

BUILDING RESILIENCE



Business Responsibility
REPORT 2019-20



JINDAL SAW LTD.
TOTAL PIPE SOLUTIONS



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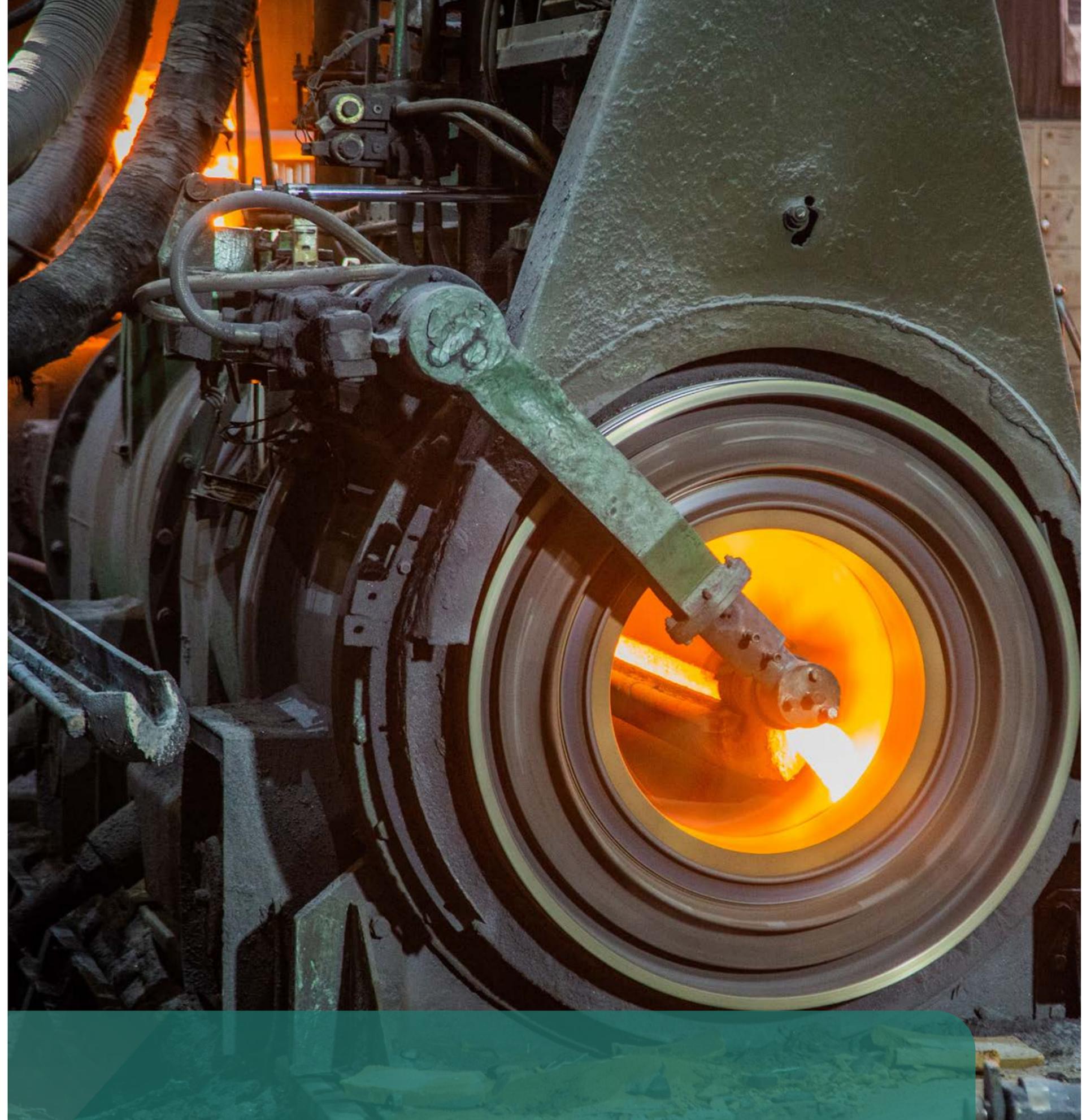
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Acknowledgement:

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List of Abbreviations

APGA	Australian Pipelines & Gas Association
ASI	Archaeological Survey of India
ASSOCHAM	Associated Chambers of Commerce and Industry of India
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
DI	Ductile Iron
EHS	Employee Health and Safety
ESI	Employees' State Insurance
ESP	Electro-Static Precipitator
GBF	Green Bio Filters
GSS	Grid Sub Station
ICCI	Indian Chamber of Commerce & Industry
IEX	Indian Energy Exchange
IFC	Intelligent Flow Control
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
NGO	Non-Government Organizations
NVG	National Voluntary Guidelines
OHSAS	Occupational Health and Safety Assessment Series
O&M	Operations and Maintenance
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
TPH	Tons per Hour
WCI	Workmen's Compensation Insurance
WRAS	Water Regulations Advisory Scheme



Message from Group Chief Executive Officer & Whole-Time Director



Neeraj Kumar

Dear Friends,

The year 2019-2020 has ended in an extraordinary fashion due to the advent of the global pandemic COVID -19 which has had its snowballing impact on the global economy, infrastructure development, demand patterns and implementation of various projects. The pandemic has particularly impacted the service industry including aviation, tourism, hospitality and the immediate future still appears uncertain.

