

# Business Responsibility Report

## SECTION A

### GENERAL INFORMATION ABOUT THE COMPANY

#### 1. Corporate Identity Number (CIN) of the Company

L27105HR1979PLC009913

#### 2. Name of the Company

Jindal Steel & Power Limited (JSPL)

#### 3. Registered address

O.P. Jindal Marg, Hisar, Haryana-125005, India

#### 4. Website

www.jindalsteelpower.com

#### 5. E-mail id

sustainability@jindalsteel.com

#### 6. Financial Year reported

2016-17

#### 7. Sector(s) that the Company is engaged in (industrial activity code-wise)

Group	Class	Description
071	0710	Mining of iron ores
239	2394	Manufacturing of cement, lime, plaster
241	2410	Manufacturing of basic iron and steel
251	2511	Manufacturing of structural metal products
251	2513	Manufacturing of steam generators, except central heating hot water boilers
351	3510	Generation of power

As per classifications under National Industrial Classification (2008), Central Statistical Organisation, Ministry of Statistics and Programme Implementation, Government of India, New Delhi

#### 8. List three key products/services that the Company manufactures/ provides (as in balance sheet)

- Plates and Coils
- Parallel flange Beams and Columns
- TMT Bars

#### 9. Total number of locations where business activity is undertaken by the Company

##### i. Number of International Locations (Provide details of major 5)

The major international locations where JSPL has operational business activities through its subsidiaries and step-down subsidiaries are Oman, South Africa, Mozambique and Australia.

At several location in Africa and South East Asia (Indonesia) we are involved in exploration activities.

#### ii. Number of National Locations

##### a. Plants

State/Union Territory	Location
Chhattisgarh	Raigarh
	Raipur
	Dongamahua
Odisha	Angul
	Barbil
	Tensa
Jharkhand	Patratu

##### b. Marketing Offices

Gurgaon, Raipur, Ranchi, Bhopal, Chandigarh, Kochi, Kolkata, Jamshedpur, Bengaluru, Kanpur, Mumbai, Bhubaneswar, Chennai, Jaipur, Hyderabad, Ludhiana, Ahmedabad, Pune, Nagpur, Patna and Visakhapatnam.

#### 10. Markets served by the Company – Local/State/National/ International

The Company has a global footprint that serves both national and international markets.

## SECTION B

### FINANCIAL DETAILS OF THE COMPANY

#### 1. Paid up Capital

₹ 91.50 crore

#### 2. Total Turnover (INR)

₹ 15502.49 crore

#### 3. Total profit after taxes (INR)

₹ (986.45) crore

#### 4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)

₹ 15.36 crore. Average profit is ₹ (1095.19) crore

#### 5. List of activities in which expenditure in 4 above has been incurred

- Education and skill development
- Health, nutrition and sanitation
- Need-based community infrastructure development

The above three focus areas of JSPL's social commitment include activities in the domains of environmental conservation, education, health and nutrition, population stabilisation, helping the disabled, creating and developing infrastructure, sanitation and drinking water, generating livelihoods, promotion of sports, culture and art, and certain other activities related to community welfare.

[illegible]

Sl. No.	Questions	P1- Ethics, Transparency and Accountability	P2- Product Life Cycle Sustainability	P3- Employee Wellbeing	P4- Stakeholder Engagement	P5- Human Rights	P6- Environment	P7- Policy Advocacy	P8- Inclusive Growth	P9- Customer Value
6	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
7	Does the Company have an in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	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
9	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	N	N	Y	N	Y	Y

<sup>1</sup> While formulating the policy, the top management was consulted and all employees were engaged via questionnaires and town hall sessions.

<sup>2</sup> All policies are reviewed by the Board members and approved by the respective Board Committees. The policies are then signed by either the Whole- time Director or the MD and Group CEO.

