



# BUSINESS RESPONSIBILITY REPORT 2021-22

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 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.

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 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>	L26922HR1980PLC010901
<b>2. Name of the company</b>	Jindal Stainless Limited ("JSL/the Company")
<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>	2021-22
<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>	1) Cold Rolled Stainless Steel Products 2) Stainless Steel Plates 3) Stainless Steel Sheets
<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	JSL mainly operates in India, with manufacturing facility located in Jajpur, Odisha.  <u>Major sales offices of our Company are at :</u> 1) Gurugram 2) Kolkata 3) Mumbai 4) Ahmedabad 5) Vadodara 6) Pune 7) Chennai 8) Hyderabad  Further the Company through its foreign subsidiaries, Sales/Representative offices has marked its presence in key global locations in Europe, South East Asia, Middle East Asia, USA and Brazil.
<b>10. Markets served by the company</b> <b>Local/State/National/International</b>	JSL is 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)	₹ 105,09,90,936/-
2. Total Turnover (INR)	₹ 20,311.94 crores
3. Total Profit after Taxes (INR)	₹ 1,674.45 crores
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of Profit after Tax (%)	Not Applicable*

\*The Company is not mandated under Section 135 of the Companies Act, 2013 to incur expenditure under CSR, as the profits of the Company (calculated in accordance with the provisions of Section 198 of the Companies Act, 2013) were inadequate. However, being guided by the vision and philosophy of its Founder Late Shri O.P. Jindal, the Company has planned interventions in the various fields including education & vocational training, integrated health care, livelihood & women empowerment, social projects, rural infrastructure development, environment sustainability & sports.

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

As explained above.

## Section C: Other Details

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

Yes, as on 31<sup>st</sup> March, 2022 JSL had 6 subsidiaries, namely:

- PT Jindal Stainless Indonesia
- Jindal Stainless FZE, Dubai
- Iberjindal S.L., Spain
- JSL Group Holdings Pte. Ltd., Singapore
- Jindal Stainless Park Limited
- JSL Ferrous Limited\*

\*Ceased to be subsidiary w.e.f. 6<sup>th</sup> May, 2022.

**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 JSL subsidiaries participate in BR initiatives of JSL.

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.

## Section D: BR Information

### 1. Details of Director/Directors responsible for BR

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

Name	DIN Number	Designation
Mr. Tarun Kumar Khulbe	07302532	Whole Time Director

- b) Details of Whole Time Director/the Business Responsibility Head**

DIN Number (if applicable)	07302532
Name	Mr. Tarun Kumar Khulbe
Designation	Whole Time Director
Telephone number	+91-124-4494100
e-mail id	tarun.khulbe@jindalstainless.com

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

[illegible]



9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to 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

\*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?**

JSL publishes Business Responsibility Report and is available on Company's website at:

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

## 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 JSL 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.**

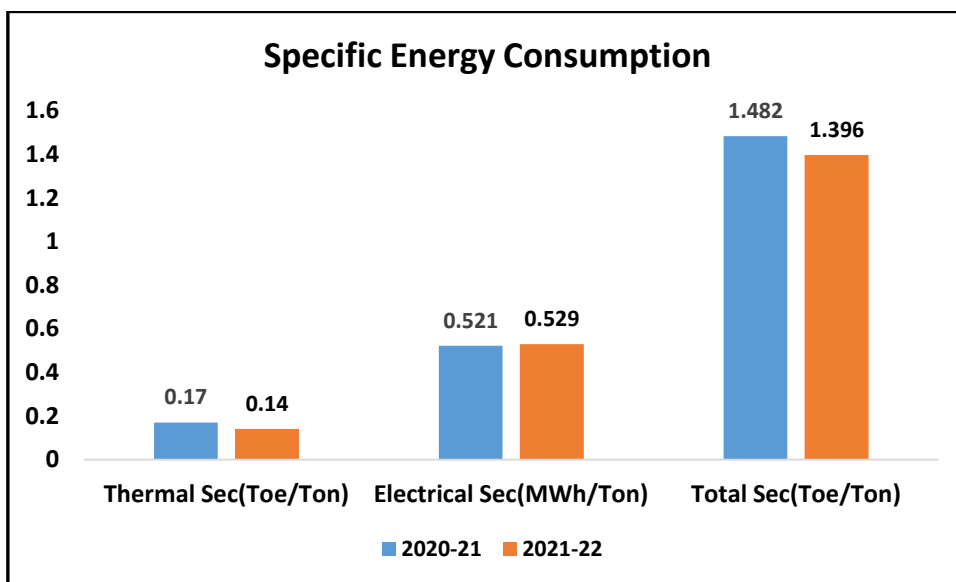
JSL produces Stainless Steel Slab that passes through Rolling Mill to produce flat products of Black Coil and white finished Coil and sheets as per customer demand. Various measures have been taken during design stages enabling reduced energy consumption.