I am happy to state that Jindal SAW stood its leadership position and once again demonstrated that it has grown in its fundamental strength and built a resilient business model which was put to test through this period. The collective leadership formulated a focused objective of:

“Good Performance While Staying Healthy”

to deal with this difficult period. The company was among the first to get fully operational once the lockdown period ended after obtaining all due approvals and since then all units have been operating well. There are strict protocols in place which have resulted in minimal interruption in our operations. But we are seeing drop in demand due to the overall impact on the economy.

The company has identified some opportunities during these testing times to consolidate its leadership position and emerged stronger. The company has embarked on various initiatives to make it “Atmanirbhar” by focusing on value added products, “Automation” use of technology platform to make the supply chain more efficient. These efforts would make the company’s performance sustainable in future.

We continue to focus our attention on social responsibility and have contributed our bit within the organization by sustaining good performance, making necessary provisions and donations in our vicinity and then at the State and Government levels to fight against the pandemic.

I would like to share our 4th Business Responsibility Report for Jindal Saw Limited. This year we continued to stay committed to disclose our environmental and social performance as per SEBI’s Listing Obligations and Disclosure Requirements under Regulation 34(2)(f) for top 1,000 companies by market capitalization.

We have made notable progress on the environmental and social fronts as we continue to leverage the incorporation of sustainability principles within our values and core business agenda. Our values guide us to continuously innovate and improve our performance on all parameters, while conducting business in an efficient and responsible manner. Our activities and their environmental and social impacts are monitored to ensure value creation for our stakeholders.

I am proud that our company could stay on course during these testing times to strengthen our sustainability journey this year and am optimistic by the opportunities that lie ahead in the medium term.

We will continue to invest our time and resources for attaining responsible growth and building resilience keeping in mind the interests of all stakeholders and contributing to nation’s progress towards the Sustainable Development Goals (SDGs – the ‘Global Goals’).

Thanking You,

Neeraj Kumar
Group Chief Executive Officer & Whole-time Director



Sunil K Jain

Message from Business Responsibility Leader

Dear Stakeholders,

Our values guide us to be ‘fair and transparent’ in our approach. This is further driven by our policies on disclosing information with utmost integrity and accountability. In line with this approach, it gives me the pleasure to disclose our corporate responsibility policies, initiatives and performance, through our 4th Business Responsibility Report.

We recognize that our activities impact the communities in which we operate, and we have an effective practice that gives due consideration to the interests of our local stakeholders. We endeavor to make social responsibility a key business process for sustainable development.

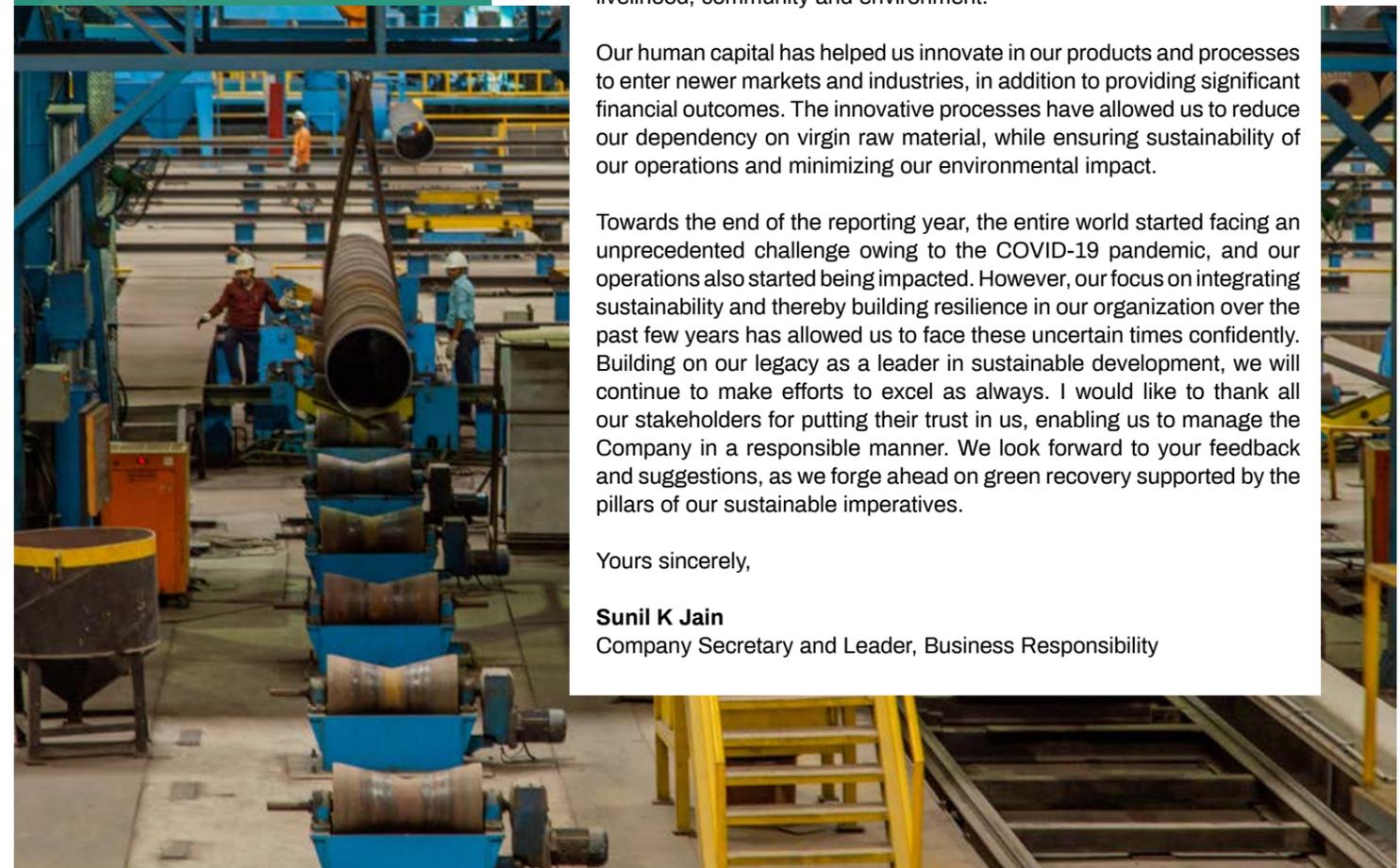
We strive to create prosperity for our stakeholders through sound governance, innovation and implementation of sustainable practices. This endeavor has continuously guided us to overcome various economic and regulatory challenges over the last decade. Our robust corporate governance framework has been a constant guide for us in developing and implementing accessible and inclusive strategies for livelihood, community and environment.

