, leads to reduced usage of energy to pump fluids, in comparison to pipes made of other materials;
- Design interventions and process optimization in the manufacturing of DI pipes aids in increasing the life of the product. JSAW's DI pipes have an estimated life of 100 years owing to its wall thickness and corrosion control properties. This longevity of DI pipes ensures that the product remains in the system for a longer period of time and thus reducing the need for replacing with new products;
- Ductile iron pipes are impermeable to organic contaminants and are therefore able to protect clean water from underground spills.

The Company is dedicated towards increasing the efficiency of every process to reduce consumption of raw material, in addition to reducing environmental footprint. The nature of business means that the products are energy and resource intensive, but the Company has undertaken measures for increasing resource efficiency.

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 AT BHILWARA

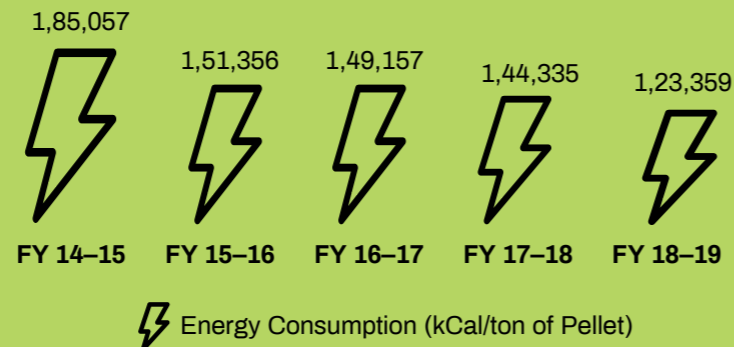
The Company-wide initiatives in product design and development has enabled reduction in energy, water and material consumption. JSAW has undertaken several resource efficiency measures at its Bhilwara plant, which has enabled the Company to reduce its environmental footprint.

Energy Consumption

The Bhilwara plant is upgrading Iron Ore (ROM) from about 20% - 40% Fe content to Concentrate of 65 - 67% Fe by way of primarily magnetic separation and other beneficiation methods as the Ore is mostly magnetite. The magnetite concentrate, thus produced, is being used for manufacturing of iron ore pellets. During the pellet production from magnetite concentrate, about 40% less energy is required compared to pellets produced from hematite iron ore as the reaction is exothermic in nature.

Energy consumption per ton of Pellet has been reduced by 33% during last 5 years continuously by proper selection of coal blend, optimum utilization of coal, burner efficiency, consistence & stable operation, higher production rate and high plant availability.

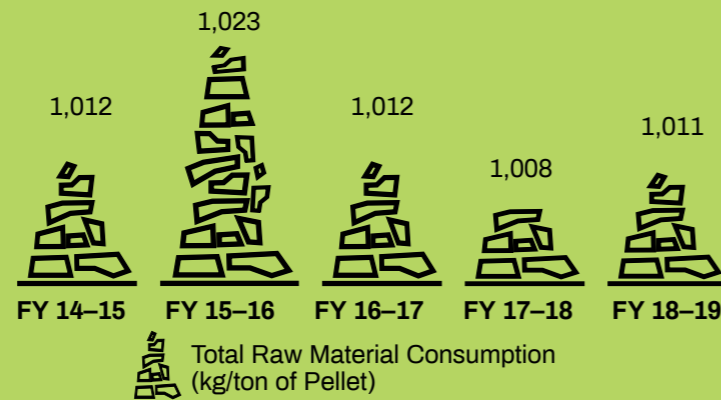
Energy Consumption for Pellet manufacturing



Raw material consumption

Innovations in Pellet production process has enabled the Company to reduce specific raw material consumption by 1.15% since FY2015-16 levels. This has meant reduced consumption of Iron ore, Bentonite and Lime.

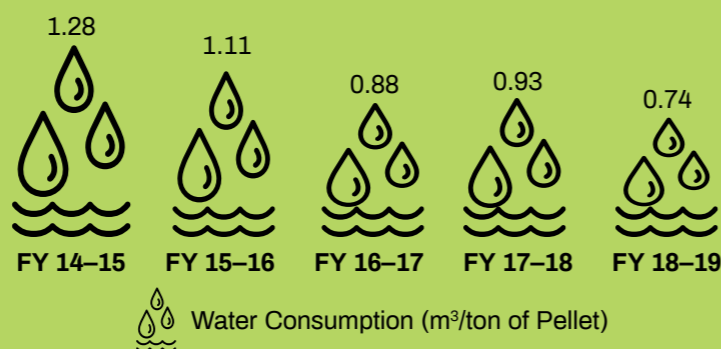
Specific Raw Material Consumption



Water consumption

At JSAW, water consumption has continuously reduced for the manufacturing of Pellets. An estimated 63,969 m³/year fresh water intake was reduced during FY2018-19.

Specific Water Consumption



JSAW over the years has developed mechanisms and procedures to ensure sustainable sourcing for its operation. The measures have allowed the Company to reduce its operational impacts on the environment along with other benefits.

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

Manufacturing Pellet using Innovative Sourcing

The pellet plant at JSAW has incorporated innovative mechanisms for procuring raw materials. The mine lease area, from where the plant procures raw material of Iron ore has a low concentration of iron ore. To overcome this, the plant uses magnetic separation and other beneficiation methods to increase the iron ore concentration. The process is able to increase the concentration level from 20% to 67%, converting the low grade ore to a high concentration ore. In addition to this, the dust collected from the ESP & multi-cyclone of pellet plant is recycled back for making pellets.

These initiatives have helped the Company to establish a benchmark in iron production within the country. The processes in addition to enabling Indian companies to optimize Iron ore processing, has directly contributed to the JSAW as:

- Reduction of energy consumption by 40%;
- Increased burner efficiency;
- Decrease in solid waste production;
- Higher production rate.

Pellet Production using Alternative Materials

In order to increase sustainability at the JSAW's iron ore mines reserve, the Company has started utilizing low cost alternatives to Iron bearing raw materials for pellet production. These materials replace the concentrate produced from company's mining operation to feed the pellet plant. In FY2018-19, the Company outsourced 33% of the raw material.

