



# BUSINESS RESPONSIBILITY REPORT 2021-22

Jindal Stainless (Hisar) Limited  
(JSHL)

## Introduction

In an age where enterprises are increasingly seen as critical components of the social system, they are accountable not only to their shareholders from a revenue and profitability perspective but also to the larger society which is also its stakeholder. Hence, adoption of responsible business practices in the interest of the social set-up and the environment is as important as their financial and operational performance.

Ministry of Corporate Affairs, Government of India, developed the 'National Voluntary Guidelines (NVG) on Social, Environmental and Economic Responsibilities of Business' in 2011. These guidelines contain comprehensive principles to be adopted by companies as part of their business practices.

Further, Securities and Exchange Board of India (SEBI) has mandated top 1,000 listed companies of India by market capitalization to publish a Business Responsibility Report (BRR) based on NVG under SEBI Regulation 34(2) (f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015 ("SEBI LODR") as amended.

Business Responsibility Report serves as a tool to communicate the performance of organization on Economic, Social and Governance (ESG) parameters to its stakeholders. It also motivates the company to measure, disclose, and be accountable for organizational performance while working towards the goal of responsible and sustainable development.

JSHL is delighted to present its BRR for the Financial Year 2021-22. This report is developed in-line with the 'suggested framework' by SEBI.

## Section A: General Information about the Company

<b>1. Corporate Identity Number (CIN) of the Company</b>	L27205HR2013PLC049963
<b>2. Name of the company</b>	Jindal Stainless (Hisar) Limited ("JSHL"/ "the Company")
<b>3. Registered Address</b>	O.P. Jindal Marg Hisar – 125 005, Haryana, India
<b>4. Website</b>	<a href="http://www.jshlstainless.com">www.jshlstainless.com</a>
<b>5. E-mail ID</b>	info.jshl@jindalstainless.com
<b>6. Financial year reported</b>	2021-22
<b>7. Sector(s) that the Company is engaged in (industrial activity code-wise)</b>	Manufacture of Stainless Steel (24105)
<b>8. List three key products/services that the company manufactures/provides.</b>	1) Hot Rolled Stainless Steel Products 2) Cold Rolled Stainless Steel Products 3) Stainless Steel Plates
<b>9. Number of locations where business activities are undertaken by the company</b> 1) Total number of International locations 2) Total number of National locations	Jindal Stainless (Hisar) Limited (JSHL) mainly operates in India with plants located at Hisar and Visakhapatnam.  <u>Major sales offices of the company are at:</u> 1) Gurugram 2) Kolkata 3) Mumbai 4) Ahmedabad 5) Vadodara 6) Pune 7) Chennai 8) Hyderabad
<b>10. Markets served by the company</b> <b>Local/State/National/International</b>	JSHL is one of the largest domestic stainless steel producers and has global footprints that serve both National and International Markets and sectors including:  <ul style="list-style-type: none"><li>• Automotive</li><li>• Railway &amp; Transport</li><li>• Architecture</li><li>• Building and construction</li><li>• Chemical &amp; petrochemical</li><li>• Capital goods</li><li>• Consumer durables</li></ul>

## Section B: Financial Details of the Company

1. Paid Up Capital (INR)	₹ 47,18,69,370
2. Total Turnover (INR)	₹ 13,549.29 crores
3. Total Profit after Taxes (INR)	₹ 1,275.23 crores
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of Profit after Tax (%)	₹ 13.04 crores 1.02%

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

JSHL has been involved in following major activities:

- a) Promoting Gender Equality and women empowerment
- b) Rural Development Programme
- c) Promoting health care
- d) Promoting Education and enhancing vocational skills
- e) Ensuring environmental sustainability and ecological balance
- f) Emergencies and relief work
- g) Protection of National Heritage, Art and Culture
- h) Promoting Sports
- i) Entrepreneurship Development Projects

## Section C: Other Details

**1. Does the company have any Subsidiary Company/Companies?**

Yes, JSHL has 8 subsidiaries:

- JSL Lifestyle Limited
- Jindal Stainless Steelway Limited
- JSL Logistics Limited
- Green Delhi BQS Limited
- JSL Media Limited
- Jindal Lifestyle Limited
- Jindal Strategic Systems Limited
- J.S.S. Steelitalia 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)**

None of the JSHL subsidiaries participate in BR initiatives of JSHL.