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

Towards the end of the reporting year, the entire world started facing an unprecedented challenge owing to the COVID-19 pandemic, and our operations also started being impacted. However, our focus on integrating sustainability and thereby building resilience in our organization over the past few years has allowed us to face these uncertain times confidently. 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 putting their trust in us, enabling us to manage the Company in a 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 2019-20

10,87,090 m³

processed water recycled



Accessibility audits to ensure accessibility for all



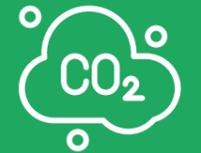
INR 3.05 Crore

saved through energy conservation initiatives



0.70 m³/ton

of water consumed per ton of Pellet



INR 46 Lakh

consolidated saving through energy efficient LED lighting systems



Zero

Liquid Discharge from the Mining Lease area & Plant



INR 1.23 Crore

savings through load analysis and Power purchase through IEX





Continuing our Journey on Sustainable Development

Jindal Saw Limited (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:

- The credit rating of the Company for long term borrowings (including Non-Convertible Debentures) has been upgraded to "CARE AA" (Outlook: Stable) from "CARE AA(-)" and for short-term borrowings has been reaffirmed as "CARE A1(+)"
- 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.



- Partnership with Kaneya kelvani under CSR for carrying out activities for women empowerment



- Sewage treatment plants installed to reduce domestic effluent discharge
- Increase in water use efficiency at manufacturing plants



- Reduced energy consumption through process optimization
- Installation of energy efficient LEDs and solar panels



- Vendor development initiatives to increase local procurement
- Technical capacity building sessions for employees
- Policies for protection of labour rights of employees and contractors



- Process improvement initiatives for increasing ore concentrate
- Infrastructural support and accommodation for employees near the mining areas



- Community initiatives for people with reduced mobility through Svayam
- Supported underprivileged communities through rainwater harvesting trainings to improve self-reliance during drought months



- Product and process innovation for increasing product use lifecycle
- Responsible disposal and reuse of byproducts from manufacturing



- 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



- Extension of Human Rights Policy across 50% vendors in our value chain



- Engaged in policy dialogue for making places of public interest accessible to people with reduced mobility



Business Responsibility Report

Section A:

General Information about the Company

1.	Corporate Identity Number (CIN) of the Company	L27104UP1984PLC023979
2.	Name of the Company	Jindal Saw Limited
3.	Registered address	A-1, UPSIDC Industrial Area, Nandgaon Road, Kosi Kalan, Mathura – 281403, Uttar Pradesh, India
4.	Website	www.jindalsaw.com
5.	E-mail id	investors@jindalsaw.com
6.	Financial Year reported	1 st April, 2019 to 31 st March, 2020
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	<ul style="list-style-type: none"> • Manufacture of tube and tube fittings of basic iron and steel (Code 24106 of National Industrial Classification 2008, Government of India) • Mining of Iron ore, beneficiation and pellet production (Code 07100 of National Industrial Classification 2008, Government of India)
8.	List key products/services that the Company manufactures/provides (as in balance sheet)	<ul style="list-style-type: none"> • Saw Pipes (LSAW/HSAW) • DI Pipes and fittings • Seamless Pipes • Pellets
9.	Total number of locations where business activity is undertaken by the Company	
	a. Number of International Locations (Provide details of major 4)	<ul style="list-style-type: none"> • Abu Dhabi, UAE • Sertubi, Italy • Baytown, Texas, USA • Minneapolis, Minnesota, USA
	b. Number of National Locations	<ul style="list-style-type: none"> • Bellary, Karnataka • Bhilwara, Rajasthan • Indore, Madhya Pradesh • Kosi Kalan, Uttar Pradesh • Nashik, Maharashtra • Nanakapaya & Samaghogha, Mundra, Gujarat • Pithampur, Madhya Pradesh • Solapur, Maharashtra • Nagothane, Maharashtra
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)	INR 63.95 Crores
2.	Total Turnover (INR)	INR 10,128.72 Crores
3.	Total profit after taxes (INR)	INR 594.45 Crores
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	JSAW, in FY 2019-20 spent INR 12.09 Crores on CSR activities which is above the prescribed limit
5.	List of activities in which expenditure in 4 above has been incurred	<ul style="list-style-type: none"> Promoting education, including special education and employment enhancing vocation skills Rural development projects Women Empowerment Contribution to the prime minister's national relief fund or any other fund set for socio economic development Measures for the benefit of armed forces veterans, war widows and their dependents Initiatives towards making public infrastructure transportation, tourism & heritage sites, education & employment accessible and inclusive to people with reduced mobility