The very nature of the business means that the Company must rely on large mining companies for raw materials. However, JSAW's core value of inclusion has meant that the Company prefers to procure from local and small manufacturers whenever possible. The Company has made efforts to include local suppliers in the supply chain, by developing local vendors.

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?

Development and mentoring of Labour supplier

For various Operation & Maintenance Contracts at the Bhilwara unit, JSAW developed small local contractor, who was initially only supplied temporary labour. The Company saw an opportunity and willingness in the vendor to grow and take up complex and relatively high value O&M Contracts. The manpower requirement of various categories (Skilled/Semi Skilled/Unskilled) are procured and deployed to run day to day Operation & Maintenance of various sections of the unit under guidance of company engineers. The labour suppliers started in FY2010-11 with about 50 personnel, and now provides 250 personnel for Jindal SAW alone.

Development of Gasket supplier

The machinery at the Bhilwara unit, under standard maintenance protocol, requires gaskets to be changed after a set period. The gaskets were purchased mainly from two large vendors based in Hyderabad and Mumbai. This meant that during breakdowns the lead time in procurement of gaskets was high.

JSAW took a proactive initiative of identifying a local vendor who was smaller but had the requisite capacity. The Company gradually developed the vendor over the past few years. This has resulted in developed capacity and capability of the vendor in addition to significant cost savings for the Company.

JSAW understands the importance of waste management and insists on managing waste in an environmentally sustainable manner. The waste from each stage of manufacturing is either utilized, re-used or stacked as per the guidelines by the CPCB/ SPCB. The overburden from the mines is stacked to be re-used, while the tailings are stacked after drying, in cake form for secondary extraction of minerals at a later stage. A part of the used oil from machinery is used as lubricant for the raw material transportation system, while the majority is sent to an authorized recycler.

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.



Principle 3: Employee Wellbeing

At JSAW, employees are one of the most important stakeholders, whose well-being and productivity is extremely essential for the Company, as it directly impacts our continued growth. To ensure dignity and respect for our employees within and outside company's operations, there are well-established policies on several aspects of human well-being. The Company has a long-standing commitment towards equity, equality and intolerance of discrimination and harassment, including sexual harassment. The Company is compliant with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and has formed an 'Internal Complaints Committee' with three female employees as members, one male employee as a member and an external consulting member.

JSAW is also 100% compliant with labor laws regarding child labor, forced labour or involuntary labour. There is a designated point-of-contact and an email id, where both permanent and contractual employees can report their grievances. JSAW has enabled a safe, healthy and secure working environment that safeguards the interests of all employees and maintains confidence for employees to report their concerns.

The Company understands the value of work life balance for human well-being, and is committed to provide a healthy working space for all its employees. There are numerous recreational, sports and cultural activities undertaken at various units to engage with employees. The Company encourages the employees to involve their families in periodically organized events and festivals, to bring a sense of bonding and camaraderie. The Company also provides numerous benefits to its employees, including but not limited to marriage gifts, health check-ups, competency development scheme, and personal accident insurance.

As on 31st March, 2019, JSAW had 12,067 employees including permanent and contractual, working for the Company.

Please indicate the total number of employees

As on 31st March, 2019, JSAW had 4,949 employees engaged on a temporary/ contractual/ casual basis.

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

JSAW provides equal opportunities and does not discriminate against employees on the basis of gender, caste, creed, religion, etc., and encourages diversity in its work force. The total number of permanent female employees at JSAW is 45 as of 31st March, 2019.

Please indicate the number of permanent women employees

The Company is committed to include differently-abled people and people with special needs as part of its workforce. The total number of employees with disabilities at JSAW is 56 as of 31st March, 2019.

Please indicate the number of permanent employees with disabilities

JSAW does not have any Labour Unions or Employee associations.

Do you have an employee association that is recognized by management?

What percentage of your permanent employees is members of this recognized employee association?

JSAW has developed and implemented systems and processes to ensure that there is no child labour, forced labour, involuntary labour, or sexual harassment. It has 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, or sexual harassment during the reporting period.

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.

JSAW believes that the employees are one of its major strengths. To ensure that this strength is honed further, periodic safety and knowledge up-gradation trainings are conducted. Continuous efforts are made to improve employee capacity by offering functional training programmes which are focused on JSAW's business imperatives. The Company, through targeted human resource interventions, enables career development by providing access to necessary learning opportunities, on an equal and non-discriminatory basis.

At JSAW, safety trainings are mandatory for all the employees, while skill-upgradation is done through functional trainings for all permanent and contractual employees. For FY2018-19, safety and skill upgradation trainings were provided to the following category of employees:

Employee Category	Safety Trainings (nos.)	Functional Trainings (nos.)
Permanent Employees		
Trainings for permanent employees	6,050	6,119
Trainings for Female employees	45	34
Trainings for Male employees	6,005	6,085
Trainings for permanent employees with disabilities	46	40
Contractual Employees		
Trainings for contractual employees	4,791	3,793
Trainings for Female employees	0	0
Trainings for Male employees	4,791	3,793
Trainings for contractual employees with disabilities	8	6

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

- Permanent Employees
- Permanent Women Employees
- Casual / Temporary / Contractual Employees
- Employees with Disabilities



Principle 4: Stakeholder Engagement



At JSAW, we understand the value of engaging with our stakeholders, both internal and external, and we are deeply committed to incorporate their concerns and inputs into our business operations. We engage with a diverse group of stakeholders on a regular basis to accommodate their views on various domains that can help us conduct our business in a responsible manner. This gives us the opportunity to gain new insights into issues that can help us achieve both intangible and tangible benefits.



The Company manages stakeholder expectations in order to effectively identify opportunities and mitigate future risks such as financial loss, business reputation, supply chain disruptions and non-compliance. A continuous dialogue is carried out on issues related to socio-economic development and the environment with all relevant stakeholders especially disadvantaged communities and vulnerable and marginalized groups.

In order to manage stakeholder expectations and strengthen relationships, the Company has formulated a designated Stakeholder's Relationship Committee to oversee complaints from shareholders/ investors, including transfer of shares, non-receipt of dividends, issue of duplicate shares, etc.