All the policies in JSPL are carved from its guiding principles and core values. These policies are mapped to each principle hereunder:

Principle	Applicable JSPL's policies	Link for the policy
<b>Principle 1:</b> Businesses should conduct and govern themselves with ethics, transparency and accountability	a. Group Whistleblower Policy	<a href="http://www.jindalsteelpower.com/sustainabilities/governance.html">http://www.jindalsteelpower.com/sustainabilities/governance.html</a>
	b. Group Code of Business Conduct	<a href="http://www.jindalsteelpower.com/sustainabilities/governance.html">http://www.jindalsteelpower.com/sustainabilities/governance.html</a>
	c. Code of Conduct for Board of Directors and Senior Management of the Company.	<a href="http://www.jindalsteelpower.com/img/admin/report/pdf/CODE_OF_CONDUCT_FOR_SENIOR_MANAGEMENT.pdf">http://www.jindalsteelpower.com/img/admin/report/pdf/CODE_OF_CONDUCT_FOR_SENIOR_MANAGEMENT.pdf</a>
	d. Code of Internal Procedures and Conduct for Prevention of Insider Trading in Shares of the Company	<a href="http://www.jindalsteelpower.com/img/admin/report/pdf/CODE_OF_INTERNAL_PROCEDURES_AND_CONDUCT_FOR_PREVENTION_OF_INSIDER_TRADING_IN_SHARES_OF_THE_COMPANY_as_amended.pdf">http://www.jindalsteelpower.com/img/admin/report/pdf/CODE_OF_INTERNAL_PROCEDURES_AND_CONDUCT_FOR_PREVENTION_OF_INSIDER_TRADING_IN_SHARES_OF_THE_COMPANY_as_amended.pdf</a>
<b>Principle 2:</b> Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	a. Environment Policy	<a href="http://www.jindalsteelpower.com/policies.html">http://www.jindalsteelpower.com/policies.html</a>
	b. Quality Policy	<a href="http://www.jindalsteelpower.com/policies.html">http://www.jindalsteelpower.com/policies.html</a>
	c. Total Productivity Management Policy	<a href="http://www.jindalsteelpower.com/policies.html">http://www.jindalsteelpower.com/policies.html</a>
	d. Sustainability embedded in Life Cycle of Products	Available on JSPL Intranet
<b>Principle 3:</b> Businesses should promote the well-being of all employees	a. Employee Well being Policy	Available on JSPL Intranet
	b. Safety & Occupational Health Policy	<a href="http://www.jindalsteelpower.com/policies.html">http://www.jindalsteelpower.com/policies.html</a>
<b>Principle 4:</b> Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised	a. Stakeholder Mapping and Stakeholder Engagement Policy	Available on JSPL Intranet
	b. CSR Policy	<a href="http://www.jindalsteelpower.com/policies.html">http://www.jindalsteelpower.com/policies.html</a>
<b>Principle 5:</b> Businesses should respect and promote human rights	a. Human Rights Protection Policy	Available on JSPL Intranet
	b. Prohibition of Sexual Harassment of Women Employees at Work Place	Available on JSPL Intranet
	c. Group Code of Business Conduct	<a href="http://www.jindalsteelpower.com/sustainabilities/governance.html">http://www.jindalsteelpower.com/sustainabilities/governance.html</a>

