



# BUSINESS RESPONSIBILITY REPORT 2016-17

Jindal Stainless Limited

## Introduction

In an age when enterprises are increasingly seen as critical components of the society, 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 are as vital 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 Security Exchange Board of India (SEBI) has mandated top 500 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")

BRR 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.

JSL is delighted to present its first BRR which has non-financial disclosures for the Financial Year (FY) 2016-17. 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>	L26922HR1980PLC010901
<b>2. Name of the company</b>	Jindal Stainless Limited
<b>3. Registered Address</b>	O.P. Jindal Marg, Hisar - 125 005 (Haryana)
<b>4. Website</b>	<a href="http://www.jslstainless.com">www.jslstainless.com</a>
<b>5. E-mail ID</b>	<a href="mailto:info@jindalstainless.com">info@jindalstainless.com</a>
<b>6. Financial year reported</b>	2016-2017
<b>7. Sector(s) that the Company is engaged in (industrial activity code-wise)</b>	Manufacture of Stainless Steel (2410)
<b>8. List three key products/services that the company manufactures/provides.</b>	<ol style="list-style-type: none"> <li>1) Cold Rolled Stainless Steel Products</li> <li>2) Stainless Steel Plates</li> <li>3) Stainless Steel Sheets</li> </ol>
<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	<p>JSL mainly operates in India, with our manufacturing facility located in Jajpur, Odisha.</p> <p><u>Major sales offices of our company are at :</u></p> <ol style="list-style-type: none"> <li>1) Gurgaon</li> <li>2) Kolkata</li> <li>3) Mumbai</li> <li>4) Ahmedabad</li> <li>5) Baroda</li> <li>6) Pune</li> <li>7) Bangalore</li> <li>8) Chennai</li> <li>9) Hyderabad</li> <li>10) Bhubaneswar</li> </ol>
<b>10. Markets served by the company</b> <b>Local/State/National/International</b>	<p>JSL is one of the largest domestic stainless steel producers and has global footprints that serve both National and International Markets and sectors like:</p> <ul style="list-style-type: none"> <li>• Automobile</li> <li>• Transport</li> <li>• Railway</li> <li>• Architecture</li> <li>• Building and construction</li> <li>• Process engineering</li> <li>• Consumer durables</li> </ul>

## Section B: Financial Details of the Company

1. Paid Up Capital (INR)	₹ 79.89 crores
2. Total Turnover (INR)	₹ 8,957.40 crores
3. Total Profit after Taxes (INR)	₹ 58.34 crore
4. Total Spending on Corporate Social Responsibility (% of Profit after tax)	₹ 1.07 crore 1.83%
<b>(CSR) as percentage of Profit after Tax (%)</b>	

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

JSL has been involved in following major activities:

- Education, Promoting Gender Equality and women empowerment
- Community Development
- Integrated health
- Skill Training

## Section C: Other Details

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

Yes, JSL has 5 direct subsidiaries.

- PT Jindal Stainless, Indonesia
- Jindal Stainless UK Limited
- Jindal Stainless FZE
- Iberjindal, Spain
- JSL Group Holdings Pte. Ltd.

### 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)

No. Each subsidiary company has its own independent business responsibility initiatives.

### 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%)

No. However, JSL encourages standalone/independent BR initiatives and activities of its subsidiaries.

**Section D: BR Information**

**1. Details of Director/Directors responsible for BR\*\***

a) Details of the Director/Director responsible for implementation of the Business Responsibility policy/policies

Name	DIN Number	Designation
Mr. Subrata Bhattacharya	03050155	Whole Time Director

b) Details of the Business Responsibility Head\*\*

DIN Number (if applicable)	03050155
Name	Mr. Subrata Bhattacharya
Designation	Whole Time Director
Telephone number	+91 1141462108
e-mail id	S.bhattacharya@jindalsteel.com

*\*\*Currently, at JSL, we do not have an in-house structure to implement our policies, however, we have initiated the process of nominating a Director as an Implementer of the policies. We are also in the process of nominating a BRR Head. The Implementer shall review the policy implementation quarterly and this shall serve as a mechanism for us at JSL to effectively implement our policies from the next reporting period.*