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

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

Has the Company mapped its internal and external stakeholders? Yes/No

JSAW focuses on improving the livelihood of socio-economically disadvantaged sections of society and has made efforts to participate in policy discussions related to this. The Company recognizes the communities having people with reduced mobility, disability and senior citizens, and works towards the development of vulnerable communities near manufacturing facilities.

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

JSAW, under Sminu Jindal Charitable Trust has created a think-tank 'Svayam', that undertakes several programmes to implement JSAW's CSR activities. Svayam, with a mission of 'Dignity for people with reduced mobility' is committed to work towards improving accessibility and mobility for people with disabilities.

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.

Svayam follows a multi-pronged approach for bridging the social gap that people with disabilities encounter on a daily basis. It carries out policy advocacy for molding the opinions of policymakers towards executing accessibility solutions at multiple fora, while having active programmes for raising awareness about the everyday barriers faced by people with reduced mobility.



Our initiatives under Svayam are intended to break psychological and infrastructural barriers, leading to independence and dignity of reduced mobility populace. Our deep commitment towards shaping an inclusive society has started to show remarkable changes with more and more people joining the movement



Principle 5: Human Rights

Human rights are one of our core principles at Jindal Saw Limited. The Company's vision and mission is aligned with safeguarding of human rights. Our belief lies in the idea of "Human Capital" and we acknowledge the employee's importance and encourage them in both their professional and personal lives. Our 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. We believe that people are one of our major strengths, and we continue to build people's capabilities through trainings both technical and behavioural. The trainings, whether in-house or external, focus on the enhancing technical knowledge, while nurturing leadership qualities in our people. Our employee grievance mechanism and supplier assessments have ensured that all issues and grievances of our stakeholders are resolved on a priority basis.

JSAW operates through multiple businesses and subsidiaries in India and international markets, the vast geographical operations mean that our human rights policy differ as per the law of the land. The subsidiaries of the Company have a different human rights policies but follow a common belief in "Human Capital".

Our human rights policy extends to all JSAW's subsidiaries operating within India. Our aim is to have responsible actions across the value chain through the extension of our human rights policy. In the current scenario, our human rights policy is applicable to more than 50% of our suppliers and contractors in the India.

The policy is enforced through the clauses listed in the contractor/ supplier agreements that are required to be submitted before commencement of work. The clauses include:

- 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 & the contractor undertakes not employ any child labour.

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

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 percentage was satisfactorily resolved by the management?

Principle 6: Environment



Environmental performance is equally important as economic performance for us, and we have adopted an integrated management system approach for our operations. We have established systems at production facilities that monitor all operations to identify activities that may adversely impact the environment. The systems are supported on issues related to environment management by our policies on sustainability, environment, health and safety.



The Company's sustainability policy highlights our commitment towards various aspects of environmental management. The policy is available on public domain and any changes and amendments in the same are communicated to relevant stakeholders on a regular basis. In addition to policies, the Company's management systems include environmental management with implementation of ISO 14001:2004, Occupational health and safety through implementation of OSHAS 18001:2007 and ISO 9001 for quality management.

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

The Company's policies related to environment, Health & Safety and Sustainability covers the Company, its subsidiaries and joint ventures. The policies also cover suppliers and contractors through contractual agreements that are signed between JSAW and its suppliers.

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

JSAW is dedicated towards environmental sustainability, and actively invests in initiatives to manage its environmental footprint. The Company has established innovative mechanisms and strategies to mitigate the effect of its operational impact on environment in the following areas:

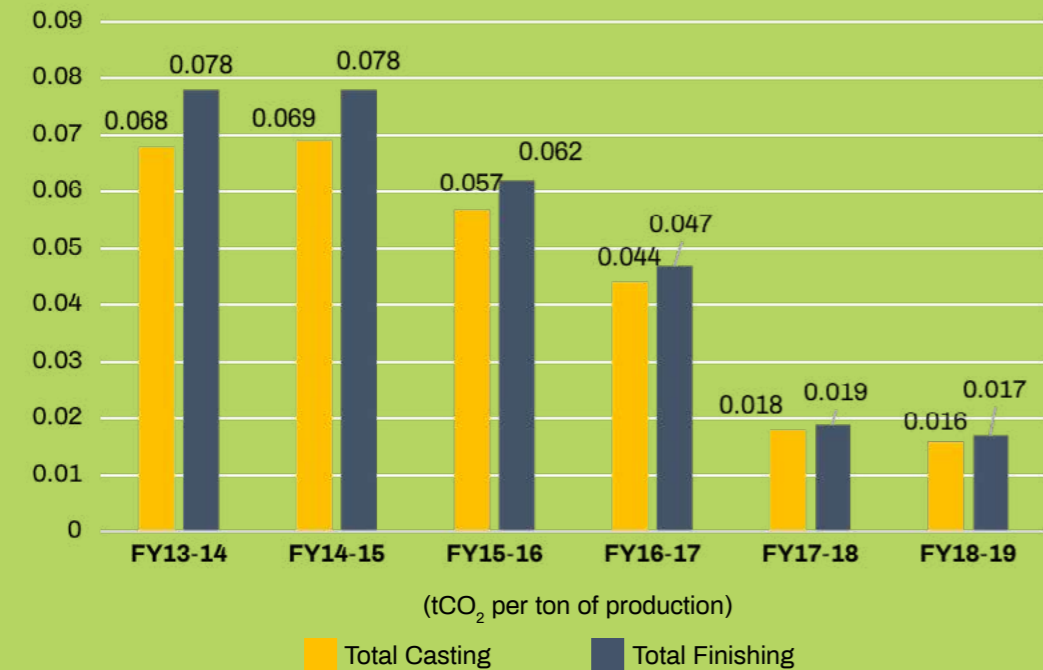
Does the Company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.