Principle	Applicable JSPL's policies	Link for the policy
	d. Group Whistleblower Policy	<a href="http://www.jindalsteelpower.com/sustainabilities/governance.html">http://www.jindalsteelpower.com/sustainabilities/governance.html</a>
	e. Code of Conduct for Board of Directors and Senior Management of the Company	<a href="http://www.jindalsteelpower.com/img/admin/report/pdf/CODE_OF_CONDUCT_FOR_SENIOR_MANAGEMENT.pdf">http://www.jindalsteelpower.com/img/admin/report/pdf/CODE_OF_CONDUCT_FOR_SENIOR_MANAGEMENT.pdf</a>
<b>Principle 6:</b> Businesses should respect, protect, and make efforts to restore the environment	a. Environment Policy	<a href="http://www.jindalsteelpower.com/policies.html">http://www.jindalsteelpower.com/policies.html</a>
	b. Energy Policy	Available on JSPL Intranet
	c. Code of Conduct for Board of Directors and Senior Management of the Company	<a href="http://www.jindalsteelpower.com/img/admin/report/pdf/CODE_OF_CONDUCT_FOR_SENIOR_MANAGEMENT.pdf">http://www.jindalsteelpower.com/img/admin/report/pdf/CODE_OF_CONDUCT_FOR_SENIOR_MANAGEMENT.pdf</a>
	d. Group Code of Business Conduct	<a href="http://www.jindalsteelpower.com/sustainabilities/governance.html">http://www.jindalsteelpower.com/sustainabilities/governance.html</a>
<b>Principle 7:</b> Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	a. Policy Advocacy	Available on JSPL Intranet
<b>Principle 8:</b> Businesses should support inclusive growth and equitable development	a. CSR Policy	<a href="http://www.jindalsteelpower.com/policies.html">http://www.jindalsteelpower.com/policies.html</a>
<b>Principle 9:</b> Businesses should engage with and provide value to their customers and consumers in a responsible manner	a. Quality Policy	<a href="http://www.jindalsteelpower.com/policies.html">http://www.jindalsteelpower.com/policies.html</a>
	b. Group Code of Business Conduct	<a href="http://www.jindalsteelpower.com/sustainabilities/governance.html">http://www.jindalsteelpower.com/sustainabilities/governance.html</a>

## 2A. If the answer to S. No. 1 against any principle, is 'No', please explain why.

Sl. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
a	The Company has not understood the principles	-	-	-	-	-	-	-	-	-
b	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
c	The Company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
d	It is planned to be done within the next six months	-	-	-	-	-	-	-	-	-
e	It is planned to be done within the next one year	-	-	-	-	-	-	-	-	-
f	Any other reason (please specify)	-	-	-	-	-	-	-	-	-

## 3. Governance related to Business Responsibility (BR)

- Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company.

The Health Safety, CSR & Environment Committee ("HSCE Committee") of the Board meet once every quarter to assess the BR performance of the Company. An Independent Director chairs this committee. During the year, HSCE Committee met four times for reviewing the Company's performance on social and environmental concerns. Also, the heads of the related functions that is Environment, Occupational Health & Safety, Corporate Social Responsibility and Human Resource directly reports to the Group MD & CEO, who is also a member of the Board's HSCE Committee.

- Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently is it published?

The Company publishes a dedicated Business Sustainability Report on GRI framework on an annual basis. <http://www.jindalsteelpower.com/sustainabilities/business-sustainability-report.html>

## SECTION E

### PRINCIPLE-WISE PERFORMANCE

#### Principle 1: Ethics, Transparency and Accountability

- Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?

JSPL has adopted the JSPL Group Code of Conduct (GCoC) to remain consistently vigilant and ensure ethical conduct of its operations.

All internal stakeholders of the JSPL Group are subjected to work within boundaries of the GCoC. The Company ensures compliance of ethical standards by its vendors and contractors through appropriate clauses in its work contracts to which they are obligated. Generally, the contract includes clauses related to human rights protection and corruption practices.

JSPL Group's Code of Conduct explicitly includes the behaviour expected from employees on the following aspects:

- Workplace conduct;
- Dealing with outside parties/stakeholders;
- Community responsibilities;
- Protection of Company's assets.

On an annual basis, the Company organises a certification programme on GCoC for all employees through e-learning module, in which all clauses are explained via practical examples and also evaluates their learning. All employees are mandatorily required to complete this certification and sign on declarations pertaining to compliance of the GCoC each year.

Further, every employee is required to give three declarations pertaining to any 'conflict of interest' related to:

- Ownership of property;
- Employment of relative;
- Business relation, vis-a-vis JSPL as principal employer.

The Company has also implemented a whistle blower mechanism, which is being governed by the Group Whistle blower Policy. The policy covers instances pertaining to negligence, impacting public health and safety, criminal offence and unethical/favoured/biased behaviour, among others. The policy encourages employees to report any violations to the Group Ethics Officer without any fear and provides them with protection. The Company has placed mechanisms for ensuring confidentiality and protecting the whistleblower from any harassment or victimisation. The policy is directly monitored by the Chairman of the Audit Committee.