**2) Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)**

1	Do you have policy/policies for...?	Y	Y	Y	Y	Y	Y	N*	Y	Y
		At JSL, we currently have policies in place, which directly and indirectly address 8 out of the 9 NVG Principles.								
2	Has the policy been formulated in consultation with relevant stakeholders?	Y	Y	Y	Y	Y	Y	N*	Y	Y
		All of JSL's policies are formulated after careful consideration and after consultation with key managerial personnel and relevant representatives of our stakeholder								

		groups, who act in the best interest of our stakeholders.								
3	Does the policy conform to any national /international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	N*	Y	Y
		Most of JSL's polices are formulated as mandated under SEBI's Listing Obligations and Disclosure Requirements and they are compliant with the Principles of National Voluntary Guidelines.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	N*	Y	Y
		All JSL's existing policies have been approved by the Board and signed by relevant authorities								
5	Does the Company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Currently, at JSL, there is no specific committee of the Board to oversee the implementation of the policies; however, we have initiated the steps to nominate a Director as a Policy implementer who will oversee the implementation of the policies from the next reporting period.								
6	Indicate the link to view the policy online?	Y	Y	Y	Y	Y	Y	N*	Y	Y
		JSL's policies relating to our external stakeholders can be viewed on the website at <a href="http://www.jslstainless.com/Policies.html">http://www.jslstainless.com/Policies.html</a> Our policies relating to our employees - our internal stakeholders, are available on J-Connect - an internal website, which our employees have access to.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	N*	Y	Y
		JSL's policies relating to external stakeholders can be viewed on the website at <a href="http://www.jslstainless.com/Policies.html">http://www.jslstainless.com/Policies.html</a>								

		<p>Our policies relating to our employees - our internal stakeholders, are available on J-Connect - an internal website, which our employees have access to.</p> <p>Our website also has a 'Contact' section which serves as a platform for our stakeholders to contact us regarding any queries they may have.</p>								
8	Does the Company have in-house structure to implement its policy/policies?	Y	Y	Y	Y	Y	Y	N*	Y	Y
		<p>Currently, at JSL, we do not have an in-house structure to implement our policies, however, we have initiated the process of nominating a Director as an Implementer of the policies. We are also in the process of nominating a BRR Head. The Implementer shall review the policy implementation quarterly and this shall serve as a mechanism for us at JSL to effectively implement our policies from the next reporting period.</p>								
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to policy/policies?	<p>At JSL, we have a Stakeholder Grievance Committee at the Board level, which addresses the grievance of our shareholders.</p> <p>Additionally, we also have a Whistleblower policy which covers all our stakeholders' grievances.</p>								
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	N*	Y	Y
		<p>JSL's Secretarial audit reviews majority of the policies which are formulated as per SEBI requirements and also checks for compliance.</p> <p>JSL's Internal audit reviews processes and policies and also covers implementation and makes notes of any deviations from the policies.</p>								

*\* Currently, JSL does not have a formal policy in place to address public advocacy (P7 of NVG). However, it is our belief that our Code of Conduct does cover aspects of Responsible advocacy of public policy, like ethics and integrity.*

*We are also in the process of formulating a formal Responsible advocacy policy and this will be implemented by the next reporting period.*

**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 in the next 6 months									
5	It is planned to be done in the next year	N/A	N/A	N/A	N/A	N/A	N/A	Y	N/A	N/A
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.**

Our Board of Directors, audit committee and stakeholder & grievance committee meet once in every quarter to assess our BR performance. Other committees may meet as and when required.

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

We have decided to publish the BR Report according to the National Voluntary Guideline Principles. We are also in the process of publishing a Sustainability report according to the GRI Framework on an annual basis. This is our first BR Report. These reports can be found on our website - <http://www.jslstainless.com/index.html> under the 'Investors' section.



## 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 internal stakeholders of JSL are subjected to work within the boundaries of this policy.

- 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 past financial year related to ethics, transparency and accountability.

### 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.**

JSL, being an integrated Stainless Steel producer, we incorporate sustainability initiatives into our operations. 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 and take measures right from the design stages enabling reduction of energy consumption for the following stainless steel products:

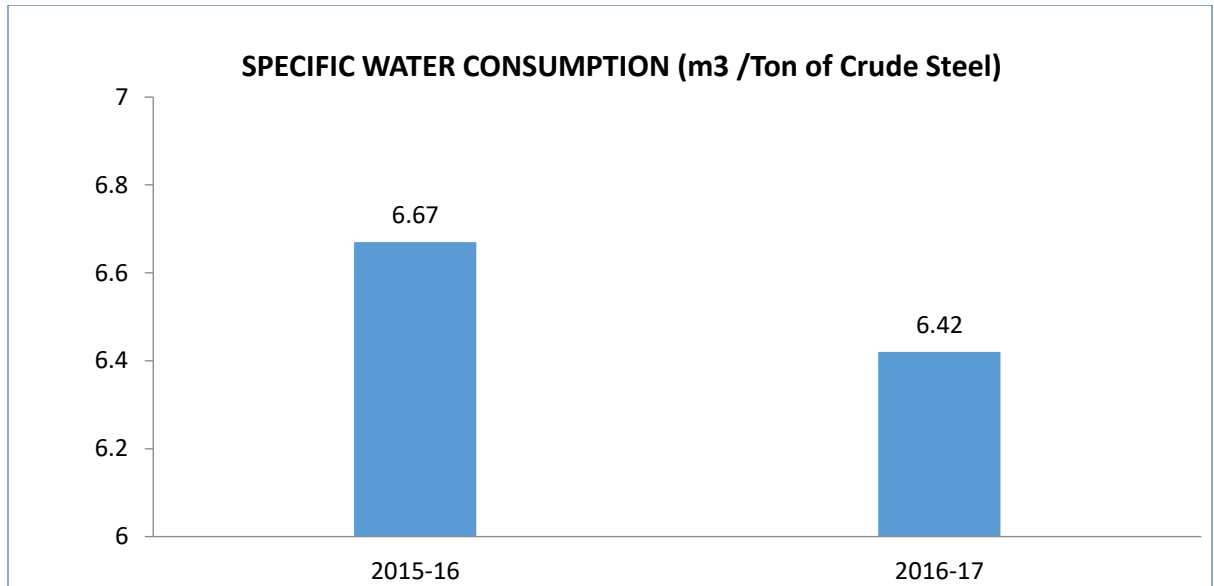
- 1) Steel slab
- 2) White coil
- 3) Sheets

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

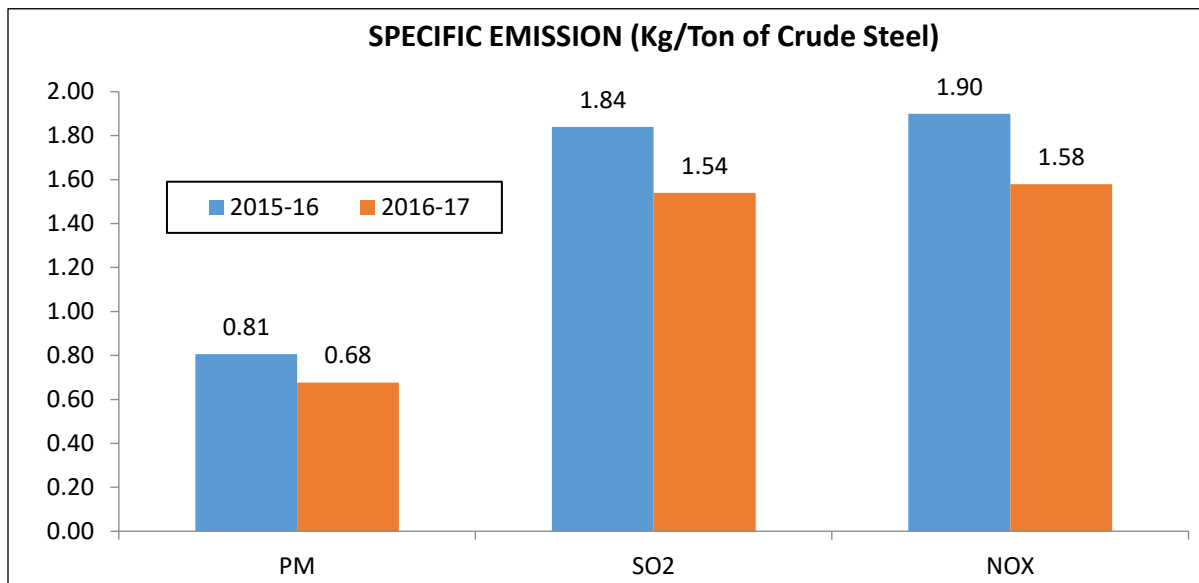
**(i) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?**

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

At JSL, we have been successful in reduction of resources and impacts during our production processes. The specific water consumption (m<sup>3</sup> /Ton of Crude Steel) has reduced by about 4 % with respect to the previous year, as a result of initiatives taken towards water conservation measures like recycling and reuse of treated waste waters resulting from various in-house consumption, thereby reducing fresh water consumption.