Air pollution Control:

- The Company has been conducting exercise for carbon footprint estimation as per ISO 14064-1, since FY2013-14. This allows the Company to analyze data related to our specific GHG emission from operations and enables the management to undertake initiatives to reduce its footprint;
- Fugitive dust is a major emission source for any mining operation, and for ensuring mitigation of fugitive dust at JSAW, water is sprayed on the ore stack for the purpose of dust suppression. On an average, 180 kl of recycled water is sprinkled near the crusher zone, haul loading and unloading points and ore stacks;
- The crusher unit is supported with closed conveyer belts, dry fog system and continuous sprinkling systems. The systems in unison help in controlling fugitive dust emissions from the crushing unit, while saving secondary emissions from a transportation system. To ensure optimal performance of the installed systems, regular maintenance is carried out by the Operation & Maintenance teams at site;
- The beneficiation plant is based on a wet process where crushed magnetite iron ore is transferred through closed conveyor belt from crusher unit to beneficiation plant hoppers. The system is supported by mist water sprinkling system, installed to control fugitive dust emissions in raw material hoppers at the beneficiation plant;

- Electrostatic precipitator (ESP) have been installed to control the emissions of particulate matter from the kiln at the Iron ore pellet plant. The pellet production process generates some dust due to the very nature of the production process. In order to reduce the process emissions, appropriate sealing, sucking and de-dusting measures (Bag Filters) have been installed.

GHG Emission Reduction in Ductile Iron facility Specific GHG Emission



Reduction in Specific GHG Emission in Ductile Iron facility has been achieved due to following directed actions:

- Installation of Variable Frequency Drives (VFD) at different locations of the plant;
- Installation of LED lighting to replace SV light fitting /MV light fitting replacing for energy conservation;
- Installation of HT transformer in induction furnace to reduce transmission losses;
- Installation of PLC along with motorized potentiometer for optimal power control of induction furnace;
- Bitumen drier heating system has been changed from hot air generator (LPG as a fuel) to hot water bath system which is generated through waste heat recovered from BF flue gases;
- Installation of High-speed relays and photo switches for load shedding scheme;
- Shifting of Capacitor bank for having better reliability at Switchyard.

Water pollution control:

JSAW has established systems and processes at its mining lease areas and manufacturing sites that enables the Company to have 'zero effluent discharge'. The operational sites have undertaken the following initiatives to improve water use efficiency:

- Water contained in tailing and concentrate is being recovered with the help of thickener and advanced filter press technology and is being reused in mineral beneficiations process;
- The water required for mixing of raw material and green balls at the pellet plant evaporates leading to a zero discharge of waste water;
- The domestic waste-water generated at the office and the residential blocks of the mining site is treated at on-site Sewage Treatment Plants (STPs) of varying capacities. The STPs are based on GEO Green Biofilters Bed (GBF) technology, and the treated water is safe to be used for watering the plantation areas.

Noise pollution control:

- The mining operations of the Company rely on blasting, which contributes to a large amount of noise pollution. The Company uses appropriate mitigation measures to control the noise level in Mine lease boundary and beneficiation plant. JSAW relies on controlled blasting, as approved by DGMS and Directorate of Explosive at the mine lease area, while a safe working environment is provided to the workers through safety equipment and practices;
- The Iron ore pellet plant utilizes innovative solutions to control noise at the location. Vibration-damping cushion, shock absorber and silencers have been installed for keeping noise at plant at a criteria level of 75 dB(A) during daytime and 70 dB(A) during nighttime.

Solid waste management:

- The overburden at JSAW's mining site, consisting of Calc Silicate, Calc schist and calc gneiss, is stacked in earmarked place as per condition given in mining plan. As and when required, parts of the overburden are utilized for the purpose of road making and leveling of depressed ground;
- Tailings from beneficiation unit, consisting of quartzites, Calc Silicates, hematite, magnetite, goethite and limonite, have been stacked in dry cake form at its earmarked place. Some parts of the tailings have been recycled to recover Fe, while the balance would be recycled to recover the balance minerals;
- The pellet plant at JSAW does not produce any solid waste, as the dust collected from the ESP & multi-cyclone of pellet plant and fines is recycled back for making pellets.



Hazardous waste management:

- JSAW's operations do not produce any hazardous waste during mining, mineral beneficiation and pellet production. The only by-product is in the form of used oil from machineries and equipment, which is sent to an authorized recycler. Some parts of the oil is re-used for the purpose of lubrication in chains, stacker and conveyor for raw materials transportation within the Company parameters;
- The contaminated drums in the facility are used for storing oil, before being sent to a registered recycler for recycling. The remaining drums are recycled/ reused by an authorized recycler.

Green belt development:

- JSAW provides support to Municipal Council, Bhilwara, in the form of sponsoring maintenance of all parks and drainage cleaning in Bhilwara. JSAW is committed to ensure Environmental Sustainability, Ecological balance, protection of Flora & Fauna, Animal Welfare, Agro-forestry, Conservation of Natural Resources & Maintaining Quality of Air, Water and Soil;
- Green belt development and plantation is given its utmost importance. For conservation of environment, the Company has planted more than 90,000 trees of various species within and outside the premises until now. The Company's responsibility is not limited to plantation but extends to taking care of the plantation in the form of watering, fencing and using pesticides etc. for their growth.

The Company, under its commitment to environmental management has undertaken various initiatives for utilization of clean energy in operations. The company in the reporting year undertook the following initiatives:

- JSAW in the reporting year continued to make the switch to energy efficient systems in the form of installation of 660 LED lights of different ratings. An estimated INR 13.25 lakh has been saved by the initiative during the reporting period;
- The Company incorporated Intelligent Flow Control (IFC) for air compressor system in pellet area. The system has resulted in power savings of around 1,200 kWh/month and an annual savings of INR 5.75 lakh;
- The Company undertook the initiative of conducting a load analysis at the manufacturing plants for the purpose of doing a load analysis. This enabled the Company to conduct strategic bidding for purchase of energy through IEX. This has allowed the Company to save an estimated INR 63 lakh in energy costs for the reporting year.

In addition to this, the Company in the past has undertaken initiatives that have continued to contribute towards energy efficiency.

- The Company, at its manufacturing plants, have utilized the roof space of the infrastructure for the installation of solar panels. JSAW over the period of previous three years, installed solar systems with a consolidated capacity of 45 KW in its manufacturing units;
- JSAW initiated a transition to energy efficient LED lighting systems of different ratings at operational sites in 2015. Since then, the company has installed 1,780 LED lights of varied ratings leading to an estimated savings of more than INR 1 crore in energy costs;
- JSAW in a pursuit of improving and optimizing efficiency of operational systems has maintained a Power Factor (PF) of 0.99 in the Grid Sub Station (GSS). This has allowed the Company to reduce energy costs by up to INR 305 lakh per annum.