Section C:
Other Details

1.	Does the Company have any Subsidiary Company/ Companies?	Yes, as of March 31 st , 2020, the Company has 25 subsidiary companies. <ul style="list-style-type: none"> 1. Jindal ITF Limited 2. IUP Jindal Metals & Alloys Limited 3. S.V. Trading Limited 4. Quality Iron and Steel Limited 5. Ralael Holdings Limited 6. Jindal Saw Holdings FZE 7. Greenray Holdings Limited 8. Jindal Tubular (India) Ltd. 9. Jindal Quality Tubular Limited 10. JITF Shipyards Limited 11. Jindal Intellicom Limited 12. iCom Analytics Limited 13. Jindal X LLC 14. Jindal Saw Gulf L.L.C. 15. World Transload & Logistics LLC 16. 5101 Boone LLP 17. Tube Technologies INC 18. Jindal Saw USA, LLC 19. Jindal Saw Middle East FZC 20. Derwent Sand SARL 21. Helical Anchors INC 22. Boone Real Property Holding LLC 23. Drill Pipe International LLC 24. Jindal International FZE 25. Sulog Transshipment Services Limited
2.	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	Subsidiary companies located in India are covered by the policies of JSAW and the 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.
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Section D:
BR Information

- Details of Director/Directors responsible for BR
 - Details of the 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 & Compliance Officer
 - 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?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

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

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

3. Governance related to BR

a.	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year	We publish the Business Responsibility Report (BRR) on an annual basis. This present BRR for FY2019-2020, is JSW's fourth 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>

Section E:
Principle-wise Performance

Principle 1: Business Ethics, Transparency & Accountability

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
For all business activities, 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 business practices.

Key Principles Of JSAW's Code of Conduct Policy



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



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



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



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

The Code of Conduct Policy sets out 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.

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

The Code of Conduct Policy communicates 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.

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

JSAW intends to extend the coverage of this policy across its entire supply chain. Our subsidiaries and joint venture companies have transparency, ethics and accountability policies of their own in place.

The Company has not received any complaints regarding ethical misconduct from various company channels in the last five years.

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 linear industrial model built up on materials taken from the environment, made into products that are used and thrown away at the end of their useful life is being replaced with a circular economic model owing to the enormous pollution, environmental damage and harm to human health caused by the former. JSAW has incorporated measures to address these environmental and social concerns across the value chain.

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 emphasizes optimum resource utilization such as energy, water, raw materials, etc., for our products while ensuring that the manufacturing is in harmony with the environment and is socially responsible. We strive to create a safe and healthy work environment.

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. Some of the initiatives taken by us in this regard include:

- At JSAW, we strive to continuously innovate our products so that they benefit our customers, partners and are safe for our employees. By a unique design innovation in manufacturing, we developed a **'Double Chamber Pipe'**. The state-of-the-art manufacturing process enhances tensile strength and durability of the pipe, while reducing the consumption of resources for building and construction activities for our consumers. The Double chamber pipe makes the use of Thrust blocks at bends and curves redundant saving valuable construction cost while protecting the land from contamination due to construction activity.
- To protect against rust and prolong the life of pipes, the Ductile Iron pipes (DI pipes) need to be coated with a protective lining. The lining and coating material used by JSAW has been certified by the UK Standard Water Regulations Advisory Scheme (WRAS), a mark of quality and safety. WRAS is a conformance mark that demonstrates whether an item complies with the high standards set out by water regulations in the United Kingdom in 1999. This WRAS mark is a symbol of conformance of DI pipes while also ensuring that the water flowing through the pipes remains uncontaminated due to the inner lining of the pipes;

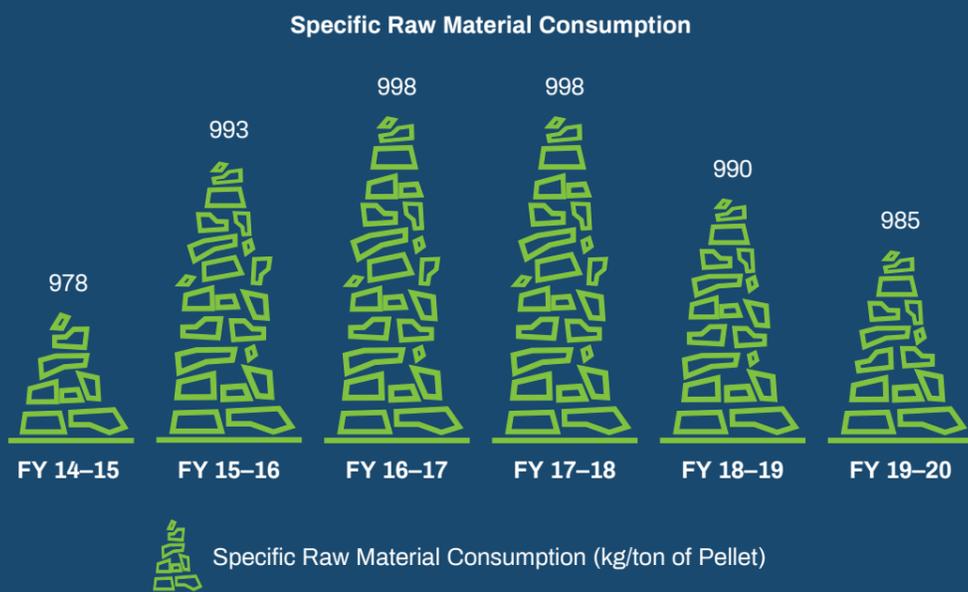
List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities

RESOURCE EFFICIENCY AT BHILWARA

JSAW has undertaken several resource efficiency measures at its Bhilwara plant, which has enabled the unit to improve its energy, water and raw material consumption pattern.