We have also take initiatives and have successfully reduced our impacts on the environment by reducing our emissions. The specific emission (Kg/Ton of Crude Steel) has been reduced by 16 % for Particulate Matter (PM), 16.3 % for SO<sub>2</sub> and 16.8 % for NO<sub>x</sub> with respect to the previous year through better operation of Pollution control equipment and optimum consumption of resources.



**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.**

At JSL, in an effort to reduce resource consumption and our impact on the environment across our value chain, we use stainless steel scrap as one of the key raw materials in the production of our products. We also aspire to channel our efforts into sourcing our other raw materials in a sustainable manner in the future.

We have a clear preference to work with ISO 14001 and OHSAS 18001 certified contractors, suppliers and vendors for our major service requirements. Ensuring that all our contractors, suppliers and vendors maintain human resource policies including disciplinary practices, fair remuneration, working hours and health, environment and safety related clauses in their jobs and contracts. We closely monitor the compliance of these aspects constantly to ensure sustainability across our supply chain.

**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, we promote procurement of goods and services from local vendors and small producers. This is primarily done while hiring equipment and services, as well as procuring minor raw materials, stationary items and food supplies. We also recruit workers from local communities for construction and operation of plants. Minor fabrication works and materials required for it are also sourced from local suppliers. By ensuring local procurement wherever possible, we contribute to the improvement of local economies.

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

At JSL, we follow the policy of four R's -- Recycle, Reduce, Reuse and Recover that minimizes the risk of solid waste contamination. We have taken several initiatives to adopt a mechanism to recycle waste products into our process activities. 100% of the waste generated from our plant operations including Fly ash from Captive Power Plant is reused by brick and asbestos manufacturers nearby. Other waste products generated, like mill scale from Cold Rolling Mill, Bag Filter dust from Steel Melting Shop are reused in Ferro Alloy making. . Slag from Steel Melting Shop & Ferro Alloy Plant is processed in Metal Recovery plant/Jigging Plant for recovery of valuable metal. Sludge from BOD plant of coke oven is used in Coke Oven batter. Apart from this, 100% of hazardous waste oil is sold to an authorized dealer for further recycling.

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

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

1720 employees

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

4228

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

76

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

1

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

No

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

Not applicable

**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.**

During the year, we received no complaints relating to child labour, forced labour, involuntary labour and sexual harassment.

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

At JSL, we place high importance on the safety of our employees and to ensure this, 100% of our employees received health and safety training. We also encourage constant learning as well as personal and professional development. To achieve this goal, we provided skill up-gradation to 25% of our employees. 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**

At JSL, we have identified investors, shareholders, and employees, local communities, civil societies, NGOs, legal institutions, trade associations, media, suppliers, business partners, customers, dealers, government, regulators and competitors as our key stakeholder groups. Engagement responsibility for each stakeholder group is entrusted with specific teams in 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 women from low income group and special skill training programs have been developed for them.

**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.**

Following are the CSR initiatives of JSL which is run under the aegis of Jindal Stainless Foundation and aims to serve the poor and needy community and who are socio-economically backward.

1. We have Stainless Skill Training Institute where Dress Designing and Fashion Technology classes are conducted.
2. The Cutting and Tailoring Center conducts training at Slum area for school dropouts.
3. Through our Hole in the Wall program, we provide disadvantaged children with an opportunity to learn how to use the computer.
4. Undertaking project Krishi Unnati to increase income of farmers through technology based solutions.
5. HIV /AIDS awareness sessions are organized for truckers and their helpers.
6. JSL also developed Self Help Group (SHG) run by women as a part of Women Empowerment under Corporate Social Responsibility (CSR) Policy of JSL. These SHGs provide training on livestock management and advanced skill development.
7. Promotion of Education – Undertaking Project I Star which relate to drop out children through learning centers.
8. To mitigate the problem linked to little or no power supply, we have deployed solar water pumps for irrigation purposes and solar lamps for facilitating children in their reading. In addition we have provided low cost smokeless stoves to the poor and marginalized sections of the society in the area.

## **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 JSL, 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 and we are currently in the process of working towards formulating one. 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.

In addition to this, we have planned to conduct workshops on the UNGPs Human Rights over the course of the next reporting period. JSL has been closely associated with the Global Business Initiative on Business & Human Rights and is a member of the Group, which has 18 members globally.