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

Installation of Intelligent Flow Control (IFC) in Compressed Air

The manufacturing process at the pellet plant, to ensure smooth operation, utilizes a pneumatic system in the operation of tools and machinery. The air consumption by the pneumatic system during peak times puts enormous pressure on the compressor unit, as the demand for compressed air is high.

The team at JSAW, in an attempt to reduce the energy consumption by the compressor identified methods for reduction of load during peak demand. An Air Intelligent Flow Control (IFC) System was introduced at the 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 allows the compressor unit to operate as an independent system, isolated from the demand side fluctuations. The system acts as a reserve in the pneumatic systems allowing the compressor to run at a consistent load leading to reduced energy demand.

The benefits achieved by the installation of IFC are:

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

Energy saving at Beneficiation Plant

For improving the quality and grade of the ore extracted, a beneficiation process is required. At JSAW, the energy intensive process has been modified using various techniques, such as altering the process circuit & optimization of pump ratings, to reduce and optimize the energy consumption.

The modifications and advantages have been identified as:

- The eliminated re-scavenger circuit from Plant A has led to the reduction in energy consumption by 12,00,000 kWh/year;
- A mechanical expeller has been introduced in Plant A, along with filter press slurry pumps to reduce seal water consumption and pumping power. The initiative has led to the decrease in the energy consumption by 1,67,860 kWh/year;
- The magnet circuit of the line has been modified to enhance feed rate by increased separation efficiency and reducing losses in tailing. This has led to the increase in the feed rate by 5 Tons per hour (TPH), while reducing specific consumption by 5,00,000 kWh/year;
- The performance of filter press machines was enhanced by 0.9 MT/ Cycle, this led to the reduction in volume of slurry pumped to mines and an energy savings of 52,248 kWh/year.





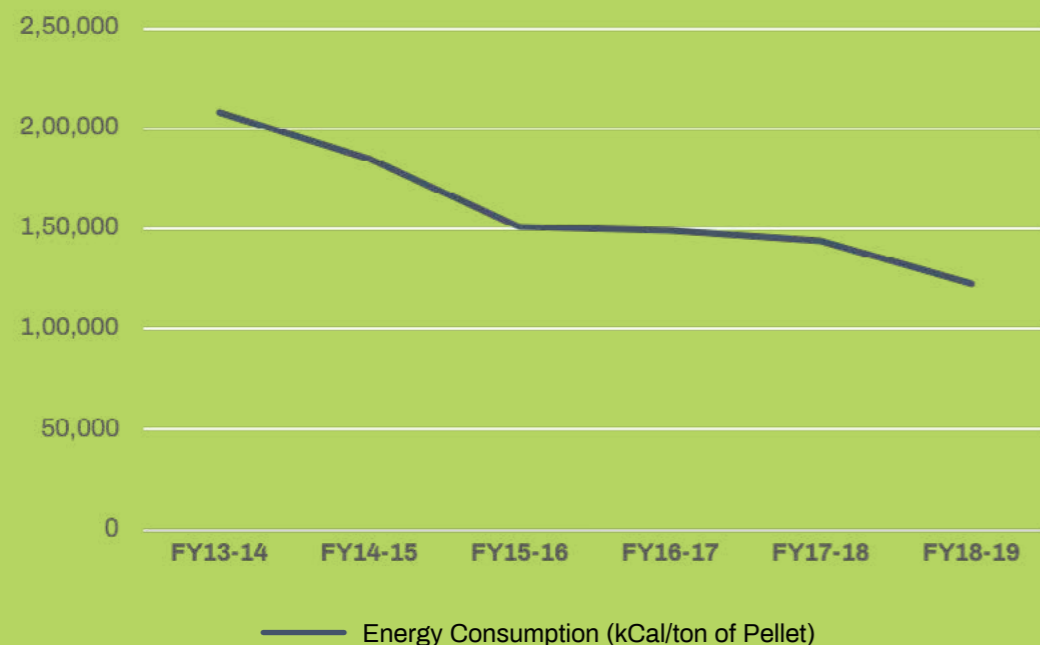
Pellet production by using magnetite ore concentrate

JSAW at Bhilwara upgrades Iron Ore concentration primarily through magnetic separation and other beneficiation methods. The plant is the first Pellet Plant in North India, based on a captive iron ore mines and the only operating plant in India based on magnetite iron ore concentrate.

Pellets produced using this process have superior quality and major advantages compared to other iron ore products. The pellet production process from magnetite concentrate, requires about 40% less energy as compared to pellets produced from hematite iron ore. This also allows the Company to reduce carbon dioxide emissions by an estimated 40% compared to hematite pellets, and 80% as compared to sintering process.

Energy consumption in the pellet production plant has reduced continuously due to several initiatives. The initiatives include selection of coal blend, optimum utilization of coal, burner efficiency, consistent & stable operation, higher production rate and high plant availability. This has led to the decrease in energy consumption per ton of production.

Energy Consumption for Pellet manufacturing



JSAW has incorporated environmental and safety management systems throughout its operational plants. The systems aid in identification and assessment of the potential environmental and health & safety related risks. The Company maintains and monitors risks identified for the Company as per the ISO 14001 and OHSAS 18001 standards.

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

JSAW utilizes a waste heat recovery plant of 30 MW capacity, installed as a part of Clean Development Mechanism (CDM). The project with an objective of tapping 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. The project is functional as an energy conservation initiative but the carbon credits are not being claimed under the CDM.

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?

JSAW being an environmentally responsible company, not only maintains strict adherence to compliance levels set by CPCB / SPCBs, but also tries to out-perform the criteria levels wherever possible. The Company, from inception has invested 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.

Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?

JSAW has a long-standing commitment to operate within the legal bounds set by regulators. However, the Company has received a few legal notices for non-compliance. The Company, in a proactive manner, took necessary steps to rectify these issues.

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

The Company has not received any legal/ show cause notices from SPCB or CPCB in the current reporting year. From a total of 24 cases accumulated from the previous years, in FY2018-19, 2 cases have been closed successfully and necessary action is being taken to resolve remaining 22 cases, through deliberations with the concerned authorities.



