



JINDAL SAW LTD.
TOTAL PIPE SOLUTIONS

FLOURISHING THROUGH RESILIENCE

Business
Responsibility
REPORT
2020-21





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Acknowledgement:

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List of Abbreviations

APGA	Australian Pipelines & Gas Association
ASSOCHAM	Associated Chambers of Commerce and Industry of India
BRR	Business Responsibility Report
CEO	Chief Executive Officer
CII	Confederation of Indian Industry
CPCB	Central Pollution Control Board
Cr.	Crore(s)
CSR	Corporate Social Responsibility
dB(A)	A-weighted decibels
DGMS	Directorate General of Mine Safety
EHS	Employee Health and Safety
ESI	Employees' State Insurance
ESP	Electro-Static Precipitator
GBF	Green Bio Filters
GSS	Grid Sub Station
HFNC	High Flow Nasal Cannula
ICCI	Indian Chamber of Commerce & Industry
ILO	International Labour Organization
IMS	Integrated Management System
INR	Indian Rupee
IPLOCA	International Pipe Line & Offshore Contractors Association
ISO	International Organisation for Standardisation
KLD	Kilolitres Per Day
LED	Light Emitting Diode
MJSA	Mukhyamantri Jal Swavlamban Abhiyan
MLD	Millions of Litres per Day
OHSAS	Occupational Health and Safety Assessment Series
PF	Provident Fund
PHDCCI	PHD Chamber of Commerce and Industry
SDGs	Sustainable Development Goals
SEBI	Securities and Exchange Board of India
SPCB	State Pollution Control Board
STP	Sewage Treatment Plant
WCI	Workmen's Compensation Insurance





Message from Group Chief Executive Officer & Whole-time Director

Neeraj Kumar

Dear Stakeholders,

I am elated to share the 5th Business Responsibility Report for Jindal Saw Limited. Like every year, we stay committed to disclose our environmental and social performance as per SEBI's (Listing Obligations and Disclosure Requirements) Regulation, 2015 under Regulation 34(2)(f) for top 1,000 companies by market capitalization.

We stay resolute towards growing responsibly, which is testified by our multipronged approach towards sustainable development every year, and this year is no exception. The resilience that we built into our Company as a result of having to respond to the COVID-19 pandemic in 2020, has helped us negotiate both the second wave of the pandemic as well as a challenging business environment and flourish even in the most trying of circumstances as evidenced by our strong financials. We also focus on building resilience amongst our stakeholders and thereby helping them to flourish as well. This has been driven by various initiatives focused on promoting education, rural development, women empowerment, and initiatives towards making public infrastructure accessible and inclusive to people with reduced mobility. Our operational focus, like every year, has stayed on conservation of natural resources and improving operational efficiencies, as the key enablers to optimize the environmental footprint of the organization. Our values guide us to continuously innovate and improve our performance on all parameters, while conducting business in an efficient and responsible manner. Our activities and their environmental and social

impacts are monitored to ensure value creation for our stakeholders. We have made steady progress in all the three pillars of sustainability, as we continue to leverage the incorporation of sustainability principles within our values and core business agenda to ensure a growth attained resiliently and responsibly.

I would personally and on behalf of the Company like to thank all our stakeholders for working diligently and supporting us through the difficult period experienced by all of us over the past year and would like to assure them that we are ready to face any challenge and emerge successfully thanks in part to our continued focus on building sustainability and resilience across the Company.

I am happy to share the glimpses of our sustainability journey for FY 2020-2021, and look forward to the upcoming financial year to leverage the varied golden opportunities lying ahead of us. We will unceasingly strive towards a glittering growth that includes us, our stakeholders, and the environment we owe our existence to. Like every year, we will contribute towards India's journey in striving to attain the Sustainable Development Goals persistently.

Thanking You,

Neeraj Kumar
Group Chief Executive Officer & Whole-time Director



Message from Company Secretary and Leader, Business Responsibility

Sunil K. Jain

Dear Stakeholders,

It gives me immense delight to disclose our corporate responsibility policies, initiatives and performance, through our 5th Business Responsibility Report. As we continue believing in a fair and transparent way of conducting business, our annual practice of disclosing information with utmost integrity and accountability makes us stay true to what we preach.

We strive to create prosperity for our stakeholders through sound governance, innovation and implementation of sustainable practices. This endeavor has always guided us to overcome various economic and regulatory challenges over the last decade. 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.

We endeavor to make social responsibility a key business process for sustainable development. We take cognizance of the fact that our activities impact the communities in which we operate, and thus have effective mechanisms to make sure that the local communities, who form an undivided part of our stakeholder family, stay unscathed of any adverse impact owing to our activities.

Our human capital, whom we are so proud of, helps us innovate our products and processes to enter

newer markets and industries untiringly every day, which provides significant financial outcomes to us as well. We innovate such that we rely less on newly extracted raw materials, which minimizes our environmental impact and ensures that our operations stay sustainable.


The COVID-19 pandemic has been shaking the world to the core since the previous financial year. However, our focus on integrating sustainability in our organization over the years has allowed us to bear the storm and emerge as a flourishing business. Building on our legacy as a leader in sustainable development, we will continue to make efforts to excel as always. I would like to thank all our stakeholders for their continued trust in us, which enthruses us to keep managing the organization in a proper and responsible manner. We look forward to your feedback and suggestions, as we forge ahead on green recovery supported by the pillars of our sustainable imperatives.

Yours sincerely,


Sunil K. Jain
Company Secretary and Leader,
Business Responsibility



Jindal Saw Limited's Highlights for 2020-21



97.2% customer satisfaction level achieved by JSAW



Ensuring Accessible Vaccination for people with reduced mobility



Over **20,000** employees trained including both permanent and contract employees



INR **9.98 Cr** spent on CSR initiatives



Flourishing Through Resilience, Every Year

Jindal Saw Limited (JSAW) embarked upon its journey in 1984, under the able leadership of Shri P. R. Jindal, and has been flourishing year on year since its inception. Today, JSAW is a global manufacturer and supplier of Iron & Steel pipe products, fittings and accessories with manufacturing facilities in India, USA, Europe and UAE (MENA). Our mission is to match the expectation of our customers through product development, quality manufacturing and supply chain management. We have robust systems developed for overall excellence and management to support our customers globally.

Since inception of our first manufacturing plant in Kosi Kalan, Uttar Pradesh, India, we have been committed to the philosophy of 'Sustainable Value Creation'. The Company's growth has been supported by the commitment towards environmental stewardship, social responsibility, employee well-being, customer first mentality and an unwavering focus on quality and innovation.

Our manufacturing facilities have been designed to surpass the required compliances of various environmental and social regulatory systems and have been designed to reduce environmental impacts. 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.

Our principle of transparency has ensured that every aspect of the financial, environmental, and social performance is disclosed to the stakeholders. We leverage formal and informal

means of communication to disclose our environmental and social performance. In addition to this, we use SEBI's mandated Business Responsibility Report (BRR), as a tool to communicate achievements and progress on non-financial parameters. We have been doing this since the mandate started in 2015 and support the reporting requirements to exemplify our initiatives towards nurturing value.