**2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?**

Stakeholders complaint received	Stakeholders complaints resolved	Percentage of complaints resolved
Nil	Nil	-

**Principle 2 : Product Life Cycle Sustainability**

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

Parallel Flange Beams and Columns- JSPL pioneered the production of medium and heavy hot rolled parallel flange beams and column sections in India and is also the leading supplier in India. Due to the higher load carrying capacity, these sections enable savings in steel consumption, and hence, enable reduced energy consumption in transportation, as well as during construction.

**2. For each such product, provide the following details in respect of resource use (energy, water and raw material, among others) per unit of product (optional).**

For producing 1 tonne of Parallel Flange Beam and Column, the Company consumes 1.07 tonne of crude steel (beam blank).

**3. Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.**

JSPL has a clear preference to work with ISO 14001 and OHSAS 18001 certified contractors/manpower suppliers/vendors. All its contractors/vendors are checked and bound to ethical, human rights protection, health and safety, discrimination, disciplinary practices, and remuneration and working hour related clauses in their job/work contracts with JSPL.

Compliance to all clauses of the contracts and also statutory laws are continuously monitored by the Company's procurement and other functional teams. Coal is an important raw material required to produce steel. Therefore, the Company sets up its plants near coal mines, so that emissions from transportation can be reduced to the minimum possible level. For example, JSPL's captive power plant in Raigarh is located on a coal pit head.

**4. Has the Company taken any steps to procure goods and services from local and 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?**

Yes, JSPL promotes procurement of goods and services from local vendors and small producers. This is primarily done while hiring equipment and services, as well as procuring minor raw materials, stationery items and food supplies.

For example, the Company has hired local contractors for availing mining equipment, dozers, tractors and dumpers. It also recruits workers from local communities for construction and operation of its plants. Minor fabrication works and materials are also sourced from local suppliers.

JSPL continuously builds and improves the skills and capacity of local contractors. For example, vendor development programmes are encouraged for local suppliers and are conducted on a periodic basis. All JSPL plant sites procure vegetables and other food items from local producers and vendors. JSPL also engages with these local vendors in capacity building and skill upgradation activities. In JSPL townships, local farmers, under the aegis of local farmer clubs, have been provided counters for selling of vegetables and farm produce.

In some of the Company's plant sites, milk and dairy products for the colony, guest house and canteens, among others are sourced from the local Self Help Groups (SHGs), run by women

in a bid to promote women empowerment. These SHGs are also provided training on livestock management, best practices and so on. JSPL also supported the development of irrigation and agriculture infrastructure in the local communities. Its overall objective is to create a business model, which strategically benefits the Company, as well as local communities.

**5. 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%)?**

Waste generated from JSPL's operations include tailings produced during extraction and beneficiation processes, slag and sludge during mineral processing, fly ash from power plants, tar and char. For recycling waste, such as fines and iron dust, the Company has installed a sinter plant at one of its facilities. Slag produced is being utilised in cement manufacturing and brick making. Fly ash generated from JSPL's plants is utilised in the manufacturing of fly ash bricks and other available waste management avenues. The Company is working continuously to increase its utilisation percentage. Waste products like clear tar, crude benzol, dusty tar, gasification oil, phenol, a phenolic pitch from JSPL's Coal Gasification Unit at Angul, is either reused at its facilities or is processed and sold in the market.

Recently JSPL ventured into construction material business where most of the products are manufactured from the waste material generated out of steel and power production process. Few examples are cement, bricks, paver blocks, light weight aggregate.

**Principle 3: Employee Wellbeing**

- 1. Please indicate the total number of employees:** 6071
- 2. Please indicate the total number of employees hired on temporary/contractual/casual basis:** 12689
- 3. Please indicate the number of permanent women employees:** 202
- 4. Please indicate the number of permanent employees with disabilities:** 12
- 5. Do you have an employee association that is recognised by the management?**
  - Jindal Steel & Power Factory Workers Union at Raigarh, Chattisgarh.
  - Jindal Steel & Power Mazdoor Sangha, JSPL Industrial Workers Union, Jindal Steel & Power Labour Union and Jindal Mazdoor Sabha at Angul, Odisha
- 6. What percentage of your permanent employees is members of this recognised employee association?**  
At Raigarh, 100% non-supervisory permanent employees are members of the employee association. The union is not

affiliated to any political stream, nor has any outsider non-employee in the team of its office bearers. The union is called for discussions with the management on regular intervals. Since JSPL's HR policies are designed in a manner, in which its service conditions are far more beneficial than the requirements of law and other similar industries in the region, there have been no dispute or disagreement on issues so far. The Company was never required to enter into any wage revision agreement, till date. JSPL has cordial relations with its workers and the union, and they are always eager to support the Company in all its endeavours, from the very beginning. JSPL sincerely recognises and appreciates the support rendered by workers union.

