



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

FY 2022-23



JINDAL SAW LTD.
TOTAL PIPE SOLUTIONS

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Acknowledgement:
Jindal SAW Limited acknowledges the support provided by BDO India LLP in the compilation of this Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Sr. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L27104UP1984PLC023979
2.	Name of the Listed Entity	Jindal SAW Limited
3.	Year of incorporation	1984
4.	Registered office address	A-1, UPSIDC Industrial Area, Nandgaon Road, Kosi Kalan, Mathura, Uttar Pradesh-281403 Tel. No.- + 91 (11) 26188345; 26188360-74, Fax no.- 011-26170691 E-mail- investors@jindalsaw.com
5.	Corporate office address	Jindal Centre, 12, Bhikaiji Cama Place, New Delhi-110066
6.	Email	investors@jindalsaw.com
7.	Telephone	011-26188360-74
8.	Website	www.jindalsaw.com
9.	Financial year reported	1st April 2022 to 31st March, 2023
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange ('NSE') and the Bombay Stock Exchange ('BSE')
11.	Paid-up capital (INR)	63,95,14,734
12.	Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report	<p>Details of the Director/ Director responsible for implementation of the BR policy/ policies Name: Mr Neeraj Kumar Designation: Group CEO and Whole-time Director DIN No.: 01776688</p> <p>Details of the BR head Name: Mr Sunil K Jain Designation: Company Secretary Membership No.: F3056 Telephone No.: +91-11-4146 2220 Email id: sunil.jain@jindalsaw.com</p>
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone Basis

II. Products/services

14. Details of business activities (accounting for 90% of the turnover):

Sr. no.	Description of Main Activity	Description of Business Activity	Percentage of Turnover of the entity
	Our primary business segment at Jindal SAW is Iron & Steel products on standalone basis along with other by products.		100%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. no.	Product/Service	NIC Code	Percentage of total Turnover contributed
	Our primary business segment at Jindal SAW is Iron & Steel products on standalone basis along with other by products.		100%

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	10	13	23
International	Nil	Nil	Nil

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	26
International (No. of Countries)	20

b. What is the contribution of exports as a percentage of the total turnover of the entity? 21.83%

c. A brief on types of customers

Response:

Our customer base includes government departments, urban local bodies, infrastructure turnkey contractors, and we cater to industries such as oil and gas, infrastructure, automotive, construction, water and sewage treatment, agriculture, irrigation and power generation across the globe.

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1	Permanent (D)	1,855	1,799	96.98%	56	3.02%
2	Other than Permanent (E)	1,991	1,988	99.85%	3	0.15%
3	Total employees (D + E)	3,846	3,787	98.47%	59	1.53%
Workers						
4	Permanent (F)	3,671	3,671	100.00%	Nil	0.00%
5	Other than Permanent (G)	7,900	7,714	97.65%	186	2.35%
6	Total workers (F + G)	11,571	11,385	98.39%	186	1.61%

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled Employees						
1	Permanent (D)	22	21	95.45%	1	4.55%
2	Other than Permanent (E)	Nil	Nil	Nil	Nil	0.00%
3	Total employees (D + E)	22	21	95.45%	1	4.55%
Differently abled Workers						
4	Permanent (F)	34	34	100%	Nil	0%
5	Other than Permanent (G)	20	20	100%	Nil	0%
6	Total workers (F + G)	54	54	100%	Nil	0%

19. Participation/ Inclusion/ Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	13	4	30.77%
Key Management Personnel	5	1	20.00%

20. Turnover rate for permanent employees and workers:

	Turnover rate of current FY 2022-23			Turnover rate of previous FY 2021-22			Turnover rate of the year prior to the previous FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.2	20.3	5.3	3.7	15.5	3.7	1.9	3.6	1.9
Permanent Workers	1.8	Nil	1.8	1.7	Nil	1.7	2.0	Nil	2.0

IV. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding/ subsidiary/ associate companies/ joint ventures

Sr. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	Percentage of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Jindal ITF Limited	Subsidiary	51.00%	No
2.	IUP Jindal Metals and Alloys Limited	Subsidiary	80.71%	No
3.	S.V. Trading Limited	Subsidiary	100.00%	No
4.	Quality Iron and Steel Limited	Subsidiary	100.00%	No
5.	Ralael Holdings Limited	Subsidiary	100.00%	No
6.	Jindal SAW Holdings FZE	Subsidiary	100.00%	No
7.	Greenray Holdings Limited	Subsidiary	100.00%	No
8.	Jindal Tubular (India) Ltd.	Subsidiary	100.00%	No
9.	Jindal Quality Tubular Limited	Subsidiary	67.00%	No
10.	JITF Shipyards Limited	Subsidiary	100.00%	No
11.	Jindal Intellicom Limited	Subsidiary	98.78%	No
12.	iCom Analytics Limited	Subsidiary	98.78%	No
13.	Jindal X LLC	Subsidiary	98.78%	No
14.	Jindal SAW Gulf L.L.C.	Subsidiary	100.00%	No
15.	World Transload and Logistics LLC	Subsidiary	100.00%	No
16.	5101 Boone LLP	Subsidiary	100.00%	No
17.	Tube Technologies INC	Subsidiary	100.00%	No
18.	Jindal SAW USA, LLC	Subsidiary	100.00%	No
19.	Jindal SAW Middle East FZE	Subsidiary	100.00%	No
20.	Derwent Sand SARL	Subsidiary	99.62%	No
21.	Helical Anchors INC	Subsidiary	100.00%	No
22.	Boone Real Property Holding LLC	Subsidiary	100.00%	No
23.	Drill Pipe International LLC	Subsidiary	100.00%	No
24.	Jindal Hunting Energy Services Limited	Subsidiary	51.00%	No
25.	Sulog Transshipment Services Limited	Subsidiary	51.00%	No
26.	Jindal Fittings Limited	Associate	45.95%	No
27.	Jindal MMG, LLC	Joint Venture	50.00%	No

V. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
 (ii) Turnover (INR): 11,022.27 Crores
 (iii) Net worth (INR): 7,489.06 Crores

VI. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide weblink for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes Web link: Vigil Mechanism Policy	Nil	Nil	NA	Nil	Nil	NA
Investors (Other than shareholders)		Nil	Nil		Nil	Nil	
Shareholders		1	Nil		6	Nil	
Employees and workers		Nil	Nil		Nil	Nil	
Customers		Nil	Nil		Nil	Nil	
Value Chain Partners		Nil	Nil		Nil	Nil	
Contract Employees		Nil	Nil		Nil	Nil	
Others (Please specify)		Nil	Nil		Nil	Nil	

24. Overview of the entity's material responsible business conduct issues:

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

Sr. No	Material issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or Negative implications)
1	Product innovation, safety, and quality	Opportunity	Rapidly growing economy and emphasis on import substitution through "Atmanirbhar Bharat" presents significant opportunity for us to meet the requirements, leveraging on our product portfolio and innovation.	NA	Positive: Development of the right strategy on product innovation and quality may impact our business in a positive manner, and we are targeting that at least 10% of our revenue to come from our value-added products.
2	Economic Value Distributed (EVD)	Opportunity	Economic Value Distributed (EVD) to the shareholders can lead to an increase in market capitalisation and potential opportunities for future fundraising from stakeholders. However, it's important to find a balance between distributing economic benefits and allocating funds internally to support growth and expansion.	NA	Positive: EVD results in a positive impact to the market capitalisation in the near future and would create opportunities for fund mobilisation to support our growth.