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

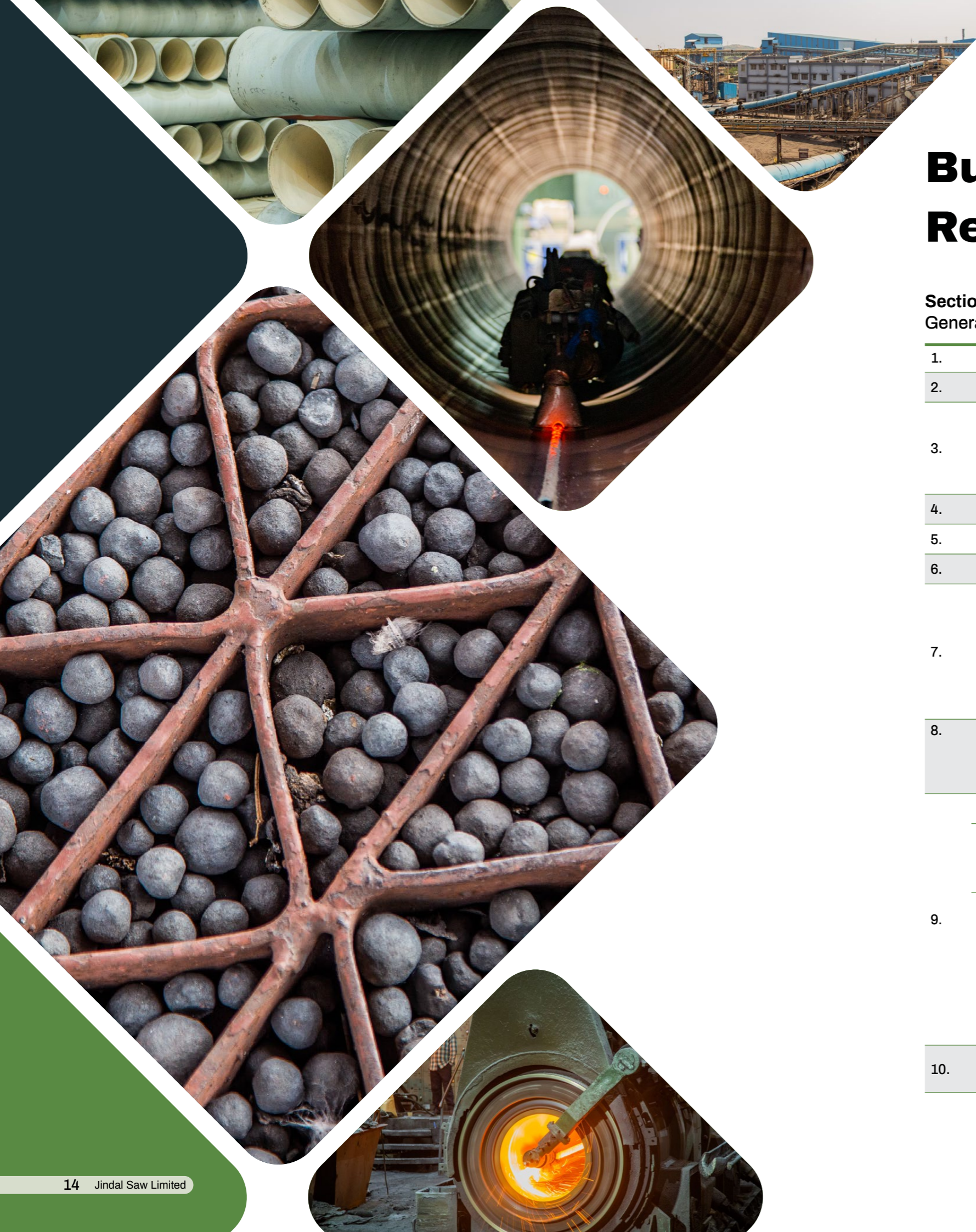
- Achieved a rating of Basel II, along with a sound credit profile while establishing a USD 1 billion conglomerate;
- Since inception in 1984 as a single product manufacturer, diversified product and business portfolio to spread plant locations across India, USA, Europe and Middle-East;
- Devised novel and ground-breaking products and solutions;
- Created enablers for people with reduced mobility in the country as well as for local communities;
- Undertook several sustainable initiatives across all locations such as raw material conservation through magnetite iron ore production, heat recovery plant, installation of solar and LED lighting, extensive green belt development, and various other initiatives.
- Implemented various social initiatives in the communities we operate in such as sewage treatment of Bhilwara town, development of housing & medical centres around our manufacturing facilities, maintenance of parks and green belt, etc.

Our Contribution towards Sustainable Development Goals

We have committed to the 2030 agenda for achieving the UN Sustainable Development Goals (SDGs or the 'Global Goals') by aligning our business and CSR activities and strategies to meet these targets.

 <p>2 ZERO HUNGER</p>	 <p>5 GENDER EQUALITY</p>	 <p>6 CLEAN WATER AND SANITATION</p>	 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>
<ul style="list-style-type: none"> • Distribution of food and ration kits to the migrant workers hit by the COVID-19 pandemic 	<ul style="list-style-type: none"> • Partnership with Kaneya kelvani under CSR for carrying out activities for women empowerment 	<ul style="list-style-type: none"> • Sewage treatment plants installed to reduce domestic effluent discharge • Increase in water use efficiency at manufacturing plants 	<ul style="list-style-type: none"> • Reduced energy consumption through process optimization • Installation of energy efficient LEDs and solar panels 	<ul style="list-style-type: none"> • Vendor development initiatives to increase local procurement • Technical capacity building sessions for employees • Policies for protection of labour rights of employees and contractors
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	 <p>10 REDUCED INEQUALITIES</p>	 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	 <p>13 CLIMATE ACTION</p>	
<ul style="list-style-type: none"> • Process improvement initiatives for increasing ore concentrate • Infrastructural support and accommodation for employees near the mining areas 	<ul style="list-style-type: none"> • Community initiatives for people with reduced mobility through Svayam • Supported underprivileged communities through rainwater harvesting trainings to improve self-reliance during drought months 	<ul style="list-style-type: none"> • Product and process innovation for increasing product use lifecycle • Responsible disposal and reuse of byproducts from manufacturing 	<ul style="list-style-type: none"> • Increased water use efficiency for manufacturing processes • Reduced GHG emissions in manufacturing through process improvements • Afforestation and continued maintenance of green belt near manufacturing plant 	