All other employee unions cater to contractual workers at Angul, Odisha.

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

S. No.	Category	No. of complaints filed during the financial year	No. of complaints resolved as on the end of the financial year
a	Child labour/forced labour/involuntary labour	Nil	Nil
b	Sexual harassment	Nil	Nil
c	Discriminatory employment	Nil	Nil

**8. What percentage of your under-mentioned employees was given safety and skill up-gradation training in the last year?**

• Permanent employees	74%* (Safety)
• Casual/temporary contractual employees	100% (Safety)

\* This also includes for associate manpower as well

**Principle 4: Stakeholder Engagement**

- 1. Has the Company mapped its internal and external stakeholders?**  
JSPL has established a dedicated policy for 'stakeholder mapping and stakeholder engagement'. This policy contains principles and criteria for mapping and engaging stakeholders. The Company has identified investors, shareholders, employees, labour unions, local communities, civil societies, NGOs, legal institutions, trade associations, media, suppliers, business partners, customers, dealers, government, regulators and competitors as its key stakeholder groups. Engagement responsibility for each stakeholder group is entrusted with specific teams in the Company.
- 2. Out of the above, has the Company identified the disadvantaged, vulnerable and marginalised stakeholders?**  
Yes, JSPL has identified disadvantaged, vulnerable and marginalised stakeholders.



**3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders? If so, provide details thereof, in about 50 words or so.**

Yes, the Company undertook activities to improve the lives of vulnerable stakeholder groups. Few such activities are listed below:

Stakeholder group	Initiatives
Elderly	<ul style="list-style-type: none"> <li>Health camps</li> </ul>
Girl child	<ul style="list-style-type: none"> <li>Kishori Express- Adolescent anaemia controlling programme</li> <li>Kishori Mandals- Reproductive health and personal hygiene awareness programme</li> <li>Health and nutrition awareness camps</li> <li>Scholarship programmes</li> </ul>
Differently-abled individuals	<ul style="list-style-type: none"> <li>Asha centres – Providing children with special needs a platform to access community-based rehabilitation services</li> <li>Counselling for families and parents</li> <li>Camps for raising awareness and vocational courses</li> </ul>
Tribal people	<ul style="list-style-type: none"> <li>Bihar Tribal Development programme at Patratu, Jharkhand – Development oriented activities, with focused initiatives for women, children and marginal dairy farmers</li> </ul>
Migrant workers	<ul style="list-style-type: none"> <li>Awareness on health-related issues and sanitation</li> <li>Aarambh – Pre-school programme for migrant workers' children</li> </ul>

**Principle 5: Human Rights**

**1. Does the policy of the Company on human rights cover only the Company or extend to the Group / joint ventures/ suppliers/contractors / NGOs / others?**

JSPL has established a dedicated policy for 'Protection of Human Rights' that commits to protecting the human rights of its employees, workers, and other key stakeholders involved in its operations. In addition to this policy, human rights related clauses are also covered under the Company's Group Code of Business Conduct, Group Whistle Blower Policy, Safety & Occupational Health Policy and Corporate Guiding Principles. JSPL has zero tolerance for discrimination based on any grounds.

All its business partners (suppliers, contractors, NGOs) are contractually obliged to respect human rights.

**2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**

JSPL has received no such complaint pertaining to sexual harassment during the reporting year 2016-17.