**3. Do any other entity / entities (e.g. Supplier, distributor etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes indicate the percentage of such entities? (Less than 30%, 30 – 60% and More than 60%)**

None of the entity with which the Company is engaged in the business participates in the BR initiatives of the Company.



5	<b>Does the Company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?</b>	The policies are implemented under the directions of Board/ Managing Director/Whole Time Director.								
6	<b>Indicate the link to view the policy online?</b>	<p>JSHL's policies relating to our external stakeholders can be viewed on the website at <a href="https://www.jshlstainless.com/corporate-governance#corporate-governance">https://www.jshlstainless.com/corporate-governance#corporate-governance</a></p> <p>Our policies relating to our employees, internal stakeholders are available on Intranet.</p>								
7	<b>Has the policy been formally communicated to all relevant internal and external stakeholders?</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
		<p>JSHL's policies relating to external stakeholders can be viewed on the website at <a href="https://www.jshlstainless.com/corporate-governance#corporate-governance">https://www.jshlstainless.com/corporate-governance#corporate-governance</a></p> <p>Our policies relating to our employees, internal stakeholders, are available on Company's Intranet. Our Intranet also has a 'Contact' section which serves as a platform for our stakeholders to contact us regarding any queries they may have.</p>								
8	<b>Does the Company have in-house structure to implement its policy/policies?</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y

9	<b>Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to policy/policies?</b>	<p>At JSHL, we have a Stakeholders Relationship Committee at the Board level, which addresses the grievance of our shareholders.</p> <p>Additionally, we also have a Whistle Blower policy which covers all our stakeholders' grievances.</p>								
10	<b>Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?</b>	Y	Y	Y	Y*	Y*	Y	Y*	Y	Y

\*The Company constantly keeps on reviewing and management is apprised about the same.

**b) If answer against any principle, is 'No', please explain why: (Tick up to 2 options):**

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

### 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.**

The Company assesses the BR performance of the various principles on continual basis.

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

JSHL publishes Business Responsibility Report and is available on Company's website - <https://www.jshlstainless.com/business-responsibility-report>

### Section E: Principle Wise Performance

#### Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

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

Yes, all employees/stakeholders of JSHL are subjected to work within the boundaries of this policy. The Company ensures compliance of ethical standards by its group companies/vendors/ suppliers/consultants/ contractors etc. through appropriate clauses in the works contracts to which they are obligated.

- 2. 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.**

No complaint was received during the period under review with regard to violation of ethics, bribery and corruption.

**Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle**

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

Today, environmental factors are at the forefront of material selection for specifiers.

Stainless steel's long service life, 100 percent recyclability and its valuable raw materials make it an excellent environmental performer. Stainless steel objects rarely become waste at the end of their useful life. Recycled stainless objects are systematically separated and recovered to go back into the production process through recycling.

As a part of our ongoing commitment to improve the environment, we seek to reduce the environment impact of our operation and promote sustainable development by the integration of environment performance consideration in the procurement process also. In an effort to reduce resource consumption, waste generation and hence reduce our impact on the environment, we use stainless steel scrap as one of the raw materials in the production of the following stainless steel products:

1. Hot rolled coils
2. Cold rolled coils
3. Sheets

- 2. For each product, provide the following details in respect of resources (energy, water, raw material etc.) per unit of product.**

**(i) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?**

**(ii) Reduction during usage by consumers (energy, water) has been achieved since the previous year?**

JSHL is continuing its efforts to optimise energy and other resources by optimization of processes and upgraded technologies in the utilities and material movement. The plant has achieved new



milestones in terms of the overall specific energy consumption (per tonne of the product) and recorded the SEC of 0.0589 toe per tonne, as compared to 0.0596 in previous year.

We continue to concentrate our efforts on reducing energy consumption by increasing the focus on sustainable production practices by adopting process automation techniques such as inverter-based closed-loop control systems in high efficiency pumps, pollution control systems associated with furnaces, and compressed air system, waste heat utilization, green hydrogen use etc.

Stainless steel is easy to clean and does not breed bacteria easily. Therefore, it is widely used in the manufacturing of food and medicine. The presence of chromium in stainless steel forms a natural, passive protective layer that averts the steel from corroding. Therefore, if the correct grade of steel is chosen for an application it poses little to no risk to the people handling it. Moreover, it becomes an environment-friendly choice as 100% of it is recycled at the end of its life. This makes Stainless steel a sustainable material that can enable a transition to resilient low carbon economies.