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
	Registered address	A-1, UPSIDC Industrial Area, Nandgaon Road, Kosi Kalan, Mathura – 281403, Uttar Pradesh, India
3.	Corporate address	Jindal Centre, 12, Bhikaiji Cama Place, New Delhi-110066
4.	Website	www.jindalsaw.com
5.	E-mail id	investors@jindalsaw.com
6.	Financial Year reported	1st April, 2020 to 31st March, 2021
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	<ul style="list-style-type: none"> • Manufacture and supply of tubes 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
Total number of locations where business activity is undertaken by the Company		
a.	Number of International Locations	<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 • Nagothane, Raigad, Maharashtra • Kosi Kalan, Uttar Pradesh • Nashik, Maharashtra • Nanakapaya & Samaghogha, Mundra, Gujarat • Pithampur, Madhya Pradesh • Temburni, Solapur, Maharashtra
9.		
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 8,631.81 Crores
3.	Total profit after taxes	INR 329.05 Crores
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	INR 9.9 Crores (2.98 %)
5.	List of activities in which expenditure in 4 above has been incurred	<ul style="list-style-type: none"> Promoting education Welfare of the poor and the differently-abled people in society Healthcare and sanitation including those undertaken for combating COVID-19 pandemic Eradication of hunger and malnutrition, including migrant workers affected due to COVID-induced lockdown Animal welfare and environmental sustainability

Section C:
Other Details

1.	Does the Company have any Subsidiary Company/ Companies?	Yes, as of March 31st, 2021, the Company has 25 subsidiary companies. <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 X LLC Jindal Saw Gulf L.L.C. Jindal Saw USA LLC World Transload & Logistics LLC 5101 Boone LLP Tube Technologies INC 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
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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 subsidiaries located overseas are covered by JSAW's policies like 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.

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

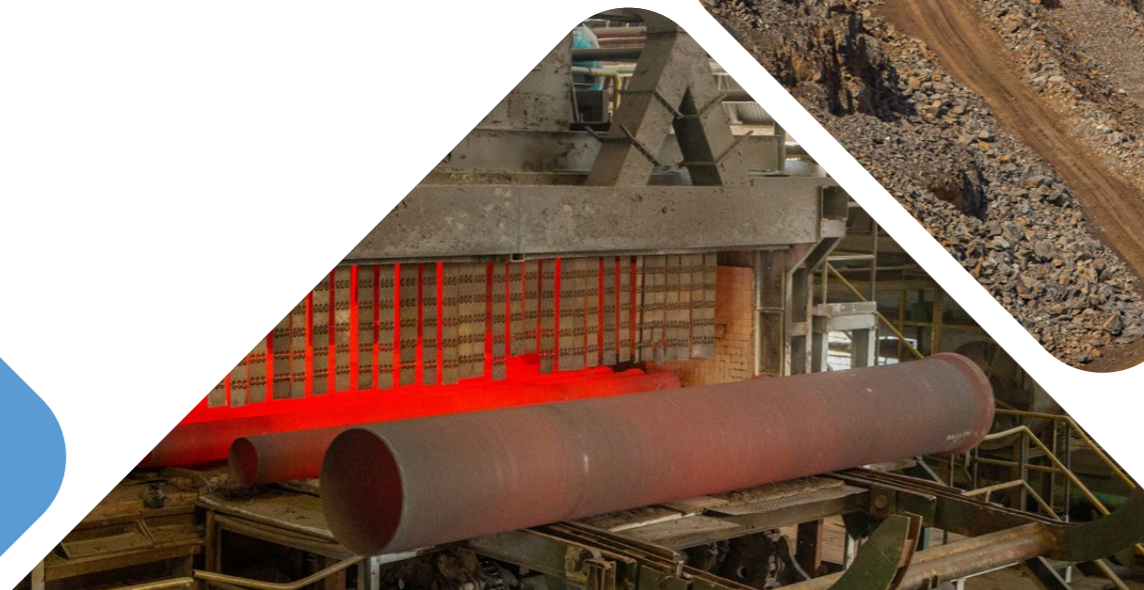
S.No.		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/policies for...	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national / international standards? If yes, specify?	Policies have been formulated giving keeping in mind the industry and the environment in which the company operates. The policies have been benchmarked against those of leading Indian corporates								
4.	Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y

6.	Indicate the link for the policy to be viewed online?	P1: http://www.jindalsaw.com/pdf/Policy-Code-of-Conduct.pdf P2: IMS Policy is on intranet displayed at all sites P3: HR Policy is available online on the intranet P4: http://www.jindalsaw.com/policies.php P5: Human Rights forms a part of HR policies P6: http://www.jindalsaw.com/pdf/ehs-policy.pdf P7: Is part of the HR Policy P8: http://www.jindalsaw.com/pdf/Jindal-SAW-CSR-Policy.pdf P9: Customer responsibility is covered under the Company's Quality Policy								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8.	Does the company have in-house structure to implement the policy/policies?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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 FY2020-2021, is JSAW's fifth 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> <p>FY2018-19: http://www.jindalsaw.com/pdf/Jindal-SAW-2019_Final-web.pdf</p> <p>FY2019-20: https://www.jindalsaw.com/pdf/Business-Responsibility-Report-2019-20.pdf</p>

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				

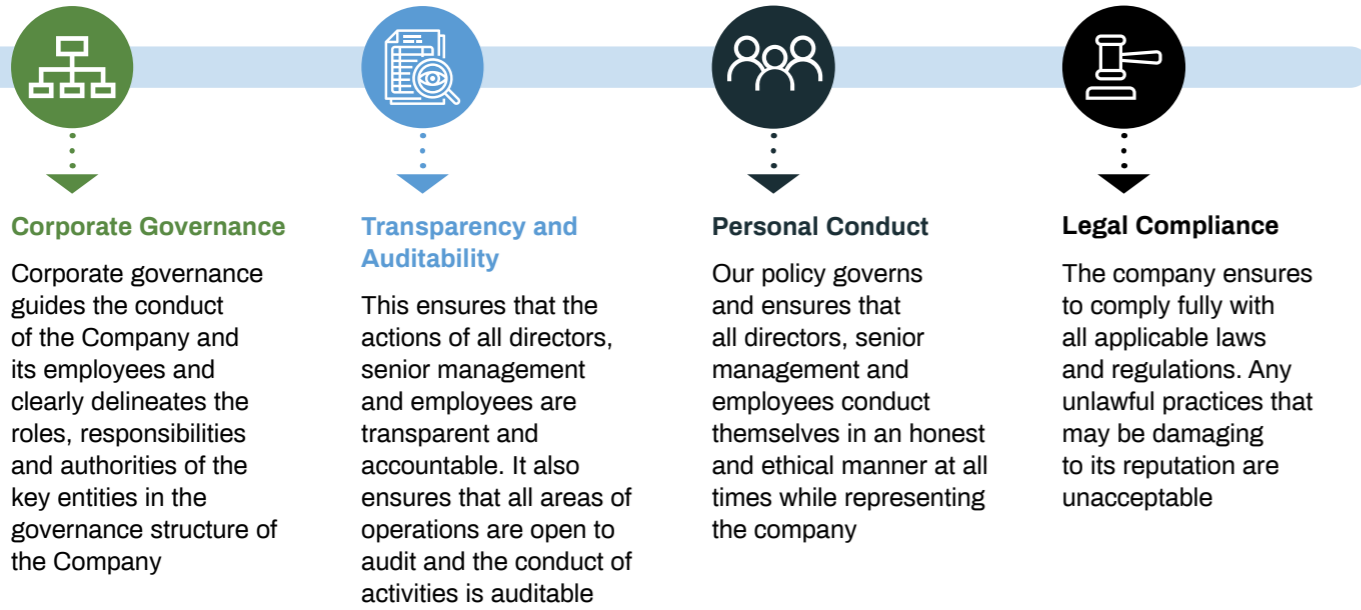


Section E:
Principle-wise Performance

Principle 1: Business Ethics, Transparency & Accountability

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
JSAW is committed to conduct business in accordance with the highest ethical standards and transparency operating under the Company's Code of Conduct. Our Code of Conduct Policy is the moral guide behind our responsible and resilient business practices.