**Principle 6: Environmental**

**1. Does the policy related to Principle 6 cover only the Company or extend to the Group/Joint Ventures/ Suppliers/ Contractors/ NGOs/ others?**

Yes, JSPL has established an Environmental Policy, which extends to all subsidiaries. With respect to the suppliers and contractors,

environmental rules and regulations are clearly stated in the general terms and conditions of the order/contract. All the Company's plants manage environment related activities as per ISO 14001. Our Plants at Barbil, Raipur and DCP are also managing energy consumption as per ISO 50001. The Company is in the process to implement ISO 50001 across all its plant locations in India. At present, few of its production units i.e. at Barbil and Raipur are ISO 50001 certified.

**2. Does the Company have strategies/initiatives to address global environmental issues, such as climate change, global warming, among others? Y/N. If yes, please give hyperlink for webpage and so on.**

Being an energy intensive industry, JSPL understands its responsibility towards global environmental issues, and declares its GHG footprint in Business Sustainability Report annually. This being a material issue for both JSPL and its stakeholders. Thus it was an opportunity for JSPL to explore both carbon mitigation and adaptation technologies.

JSPL strives to set GHG benchmarks for the sector, and hence, invest constantly on process improvements and new technologies. Few such examples include:

Initiatives	Link
Modification of electric arc furnace, which reduces power consumption to zero in furnace	<a href="http://steelconnect.in/news-details.aspx?nid=8676725">http://steelconnect.in/news-details.aspx?nid=8676725</a>
Bio gas plants in Raigarh, Barbil	<a href="http://www.jindalsteelpower.com/sustainabilities/solid-waste-management.html">http://www.jindalsteelpower.com/sustainabilities/solid-waste-management.html</a>
Paper recycling unit at Angul	<a href="http://www.jindalsteelpower.com/sustainabilities/solid-waste-management.html">http://www.jindalsteelpower.com/sustainabilities/solid-waste-management.html</a>
Installation of back pressure recovery turbine (BPRT) in blast furnace-1 at Raigarh	<a href="http://steel.nic.in/sites/default/files/Annual%20Report%20%28English%29.pdf">http://steel.nic.in/sites/default/files/Annual%20Report%20%28English%29.pdf</a>

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

Yes. As part of ISO 14001, ISO 9001 and OHSAS 18001 certifications, JSPL undertakes a continuous assessment of the potential environmental hazards. JSPL also conducts internal and external audits under ISO 14001 to assess the implementation of its environment related activities.

**4. Does the Company have any project related to clean development mechanism? If yes, whether any environmental compliance report is filed?**

As on March 31, 2017, the Company do not have any clean development mechanism projects. However, we strive for continual improvement of our products, services and processes, and the value we JSPL provides to our customers, employees and the communities we serve. We embrace sustainability as a catalyst for its business growth and innovation.

The Company has recruited BEE certified energy managers across all its major energy consuming locations for improving energy efficiency and exploring new technology avenues to achieve lower GHG footprint. The Company is also in the process of establishing one of the most efficient steel plants of the country at Angul by installing various new technologies like Coke Dry Quenching (CDQ) among others.

**5. Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, among others? Y/N. If yes, please give hyperlink for webpage and so on.**

Yes, JSPL has taken several initiatives towards achieving excellence in energy efficiency. Few examples include:

- a. Installation of variable frequency drive (VFD) driven low tension (LT) motors in induced draught (ID fan) of power plants at Raigarh
- b. Modification in recuperator at Medium and Light Structural Mill (MLSM), Raigarh resulted in stoppage of one ID fan.
- c. Energy saving achieved through impeller trimming in cooling and condenser pumps at Steel melting shop (SMS).
- d. Interconnection of all Boiler feed pump (BFP) discharge headers inside power plant at Angul

JSPL has plans to follow the path of minimising its energy consumption through various technological advancements. Few examples are:

- a. Installation of 4,554 cubic meter blast furnace at its production unit of Angul.
- b. Installation of basic oxygen furnace, coke dry quenching at its steel production unit in Angul.

**6. Does the Company generate the emissions/waste within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Yes, the emissions/waste generated by the Company at all locations is within the permissible limits given by CPCB/SPCB.