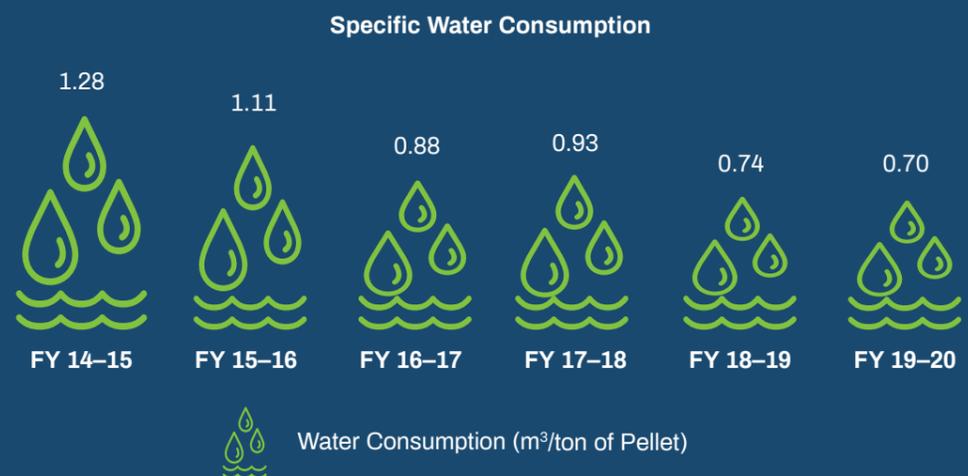
Raw material consumption

Innovations in Pellet production process has enabled the Company to reduce specific raw material consumption. This has meant reduced consumption of Iron ore, Bentonite and Lime.



Water consumption

At JSAW, water consumption has continuously reduced for the manufacturing of Pellets. The wastewater is treated and reused in the plant area, making the mine lease area of the plant has a zero-discharge plant.



- JSAW's DI pipes and fittings are designed to be environmentally responsible. The energy needed to pump fluids through the pipes is greatly reduced owing to the as the larger inside diameter of pipes in comparison to pipes made of other materials;
- We design products that are built to last. Our design interventions and process optimization techniques result in products with a longer useful life. JSAW's DI pipes have an estimated life of 100 years owing to their wall thickness and corrosion control properties. The longer useful life of DI pipes ensures that the product remains in the system for a long period of time thus reducing the need for manufacturing and replacing with new products;
- The Ductile iron pipes are impermeable to organic contaminants and are therefore able to protect clean water from underground spills.

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. Our initiatives in product development at the Bhilwara Pellet Plant have reduced our energy, water and material consumption. Our resource efficiency measures that have been successful are highlighted in the subsequent section.

JSAW has developed novel mechanisms and solutions to ensure sustainable sourcing for its operations over the years. These measures have proven useful and have allowed us to reduce the environmental impact of our operations along with other benefits

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

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

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

Manufacturing Pellet using Innovative Sourcing

The pellet plant at JSAW Bhilwara incorporated innovative mechanisms for procuring raw materials. The plant uses magnetic separation and other beneficiation methods to increase the iron ore concentration from the raw material of Iron ore. As a result of this technology, we are able to increase the concentration level from 20% to 67%, converting the low-grade ore to a high concentration ore. The process is made even more efficient as a result of recycling of dust collected from the ESP & multi-cyclone of pellet plant into making more pellets.

These initiatives have helped the Company to become a benchmark in iron production in India. This pellet production process from magnetite concentrate, uses about 40% less energy compared to pellets produced from hematite iron ore. In addition to enabling Indian companies to optimize Iron ore processing it has contributed to

- Increased burner efficiency;
- Decrease in solid waste production;
- Higher production rate.

Pellet Production using Alternative Materials

At JSAW, in order to increase sustainability, the iron ore mine reserve the Company has started utilizing low cost alternatives to Iron bearing raw materials for pellet production. These materials replace the concentrate produced from Company's mining operation to feed the pellet plant. In FY2019-20, the Company outsourced 33% of the raw material.

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

Development and mentoring of Labour supplier

Under JSAW's guidance, we have mentored a small contractor engaged in supplying temporary labour to our manufacturing plants. Initially engaged for providing only temporary labour, the vendor displayed willingness to grow and take up complex and relatively high value O&M Contracts. JSAW took this challenge up as an opportunity and helped the vendor grow from 50 personnel in FY2010-11 to providing 250 personnel for Jindal SAW alone presently. Today, human resource of various categories (Skilled/Semi Skilled/Unskilled) are contracted and deployed by the vendor to run day-to-day Operation & Maintenance of various sections of the unit under guidance of our company engineers.

Development of Gasket supplier

The Gaskets used in our operations were initially purchased mainly from two large vendors based in Hyderabad and Mumbai. The machinery at the Bhilwara unit requires gaskets to be changed after a set period under standard maintenance protocol. This meant that during breakdowns the lead time in procurement of gaskets was high. JSAW took a proactive initiative of identifying a local vendor was smaller but had the requisite capacity. The Company gradually developed the vendor over the past few years. This has resulted in developed capacity and capability of the vendor in addition to significant cost savings for the Company.