Key Principles Of JSAW's Code of Conduct Policy



The Code of Conduct Policy portrays all the legal and ethical principles guiding the work at JSAW and is binding on all employees of the Company including the senior management and Directors.

The Code of Conduct Policy embodies JSAW's fundamental principles and expectations in terms of accountable conduct to not only employees but also to its upstream and downstream partners. The governance mechanisms in place are applicable to more than 50% of JSAW's contractors and suppliers. The code of conduct is also covered in all contractual agreements that are signed with the Company's suppliers and contractors.

This policy extends across the entire supply chain of JSAW. Our subsidiaries and joint venture companies have transparency, ethics and accountability policies of their own in place.

JSAW also has a 'Whistle Blower Policy' to address issues, concerns and complaints related to ethical misconduct. However, in the last five years, no complaints have been received through the various company channels regarding 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

Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

The omnipresent linear economy model has adverse effects on the environment. There is a global rise in adoption of the circular economy model owing to the gross environmental damage and harm to human health caused by the former. JSAW has incorporated different measures to address these environmental and social concerns across the value chain, by building an approach towards adopting a circular economy.

All mandatory requirements for sustainable production and consumption of our products and related activities and processes are adhered to by us and we have integrated key material life cycle and circular economy related measures into sourcing, manufacturing and end-of-life of our products.

JSAW's sustainability policy stresses upon optimum resource utilization such as energy, water, raw materials, etc., for all our products while ensuring that the manufacturing process is in harmony with the environment, and it also is socially responsible. We strive to create a safe and healthy work environment as well.

The Integrated Management System (IMS) Policy ensures assurance to our customers that all JSAW products meet all applicable statutory regulations and voluntary codes. We strive to maintain 100% compliance to the necessary environment, social and quality management systems such as OHSAS 18001, ISO 9001 and ISO 14001.

JSAW works continually to optimize its carbon footprint and conserve natural resources across the entire value chain. The Company puts environmental sustainability as a high priority in the value chain and has incorporated measures to reduce a product's environmental impact right from the design process. We encourage using alternative raw materials, recycling of waste generated and internal process optimization.

We are dedicated to keeping an efficient production system throughout our operations. This helps us in reducing the consumption of raw materials while also contributing to energy and water conservation. Being an energy and resource intensive industry, every process optimization initiative takes us one step closer to being an environmentally responsible organization. Increasing the efficiency of our processes also helps us in staying competitive.

JSAW believes, sustainable procurement interventions reflect a specific industry's capability and capacity to respond, the applicable national and international legislation, selection and evaluation of right vendors, procurement risks etc. Wherever applicable and feasible, requirements for environmental and social sustainability will be added to solicitation documents by referring to international standards or equivalent in a country and a region. JSAW also acknowledges that there will be circumstances whereby trade-offs between the economic, environmental and social pillars will be necessary. JSAW, especially at its Bellary plant, has developed the process for sustainable RM vendor selection and evaluation procedures in its procurement function.

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

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

Based on the quality management system, JSAW has been procuring RM and other goods from local vendors based on its requirement. To enhance the capacity and capability of local vendors, JSAW has also evaluated the equipment, resources, growth strategy, ability to meet quality, objectives etc. of the vendors. These measures have proven beneficial in terms of reduction in the environmental impact of our operations

JSAW acknowledges the importance of circular economy to reduce environmental impact, and is focuses on recycling products and wastes resolutely. JSAW Bellary is a proud example of the same. JSAW Bellary has generated waste like metallic scrap, used oils, oil soaked cotton, empty drums, batteries etc. During the reporting period, all the waste generated has been disposed through authorized vendors approved by SPCB. Reusing paper on both sides, wooden pellets, waste slag sand for construction, welding flux waste for construction purpose, STP treated waste water for gardening and lawn, and used oil for reprocessing; recycling waste batteries; and incinerating paint and cotton waste, are the waste management initiatives taken. This forms <2% of our products and waste generated.

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?

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

Businesses should promote the wellbeing of all employees

Our people are our greatest asset. Being important stakeholders in the continued flourishing growth of the Company through sheer resilience, the well-being and productivity of our employees- our human capital, is of utmost importance to us. We are committed to fair treatment of our dear employees and providing equal access to opportunities. We ensure dignity and respect for our employees through well-defined policies. Our focus is on teamwork and collaboration, developing innovation in the workforce, promoting organizational flexibility, responsiveness, and agility. JSAW does not stand for any form of discrimination, and no employee may be disadvantaged based on ethnicity, religion, ideology, gender, age, disability, etc. Sexual harassment of any form is not tolerated. The Company is compliant with Prevention of Sexual Harassment Act, 2011 and has formed an 'Internal Complaints Committee' with two female employees as members, one male employee as a member an external male consulting member.

We are in compliance with all labour laws regarding child labour, forced labour or involuntary labour. All employees, whether permanent or contractual can get in touch through a designated point-of-contact and a unique email id to report any grievances. Occupational health and safety and providing a safe and secure working environment is a top priority for us. We are committed to safeguarding the interests of all employees and maintain confidentiality of employees in all matters so that they feel comfortable in voicing their concerns.

As a company, we try to foster long term relationships with our employees. We value the time and effort they spend every day towards achieving our common goal of a flourishing business. We also understand the importance of striking a work-life balance for overall well-being and are mindful of this in creating a healthy working space for all our employees. We organize numerous recreational, sports and cultural activities undertaken at various units to engage with employees. We promote involvement of employees and their families at organized events and festivals periodically, to bring a sense of camaraderie and common identity as a Company. We also provide employee benefits such as marriage gifts, health check-ups, competency development scheme, and personal accident insurance.

As on 31st March 2021, JSAW had 13,951 employees including permanent and contractual, working for the Company.

Please indicate the Total number of employees

6,757 employees were hired at JSAW on a temporary/ contractual/ casual basis for FY 2020-21.

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 43 as of 31st March, 2021.

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, 2021

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 robust systems and processes in place that have been developed and implemented to ensure that there are no instances of complaints related child labour, forced labour, involuntary labour, or sexual harassment. We have zero-tolerance towards employing underage individuals. For the reporting period, there have been no complaints relating to child labour, forced labour, involuntary labour, or sexual harassment.