Sr. No	Material issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or Negative implications)
3	Energy and Emissions Management	Risk	As our business continues to combat climate change and its consequential regulatory and compliance stringency, we need to keep pace with such regulatory landscape by making appropriate investments.	We strive to make timely and suitable investments for continued compliances and even beyond. Our manufacturing processes are energy efficient, less dependent on fossil fuels, and help conserve natural resources. We have facilitated various emission reduction and energy conservation initiatives at our manufacturing facilities over years.	Negative: The Investments in energy and emission management systems and technologies have a financial impact on our business, which we consciously acknowledge and accept.
4	Occupational Health and Safety	Risk	Employees and workers are backbone of our business operations, and we believe in providing them a healthy and safe workplace. Additionally, Employee Health and Safety incidents pose regulatory, reputational, and business continuity risks. Risk of failure/ non-compliance can impact our business operations.	We strive to make suitable investments in safety related technology and Personal Protective Equipment (PPE) for employees. Our safety training programme is also an important aspect to mitigate the risk.	Positive: Even though we need to invest in safety related technology, PPE and training, the benefits of uninterrupted operations outweigh the associated costs.
5	Customer Satisfaction	Opportunity	Customer satisfaction leads the path for market development, market penetration and getting value to the customers thereby resulting in gains for the company. It is an important factor for the reputation of our brand.	NA	Positive: Increased customer satisfaction presents immense positive implication in terms of repeat orders, and market expansion, by establishing us as a high-quality brand.
6	Ethics and Compliance	Opportunity	An organisation like ours, focusing on ethics and compliance creates a cordial business environment that helps in employee loyalty, thereby reducing attrition and assisting in attracting talent.	NA	Positive: Strong ethics and compliance facilitate a positive impact in terms of increased employee retention, cost savings on rehiring and ability to achieve and exceed targeted performance.
7	Risk, Opportunities and Crisis Management	Risk	We perceive this as a risk because it has the potential of unprecedented crisis which could lead to business disruptions.	We have established robust SOPs, conducted toolbox meetings at shop floor, analysed near miss cases and have developed plans to manage various crisis.	Positive: While establishing robust HSE, and training of workforce/ employees require investments, but result in a positive impact due to prevention of avoidable operational interruptions.
8	Supply Chain Management (SCM)	Opportunity	Due to current geopolitical conditions and impact of the pandemic, global supply chain systems have been severely disrupted. This presents an opportunity for us to create alternate models of SCM and gain a competitive advantage in the market.	NA	Positive: A robust supply chain management can lead to better customer satisfaction, creating a sustainable business opportunity for us.

Sr. No	Material issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or Negative implications)
9	Employee Wellbeing	Risk	As we have set high standards for employee wellbeing, it is pivotal for us to implement systems and processes for constant monitoring and upgradation to maintain high employee morale.	We aim to mitigate this risk by having a constant focus on upgrading systems and processes to cater to the changing needs of employees and their families. We arrange programmes within the organisation which enhances employee belonging.	Positive: Although the systems and processes require investments and costs in implementing and maintaining these programs, the direct result can be linked with increased employee loyalty and longer average service tenure.
10	Water and Waste Management	Risk	Water is a critical resource that's also scarce. We ensure consistent and robust management and monitoring to conserve water as well as recycle as far as practicable. We take significant care to ensure minimal generation of solid or hazardous waste from our operations.	Our manufacturing processes require minimal use of chemicals and water. Still, we focus our efforts on recycling water as well as to meet the necessary standards for discharge. As for solid waste, it mostly consists of scrap material, and we follow consistent and appropriate practices to recycle and/or dispose.	Negative: While our direct operations do not generate significant amounts of water or waste, nevertheless, there are some investment and cost to maintain the same.
11	Diversity and Inclusion (D&I)	Opportunity	For a well-diversified and inclusive work culture, maintaining an open culture, free of any discrimination based on caste, creed, faith, or gender is important, which we do strive to maintain.	NA	Positive: D&I brings substantial value and impact on the culture of our organisation.
12	Respect for Human Rights	Risk	We are a large and diversified organization spread over multiple geographies. We need to maintain the homogenous culture at all locations to avoid disparity.	We have a robust HR department, and we facilitate constant interactions with business heads, unit heads, head-of-departments to maintain a conducive work environment across the entire organization.	Positive: It requires marginal investment and cost but helps in maintaining an appropriate work environment.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Section	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	P1: Code of Conduct P2: IMS Policy is on intranet. P3: HR Policy is available online on the intranet. P4: Jindal SAW policies P5: Human Rights forms a part of HR policies. P6: Environment Health and Safety policy P6: Environment Health and Safety policy P7: Part of the HR Policy which is available on the intranet. P8: CSR policy P9: Customer responsibility is covered under the Company's Quality Policy.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	The policies are based on prescribed principles, conformance to the spirit of international standards like ISO 9000, ISO 14,001, ISO 45,001, UNGC guidelines, GRI – standards etc. relevant and applicable.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	We have identified key performance indicators (KPIs) for the material issues finalized through the stakeholder engagement and materiality assessment. The goals and targets against these KPIs are currently under development.								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	We have identified key performance indicators (KPIs) for the material issues finalized through the stakeholder engagement and materiality assessment. The goals and targets against these KPIs are currently under development.								

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)

Response:

We are dedicated to promoting community efforts that drive improvements in education, rural development, women empowerment, and making public infrastructure accessible to people with reduced mobility. We prioritize the conservation of natural resources and improving operational efficiencies to minimize our environmental footprint. We aim to build resilience in our business and among our stakeholders, and we monitor our activities and their environmental and social impacts to ensure that we create value for all stakeholders.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).