JSAW understands the importance of waste management in an sustainable manner. The waste generated from each stage of manufacturing is either utilized, re-used or stacked as per the guidelines by the CPCB/ SPCB. The overburden from the mines is stacked to be re-used for road making and leveling of other depressed ground within the lease area; while the tailings generated from the beneficiation plant are stacked after drying, in cake form for secondary extraction of minerals at a later stage. Some part of the used oil from machinery is used as lubricant for the raw material transportation system, while the majority is sent to an authorized recycler.

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

At JSAW, our people are at the centre of everything we do. Being important stakeholders in the continued growth of the Company, the well-being and productivity of our employees is of utmost importance to us. We are committed to fair treatment of 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. Our Company 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.

JSAW is compliant 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 furthering our common goal of 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, 2020, JSAW had 12,621 employees including permanent and contractual, working for the Company.

Please indicate the Total number of employees

5,343 employees were hired at JSAW on a temporary/ contractual/ casual basis for FY2019-20

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 40 as of 31st March, 2020.

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 58 as of 31st March, 2020.

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 at a baseline level there are no instances of complaints related child labour, forced labour, involuntary labour, or sexual harassment. We have a 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 our success depends on the success of our people. We attract and recruit the most talented people while also trying to enhance the skills and advance their knowledge. We try to ensure that our employees' skills and capabilities are honed further and as a result regular safety and knowledge up-gradation trainings are conducted. Efforts are 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 FY2019-20, safety and skill upgradation trainings were provided to the following category of employees:

Employee Category	Number of Employees provided with Safety Training	Number of Employees provided with Functional Trainings
Total permanent employees	5,217	2,931
Female employees	4	21
Male employees	5,212	2,900
Permanent employees with disabilities	1	10
Total contractual employees	3,412	3,412

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 success 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 in a responsible manner. This exercise presents the 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. Continuous dialogue with our stakeholders helps to provide structure and focus on the key issues such as socio-economic development and the environment with all relevant stakeholders especially disadvantaged communities and vulnerable and marginalized groups.

In order to manage stakeholder expectations and strengthen relationships, the Company has formulated a designated Stakeholder's Relationship Committee to oversee complaints from shareholders/ investors, including transfer of shares, non-receipt of dividends, issue of duplicate shares, etc. We reach out to all stakeholders to make appropriate disclosures at regular intervals and take necessary steps for expeditious remedy of any of their grievances.

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

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

We are focused on uplifting 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 with reduced mobility, disability, senior citizens and pregnant women as our prime stakeholders. We are working towards socio-economic development vulnerable communities near manufacturing facilities.

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.

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. Swayam 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.

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

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

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



Principle 5: Human Rights

Businesses should respect and promote human rights

Respect for fundamental human rights, regardless of whether they are company employees or external parties is one of our core principles at Jindal Saw Limited. 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 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, whether in-house or 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. Currently, our human rights policy is adopted by more than 50% of our suppliers and contractors in India.

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 the Company level 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 operations with due regard for the environment and providing a safe and healthy workplace for each employee. 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.

Improving Air Quality:

Improving air quality is essential for the Company to ensure a healthy and prospering working environment for local community and workforce.

- In mining operations, fugitive dust is a major source of emission. 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;

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.

- 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 de-dusting measures (Bag Filters) are installed to control the fugitive dust.
- The crusher unit is equipped with closed conveyer 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 stare of Bhilwara, Rajasthan. The STP is used for the treatment of water form 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 a 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.
- We have carried out more than 90,000 plantations of various species within and outside the premises until now. 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 into our operations. During the reporting period, we have implemented the following improvement initiatives:

- In our quest of becoming more energy efficient, we have installed 397 energy efficient LED lights of different ratings at strategic location throughout the plant. The initiative has resulted in an estimated saving of INR 10.39 Lakh;
- We conducted a load analysis at the manufacturing plants, enabling the Company to conduct strategic bidding for purchase of energy through Indian Energy Exchange (IEX). This has allowed the Company to save an estimated INR 1.23 Cr in energy costs for the reporting year.

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

- The Company, at its manufacturing plants, have utilized the roof space of the infrastructure for the installation of solar panels. JSAW, over the period of previous three years, installed solar systems with a consolidated capacity of 45 kW in its manufacturing units;
- JSAW in a pursuit of improving and optimizing efficiency of operational systems has maintained a Power Factor (PF) of 0.99 in the Grid Sub Station (GSS). This has allowed the Company to reduce energy costs by up to INR 1.97 Cr during 2019-20.

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.



Intelligent Flow Control (IFC) in Compressed Air

Issue

The pneumatic system used in the operation of tools and machinery to ensure smooth manufacturing at the pellet plant was observed to put excessive pressure on the compressor unit, especially during peak hours of operations. The reason was observed to be an increased demand for compressed air by the pneumatic system in addition to the routine compressed air consumption.

Intervention

In order to reduce the energy consumption by the compressor, we looked for methods for reduction of load during peak demand. An Air Intelligent Flow Control (IFC) System was introduced. The IFC system maintained the constant pressure and flow of air in the plant and helps save energy through reducing artificial demand in plant side. The IFC operates at the intermediate point of the compressed air system, i.e., on the downstream of the filter/dryer/receiver and on the upstream of main piping distribution system.

IFC creates a storage by introducing a controlled differential pressure across up stream receiver and itself. This storage isolates the compressor from the demand side fluctuations. The peak demand is dealt with using the reserve energy in storage instead of additional horsepower, allowing the compressor to run on reduced load.