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

Yes, JSHL has adopted the policy of working with ISO-14001 and ISO - 45001 certified contractors/ suppliers/ vendors for its major services. All contractors/ suppliers/vendors are maintaining human resources policies including disciplinary practices, remuneration and working hour and health, environment & safety related clauses in their jobs/contracts.

JSHL believes in the philosophy of RRR (recycle, reuse, reduce) and thus all waste, discarded scraps are recycled to form new Stainless steel products. The Company always endeavors to procure material with an aim to reduce carbon emissions. The stainless steel produced by the Company has longer life thus reducing the life cycle cost, maintenance cost etc. and it is more sustainable. Environment, Social and good Governance practice are core of our procurement practices and we emphasize the need of lowering our carbon footprint in our buying practices. Company's endeavor is to procure more goods locally, domestically, our main ingredient SS Scrap, we source 65-70% of the scrap locally and the proportion of domestic sourcing is increasing year on year. Other raw materials like Chrome ore, Ferro Alloys, coal etc are sourced entirely domestically thus reducing transport related carbon footprint. The Company also uses FeCr in hot charging condition thus reducing the requirement of reheating it.

**4. 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?**

Yes, the Company works with local communities and develops them to provide goods and services to the Company. Development of scrap suppliers, MSME suppliers is the main aim of the Company. The Company provides letter of credits to enable them procure and process goods for the Company. To some suppliers we have helped them develop yards etc.

**5. Does the company have mechanism to recycle products and waste? If yes, what is the percentage of recycling waste and products?**

At JSHL we pursue the policy of four R's -- Recycle, Reduce, Reuse and Recover that minimizes the risk of solid waste contamination. The main objective of our company is to transform solid waste into wealth in order to benefit from it. JSHL is committed to considering the environmental aspects, potential impacts and costs, associated with the life cycle assessment of goods and services being acquired.

This calls for conscious efforts across JSHL in the following areas:

1. Reduce, Reuse, Recycle and Recover: JSHL is committed to reducing reuse resource consumption and minimizing waste while considering the life cycle costs of products. We seek to implement the hierarchy of preference to reduce, reuse, recycle and recover resources throughout the process.
2. Buy Recycled: We are committed to buying recycled/ part recycled products to optimize consumption and stimulate demand for recycled products, promoting the collection and reprocessing of waste and working toward zero discharge to landfill.
3. "Green" the supply Chain: we hope to maximize the benefits by encouraging our supplier/vendor to adopt our environment practices. We endeavor to undertake procurement activities with suppliers who share Green values.

**Principle 3: Businesses should promote the wellbeing of all employees**

**1. Please indicate the total number of employees**

2,083 employees

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

3,153 employees

**3. Please indicate the number of permanent women employees.**

9 employees

**4. Please indicate the number of permanent employees with disability.**

None

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

Yes

**6. What percentage of your permanent employees are a member of this recognized employee association?**

750

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

We did not receive any complaints related to child labour, forced labour, involuntary labour during the reporting period. A complaint related to sexual harassment was received and resolved during the reporting period.

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

At JSHL, we encourage constant learning as well as personal and professional development. To achieve this, we provided safety and skill up-gradation to 82% of our employees during last year. We continue to focus our efforts on training our employees and add holistic value.

**Principle 4: Businesses should respect the interests of, and be responsive to the needs of all stakeholders, especially those who are disadvantaged, vulnerable, and marginalized.**

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

Yes. At JSHL, we have identified Investors, Shareholders, Employees, Local Communities, Civil Societies, NGOs, Legal Institutions, Trade Associations, Media, Suppliers, Business Partners, Customers, Dealers, Government, Regulators and Competitors as its key stakeholder groups. Engagement responsibility for each stakeholder group is entrusted with specific teams within our Company.

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

Yes, we have identified vulnerable and disadvantaged section through our CSR programs. Focus has been given to farmers communities by providing advisory services on best agriculture practices, program from Women form low income group, Solid Waste Management project for informal waste pickers and special education program on Indian Sign Language and Basic Computer for differently abled school children.