Response:

Mr Neeraj Kumar, Group CEO and Whole-time Director (DIN: 01776688)

Mr Sunil K Jain, Company Secretary (Membership No.: F3056)

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Response:

Yes, our Group CEO and Whole-time Director, Mr Neeraj Kumar drives the overall sustainability and ESG strategy and various Business responsibility initiatives.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action.	All the policies are reviewed periodically or on a need basis by department heads, business heads, senior management personnel/ respective committees and placed before the BoD as and when required. In the assessment, the efficacy of these policies is also reviewed and necessary changes to policies and procedures are implemented.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company complies with the extant regulations as applicable. In case of any non-compliances, the company investigates and rectifies the issues.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

Response: No

12. If answer to question (11) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:

Response: Not Applicable.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1

Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.

Essential Indicators:

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	15	1. Corporate Legal and Compliance updates 2. Safety Measures 3. Business Update of Seamless division 4. Related Party Transaction	100%
Key Managerial Personnel		1. Corporate Legal and Compliance updates 2. Safety Measures 3. Business Update of Seamless division 4. Related Party Transaction	100%
Employees other than BoD and KMPs	15	Nil	Nil
Workers	Nil	Nil	Nil

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	10800/-	by NSE Ltd.		for delay disclosure of record dates for payment of interest on debentures.	Nil
Settlement					Nil
Compounding fee					Nil

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment					Nil
Punishment					Nil

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed:

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	NA

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Response:

Yes, our business code of conduct covers anti-corruption or anti-bribery related requirements. The company has a Vigil Mechanism framed under Section 177 of Companies Act, 2013, to deal with any instances of corruption or bribery. Our Guiding Principles document clearly states that the company does not accept gifts, favours, or entertainment from any person or organization with which there are official dealings.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest:

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Response: Not Applicable.

Leadership Indicators:

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Total number of awareness programmes held	Topics / principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
Nil		

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Response:

Yes, we have processes in place to avoid and manage conflict of interests involving members of the Board. The company has a "Code of Conduct for Board of Directors" that follows the full process as prescribed under SEBI LODR and Companies Act, 2013. The code of conduct requires all directors, senior management, and employees to avoid situations in which their personal interest could conflict with the interest of the Company. The guiding principle is that any conflict or potential conflict must be disclosed to higher management for guidance and appropriate action. Although it is impossible to provide comprehensive guidance in this area, the company is committed to identifying and managing conflicts of interest to ensure the highest level of ethical standards.

PRINCIPLE 2

Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators:

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	21.6%	2.3%	<p>We have invested in R&D to facilitate Ambient air/stack air monitoring//STP/ ETP wastewater /drinking water monitoring / analysis -through externally/ Hazardous waste disposal -E waste disposal /Bio Medical Waste Disposal/world environment day.</p> <p>Furthermore, A pilot scale Reduction Roasting technology-based Iron Ore Roasting Plant has been set up for utilization of low-grade non-magnetic iron ores from various mines. Reduction roasting, performed in a rotary kiln, converts any non-magnetic iron ore into magnetite ore, which can be beneficiated to high grade concentrate in the existing beneficiation plant. This technology will enable the iron recovery of various low-grade and non-magnetic iron ores, thus promoting sustainability of mining reserve and mineral conservation.</p>
Capex	INR 82.93 Crores	INR 49.3 Crores	Our capex investments have facilitated in Environment and Safety Maintenance- CFO/FEES/ETC

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Response:

Yes. We adhere to all essential requirements for sustainable production and consumption of products and related activities and processes. We have also integrated critical material lifecycles and circular economy measures into product procurement, manufacturing, and end-of-life of our products. Our sustainability policy emphasizes the optimal use of resources such as energy, water and raw materials for all products and ensures that the manufacturing process is in harmony with the environment and fulfils our social responsibilities. Whenever applicable and feasible, environmental, and social sustainability requirements are added to bidding documents by reference to national and regional international standards or equivalents. JSAW has developed a process for selecting and evaluating sustainable raw material (RM) suppliers in procurement functions.

- b. If yes, what percentage of inputs were sourced sustainably?

Response:

We have identified 72 suppliers as our Tier 1 suppliers. In FY 2022-23, 55.56% of our inputs were sourced sustainably. Moving forward, we have robust plans to adopt 100% sustainable sourcing of inputs.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste:

Response:

Plastics (including packaging)	We have implemented processes to safely reclaim our products at the end of their life cycle. While most plants do not generate plastic waste, any plastic waste generated from our plants is sent to an authorized recycler approved by the respective State Pollution Control Board (SPCB) and the Central Pollution Control Board (CPCB).
E-waste	We have implemented processes to safely manage e-waste. We aim to reuse, recycle, and dispose of e-waste responsibly. We have availed/granted membership from SPCB and hired SPCB-approved recyclers for e-waste disposal. We are committed to promoting sustainable practices and minimizing any environmental impact.
Hazardous waste	Our plants have established onsite emergency plans for hazardous waste storage and regularly conduct mock drills with staff. We maintain Form 3, submit Form 4 annually, and maintain Disposal Form No. 10. Used oil, batteries, paint drums, and sludge are sent to authorized recyclers approved by SPCB/CPCB. Empty-contaminated drums/barrels are recycled/reused by registered recyclers. We follow Hazardous Waste (Management and Transboundary) Rules, 2016 as per Pollution Control Board act, and find alternative utilities for the waste material. Additionally, we recycle waste from the beneficiation unit and reuse oil for material handling and lubrication.
Other waste	We have implemented several processes to safely reclaim and recycle their products at the end of their useful life. We use recycled steel scrap in their liquid metal preparation and sell slag generated during the metal preparation process to cement manufacturers. We also reuse flu dust, iron ore fines, coke fines, and sinter fines in making sinter product and liquid metal preparation. Broken pipe scraps and metal spillage during production are sold to local foundries for recycling. We recover and reuse approximately 85% of silica sand through sand reclamation process and recycle 40% of zinc metal and dust. The ductile iron pipe can be fully recycled at the end of its useful life. Overburden from the mine is stacked in earmarked place, tailing from beneficiation unit is stacked and some part is recycled, and ESP dust and pellet fines from pellet plant are 100% recycled. We are making efforts to conserve natural resources and the environment by adopting clean and green technology.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Response: Not Applicable.