At JSAW we believe that we will flourish only when our people will flourish. Thus, while we attract and recruit the most talented people, we keep striving to enhance their skills and capabilities, and upgrade their knowledge. Our regular safety and knowledge up-gradation trainings, is a part of this effort. Efforts are also made to improve employee capacity and advance their career aspirations through various functional training programmes. Through these targeted human resource interventions, we enable career development by providing access to necessary learning opportunities, on an equal and non-discriminatory basis.

Safety trainings are mandatory at JSAW for all employees while skill upgradation is done through functional trainings for all permanent and contractual employees. For FY2020-21, safety and skill enhancement trainings were provided to the following category of employees:

Employee Category	Safety Trainings (nos.)	Functional Trainings (nos.)
Permanent Employees		
Trainings for permanent employees	6,656	2,979
Trainings for Female employees	44	2
Trainings for Male employees	6,612	2,977
Trainings for permanent employees with disabilities	39	16
Contractual Employees		
Trainings for contractual employees	13,797	1,429
Trainings for Female employees	0	0
Trainings for Male employees	13,797	1,429
Trainings for contractual employees with disabilities	11	4

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.

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

Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

At JSAW, we understand that our long-term flourishing growth in the business will be driven by our stakeholders, both internal and external. We, therefore, value our relationship and try to engage with our stakeholders on a regular basis. This helps us in addressing their concerns and incorporating their 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 in conducting our business responsibly. This also gives us an opportunity to gain new insights into issues that can help us achieve both intangible and tangible benefits.

Managing stakeholder expectations effectively helps us identify opportunities and mitigate future risks such as financial loss, business reputation, supply chain disruptions and non-compliance that can hinder our glorious growth. Continuous communication with our stakeholders helps to focus on pivotal issues of concern, such as socio-economic development and the environment, with all relevant stakeholders especially the disadvantaged communities and the vulnerable and the 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. We reach out to all stakeholders to make appropriate disclosures at regular intervals and take necessary steps to solve their grievances.

We have identified the following group of major internal and external stakeholders:

- Investors
- Regulatory Authorities
- Local Administrative Authorities
- Employees
- Customers
- Vendors and suppliers
- Community

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

We strive to uplift the socio-economically disadvantaged sections of society by improving their livelihood and we have participated in policy discussions regarding this. We recognize communities having people such as those who are impoverished, have reduced mobility, have disabilities, senior citizens and pregnant women as our prime stakeholders. We are working towards socio-economic development 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. True to its mission, 'Dignity for people with reduced mobility', Svayam is committed to working 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

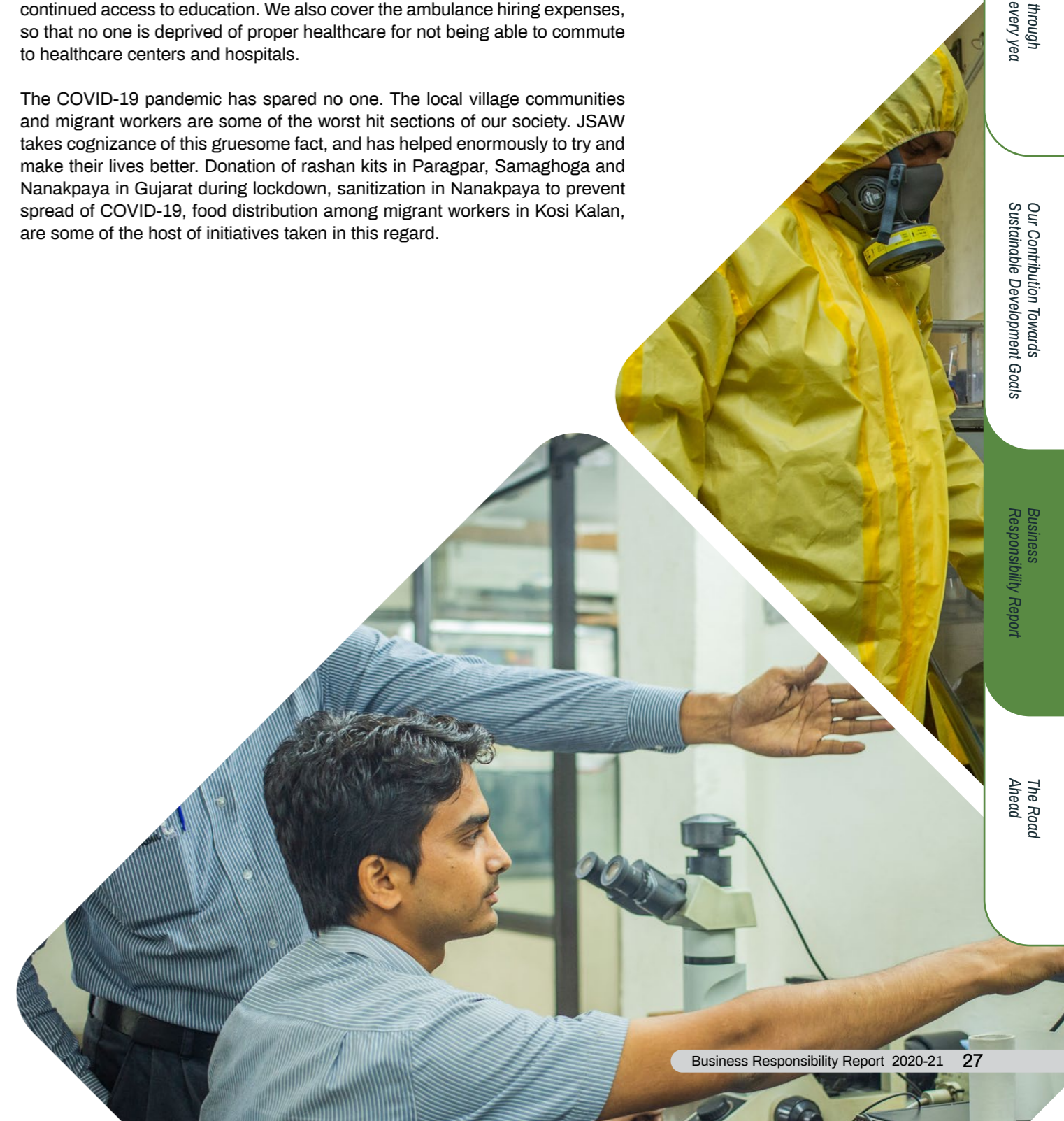
Svayam's deep commitment towards shaping an inclusive society has shown profound impacts and has resulted in independence and restoration of dignity of people with reduced mobility. Svayam has a unique approach for bridging the social gap that people with disabilities encounter on a daily basis. Its activities target policy advocacy for molding the opinions of policymakers towards executing accessibility solutions on the one hand, while undertaking awareness creating programmes for highlighting the everyday barriers faced by people with reduced mobility. These activities range from developing infrastructure to improve accessibility to behaviour change communication campaigns.