Principle 7: Advocacy And Public Policy



At JSAW, our belief is to engage with the Government and regulatory bodies on all matters that concern our operational sectors. Our principles of transparency, integrity and responsible stakeholder management oversees this engagement with government and regulatory authorities. Our public policies authorize a few personnel from within the company to represent JSAW in such dialogue with external stakeholders. The Company ensures that no personnel tries to influence the authorities in order to obtain a favorable decision.



JSAW, being a large organization in the sector, 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).

JSAW, being a well-established organization in the pipe manufacturing sector, is often invited by the Government to be part of the policy dialogue, formulation and other matters. Whenever the Government seeks our participation, we voice our opinion on the best course of action for the industry, in a responsible manner at both national and international levels.

Our values have enabled us to be extensively engaged in policy dialogue for improving accessibility to places of public interest. Our efforts in this direction include:

- 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?

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



At JSAW, our Corporate Social Responsibility (CSR) policy has been formulated in a manner that safeguards the interest of all our stakeholders and is driven by our core value of inclusion. Our CSR policy, approved by the Board, ensures that the activities and initiatives are accessible to the marginalized segments of the society. Our CSR activities are conducted by 'Svayam' our think tank established under the Sminu Jindal Charitable trust.



The Company's initiatives are aimed at upliftment of the marginalized sector such as children, women elderly and those with special needs. The activities include, but not limited to education, healthcare, sanitation, community welfare, skill development, employment generation, infrastructure development, promotion of national heritage and culture. In addition to this, the Company has a formal grievance redressal system to ensure that all stakeholder concerns are resolved in a responsible and timely manner.

JSAW believes that Accessibility is crucial in achieving inclusive growth and development, and in order to achieve this has undertaken initiatives in this direction. Accessibility has been identified as a primary focus area for carrying out CSR activities, and the following activities were initiated in FY2018-19 towards this cause.

- Accessible Transportation: As a part of Svayam's campaign to promote accessible transportation, two wheelchair accessible electric carts were donated to Base Hospital, Delhi Cantt., New Delhi. The vehicles are helping patients and their caregivers reach various units of the hospital with ease, safety and dignity;
- Accessible Sanitation: For the promotion of accessible sanitation in rural households in India, in partnership with water.org's Indian arm FAAS, launched a 3-year project. Svayam being the Knowledge & Funding Partner will help build 1,500 accessible toilets in 5 States namely Tamil Nadu, Karnataka, Maharashtra, UP and Odisha;
- Accessibility Audits: Svayam's aim of 'Dignity for people with reduced mobility' was recognized by national and regional organizations. Svayam conducted accessibility audits for Delhi Metro, New Mangalore Port Trust, IIT Delhi and Varanasi Ghats.

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



In FY2018-19, the Company has spent an amount of INR 10.75 Crores on its community development initiatives across all plant and corporate level.

JSAW, under Sminu Jindal Charitable Trust has created a thinktank 'Svayam', that undertakes several programmes to implement JSAW's CSR activities. Svayam, with a mission of 'Dignity for people with reduced mobility' is committed to work towards improving accessibility and mobility for people with disabilities.

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 two consecutive years: 2011 and 2012.

Svayam has over the years conducted accessibility audits of monuments and site of significant interest. The audits have helped organizations and institutions address existing issues at the facility, while making them more accessible to people with different abilities.

In the reporting period, Svayam authored and published "Guidelines for Making Religious Places Accessible" in New Delhi. The guidelines were prepared by Svayam and are published in partnership with the Office of the Chief Commissioner for Persons with Disabilities in multiple languages.

JSAW was also active for the election preparation, with support provided to Election Commission of India for making elections 'Accessible elections'. Svayam provided valuable inputs in the pre-discussion of 'National Consultation on Accessible Election', while contributing to the goal of leaving no voter behind.

What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

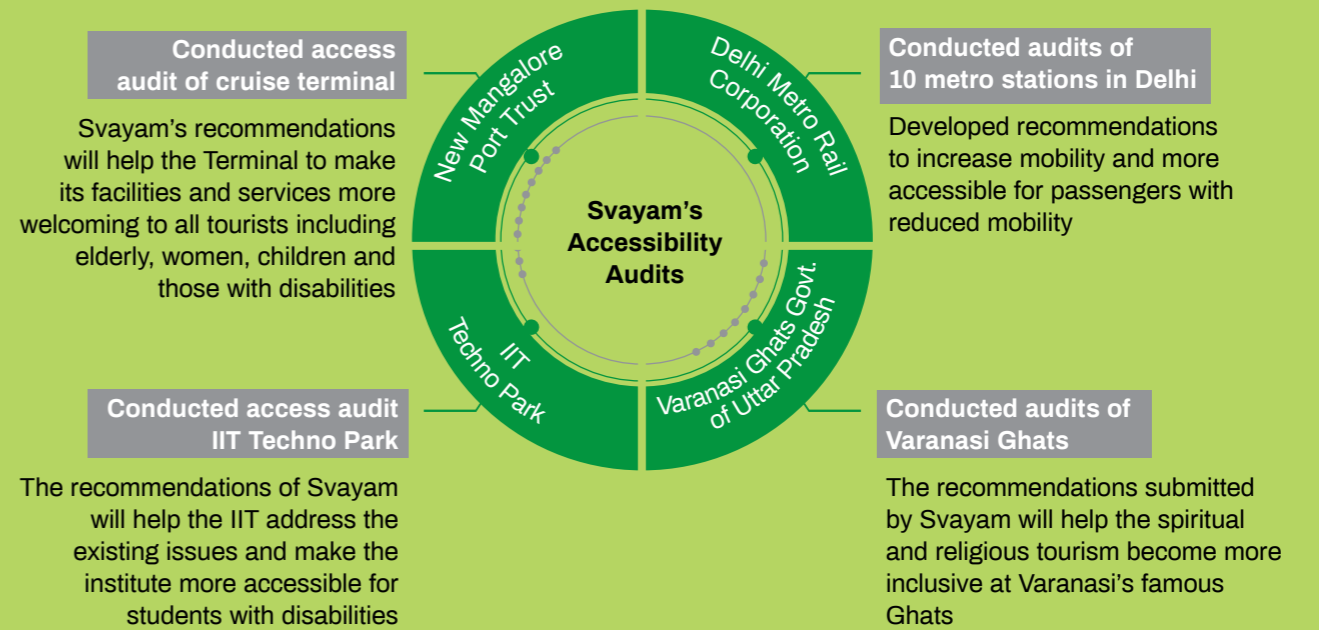
Are the programmes /projects undertaken through in-house team/ own foundation/ external NGO/ government structures/ any other organization?