Leadership Indicators:

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Particulars	Product
NIC code	7100
Name of the product	Pellet
% of total Turnover contributed	10.47%
Boundary for which the Life Cycle Perspective/Assessment was conducted.	Immediate dispatch to various vender within one month. Pellet is being used by various vender within a week for making sponge iron/Blast furnace Iron.
Whether conducted by independent external agency. (Yes/No).	No
Results communicated in public domain (Yes/No). If yes, provide the web-link.	No

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product / Service	Description of the risk / concern	Action Taken
Iron Ore Pellet	Not Applicable	Iron Ore Pellet is being used as a raw material for Sponge Iron Unit and Blast Furnace

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
Nutcoke	0.73%	1.29%
Cokefines	0.75%	1.65%
Iron Ore Fines	7.50%	6.84%
Sinter Fines	6.05%	6.49%
Sand	83.94%	85.55%
MS Scrap	0.71%	0.61%

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Indicate input material	FY 2022-23			FY 2021-22		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	Nil	Nil	90.06	Nil	Nil	89.60
E-waste	Nil	2.6	4.84	Nil	6.26	6.32
Hazardous Waste	Nil	12.33	124.38	Nil	16.54	127.98
Other Waste	Nil	Nil	12.65	Nil	Nil	110

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable

PRINCIPLE 3

Businesses should respect and promote the well-being of all employees, including those in their value chains.

Essential Indicators:

1. a. Details of measures for the well-being of employees:

Category	Percentage of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day-care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Percentage of Employees (Permanent and Other workers) covered											
Male	3,787	3,787	100%	3,787	100%	Nil	Nil	Nil	Nil	NA	NA
Female	59	59	100%	59	100%	59	100%	NA	NA	59	100%
Total	3,846	3,846	100%	3,846	100%	59	100%	NA	NA	59	100%

b. Details of measures for the well-being of workers:

Category	Percentage of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day-care Facilities	
		Number	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Percentage of Workers (Permanent and Other workers) covered											
Male	3,671	3,671	100%	3,671	100%	NA	NA	Nil	Nil	NA	NA
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	NA	NA	NA	NA
Total	3,671	3,671	100%	3,671	100%	NA	NA	NA	NA	NA	NA

2. Details of retirement benefits, for Current FY and Previous Financial Year

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and Deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of Workers covered as a percentage of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	2%	18%	Y	3%	20%	Y

3. Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Response: Yes

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Response:

We strongly believe in respecting the individuality of our employees and are committed to creating a healthy, safe, and secure work environment that enables employees to work without fear of prejudice, gender bias, and sexual harassment. We ensure that no employee is at a disadvantage based on disability and we aim to provide equal opportunities for all the employees.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	Nil	100%	Nil	Nil
Total	Nil	100%	Nil	Nil

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	
Other than Permanent Workers	Yes. All employees, whether permanent or contractual can get in touch through a designated point-of-contact and a unique e-mail ID to report any grievances. We have a designated committee and Statement of Purpose (SOP) in place to address grievances in an efficient and effective manner.
Permanent Employees	
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or unions recognised by the listed entity:

Category	FY 2022-23			FY 2021-22		
	Total employees /workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees /workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees						
Male	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil
Total Permanent Workers						
Male	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	3,787	3,787	100%	2,569	67.84%	3,597	3,597	100%	3,597	100%
Female	59	59	100%	30	50.85%	50	50	100%	50	100%
Total	3,846	3,846	100%	2,599	67.58%	3,647	3,647	100%	3,647	100%
Workers										
Male	3,671	3,671	100%	1,500	40.86%	3,959	3,500	88.41%	797	20.13%
Female	Nil	NA	NA	NA	NA	Nil	NA	NA	NA	NA
Total	3,671	3,671	100%	1,500	40.86%	3,959	3,500	88.41%	797	20.13%

9. Details of performance and career development reviews of employees and worker:

Category	FY 2022-23			FY 2021-22		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	3,787	3,787	100%	3,597	3,597	100%
Female	59	59	100%	50	50	100%
Total	3,846	3,846	100%	3,647	3,647	100%
Workers						
Male	3,671	3,671	100%	3,959	3,959	100%
Female	Nil	NA	100%	Nil	Nil	100%
Total	3,671	3,671	100%	3,959	3,959	100%

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Response:

Yes, we have implemented an occupational health and safety management system that is certifiable to ISO 45001. The management system is reviewed internally every year, and it is also externally certified at operating units. The efficacy of the management system is maintained and improved as part of the company-wide risk management and control process, and it is aligned with our safety principle. The conversion from OHSAS 18001 to ISO 45001 has been successfully completed.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Response:

We have implemented the process to identify the work-related Hazard Identification and Risk Assessment (HIRA) on a daily routine basis. The work-related hazards are also identified and evaluated as per procedure for Identification and Evaluation of Environmental Aspect and Occupational Health & Safety hazards and records of the same are updated in the Aspect and hazard evaluation register. We also identify workplace hazards through:

- Daily Safety Inspection by plant team, safety personnel and night duty officers;
- Weekly safety inspection by senior officials;
- Daily safety toolbox talk;
- Weekly shop floor safety meeting with workmen;
- Routine identification of unsafe conditions and unsafe acts;
- Capturing and reporting of near miss incident from shop floor personnel;
- Work permits by plant and safety personnel;
- Through Safety Observation Tour (SOT) at plant.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Response:

Yes, we have well defined systems and processes for workers to report work-related hazards and remove themselves from such risks. The methods used by different plants include Near miss/unsafe condition reporting, shopfloor safety meeting, safety committee meeting, daily Safety Toolbox Talk, observation reporting system through "Safety Portal", reporting of near miss incident from shop floor workmen, and interaction with workers during daily plant inspection and internal mail and phone communication. The workers can report unsafe conditions and near misses through area-in charge and the hazards are evaluated through various methods such as Hazard Identification and Risk Assessment (HIRA).

- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Response:

Yes, all the employees/workers have access to non-occupational medical and healthcare services. All our plants have either dedicated occupational health centres (OHC) or medical consultants, visiting specialists doctors, and trained paramedic staff to ensure uninterrupted emergency medical services round the clock.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	3.76	218.82
	Workers	756.49	2.67
Total recordable work-related injuries	Employees	14	18
	Workers	36	29
No. of fatalities	Employees	1	Nil
	Workers	1	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	2	Nil

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Response:

- We have implemented a robust occupational health & safety (OH&S) management system complying with ISO 45001:2018 at our plants. The OH&S management system is also supported through Safety observation (SO), legal and statutory compliance, internal and external audits by 3rd party etc.
- The Safety Observation Program has been launched by the HSE Team to recognise Safety conscious employees & workmen those who can contribute to implement the Safety Norms at Shopfloor.
- Critical Safety Norms/ Rules have been developed as per the factory norms and corrective action based on the past record of critical accidents & near miss observations are collected on a routine basis. The same is intimated/ cascaded to all the downline through JSAW - HSE Broadcast WhatsApp Group.
- We are providing safe and healthy working conditions to prevent injury and ill health by effectively evaluating hazards to identify risk level and promoting adequate use of control measures like:
 - Elimination
 - Substitution
 - Engineering Control
 - Administrative Control and
 - Use of Personal Protective Equipment (PPE)
- Safety induction and training/awareness programs are provided to the employees and workers through audio/video and presentations (pictorial) on a routine basis. We have also facilitated mass safety trainings through public address system installed at all common areas.