Svayam's initiatives are breaking psychological boundaries and going beyond infrastructural barriers to create independence and dignity of life for people living with reduced mobility. Our mission towards shaping an inclusive society has already started to revolutionize the thinking of the masses with more and more people joining the movement.

FY 20-21 continued to be plagued by the COVID-19 pandemic, and JSAW has contributed a lot towards the welfare of the society, in terms of hunger eradication, sanitation and healthcare. We have made a contribution of 15 portable Oxygen Concentrators to hospitals, and shifted one high pressure compressor from Samaghogha for the purpose of bottling the Oxygen and supplying to hospitals. We have also installed 2PSA Oxygen plant capacity with 100 Nm³/hr flow rate, along with Filling Station for filling oxygen cylinder of capacity 7 m³. We conducted sanitization activities regularly in our surrounding areas. We have donated Oxygen cylinders and purchased 5 tankers of 20KL liquid oxygen to refill the oxygen cylinders, for government hospitals.

JSAW Bellary has been contributing towards construction and improvement of schools, and also covers the salaries of the teachers recruited to impart education in these schools, to make sure that the students get proper and continued access to education. We also cover the ambulance hiring expenses, so that no one is deprived of proper healthcare for not being able to commute to healthcare centers and hospitals.

The COVID-19 pandemic has spared no one. The local village communities and migrant workers are some of the worst hit sections of our society. JSAW takes cognizance of this gruesome fact, and has helped enormously to try and make their lives better. Donation of rashan kits in Paragpar, Samaghoga and Nanakpaya in Gujarat during lockdown, sanitization in Nanakpaya to prevent spread of COVID-19, food distribution among migrant workers in Kosi Kalan, are some of the host of initiatives taken in this regard.



Principle 5: Human Rights

Businesses should respect and promote human rights

Respect for the fundamental human rights, both for company employees and external parties is one of our core principles at JSAW. Our policy of safeguarding human rights is aligned with our mission and vision. We believe in investing in and developing our human capital and try to be fair and just in all our dealings across our operations. Our Human Rights Policy is based on the principles of the 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 strive to increase awareness among our employees through sensitisation trainings. The trainings, in-house and external, focus on the enhancing knowledge, while nurturing leadership qualities in our people. To avoid any oversight by the management, employees are encouraged to report any violations through employee grievance mechanism and across our supply chain through supplier assessments. We ensure all grievances are taken seriously and resolved on high priority.

Our business operations span across multiple subsidiaries in India and internationally across vast geographical regions. Across all countries of operation, our human rights policies differ as per the law of the land and in each country the applicable labor laws are adhered to without exception. The subsidiaries of the Company have a different human rights policies but follow a common belief in 'Human Capital'.

Our Human Rights Policy extends across all our subsidiaries operating within India. We are trying to extend our human rights policy across the entire value chain through our supplier engagement process.

Our agreements and contracts include a clause that requires business partners to abide by all local laws and regulations and in addition agree to the following broad clauses before commencement of work:

- 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 such as those related to labor practices and human rights abuse.

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

Business should respect, protect, and make efforts to restore the environment

The environmental management at JSAW is driven through a robust Environment, Health & Safety Policy. The policy drives sustainable development through the establishment and implementation of environmental standards that are scientifically tested and meet the requirement of relevant law, regulation and codes of practice. The Policy ensures that environment, health and safety is embedded in all planning and decision making of the organization.

The EHS Policy is supported by sustainable procedures and practices of the organization. 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 9001:2015 for quality management. The implementation of the systems and procedures related to environment management across all operations are ensured by the leadership.

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.

The Company is committed to conduct all business operations such that the environment and employee health and safety are always taken into account. The Company addresses the global environmental issues through strategic actions and initiatives. Some of the specific initiatives on Climate Change are related to energy efficiency and renewable energy, which are further elaborated under the next question.

Energy Efficiency:

Globally, improved energy efficiency is of prime concern and JSAW takes cognizance of it as well. As a result, the following energy efficiency initiatives are in place at the JSAW Bellary plant:

- Conventional lights replaced with quality LED lights at high mast, shop floor, street lights which are long lasting, more durable and use about 50 percent less energy.
- Periodical cleaning of transparent roof sheets to optimize the maximum sun light.

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

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



Air Quality Management:

Maintaining optimum air quality levels is essential for a company to ensure a healthy and prospering working environment for local community and workforce, and JSAW does so without fail.

- Fugitive dust is a major source of emission for us owing to our mining operations. In order to mitigate the fugitive dust at our plants, water is sprayed on the ore stack for dust suppression. The iron ore concentrate is received in wet form during material transportation. On an average, 180 KL of recycled water is sprinkled near the crusher zone, haul loading and unloading points and ore stacks;
- Electrostatic precipitator (ESP) is used to control the emissions of particulate matter from the kiln at the Iron ore pellet plant. The hot air passing through the drying zone is collected by the wind box exhaust fan located between ESP and the stack. Clean air is exhausted to the atmosphere by 120 m tall stack. The air is forced through the bed after which it is cleaned in an ESP, collected by the hood exhaust fan and discharged into the atmosphere through the stack;
- The production links including pre-proportioning of coal powder, limestone, proportioning room, mixing room, grate-kiln machine, finished pellet stockyard and finished pellet bins generate some dust. Appropriate sealing, sucking and dusting measures (Bag Filters) are installed to control the fugitive dust.
- The crusher unit is equipped with closed conveyor belts, dry fog system and continuous sprinkling systems. The systems help in controlling fugitive dust emissions from the crushing unit. Regular maintenance is carried out by the Operation & Maintenance teams at site to ensure optimal performance;
- 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.

Conserving Water Resource:

JSAW has established systems and processes to achieve 'zero effluent discharge' at its mining lease areas and manufacturing sites. In addition, the sites have implemented the following initiatives to improve water use efficiency:

- The water contained in tailing and concentrate is recovered with the help of thickener and advanced filter press technology. It is being reused in the mineral beneficiations process;
- The water required for mixing of raw material and green balls at the pellet plant (9% moisture) 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 (15-20 KLD). The STPs are based on GEO Green Biofilters Bed (GBF) technology which makes the treated water safe to be used for watering the plantation areas.
- The Company also operates an STP of 10 MLD in the Bhilwara site, Rajasthan. The STP is used for the treatment of water from the municipality, before being used in the manufacturing process.