**7. Number of show causes / legal notices received from CPCB/SPCB, which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.**

No show cause notice from CPCB / SPCB is pending as of the end of the financial year 2016-17. However, the Company has two legal cases pending pertaining to the environment as on end of financial year.

**Principle 7: Policy Advocacy**

**1. Is your Company a member of any trade and chamber or association? If yes, name only those major ones that your business deals with.**

Yes, JSPL is a member of 19 industrial and trade bodies. The Company is most actively engaged with the following:

- a. Confederation of Indian Industry (CII);
- b. Federation of Indian Chambers of Commerce and Industry (FICCI);
- c. Associated Chambers of Commerce and Industry of India (ASSOCHAM);
- d. Federation of Indian Mineral Industries (FIMI);
- e. Sponge Iron Manufacturers Association (SIMA);
- f. Association of Power Producers (APP);
- g. World Steel Association (WSA);
- h. World Economic Forum (WEF).

**2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others).**

Yes, JSPL is actively involved in the following areas for advocating public good:

- Energy and raw material security;
- Sustainable business principles;
- Governance;
- Safety and skill development;
- Economic reforms.

**Principle 8: Inclusive Growth**

**1. Does the Company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes, details thereof.**

JSPL's social commitment lies at the core of its business. Sustainable development is an integral part of its corporate core values, as defined by JSPL's human resources department. It is also enshrined in JSPL's corporate social responsibility policy. The effectiveness and implementation of JSPL's social commitment is ensured by extending the governance responsibility of the Company's Board through the health, safety, CSR and environment committees, as well as the governance and business ethics committee. These Board level committees meet quarterly to monitor plans, actions and outcomes of JSPL's social commitment. The Company is socially committed to three focus areas:

- a. Education and skill development
- b. Health, nutrition and sanitation
- c. Need-based community infrastructure development

Besides, the CSR interventions also support women empowerment projects through the promotion of micro enterprises in non-farm, farm and off farm projects across all locations.



A 360 degree project implementation approach is adopted by the company to implement all the CSR projects across its locations, which is as follows:



**2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/Government structures/any other organisation?**

The onus of designing and delivering CSR initiatives lies with the in-house CSR teams, deployed at each of the Company's plant locations.

While designing, these teams consult with all stakeholder groups for their input, and engage with the appropriate stakeholder, based on the requirement of each initiative. JSPL also engages with external NGOs for increasing its outreach, and supplementing the in-house skills available. Some initiatives are linked with existing Government schemes (either supplementing or complementing the scheme), and require partnering with respective Government agencies involved.

A few examples of JSPL's collaborative efforts include:

Area	Partners involved
Health	Red Cross Society, District Blood Banks, District Health Administration, Integrated Child Development Scheme (ICDS), Zilla Swastha Samiti (ZSS), National Rural Health Mission (NRHM), National Vector Borne Diseases Control Program (NVBDCP), Integrated Counselling and Testing Center (ICTC), National AIDS Control Organisation, District AIDS Prevention and Control Unit (DAPCU)
Education	Department of School and Mass Education, Sarva Shiksha Abhiyan, State Resource Centre, Zilla Saksharata Mission, Local Welfare Societies

Area	Partners involved
Sustainable livelihood	Office of Chief District Veterinary Officer, Office of Assistant Director of Fisheries, Office of District Horticultural Officer, District Rural Development Authority, District Agriculture Office, Krishi Vigyan Kendra, Jan Shiksha Sansthan
Community infrastructure development	District Administration, District Rural Development Authority, Rural Welfare Societies, State Electricity Board, Public Works Department
Sports, art and culture related	Olympic Association, Cricket Associations, Directorate of Sports, District Sports Office, Youth Hostel Association, District Athletic Association
Natural resource management	Watershed Management Programme in collaboration with National Bank for Agriculture and Rural Development (NABARD), Agricultural Finance Corporation (AFC), Foundation for Ecological Security (FES)

**3. Have you done any impact assessment of your initiative?**

JSPL carries out an assessment for all its major programmes internally, as well as by third party consultants (as and when required).