We also support and encourage the following of best human rights practices with our business associates

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

We 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.**

At JSL, we have established and implemented an Environment Policy on Conservation and prevention of Environmental damage, which also extends to all our subsidiaries. A process is maintained for continually improving our Environment Management System to ensure complete satisfaction and value creation for all stakeholders. With respect to our suppliers and contractors, environmental rules and regulations are clearly stated in the general terms and conditions of the order/ contract being given. We take every step and measure possible in managing environment related activities as per ISO 14001. The quality objective and policy on Environment management is regularly reviewed to reflect the current business requirement.

### **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 JSL, we incorporate environmental concerns into all our activities. Being an energy intensive industry, we understand our responsibility towards addressing regional and global environment issues. 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. We strive to set

benchmarks in our sector, and hence, invest constantly on process improvements and new technologies.

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

Yes. At JSL, as part of ISO 14001, ISO 9001 and OHSAS 18001 certifications (Integrated Management System Certification), we undertake continuous assessment of the potentiality of environmental risks. We also undertake internal and external audits under IMS Certification 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?**

No. At JSL we did not undertake any project related to Clean Development Mechanism during the year 2016-17.

**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. At JSL, we have undertaken multiple initiatives towards cleaner technology for the entire operation of our plant. We have installed and commissioned 2 Waste Heat Recovery Boilers at our Ferro-Alloy complex to produce steam for generation of 13MW power. Similar efforts were also made towards energy efficient measures which have resulted in savings of 8862 MWh of electrical energy and about 2.5 lacs GJ of thermal energy during the reporting period. Further, we used 35530 MWh of renewable energy in our processes. However we are in the process of updating our webpage to reflect these initiatives.

**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 at plant site is within the permissible limits in accordance to the statutory norms stipulated 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.**

We received no such Show Cause/legal notice from the regulatory bodies such as CPCB/ SPCB during the reporting period.

**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:**

No, JSL is not part of any major trade and chamber or associations.

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

No

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

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

At JSL, we have a number of programs for our marginalized stakeholders with the aim of supporting inclusive growth. These programs have been listed in sub section 2 below.

- 2. Are the programmes/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 direct projects and also ensure implementation through NGO partners.

1. We have opened six learning stations under I Star scheme in partnership with Child Fund India. In addition, we have Hole in the Wall project for joyful learning in different locations. Computer labs have been set up in two schools in collaboration with the Government of Odisha.

2. Dress designing and Fashion Technology was conducted.

3. We have deployed mobile and static health clinics to provide last mile health care services. We also have dental clinics and specialist health camps for the community.

4. We have an intensive technology based project Krishi Unnati in collaboration with Gram Unnati Foundation, aimed at increasing farmer's income. The project brings in good agricultural practices and provides high end solutions from soil testing to structure delivery mechanisms.

5. Toward sensitizing communities in use of alternate sources of energy, we have provided the rural community with solar lighting solutions in collaboration with MPowered, with special focus on supporting children with reading facilities.

6. To cater to the needs of farmers, we have deployed solar water pumps in collaboration with Claro Energy and that has changed the landscape significantly in areas where such facilitation has been provided.



7. Promoting Entrepreneurship development activities, we have built capacities of local women in various livelihood projects and encouraged Social Entrepreneurs to start their own small businesses. Some of the significant businesses, besides many others that have opened by the women are ASMITA, where women entrepreneurs have opened up their own 'Production Centre' with a focus on high end apparels and boutiques, where walk in orders are being received. The second one is a Sanitary napkins unit, where women entrepreneurs have produced their own sanitary napkin brand – 'SAHAJ'.

8. Trainings around Business and Human Rights have also been organized in collaboration with Global Business Initiative and UN.

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

As of now, we have not carried out impact assessment studies, however, we intend to conduct the same in the future.

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

<b>Projects undertaken</b>	<b>Amount spent in INR</b>
Skill Training	8,10,382
Integrated Community Health	12,85,171
HIV & AIDS, Malaria & Lung diseases	10,200
Promoting Gender equality and Empower Women	26,21,416
Promotion of Education	12,95,992
Village Library	82,358
Entrepreneurship Development Program	4,80,980
Miscellaneous	1,27,992
Environment	22,00,553
Poverty Eradication - Animal Husbandry and Agriculture development	30,000
YOUTH & SPORTS Development	50,375
Rural Development	17,58,117
<b>Total</b>	<b>1,07,53,536</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 are no major customer complaints pending. Minor customer complaints for quantity of 0.046% (approximately) of company's total sold tonnage in the year are pending as on the end of financial year.

**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, JSL 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?**

As of now, we have not conducted any customer satisfaction surveys, however, we plan on conducting such assessments in FY17-18 through reputed agencies.