Reducing Noise Pollution:

- 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 the mine lease boundary and beneficiation plant area. JSAW relies on controlled blasting, as approved by Directorate General of Mine Safety (DGMS) and Directorate of Explosive at the mine lease area, while a safe working environment is provided to the workers through safety and personal protective 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. The layout of the plant and greenbelt is designed to achieve the standard

Managing Solid Waste:

- The overburden at our mining site, consisting of Calc Silicate, Calc schist and calc gneiss, is stacked in a designated space as per condition given in mining plan. As and when required, some of it gets utilized for the purpose of road making and leveling of depressed ground within the lease area
- Tailing generated from the beneficiation unit, consisting of quartzites, Calc Silicates, hematite, magnetite, goethite and limonite is stacked in dry cake form at designated places. Some part of the tailings is recycled to recover Fe, while the balance is recycled to recover the balance minerals using advanced filter press through thickener
- 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:

- No waste that can be classified as being hazardous is produced during our operational processes including 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 part 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 empty and contaminated drums are re-purposed for storing oil generated from plant equipment. The remaining drums are recycled/ reused by an authorized recycler

Green belt development:

- JSAW supports and maintains all parks and drainage cleaning in Bhilwara by sponsoring the Municipal Council, Bhilwara. This is in line with our commitment for Environmental Sustainability, Ecological balance, protection of Flora & Fauna, Animal Welfare, Agro-forestry, Conservation of Natural Resources & Maintaining Quality of Air, Water and Soil.
- Around 3000 trees were planted during FY 2020-21 by the Bellary plant for developing a green corridor. Apart from plantation, we also take care of watering, fencing and using pesticides, etc. for their growth.

We have undertaken various initiatives of diverse nature in order to leverage and incorporate clean energy and energy efficiency into our operations. During the reporting period, we have implemented the following improvement initiatives at the Bellary plant:

- Awareness on energy conservation is provided to all personnel working within the Organization. Thus, it is ensured that before leaving office, employees should switch off all lights, fans, ACs, and reduce the idle time of machineries.
- Solar water heater is provided at the canteen to harness renewable energy for heating water.
- Magnets are provided at edge millers to remove chips eliminating compressed air mechanism thereby saving electrical energy.

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 previous years, installed solar systems with a consolidated capacity of 45 kW in its manufacturing units;
- In a pursuit of improving and optimizing efficiency of operational systems, JSAW has maintained a Power Factor (PF) of 0.99 in the Grid Sub Station (GSS).

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.



Identification of environmental risks is an essential component of the organization's risk management framework. The Company has adopted dynamic environmental and safety management systems in all its plants. The evolving systems provide crucial inputs in identification and assessment of the potential risks related to environment and health & safety. ISO 14001 and OHSAS 18001 are also leveraged for identifying and monitoring risks at the organizational level.

The Company has leveraged on mechanisms for Clean Development for increasing energy efficiency. In the previous years, we had installed a waste heat recovery plant of 30 MW capacity for tapping the heat from the flue gas exhausted at 260°C through the chimney and cultivating it for furnaces / driers operating at 55°C. And we have continued to reap its benefits throughout the reporting period, and we will continue to do so for the upcoming years. However, the Company does not claim any carbon credits under the intervention.

The Company has stringent internal controls for ensuring compliance to all guidelines and standards set by CPCB / SPCBs. The Company aims at surpassing the minimum standards at every manufacturing stage. Investment in innovative solutions that can support in reducing the environmental footprint of the organization are given a priority.

The Company has not received any legal notice or show cause from any authority including CPCB or SPCB in the reporting period. However, in the previous years, the Company had accumulated 5 such cases. The Company, through its commitment to operate within legal bounds has been able to close 5 cases in the reporting period.

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

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

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

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

Principle 7: Advocacy & Public Policy

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

At JSAW, we strive to further enhance the sustainability agenda amongst industries and other stakeholders through our thought leadership and policy advocacy. We believe in engaging with the Government and regulatory bodies for all matters that concern the sectors we operate in. We do so while staying true to our core values of transparency, integrity and responsible stakeholder management. Our public policies authorize a select few personnel from the Company to represent JSAW in such dialogues with external stakeholders. We maintain complete transparency during such discussions and ensure that no undue influence is put on the authorities in order to obtain a favorable decision.

JSAW, being a business leader and one of the largest organizations 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).

Industry leadership is required to help meet the challenges facing the masses today. We take our responsibilities as a leader in in the pipe manufacturing sector seriously and participate in policy dialogue with Government and other regulatory agencies from time to time. We are often invited by the Government to be part of the policy dialogue, formulation and other matters. Whenever presented with such an opportunity, we voice our opinion on the best course of action for the industry, in a responsible manner at both national and international levels.

We have advocated and extensively engaged in policy dialogue for improving accessibility to places of public interest by people with reduced mobility. Some of our efforts and achievements include:

- Physical infrastructural changes in and around the national heritage monuments in Fatehpur Sikri, Qutub Minar, etc. to make them more wheelchair friendly
- Inclusion of aspects of improved access for people with reduced mobility
- in the National Building Code that enables people with reduced mobility easier access to build 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 & Equitable Development

Businesses should support inclusive growth and equitable development

As a responsible organization, we are committed to enhancing relationships with our key stakeholders and creating a positive impact on the society through our corporate social responsibility (CSR) initiatives. Our 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. Approved by the board, our CSR Policy ensures that initiatives and their associated activities cater to the most vulnerable segments of the society such as women, children, the elderly and those with special needs. 'Svayam', our think tank established under the Sminu Jindal Charitable Trust is responsible for carrying out our CSR activities.

Our activities are focused but not limited to the areas of education, healthcare, sanitation, community welfare, skill development, employment generation, infrastructure development, promotion of national heritage and culture. In addition to this, we have a formal grievance redressal system to ensure that all stakeholder concerns are resolved in a responsible and timely manner.

Jindal SAW Limited firmly believes in giving back to society and creating a sustainable environment for all. A prominent part of our CSR focuses on making resources accessible to the underprivileged and differently-abled.

Towards this end, we undertake several development programmes through 'Svayam', a think-tank set up under the Sminu Jindal Charitable Trust. Svayam's deep commitment to shaping an inclusive society has made a visible impact, making way for independence and a life of dignity for people with reduced mobility. Svayam stands on the philosophy that when everyone is born equal, they should utilize services and infrastructure as equals.

Over the two decades since its inception, Svayam has proved to be a pioneer when it comes to accessibility in public infrastructure. In addition, it has actively handled the process of implementing access solutions, suggested to the government and civic agencies at various levels.

- **Educating future planners:** In March 2020 Svayam signed an exclusive MoU with the School of Planning and Architecture, to initiate the inclusion of accessibility into its architectural curriculum. The study of accessibility is bound to expose and sensitise future architecture and planning professionals passing out of SPA, to the need for inclusivity and incorporating Universal Design. As a part of the MoU, Svayam will also conduct an annual Faculty Development Programme for the teachers at SPA, and encourage research projects on Universal Design and different aspects of inclusive design.
- **Raising awareness overseas:** In 2019, Svayam extended its reach internationally. It launched the Accessible Kenya Mission (AKM) in partnership with the Kenyan National Council for Persons with Disabilities. The AKM aims to draw a large section of Kenyan society to mainstream life and economic activities, by raising awareness and training. After giving Kenya its first fleet of Access Auditors in 2019, Svayam will again organize a virtual training of over 300 Kenyan government officials, who will be responsible to ensure that public infrastructure is accessible for all.
- **Answering nature's call with dignity:** A three-year Accessible Family Toilet (AFT) project covering 5 states - Tamil Nadu, Karnataka, Maharashtra, UP & Odisha, was launched in partnership with Water.org's Indian arm FAAS. This project aims to build 1500 AFTs through microfinance partners and self-help groups.
- **Making the job possible through transportation:** When citizens were emerging from their homes to get the COVID-19 vaccination, Svayam realized that there is a lack of safe and accessible transportation to carry persons with reduced mobility, including those with disability to their respective vaccination centers. Without losing any time, the organization made available the provision of free pick-up and drop service within Delhi, for anyone who needs it, through its Accessible Vans.