Have you done any impact assessment of your initiative?

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

Conceiving an Accessibility thought

“ At JSAW, our CSR initiatives have helped us integrate the needs of community within our everyday operations. Our philosophy at Svayam has led us to provide accessibility to people with special needs, which has been acknowledged by organizations and institutions, as we conducted one of a kind accessibility audits at places of public interest. ”



“

We have been engaging with communities where we operate, as a part of our value of inclusion. At Bhilwara plant, we engage with the community as a part of award winning Mukhyamantri Jal Swavlamban Abhiyan (MJSA), and Clean India mission, by providing cleaning and maintenance services at M.G. Hospital, Bhilwara.

”

CSR at Bhilwara



CSR at Samaghogha



Donation given to construct Girls Hostel at Bhuj

Donation given to "Sarv Seva Sangh" Bhuj for Cattle Fodder distribution

Donation given for "Kanya Kelvani"



Principle 9: Customer Engagement

“

At JSAW, we pride ourselves on customer retention, loyalty and their satisfaction, as they have played a vital role in our expansion and long-term success. We have an integrated customer engagement policy that recognizes customers as central part of our business and they must be provided with services and products of best quality that follow all applicable national and international standards. We regularly engage with our customers to receive their feedback and to understand their concerns and satisfaction levels.

”

The Company carries out a half yearly customer satisfaction survey, the results of which 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 analyze the nature of complaints and resolve them expeditiously by sharing timely resolutions.

All products manufactured by the Company, fully comply with all the mandatory codes, specification, industry regulations and statutory safety norms of the country. The products consists of all sorts of necessary labelling and come along with detailed product information and specification in the information manuals and documents. All the relevant information and information request by the customer are catered to by the product information manual.

JSAW, being a part of manufacturing industry, prioritizes product quality and ensures the provision of best quality to its customers. The Company has stringent quality control mechanisms and is compliant to all the necessary quality standards. This focus on quality aids the Company in receiving only two customer complaints for the year. However, the Company's mechanism for complaint redressal has ensured that the complaints have been resolved and the Company does not have any pending complaint cases.

As part of the customer engagement policy, a half yearly customer satisfaction survey is carried out by the Company. The results of the survey are circulated internally to the concerned department to make any changes based on the outcome of the survey. The Company's dedication to cater the needs of the customers is showcased by the fact that the Company has maintained a consistent score in the last six customer satisfaction surveys.