13. Number of Complaints on the following made by employees and workers:

	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA
Health and Safety	Nil	Nil	NA

14. Assessments for the year:

	Percentage of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health and safety practices and working conditions.

Response:

We have introduced advanced technology interventions to prevent accidents and are working on further improvements to address safety-related incidents in the plants. We have a cross-functional investigation team who are responsible for investigating the accidents and submitting detailed reports in a timely manner regarding the causes. Safety alerts are sent by the safety team for discussion in Tool Box and shopfloor safety meetings.

We have taken various corrective actions across our plants, including:

- Providing suitable guards on all lathe machines, fencing the online pipe gantry, and relocating the pipe forwarding switch.
- We have also implemented standard operating procedures (SOP's) for slag removing activities and provided hand railing in spot areas.

- In the Pilger plant, we introduced U-clamp type cover protection on pinch rollers and covered the flange joint of hydraulic pipelines with flange guards.
- We have introduced technology interventions for accident prevention in all ISP including smart cameras and geo-fencing.
- We also have briefed helpers and grindermen in the CO2 repair area to be cautious while operating the CO2 conveyor panel and while crossing conveyors.
- We have implemented daily monitoring of PPE usage, gaps in shopfloor and walkway areas, and the condition of mats in mill areas.
- We identified unsafe working conditions in concentrate yard no. 5 and took corrective action by erecting a new platform. In the beneficiation plant, unsafe working conditions were observed in BFN A rod mill 2 and the issue was resolved by providing grating to close gaps in the working platform.
- We provided OJT/induction/classroom training for proper use of helmets and wearing masks in varnishing areas and has tested and updated air receivers and fire extinguishers.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

(a) Employees (Y/N): Yes

(b) Workers (Y/N): Yes

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

Response: NA

3. Provide the number of employees / workers having suffered high consequence work related injury /ill-health /fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	Nil	NA	Nil	NA
Workers	1	NA	1	NA

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Response: Yes

5. Details on assessment of value chain partners:

Percentage of value chain partners (by value of business done with such partners) that were assessed

Health and safety practices

Nil

Working Conditions

6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners:

Response: NA

PRINCIPLE 4

Businesses should respect the interests of and be responsive to all its stakeholders.

Essential Indicators:

1. Describe the processes for identifying key stakeholder groups of the entity.

Response: Not Applicable

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Vendors	No	Emails, exhibitions, meetings, seminars, websites, business meets	Quarterly	We are cognisant of the needs and expectations of all our stakeholders. We constantly strive to maximise the value creation for our stakeholders through continuous interactions. This also helps us to achieve the objective of understanding their concerns and perspective about our company, address their present and future needs and mitigate and adapt to the potential risks critical to our business operations.
Campuses/ Institutes		Networking through meetings, brainstorming sessions, discussions, etc. Investors – Analyst meets and conference calls	Annually	
Employees		Emails and meetings, Trainings, awareness programs, Notice boards	Frequent and as and when required	
Shareholders and Investors		Annual General Meetings (AGM), Notice boards, publications, and annual reports	Frequent and as and when required	
Customers		Official communication channels, advertisements, website and social media, phone calls, emails, and meetings	Frequent and as and when required	
Dealers and Distributors		Dealer meetings, phone calls, emails, discussions	Quarterly	
Community		Need assessment, Meetings and briefings, Partnerships in community development projects, Training and workshops, Impact assessment surveys, website and social media, complaints and grievance mechanism	Frequent and as and when required	

Leadership Indicators:

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Response:

We communicate with our stakeholders mainly through the annual report, websites and the annual general meeting (AGM). We engage with our investors directly through our investor relations department and have a constant dialogue with them throughout the year on key environment, social and governance (ESG) related issues.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Response: Yes.

Understanding, identifying and prioritising issues that could significantly impact our value-creation abilities is a key step in our strategic planning process. We undertook a formal materiality assessment exercise in FY2022-23. The stakeholder consultations and materiality assessment exercises have been pivotal in the identification of the 12 environmental, social, and governance priorities at our company, and in the development of key performance indicators (KPIs) under these priorities.

3. Provide details of instances of engagement with, and actions taken to address the concerns of vulnerable/ marginalized stakeholder groups.

Response: Nil

PRINCIPLE 5

Businesses should respect and promote human rights.

Essential Indicators:**1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of Employees/ Workers covered (B)	% (B/A)	Total (A)	No. of Employees/ Workers covered (B)	% (B/A)
Employees						
Permanent	1,855	1,855	100%	1,765	1,765	100%
Other than Permanent	1,991	1,991	100%	1,882	1,882	100%
Total	3,846	3,846	100%	3,647	3,647	100%
Workers						
Permanent	3,771	3,771	100%	3,959	3,959	100%
Other than Permanent	7,900	7,900	100%	7,249	NA	NA
Total	11,671	11,671	100%	11,208	3,959	35.32%

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2022-23				FY 2021-22					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (B)	% (B/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees and Workers										
Permanent										
Male	Minimum Wage is being complied as per the State / Central govt. regulations, as applicable.									
Female										
Other than Permanent										
Male	Minimum Wage is being complied as per the State / Central govt. regulations, as applicable.									
Female										

3. Details of remuneration/salary/wages, in the following format:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (In INR)	Number	Median remuneration/ salary/ wages of respective category (In INR)
Board of Directors (BoD)	9	10,65,000	4	6,02,500
Key Managerial Personnel	2	1,42,08,948	0	0
Employees other than BoD and KMP	3,896	6,38,616	58	7,63,218
Workers	3,749	3,56,988	0	0

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Response: Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues

Response:

We have several internal mechanisms in place to address grievances related to human rights issues. We have a suggestion scheme and a grievance redressal committee. The suggestion scheme allows employees to share their ideas and suggestions for improving the workplace or company processes. Furthermore, the grievance redressal committee is responsible for addressing employee grievances related to workplace issues, including human rights issues. The committee ensures that all grievances are addressed promptly and effectively, and that appropriate action is taken to resolve the issue. We also have an Internal Complaint Committee present, which is responsible for redressing complaints all nature including any complaints related to sexual harassment at the workplace. The ICC ensures confidentiality and privacy of the complainant and respondent during the investigation process. Overall, we have a robust system of internal mechanisms in place to address grievances related to human rights issues. These mechanisms ensure that all employees are treated with respect and dignity, and that their concerns are addressed in a fair and transparent manner without any discrimination.