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

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

Whichever way the tide turns, Svayam continues to firmly stride towards its vision of seamless mobility and access, to empower and enable every soul.

In FY2020-21, the Company has spent an amount of INR 9.99 Cr. on its society development initiatives across all plant and corporate level. This involves our contribution to the Sminu Jindal Charitable Trust (under which 'Svayam' thinktank operates), donation for construction of schools and payment of teachers' remuneration, donation of food and HFNC and conduction of sanitization drives to help our local communities combat COVID-19 induced hardships.

'Svayam', a thinktank created under Sminu Jindal Charitable Trust undertakes several programmes to implement JSAW's CSR activities towards people with reduced mobility. Svayam's mission of 'Dignity for people with reduced mobility' is realized through 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.

Our CSR initiatives are implemented across the community, and we make sure that our community is able to adopt them successfully.

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



CSR initiatives by JSAW

To promote inclusive growth and equitable development, we continue to engage with the communities where we operate. We work actively in the space of water conservation, sanitation, hygiene, healthcare and access to food and hospitality for the people in need.



Mukhyamantri Jal Swavlamban Abhiyan (MJSA)

Depleting ground water resources, unpredictable rainfall season and prolonged drought periods have made water a precious and scarce resource in the state of Rajasthan. With a vision to find long-term solution for a water-sustainable Rajasthan, Ex-CM Vasundhara Raje announced her most ambitious scheme "Mukhyamantri Jal Swavlamban Abhiyan (MJSA) to conserve and harvest rainwater and make villages self-reliant during drought periods.

JSAW Bhilwara has been contributing in this scheme every year and is actively undertaking projects to ensure equitable water conservation and management. The project has improved rainwater harvesting practices in Bhilwara and has received recognition from the Mukhyamantri Jal Swavlamban Abhiyan (MJSA)



Swachh Bharat Abhiyan

The Swachh Bharat Mission, launched in October 2014 is a massive mass movement that aims towards a clean India. The programme includes elimination of open defecation, conversion of unsanitary toilets to pour flush toilets, eradication of manual scavenging, municipal solid waste management and bringing about a behavioural change in people regarding healthy sanitation practices. The government has encouraged participation and contributions from philanthropic organisations and CSR. JSAW has been an active participant in the SBA since many years in the communities we operate in. One example of our participation, is JSAW Bhilwara's active contribution towards maintenance of MG Hospital, Bhilwara parks and drainage in the region. JSAW provides cleaning and maintenance services at MG Hospital, providing a clean and sanitary environment for Bhilwara's citizens

Education and Healthcare enhancement initiatives at Bellary:

JSAW Bellary has been contributing towards construction and improvement of schools, and also covers the salaries of the teachers recruited to impart education in these schools, to make sure that the students get proper and continued access to education. We also cover the ambulance hiring expenses, so that no one is deprived of proper healthcare for not being able to commute to healthcare centers and hospitals.

JSAW's contribution towards the well-being of the local community during COVID-19:

The COVID-19 pandemic has spared no one. The local village communities and migrant workers are some of the worst hit sections of our society. JSAW takes cognizance of this gruesome fact, and has helped enormously to try and make their lives better. Donation of rashan kits in Paragpar, Samaghoga and Nanakpaya in Gujarat during lockdown, sanitization in Nanakpaya to prevent spread of COVID-19, food distribution among migrant workers in Kosi Kalan, are some of the host of initiatives taken in this regard.



Principle 9: Customer Engagement

Businesses should engage with and provide value to their customers and consumers in a responsible manner

Customer satisfaction, loyalty and customer retention are vital for long-term success and expansion of our business. Our integrated Customer Engagement Policy places customers at the very centre of our business strategy and recognizes that our customers deserve products and services of the best quality that are compliant with all applicable national and international standards. We regularly engage with our customers and stakeholders through various channels to solicit their feedback and to understand their concerns and satisfaction levels.

We conduct customer satisfaction surveys every six months, and the results of the survey are shared with the concerned departments to evaluate and improve on the issues reported. We have well-defined internal processes in place to address our customer grievances. There are various channels through which complaints can be lodged; through social media or our specified contact details listed on the website. All complaints are analyzed by a dedicated team depending on the nature of complaint and every effort is taken to resolve them expeditiously.

All products manufactured by us are compliant with the mandatory codes, specifications, industry regulations and statutory safety norms of the country. Our products are labelled with all necessary product information and detailed specifications in the information manuals and documents. Product information manuals contain all the relevant information and any additional information requested by customers are incorporated appropriately.

Being in the manufacturing industry, we have stringent quality control mechanisms and are compliant to all the necessary quality standards, which has always helped us in being market leaders in our sector. Whenever a complaint is registered, we ensure that it is resolved and closed immediately. For the reporting year, we have not received any customer complaints related to our products and services.

In the recent years, we have received only 2 complaints in FY2015-16 which were resolved and closed immediately and currently there are no pending complaint cases.

A customer satisfaction survey is carried out every 6 months as part of our customer engagement Policy. The results of the survey are shared internally with the concerned departments to make improvements based on the corrective actions proposed as an outcome of the survey. For the current reporting year, our customer satisfaction score has been rated at 97.2% on the scale of 10. Our dedication to cater to the needs of our 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 FY2020-21, 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 pending.

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

We have been striving to incorporate the principles of sustainability into our business using the SEBI LODR framework as a guidance, and we envision to keep doing so every year in the future. Our efforts have allowed us to reduce our environmental footprint and effectively manage local communities while delivering shareholder value. Our focus on sustainability has also allowed us to become a more resilient organization that is prepared to respond successfully to ever increasing risks such as the ongoing COVID-19 pandemic, which has resulted in a never-ceasing flourish in our business. As a sustainable company, we are aware of our responsibilities towards all our stakeholders across the value chain and we recognize the importance of continuing to build a business which is sustainable and resilient in the long-run. This Business Responsibility Report provides a snapshot of our efforts to incorporate sustainability during the reporting period, as we strive to keep flourishing every year. We feel elated upon setting the standards in our industry segment through our work, and we are committed to do so in the coming years. We feel proud and content upon seeing how our resilient business strategy has borne fruits, as we continue to flourish with flying colours in our trade, by adopting sustainable practices even through such unprecedented and uncertain times like the COVID-19 pandemic, and firmly believe in being able to do so in such unexpected turn of events in the future as well.



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

Email: sunil.jain@jindalsaw.com



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