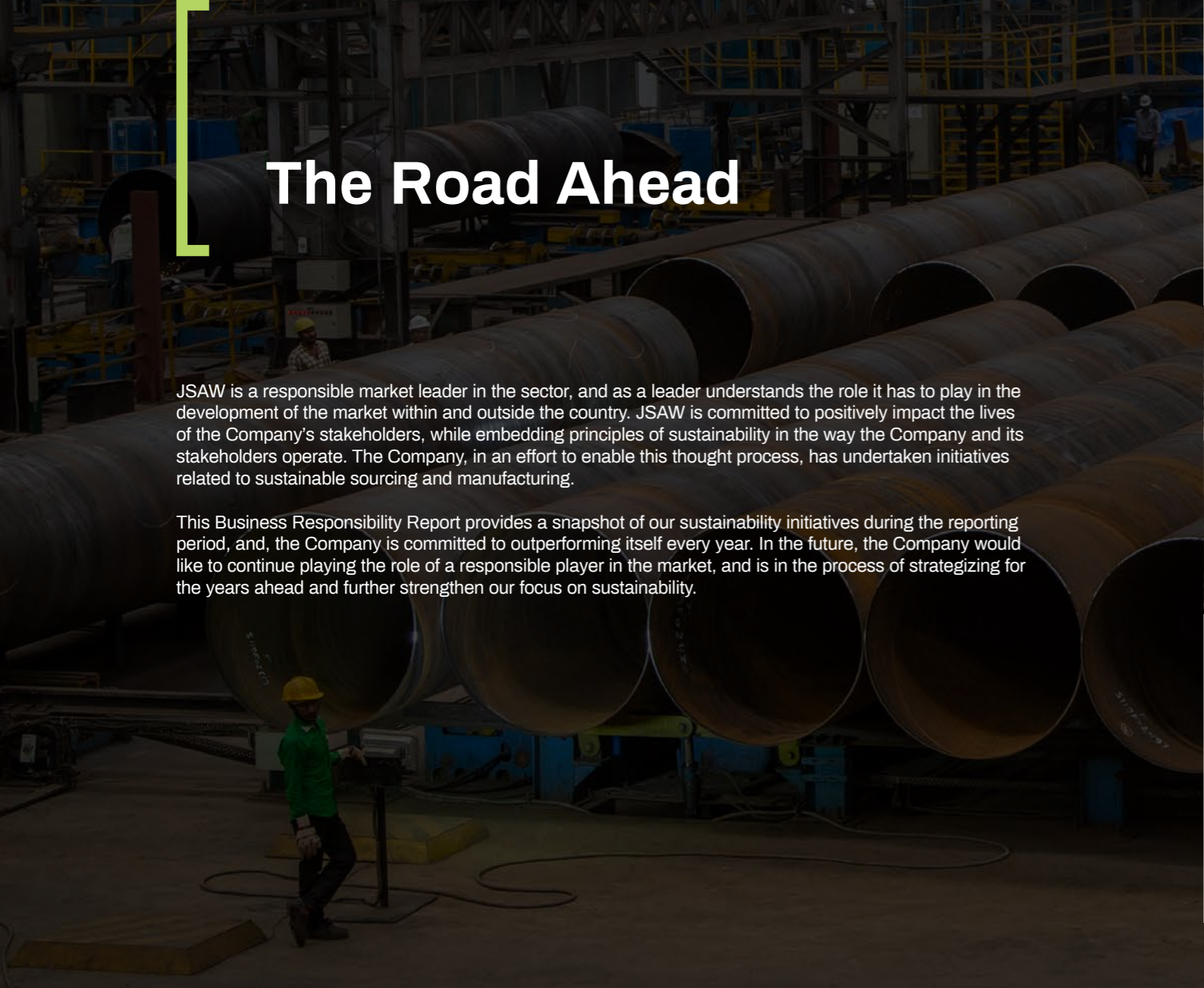
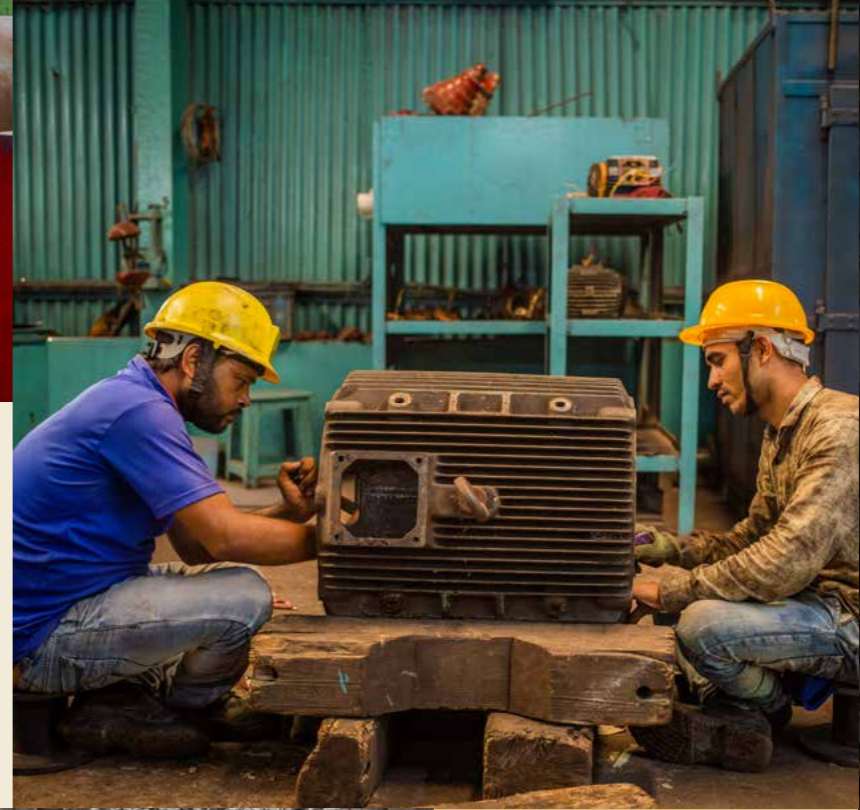
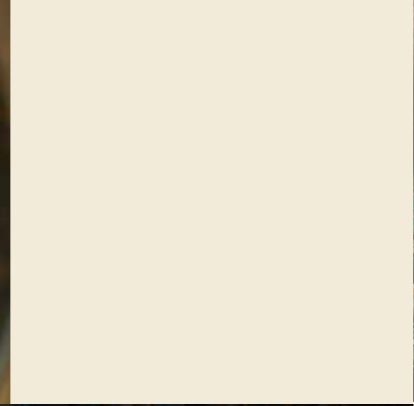
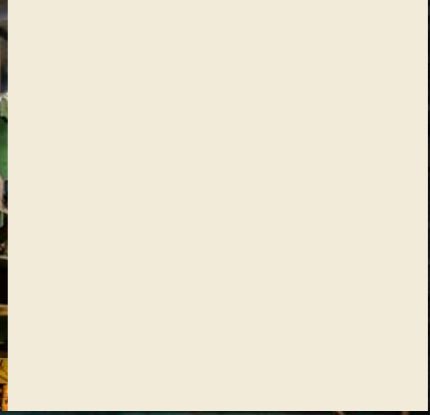
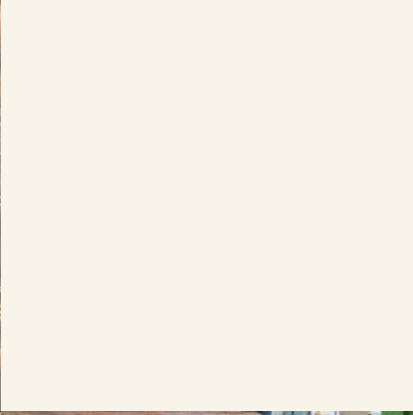
For the reporting year of FY2018-19, Zero cases have been filed against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and hence there are no cases of pendency.

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)

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

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

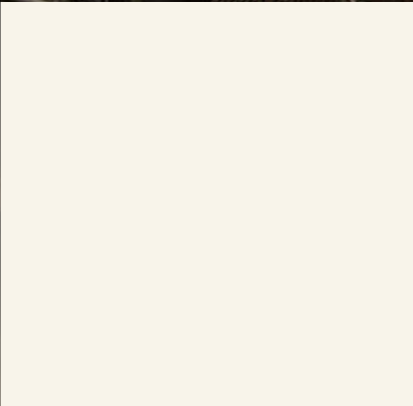
Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last 5 years and pending as on end of financial year? If so, provide details thereof, in about 50 words or so.



The Road Ahead

JSAW is a responsible market leader in the sector, and as a leader understands the role it has to play in the development of the market within and outside the country. JSAW is committed to positively impact the lives of the Company's stakeholders, while embedding principles of sustainability in the way the Company and its stakeholders operate. The Company, in an effort to enable this thought process, has undertaken initiatives related to sustainable sourcing and manufacturing.

This Business Responsibility Report provides a snapshot of our sustainability initiatives during the reporting period, and, the Company is committed to outperforming itself every year. In the future, the Company would like to continue playing the role of a responsible player in the market, and is in the process of strategizing for the years ahead and further strengthen our focus on sustainability.





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:

Sunil K. Jain

Company Secretary and Leader, Business Responsibility

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