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

JSPL's direct contribution towards community development projects during the reporting period (2016-17) is ₹ 15.36 crore. Details of some of the Company's community initiatives are given below:

Area	Interventions
Clean and Green Country	<ul style="list-style-type: none"> <li>Building toilets and sanitation facilities</li> <li>Stressing on cleanliness and hygiene</li> <li>Renovation of cemented ghats/ changing walls</li> <li>Building bridges/culverts/ sheds/ guard walls</li> <li>Improving rural sanitation</li> <li>Construction and renovation of drinking water facilities</li> <li>Installation of solar/ street lighting</li> <li>Community plantation/ social forestry</li> <li>Ground water recharge</li> <li>Biogas management</li> </ul>

Area	Interventions
Education	<ul style="list-style-type: none"> <li>Supporting teachers</li> <li>Enhancing quality of education through infrastructure support</li> <li>Village camps for increasing school enrolment</li> <li>Financial assistance through scholarships</li> <li>Renovation of anganwadi centres</li> <li>Distribution of text books</li> <li>Adult education</li> <li>Skill development at OPJCC</li> <li>Building new Schools</li> <li>Organising teacher training</li> <li>Arranging coaching and career counselling</li> </ul>
Health, nutrition and population stabilisation	<ul style="list-style-type: none"> <li>Organising health camps and renovation of clinics</li> <li>Addressing adolescent anaemia</li> <li>Blood donation camps and medicine distribution drives</li> <li>Mobile health unit</li> <li>Sanitation</li> <li>Women and child development programmes</li> <li>Preventive services like family planning camps and health-related awareness programmes</li> <li>Improving health related infrastructure</li> <li>HIV/AIDS awareness campaigns</li> <li>Sterilisation camps</li> </ul>
Infrastructure and others	<ul style="list-style-type: none"> <li>Infrastructure development like construction of roads, community places</li> <li>Watershed development programmes</li> <li>Sports promotion</li> <li>Livelihood programmes like SRI, WADI, Livestock Farming</li> </ul>

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

For successful implementation and adoption of the Company's community projects, JSPL consults and engages with all appropriate stakeholders, right from its inception. Techniques like participatory rural appraisal (PRA), need-profile analysis and need-prioritisation are used for engaging with them. Communities are also involved in delivery, as well as monitoring phases of the programmes. For any programme and development, JSPL always endeavours to induce ownership among communities by playing the role of a facilitator. Community-based organisations like village development committees are formed and are given responsibilities for managing certain aspects of the programmes, with due assistance from JSPL's field teams.

**Principle 9: Customer Value**

**1. What percentage of customer complaints/consumer cases are pending as on the end of financial year?**

95.45% (approximately) customer complaints were resolved satisfactorily by the Company during the year. In total, the Company has received 66 valid complaints, out of which, only three are pending as on the end of financial year 2016-17.

**2. 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)**

JSPL's products do not have any mandatory labelling requirements. However, to convey useful information to customers, JSPL's products bear information labels providing details about specifications, sizes and quality of the respective products. Against every sale, customers are provided with test certificates issued by certified third parties that contain quality parameters, as well as the chemical and physical properties of the product. The above information is also available in product brochures that are given to customers.

**3. 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 five years and pending as on end of financial year?**

No such cases have been filed by stakeholders against the Company regarding unfair trade practices, irresponsible advertising and anti-competitive behaviour during the last five years. Therefore, no such cases remain pending as on the end of the financial year 2016-17.

**4. Did your Company carry out any consumer survey/consumer satisfaction trends?**

Yes, customer satisfaction is computed by the Company every month concerning key accounts of the Company, based on the feedback collected from the key customers. JSPL's management regularly reviews feedback/suggestion received by its sales team and customer care.

To gain a better understanding of stakeholder's requirement and perception of its product and services, the Company provides a platform for its stakeholders by organising meets for masons, architects, structural engineers, designers, customers dealers, and distributors on a regular basis. In these meetings, top management of the Company directly interacts with its stakeholders.

During the year, the Chairman of the Company also visited some of its principal stakeholders to understand their expectations/concerns and feedback about its product and services.

For and on behalf of the Board

Place: New Delhi  
Dated: August 8, 2017

**Naveen Jindal**  
Chairman