Impact

By the providing air at a controlled and at optimum pressure to the plant, the mass of air consumed by pneumatic equipment is less which in turns results in the reduction in energy consumed by air compressor. The benefits achieved by the installation of IFC have been estimated to be:

- 8-9% energy savings in compressed air per year
- Savings of INR 2.75 lakh per year



Energy saving at Beneficiation Plant

Issue

The production of iron and steel has expanded in recent years resulting in increase in the demand for iron ore. The quality of iron ore deposits, however, has deteriorated and the existing mines are having difficulty in producing ore with a high grade of iron by simple screening. The older methods for ironmaking like blast furnaces and direct reduction furnaces result in reduced productivity and a high energy consumption rate.

There is need to improve the grade of iron at the stage of raw material preparation and beneficiation as a process helps with this. At JSAW, we have gone one step ahead and introduced multiple techniques to improve the otherwise energy intensive process. These include altering the process circuit & optimization of pump ratings, reducing and optimizing the energy consumption etc.

Intervention

One FLS Ball Mill out of 4 mills has been converted from "Overflow Type Mill" to "Grate Discharge with Pulp Lifters".

BM-1 Pinion replaced from 23 teeth to 19 teeth

Vibro feeders replaced by Weigh feeders for rod mills feeding. In Plant-A

Impact

Energy saving of 5 kwhr/MT of feed and approximately INR 5.05 Crore/year

Energy saving of 745200 kwhr/year with approximately INR 59.6 Lakh/year

Energy saving of 455400 kwhr/year/line with approximately INR 35.98 Lakh/year/line



Magnetite ore concentrate for Pellet production

Issue

The iron concentration in traditional iron ore sources is lower (20-40%) Fe. Magnetite ore's distinctive property of magnetism makes it an energy efficient and environmentally sustainable option.

Intervention

JSAW at Bhilwara is the first Pellet Plant in North India and the only operating plant in India that is based on magnetite iron ore concentrate. We are upgrading the Iron Ore (ROM) from about 20-40% Fe content to 65-67% Fe by way of primarily magnetic separation and other beneficiation methods.

Moreover, we have been able to continuously decrease the energy consumption in the pellet production plant due to several initiatives. The initiatives include selection of coal blend, optimum utilization of

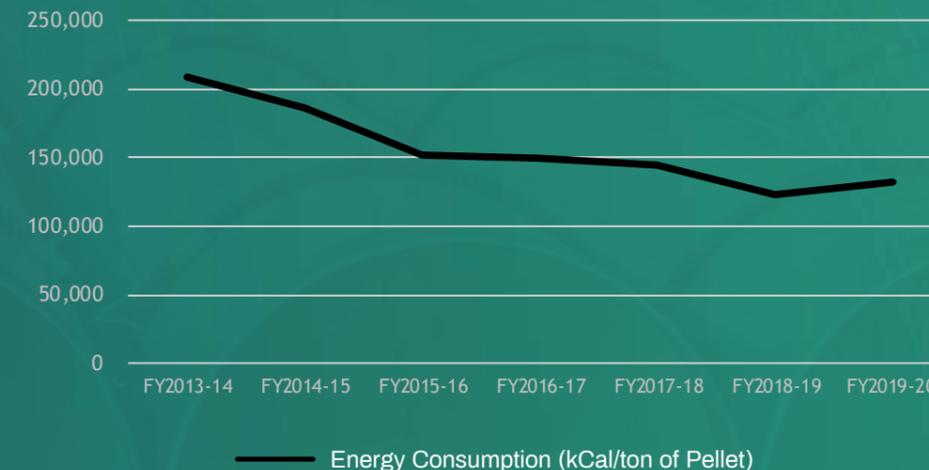
coal, burner efficiency, consistent & stable operation, higher production rate and high plant availability.

Impact

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

The energy efficient initiatives taken by us have led to the decrease in energy consumption per ton of production.

Specific Energy Consumption



Note*: Pellet plant had taken capital repair shutdown, which has resulted in marginal increase in Energy consumption in FY2019-20.

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. A waste heat recovery plant of 30 MW capacity has been installed 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. 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 22 such cases and all were resolved during 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 And Public Policy

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

At JSAW, we strive to further 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 on all matters that concern our 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 dialogue 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 built environment in the country;
- Consultations with Municipal Corporations to make places of public interest more accessible for all.

Is your company a member of any trade and chamber or association?

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





Principle 8: Inclusive Growth And Equitable Development

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.

Equitable access is crucial in achieving inclusive growth and development and at JSAW, we have taken multiple initiatives in this direction to ensure accessibility opportunities for growth and development. Accessibility has been identified as a primary focus area for carrying out CSR activities, and the following activities were initiated in FY2019-20 towards this cause.

- **Accessible Transportation:** Two wheelchair accessible electric carts were donated to Base Hospital, Delhi Cantt., New Delhi as a part of Svayam's campaign to promote accessible transportation. The electric carts facilitate movement of patients and their caregivers to various units of the hospital with ease, safety and dignity.
- **Accessible Sanitation:** Svayam is the Knowledge & Funding Partner for a project that promotes accessible sanitation in rural households in India, in partnership with Water.org's Indian arm FAAS. As part of this 3-year long project, Svayam will help build 1500 accessible toilets in 5 States, namely, Tamil Nadu, Karnataka, Maharashtra, UP & Odisha.
- **Accessibility Audits:** Svayam conducted accessibility audits for Delhi Metro, New Mangalore Port Trust, IIT Delhi and Varanasi Ghats. This is a clear recognition of Svayam's aim of 'Dignity for people with reduced mobility' by national and regional organizations.

In FY2019-20, the Company has spent an amount of INR 12.09 Cr. on Corporate Social Responsibility (CSR) across all plant and corporate level.