**3. 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.**

The Company has identified disadvantaged, vulnerable, and marginalized stakeholders in due course. Dedicated team from the plant undertakes periodic need assessment and corrective actions and CSR activities are finalized and implemented based on the outcome of such studies. Women, children, marginal farmers, downtrodden/underprivileged sections of the demography residing in the peripheral areas/adjoining villages of the company have been identified and conducted need assessment & socio economic studies conducted at various times. The CSR

initiatives taken up for the same are Farmers Development Project for adoption of best agriculture practices, skill training for Women empowerment, Deaf School Strengthening project for speech & Hearing impairment students, Scholarship and financial assistance to needy persons, Smart Classes, Safe Drinking water , Covid -19 relief works, etc.

**Principle 5: Businesses should respect and promote human rights**

**1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

At JSHL, we respect human rights and the policy is embedded in our Company's Code of Conduct. However we do not have a separate standalone Human Rights Policy. We recognize and address the issues relating to Business and Human Rights as per the United Nations Guiding Principles on Business & Human Rights and we selectively highlight these to our senior management. We also support and encourage the following of best human rights practices with our business associates. We have been engaged with various institutions, which promote Human Rights like the NHRC, Bombay Chambers of Commerce, CII, Institute of Business and Human Rights, London, Global Business Institute of Human Rights, U. K., OHCHR, Geneva besides others. Our endeavor is to learn and share global good practices and embed them into our system. We are also a part of the UNGC and ensure timely submission of the COP, which has a large part on issues relating to Human Rights.

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

We have received no complaints regarding violation of human rights, during the reporting period.

**Principle 6: Business should respect, protect, and make efforts to restore the environment**

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

Yes, at JSHL, we have a well-defined Environment Policy, and it extends to our entire business. All our plants continuously strives towards Environment Protection, Prevention of environmental pollution, and Environment Improvement around its business units. With respect to the suppliers and contractors, environmental compliances are an integral part of our work policy.

**2. 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.**

Yes. At JSHL, we are committed to design, manufacture and distribute our products in eco friendly manner. Climate change is probably the biggest challenge ever to confront the steel industry. In response to this challenge, the JSHL is committed to minimizing the environmental impact of its operations and products. We are currently developing a climate change strategy which includes various measures to improve energy performance both in the immediate future and in the long run. Our efforts to reduce emissions are highlighted below:

- Continuing to improve current processes & benchmarking with the best within the steel industry.
- Usage of renewable energy resources.
- Adoption of energy efficient technologies for all future expansion plans.
- Investing in breakthrough technologies.
- Developing new products and services to reduce environmental impact over the product lifecycle.
- Creating awareness at all levels and functions.

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

Yes, as part of ISO 14001, ISO 9001 and OHSAS 18001 certifications, at JSHL, we undertake continuous assessment of the potential environmental risks. We also undertake internal and external audits under ISO 14001 to assess the implementation of our environment related activities.

**4. 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?**

Yes, we do have Clean Development Mechanism Project, which focuses on renewable energy (solar energy) and alternate sources of fossil fuels. The sustainable approach of JSHL is based on the long-term vision of green growth supported by new and innovative technologies, renewable energy sources, waste heat recovery, green hydrogen use and alternate sources of fossil fuels. The Company has increased the share of renewable energy by a total installation of 4162 kWp solar PV system, thus a reduction in GHG emission of 4800 tonnes of CO<sub>2</sub> per year.

Waste heat utilization project is under progress and will contribute a reduction in GHG emission of 2500 tonnes of CO<sub>2</sub> per year.

**5. 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.**

Yes, the company has taken the initiatives on clean technology, energy efficiency, renewable energy, etc.

- Periodically energy audit of all energy consuming facilities/sections to identify the implementable potential for technology up-gradation in process and utility sections, energy and resource efficiency measures.
- JSHL has joined the hand with TERI for long-term engagement on identification and implementation of new and innovative energy conservation, waste heat recovery, process automation, renewable energy project, etc.
- Water and other resource conservation drive also initiated to reduce the overall operating cost and reduced harnessing the natural resources.
- ISO 50001:2018 to improve the energy management system and energy performance by improving the “Convenience”, “Adequacy”, and “Efficiency”
- JSHL is about to achieve 100% installation of energy-efficient LED lighting in production, administration, and township areas.