6. Number of Complaints on the following made by employees and workers:

Particulars	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	None	Nil	Nil	None
Discrimination at workplace	Nil	Nil	None	Nil	Nil	None
Forced Labour/Involuntary Labour	Nil	Nil	None	Nil	Nil	None
Wages	Nil	Nil	None	Nil	Nil	None
Other human rights related issues	Nil	Nil	None	Nil	Nil	None

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Response:

In order to prevent adverse consequences to the complainant in cases of discrimination and harassment, we have established a Management and an Internal Committee for the implementation of the policies present at the company. The Management and the Internal Committee recognize that confidentiality is of utmost importance and that we make every effort to respect the privacy of both the complainant and respondent, to the extent reasonably possible. This ensures that the complainant is protected from any retaliation or negative consequences that may arise as a result of filing a complaint. Additionally, the company has established a well-defined mechanism for reporting complaints and grievances, and a dedicated team is responsible for analysing and resolving all complaints in a timely and effective manner.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Response: No

9. Assessments for the year:

Percentage of your plants and offices that were assessed (By entity or statutory authorities or third parties)	
Child Labour	0%
Forced/involuntary labour	0%
Sexual harassment	0%
Discrimination at workplace	0%
Wages	0%
Others – please specify	0%

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Response: Not Applicable

Leadership Indicators:

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

Response: NA

2. Details of the scope and coverage of any Human rights due-diligence conducted.

Response: No

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Response: Yes.

4. Details on assessment of value chain partners:?

Percentage of your plants and offices that were assessed (By entity or statutory authorities or third parties)	
Sexual harassment	0%
Discrimination at workplace	0%
Child Labour	0%
Forced/involuntary labour	0%
Wages	0%
Others – please specify	0%

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.

Response: Not Applicable

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment.

Essential Indicators:

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2022-23 (GJ)	FY 2021-22 (GJ)
Total electricity consumption (A)	20,45,509.73	18,68,133.56
Total fuel consumption (B)	1,32,33,669.59	1,34,45,410.62
Energy consumption through other sources (C)	16,798.23	15,308.02
Total energy consumption (A+B+C)	1,52,95,977.55	1,53,28,852.20
Energy intensity per crore rupee of Turnover (Total energy consumption/turnover in rupees)	1,387.73	1,003.05
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

Yes. Energy audit has been carried out by Limbaja Energy Ahmedabad at Samaghogha and Pragpar plants.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Response: No

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	7,27,574.00	6,46,137.00
(ii) Groundwater	2,42,292.00	9,82,666.00
(iii) Third party water	3,43,353.00	5,33,797.00
(iv) Seawater / desalinated water	8,25,122.00	Nil
(v) Others	14,27,480.00	17,44,876.00
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	35,65,821.00	39,07,476.00
Total volume of water consumption (in kilolitres)	33,48,747.00	38,23,582.00
Water intensity per crore rupee of turnover (Water consumed / turnover)	303.82	250.20
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.:

Yes. Water audit has been carried out at Bhilwara, Samaghogha and Pragpar plants by PHD Chamber of Commerce and Industry authorised by Central Ground Water Authority (CGWA) in compliance of CGWA NOC and report submitted to CGWA. Furthermore, ground water impact assessment has been carried out at Samaghogha and Pragpar plants by M/s Vardan Environet and has been submitted to CGWA.

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Response:

We take numerous measures towards water conservation and recycling across our various plants. Effluent Treatment Plants and Sewage Treatment Plants are installed in different plants with capacities ranging from 20KL to 2 MLD, using advanced technologies such as Cyclic Activated Sludge, Sequential Batch Reactor, and Ultra Filtration. Treated water is reused for various purposes including horticulture, plantation, dust suppression, and mining operations. Our plants also have Zero Liquid Discharge (ZLD) mechanisms in place, and rainwater harvesting/groundwater recharge structures for preservation and recharge of groundwater. Furthermore, Domestic wastewater generated from office toilets is treated using Geo Green Bio-filter technology.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	mg/Nm ³	79.16	78.22
Sox	mg/Nm ³	89.41	82.73
Particulate Matter (PM)	mg/Nm ³	203.04	219.36
Persistent organic pollutants (POP)	mg/Nm ³	Nil	Nil
Volatile organic compounds (VOC)	mg/Nm ³	Nil	Nil
Hazardous air pollutants (HAP)	mg/Nm ³	Nil	Nil
Others – please specify	mg/Nm ³	17.44	5.13

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.:

Yes. Environment Audit of BF-1 and BF-2 has respectively been carried out by M/s Envirochem and M/s VVP Engineering College at our Samaghogha and Pragpar plants. Furthermore, at Bhilwara plant of, assurance has been carried out by Team institute of Science and technology affiliated by Ministry of Environment, Forest and Climate Change (MOEFCC) and National Accreditation Board for Testing and Calibration Laboratories (NABL). At Khandel plant, assessment has been done by Kailtech Lab, Indore.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity, in the following format:

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, FCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	11,00,169.72	11,87,793.53
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	3,23,328.18	2,98,268.54
Total Scope 1 and Scope 2 emissions per crore rupee of turnover	Metric tonnes of CO2 equivalent	129.15	97.24
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.:

Yes. Bureau Veritas India Pvt. Ltd. at Samaghogha and Pragpar plants of and M/s Excellent enviro at Nashik plant.