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?

'Svayam', a thinktank created under Sminu Jindal Charitable Trust undertakes several programmes to implement JSAW's CSR activities. 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.

The Company does not undertake impact assessment of its initiatives. However, Svayam's work in the area of enabling people with reduced mobility was recognised by the Times of India Social Impact Awards for two consecutive years: 2011 and 2012.

Among the many initiatives taken, the accessibility audits conducted by Svayam over the years is of significant interest. Some of these audits include prominent heritage monuments of the country. These audits have helped organizations and institutions address existing issues at the facility, while making them more accessible to people with different abilities.

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

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

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

Have you done any impact assessment of your initiative?

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



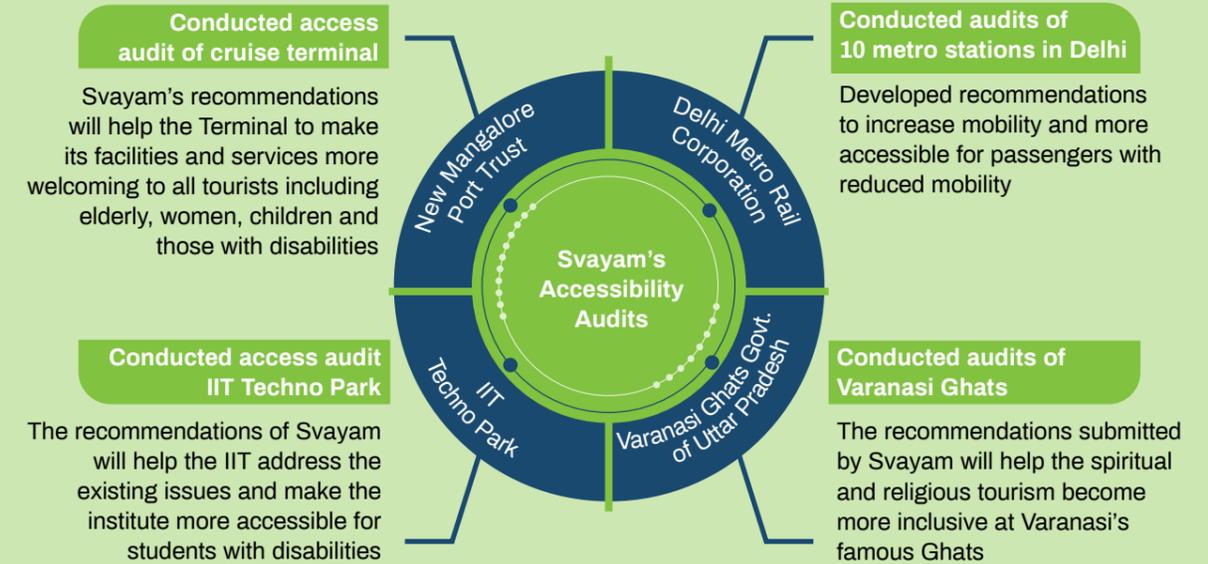
Conceiving an Accessibility thought

Issue

The fast-evolving infrastructure development of the nation has shown the need for incorporating infrastructural interventions for people with disability. The issues are further enhanced at places of historical importance, as any change in infrastructure is difficult to achieve.

Intervention

Svayam's philosophy has led us to implement initiatives that provide accessibility to people with special needs. We conducted accessibility audits across multiple places of public interest.



Impact

Our recommendations from the accessibility audits have been acknowledged by organizations and institutions. Svayam has helped various government departments and corporates incorporate accessibility as a non-negotiable component in their infrastructure and services. Our work paved the way for the preparation of many guidelines such as the National Building Code 2016, Civil Aviation Requirements for Carriage of Persons with Disabilities by Air, among others.



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.

Customer satisfaction surveys are undertaken on a half yearly basis, 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.

Our commitment to produce reliable and the highest quality products has helped us cement our position as market leaders. Being in the manufacturing industry, we have stringent quality control mechanisms and are compliant to all the necessary quality standards. 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.

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 9.15 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 FY2019-20, no case has 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.

CSR at Bhilwara

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 and healthcare.

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, 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)



Mukhyamantri Jal Swavlamban Abhiyan (MJSA)



Swachh Bharat Abhiyan – Maintenance of MG Hospital, Bhilwara Parks and Drainage



Swachh Bharat Abhiyan

The Swachh Bharat Mission, launched in October 2014 is a massive mass movement that aims to clean India by 2019. 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.

JSAW Bhilwara actively participated in maintenance of MG Hospital, Bhilwara parks and drainage in the region during the period of reporting. JSAW provides cleaning and maintenance services at MG Hospital, providing a clean and sanitary environment for Bhilwara's citizens.

The Road Ahead

Over the last few years, we have worked tirelessly to incorporate the principles of sustainability into our business using the SEBI LODR framework as a guidance. 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. As a sustainable company, we are cognizant of our responsibility to not only our shareholders but also 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 and build resilience during the reporting period, and we strive to improve upon the benchmark set every year. We pride ourselves on setting the standards in our industry segment, and we are committed to do so in the coming years. We firmly believe that our focus on building resilience through sustainable practices will go a long way in helping us to sail through the unprecedented time of uncertainty, not only that is caused by the current pandemic, but such future unexpected eventualities.

We do recognise that we can only achieve our targets through collaborative effort with all our stakeholders. We welcome your feedback and suggestions towards this end.



We solicit your feedback

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

Please share your feedback to:

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Company Secretary and Leader, Business Responsibility

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