- Improvements in fuel efficiency of the furnaces by oxygen enrichment, improved thermal insulations, modification in bullnose design, etc.

The details of initiatives taken by the Company on technology absorption, energy conservation, etc are mentioned in the Annual Report of the Company available at link:

<https://www.jshlstainless.com/annual-reports#annual-reports>

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

Yes, the emissions/waste generated by JSHL is within the permissible limits given by CPCB/SPCB.

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

The Company does not have any Show Cause Notice from CPCB/ SPCB pending.

**Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner**

**1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:**

JSHL is a member of PHD Chamber of Commerce and Industry and Indian Stainless Steel Development Association.

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

JSHL has been involved in advocacy related to economic reforms, sustainable business, raw material security etc. These interactions with the Government help in partnering with an aim for the holistic development of the sector in India.

**Principle 8: Businesses should support inclusive growth and equitable development**

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

At JSHL, we have a number of programs for our marginalized stakeholders with the aim of supporting inclusive growth. These programs have been listed in the next point.

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

All our projects and programs are covered under Jindal Stainless Foundation. Our CSR teams undertake project directly and also through implementation with partners Organizations.

- Agriculture Development Project focusing the improvement of the farmer's income through Improved Production Practices & Market Linkages with support of Gram Unnati Foundation.
- Safe Drinking Water Project was initiated in Government School and O. P. Jindal Memorial Park
- Solar water pump project at villages in partnership with Claro Energy Private limited.
- Scholarship and financial assistance to the needy persons for Education & Healthcare
- Deaf School Strengthening project in partnership with Noida Deaf Society at Welfare Center for persons with Speech & Hearing Impairment.
- Restoration & maintenance of Park in partnership with Prabhaav Foundation.
- The project "Software –as-a-Service" (SaaS Service) is being carried out in partnership with Super Human Race Pvt Ltd.
- Hisar Heroes project for informal waste pickers in partnership with Green Dream Foundation.
- Skill development training program on Computer Hardware for underprivileged youth in partnership with Indra Devi Charitable Trust.
- Stainless Road Safety program is being implemented with partnership of Prabhaav Foundation.
- Awareness program on issues of domestic violence in partnership of Women of the Elements Trust.
- Design and Development of Museum of Art & Photography in the Partnership of MAP Foundation.
- Promotion of sports in partnership with Inspire Institute of Sports.
- Promoting women empowerment by organizing public theater in rural areas in partnership with Abhinaya Rang Manch.
- Covid -19 relief works.

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

Yes. JSHL has conducted impact assessment of CSR activities through third party evaluation by data monitoring system and its analysis. The data analysis helped in getting an understanding of the effect and impact of the various projects. The project "Software –as-a-Service" (SaaS Service) is being carried out in partnership with SuperHuman Race Pvt Ltd. This initiative is focusing on technology start-up for automating our CSR and compliance requirements, measuring the return on investment, generating data for visualization, reporting, social impact, etc.

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

**Please detail the Company's direct contribution to community development projects**

<b>Projects undertaken</b>	<b>Amount spent in INR (Rs. In Crore)</b>
Promoting Education & Enhancing Vocational Skills	2.98
Promoting Health Care	0.51
Entrepreneurship Development Projects	0.04
Promoting Sports	1.27
Promoting Gender Equality & Empowering Women	0.48
Rural Development Programme	1.96

Ensuring Environmental Sustainability and Ecological balance	1.50
Emergencies and Relief work	2.23
Protection of National Heritage, Art and Culture	1.50
Admin. Overheads	0.56
<b>TOTAL</b>	<b>13.04</b>

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

For successful implementation and adoption of our community projects, we consult and engage with all appropriate stakeholders, right from the inception of the projects. Communities are also involved in delivery, as well as monitoring phases of the programs.

**Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner**

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

There were no major customer complaints pending. Minor customer complaints received during the course of regular operations were resolved by appropriate departments.

**2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)**

The Labeling on our Products is done as per the requirements stipulated under various Standards such as ASTM/ASME/EN/BIS etc. We also understand our Labeling is meeting the norms of Taxation & Weights and Measures Department as the same is being Audited/Checked by these relevant Authorities from time to time. In addition, JSHL provides standard information as required by its customers.

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

Nil

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

Yes