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Response:

We have several initiatives aimed at reducing greenhouse gas emissions.:

- We have installed PNG pipelines to replace LPG with natural gas, which is a cleaner option and has higher energy-saving potential. We have also switched to LED lighting, which reduces fuel consumption and CO2 emissions compared to conventional lights.
- We have several projects underway, including a waste heat recovery plant, installation of variable frequency drives, and modifications of cooling towers for better energy savings.
- We have planted around 5,000 saplings to create a cleaner and greener environment. We have also replaced old bulbs with energy-efficient LED bulbs and reduced the use of air conditioners to save energy.
- We have installed LED bulbs in shop floors for energy reduction.
- We operate a pellet plant in an energy-efficient technology that consumes 40% less power than other pellet plants in India.
- We adopt best available technologies to control emissions and improve the environment, focus on energy management to improve process efficiency, improve raw material quality, and explore alternative fuel sources

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	90.10	89.60
E-waste (B)	21.65	29.12
Bio-medical waste (C)	7.38	6.80
Construction and demolition waste (D)	500	400
Battery waste (E)	19.87	17.89
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any. (G)		
Common Hazardous Waste Collection, Treatment, Storage and Disposal Facilities	2,995	2,443
Used Oil	26.46	49.29
Zinc Dust	773.86	585.97
Empty Barrel	5	4.45
Oily Socked Cotton waste	3.60	3.26
Discarded Drums	446.81	512.83
ETP Sludge	211.68	119.35
Paint Sludge	11.78	Nil
Other Non-hazardous waste generated (H). Please specify, if any.		
Pipe Scrap Casted	14,521	16,663
Pipe Scrap Annealed	11,179	11,980
CML Annealed Pipe	1,951	2,700
Ductile Iron Skull	13,367	14,096
Ductile Iron Patti	13,804	14,142
Ductile Iron Biscuit	6,128	6,243
Iron Scrap Runner	325	390.26
Iron Scrap Mixed	6,576	7,220
Black Slag	3,936	3,953
Cast House Runner Scrap	2,142	91
Steel Shot and Steel Grit Scrap	341.27	492.27
Grinding Wheels, Waste Electrode, Radiography Fixture	1.64	2.71
Overburden and Tailing	1,42,51,927	1,26,13,464
Total (A + B + C + D + E + F + G + H)	1,43,31,545.38	1,26,95,979.02
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
(i) Recycled	75,565.50	79,154.96
(ii) Re-used	61,668	81,247.57
(iii) Other recovery operations	85.21	121.92
Total	1,37,318.71	1,60,524.46
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
(i) Incineration	15.75	4.54
(ii) Landfilling	3,228.27	2,535.86
(iii) Other disposal operations	3.20	1.81
Total	3,247.22	2,542.21

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.:

Yes. Environment Audit of BF-1 and BF-2 at Samaghogha and Pragpar plants has been carried out by M/s Envirochem and M/s VVP Engineering College respectively. Furthermore, Maharashtra Enviro Power Ltd. (MEPL) carried out the assessment at Nashik plant.

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Response:

We have implemented waste management practices across our establishments to increase waste efficiency. Hazardous and non-hazardous waste are segregated and managed through a robust waste management system. Hazardous waste is sent to registered recyclers or CPCB authorized TSDF for disposal, while e-waste is sent to registered recyclers. Industrial effluents are treated in the Effluent Treatment Plant (ETP), and sewage is treated in the Sewage Treatment Plant (STP). In addition, we have developed operational control procedures and conducted training for all shop floor employees to ensure safe generation and storage of hazardous waste. The company has also adopted the Best Available Technology (BAT) to optimize waste management practices and has minimized the use of toxic chemicals by using other non-destructive testing methods.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Response: NA

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Response: NA

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Sr. No.	Specify the law/regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines /penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
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NA

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

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23 (GJ)	FY 2021-22 (GJ)
From renewable sources		
Total electricity consumption (A)	16,798.22	15,308.02
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	16,798.22	15,308.02
From non-renewable sources		
Total electricity consumption (D)	20,45,509.73	18,68,133.56
Total fuel consumption (E)	1,32,33,669.59	1,34,45,410.63
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	1,52,79,179.33	1,53,13,544.19

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

No

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
• No treatment	Nil	Nil
• With treatment – please specify level of treatment	28,377.3	30,823.2
(ii) To Groundwater		
• No treatment	Nil	Nil
• With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater		
• No treatment	Nil	Nil
• With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third parties		
• No treatment	Nil	Nil
• With treatment – please specify level of treatment	21,339	20,053
(v) Others		
• No treatment	Nil	Nil
• With treatment – please specify level of treatment	Nil	Nil
Total water discharged (in kilolitres)	49,716.3	50,876.2

Samaghogha, Pragpar, Indore, Nanakapaya and Bhilwara plants are Zero Liquid Discharge plants.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.:

No

3. **Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):**
For each facility / plant located in areas of water stress, provide the following information:
(i) **Name of the area**
(ii) **Nature of operations**
(iii) **Water withdrawal, consumption, and discharge in the following format:**

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Groundwater	10,607	9,535
(iii) Third party water	3,02,647	3,73,067
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	20,11,597	17,44,876
Total volume of water withdrawal (in kilolitres)	23,24,851	21,27,478
Total volume of water consumption (in kilolitres)	23,00,830	21,05,823
Water intensity per crore rupee of Turnover (Water consumed / turnover)	208.74	137.79
Water intensity (optional) – the relevant metric may be selected by the entity	Nil	Nil
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
• No treatment	Nil	Nil
• With treatment – please specify level of treatment	Nil	Nil
(ii) To Groundwater		
• No treatment	Nil	Nil
• With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater		
• No treatment	Nil	Nil
• With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third parties		
• No treatment	Nil	Nil
• With treatment – please specify level of treatment	21,339	20,053
(v) Others		
• No treatment	Nil	Nil
• With treatment – please specify level of treatment	Nil	Nil
Total water discharged (in kilolitres)	21,339	20,053

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.:

Yes. M/s Excellent enviro at Nashik plant.

4. Please provide details of total Scope 3 emissions and its intensity, in the following format:

Response: Nil

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Response: Not Applicable.

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative	Outcome of the initiative
1.	Reduction of 33 KV HT power MD.	The MD value is being reduced from 1000 Kva to 750 Kva basis on Plant Load consumption.	Saved 16,00,000 kWh units per annum
2.	Process Optimization	Replacement of gearbox and motor at end facer section.	Saved 35,000 kWh units power consumption per annum.
3.	Process Optimization	Heat Pump installed in place of hot water generator.	Reduction in carbon emissions
4.	Resource Optimization	We aim to eliminate the discharge of any wastewater or pollutants into the environment through implementing 'zero discharge' plan by installing a new Effluent Treatment Plant (ETP) with a capacity of 100 KLD (Kilo Litres per Day).	Total capacity of ETP will increase to 150 KLD. It results in complete treatment of acid water. Furthermore, this initiative increases production capacity by reducing bottlenecks and delays caused by insufficient wastewater treatment and improves environmental compliance regulatory.
5.	Resource Optimization	The installation of a new Effluent Treatment Plant (ETP) with a capacity of 20,000 litres per day (KLD) for the treatment of degreasing chemical.	Installing ETP can enhance plant efficiency by treating wastewater generated during degreasing process, which can be recycled and reused.
6.	Pellet Production using Magnetite Ore	Upgradation of iron ore (Run of Mine/ROM) from 20%-40% iron content to 65%-67% iron concentrate by magnetic separation. This magnetite concentrate is being utilized for the manufacturing of iron ore pellets.	Reduction in carbon dioxide emissions by 40% and reduction in energy consumption per ton of pellet production through proper selection of coal blend, optimum utilization of coal, burner efficiency, consistency and stability in operations, higher production rate, and high plant availability.
7.	Resource Optimization	The process circuit has been modified to optimize energy consumption and pump ratings. This has been achieved through the following steps: <ul style="list-style-type: none"> Converting BM5 from "Overflow Type Mill" to "Grate Discharge with Pulp Lifters" Operating 2 l mills by 1 Rod mill Introducing diversion valves in line 2 SMS concentrate discharge towards line 2 concentrate pump box and JCTN feed box. Diverting line 3 concentrate pump discharge in JCTN feed distributor. Doing logic modifications in FLS AFP to reduce rpm when the pump is in recirculation mode. 	Process wise outcomes: <ul style="list-style-type: none"> Overall reduction in mill power consumption by 22.7% and resulted annual savings for FY 2022-23 of 1.80 Crores in power cost considering actual operating hours. Saved 350 KW per hour. Reduced specific mill power from 12.78 kwh/ MT to 10.83 kwh/MT. Savings approx. 30 kw/ Hr. Approx 241500 kwh/year saves i.e., INR 0.16 Crores Saved 25 kwh per filter press cycle resulting the savings of INR 0.85 Crores in FY 2022-23.
8.	Energy Conservation	<ul style="list-style-type: none"> New On grid 100 KW Solar Plant has been installed in January 2023 at Plant Roof Top, Bhilwara. Installation of 50 numbers of solar streetlights at Jindal Road from Highway to plant. Replacement of nearly 1200 higher Wattage light with LED lights of lower Wattage across plants. 	Process wise outcomes: <ul style="list-style-type: none"> Saved INR 0.1 Crores/year with Green Energy generation. Saved INR 3.19 Crores towards power factor incentive. Saved approximately INR 0.25 Crores.
9.	Process Optimization	Installation of dust collector/bag house system	Emission levels/parameters are within norms.

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Response:

Yes, we have an Emergency Response and Preparedness plan in place that includes identifying operational emergencies such as fire, gas leakage, oil spillage, Zn dust exposure, and hot metal spillage, as well as natural emergencies like earthquake, flood, cyclone, and tsunami. The Disaster Management Plan aims to ensure the safety of life and protection of the environment, installations, and production. It is widely circulated, and personnel are trained through rehearsals/drills by internal and external agencies to tackle the consequences of a major emergency inside or in the immediate vicinity of the plant. The plan's objective is to minimize losses of human beings, properties, and the general environment.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Response: Not Available

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Response: 55.56%

PRINCIPLE 7

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators:

1. a. Number of affiliations with trade and industry chambers/ associations.

Response: 4

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/ National)
1	Confederation of Indian Industry	National
2	PHD Chamber of Commerce and Industry	
3	ASSOCHAM	
4	Indian Chamber of Commerce and Industry	

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Response: Not Applicable

Leadership Indicators:

1. Details of public policy positions advocated by the entity:

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly / Others-please specify)	Web Link, if available
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NIL

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development.

Essential Indicators:

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Response:

Sr. No.	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency(Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
1.	Sanitation of Drainage and Maintenance of Park for Municipal Council of Bhilwara (MCB)	MCA Notification No. GSR 40 (E), Companies (Corporate Social Responsibility Policy) Amendment Rules, 2021, Ministry of Corporate Affairs	22 nd January 2021	Yes	Yes	The Web link for the Impact Assessment Study can be found here .
2.	Re-Carpeting of Bitumen Road and Installation of Solar lights on both side of road					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Response: Not Applicable.

3. Describe the mechanisms to receive and redress grievances of the community.

Response: Not Applicable.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	11.11%	NA
Sourced directly from within the district and neighbouring districts	We aim to source majority of our raw material/input from local districts across our value chain. We stand by our responsibility towards upliftment of the society/ communities in and around our operating environment.	

Leadership Indicators:

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Response: Not Applicable.

2. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Name of implementation of Agency	Project Title	Schedule 7	Project Location/s (State)	Project Location/s (District)	Total Amount Spent
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Not Applicable.

3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No):

Response: No

b. From which marginalized /vulnerable groups do you procure?

Response: NA

(c) What percentage of total procurement (by value) does it constitute?

Response: NA

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
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Not Applicable.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the Case	Corrective action taken
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Not Applicable.

6. Details of beneficiaries of CSR Projects:

Sr. No.	Focus Area	Project Title	Name of NGO partner	Number of beneficiaries reached	Percentage of marginalized communities
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Not Applicable.

PRINCIPLE 9

Businesses should promote inclusive growth and equitable development.

Essential Indicators:

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Response:

Every year, we carry out surveys to measure customer satisfaction, and the outcomes are shared with relevant departments to assess and enhance areas that require improvement. We have established internal procedures to deal with customer grievances effectively. Our system to gather feedback, inquiries, and complaints from customers, suppliers, and others is robust and efficient. A specialized team analyses all complaints, taking into account their nature, and strives to resolve them as quickly as possible.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	Not Applicable

3. Number of consumer complaints in respect of the following:

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Data privacy	Nil	Nil	None	Nil	Nil	None
Advertising	Nil	Nil	None	Nil	Nil	None
Cyber-security	Nil	Nil	None	Nil	Nil	None
Delivery of essential services	Nil	Nil	None	Nil	Nil	None
Restrictive Trade Practices	Nil	Nil	None	Nil	Nil	None
Unfair Trade Practices	Nil	Nil	None	Nil	Nil	None
Other	117	23	None	113	33	None

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	NA

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy

Response: Yes. [IT- Information and Risk policy](#)

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products/ services.

Response: Not Applicable.

Leadership Indicators:

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Response:

We have information for our products available on our [website](#).

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Response:

This is done one to one with customers. In our case we educate consumers on correct jointing and commissioning process of pipes.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Response: Not Applicable

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Response:

Yes, all products manufactured by us are compliant with the mandatory codes, specifications, industry regulations, and statutory safety norms of the country. Additionally, we label our products with all necessary product information and detailed specifications in the information manuals and documents. As part of our customer engagement policy, we carry out a customer satisfaction survey every year. The results of the survey are shared internally with the concerned departments, and improvements are made based on the corrective actions proposed as an outcome of the survey.

5. Provide the following information relating to data breaches:

- Number of instances of data breaches along-with impact
- Percentage of data breaches involving personally identifiable information of

Response: Nil