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

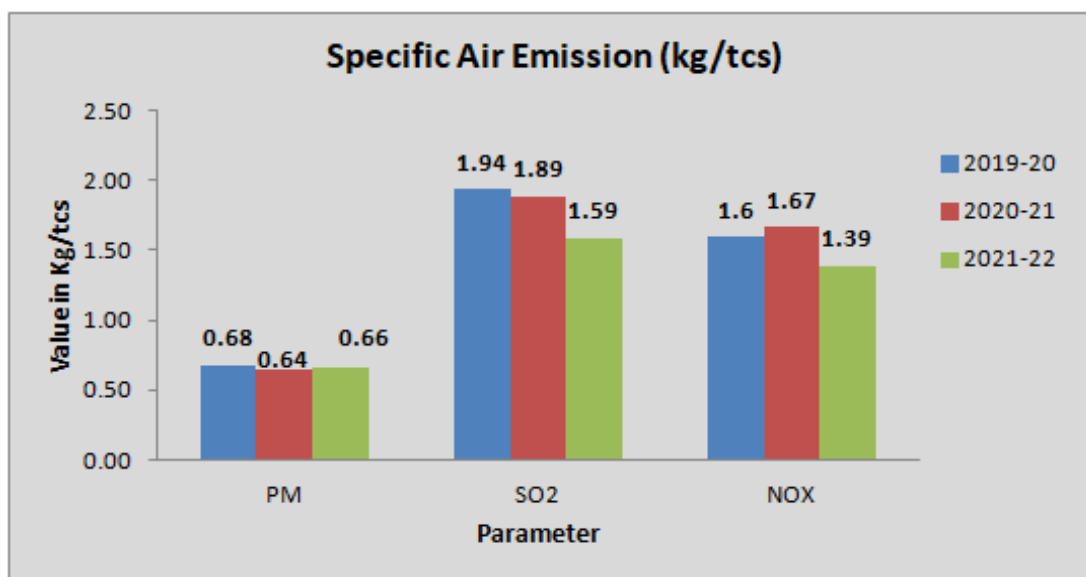
- (i) **Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?**
- (ii) **Reduction during usage by consumers (energy, water) has been achieved since the previous year?**

JSL is committed towards Energy Efficiency & Energy Conservation. JSL is a certified ISO 50001:2018 organization. We have taken many steps towards optimal use of available Energy Resources. The Specific Energy Consumption per ton of Crude Stainless Steel slightly has been plotted below:



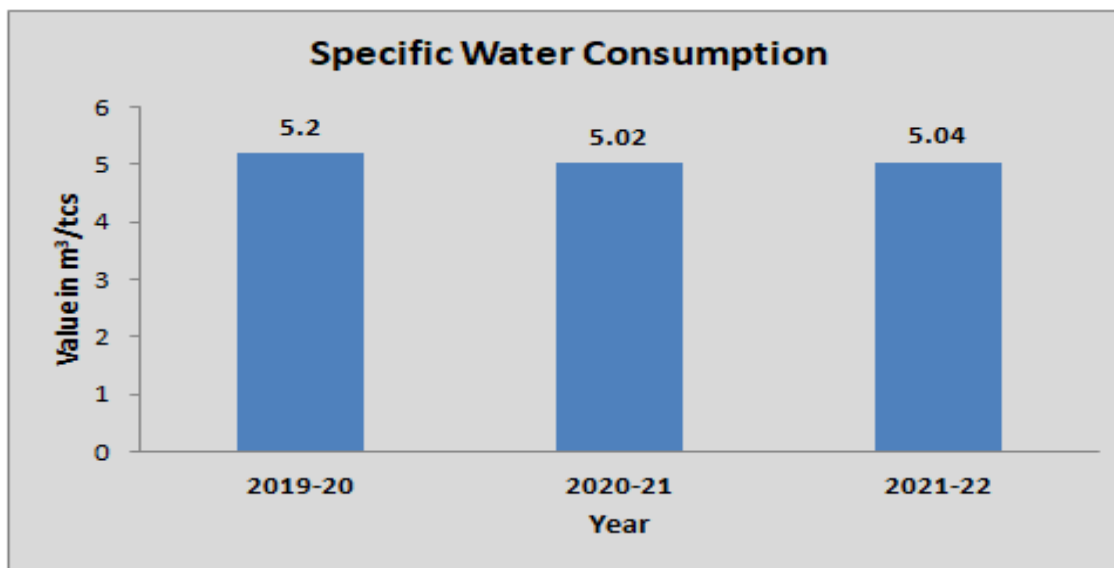


The specific air emission is in declined trend in comparison to the previous FY. Various steps has been taken for control of emission that includes modification and replacement of bags with new PTFE laminated fiber glass filter bags in bag houses of SMS and Ferro Alloy along with revamping both the ESPs of our Captive Power Plant that mainly includes modification of Hopper gas screen in ESP both passes, retrofit with advanced controller EPIC –III in ESP fields, introduction of mixture in the flue gas stream improves the agglomeration of dust particles in the gas stream and leads to increase in space charge and improve in ESP performance.



NOTE: The specific air emission varies w.r.t previous year published data due to change in methodology of calculation.

The specific water consumption per ton of crude steel production is in constant range of improving by taking various initiatives towards water conservations measures by way of recycle and reuse of treated waste waters in various in-house consumptions, thereby reducing fresh water consumptions. No industrial effluent is being discharged outside plant.



NOTE: The specific water consumption varies w.r.t previous year published data due to consideration of additional water usage in miscellaneous process activities.

**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, JSL 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.

JSL 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?**

JSL has undertaken several initiatives to adopt the mechanism to reuse and recycle of various waste generated in stainless steel making process. Waste generated from JSL plant operations including Fly ash from Captive Power Plant is being reused 100% by sending it to Cement Plants, Brick Manufactures and sheets manufacturers and bottom ash generated is being sent for road making of NHAI at free of cost. Other waste namely mill scale from Cold Rolling Mill, Bag Filter dust from Steel Melting Shop and Ferro Alloy complex are being reused in Ferro Alloy making in the form of briquettes. Slag from Steel Melting Shop & Ferro Alloy Plant being generated is processed in Metal Recovery plant/Jigging Plant for recovery of valuable metal and further rejected slag are being reused in road making of NHAI. Hazardous Wastes namely used oil & waste oil is being sold 100% to authorised dealer for further recycling. CRM ETP Sludge is being sent to CHWTSDf for land filling. E waste generated from the plant is being sold to authorize re-processors. Sludge from BOD plant of Coke Oven is being reused in Coke Oven battery.

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

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

1,761 employees

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

4,039 employees

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

79 employees

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

Nil

**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 soft and technical skill up-gradation to 30.50 % 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**

Yes. At JSL, 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 our key stakeholder groups. Engagement responsibility for each stakeholder group is entrusted to 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 sections through our CSR programs. Focus has been given to individuals hailing from underprivileged sections of society, women, and girls from low-income groups. Special skill training programs in the field of cutting & tailoring, commuter education and electrical, stainless steel fabrication has been developed for them. Focus has also been given to the Farming community by providing Agro-based training sessions to enhance farmer's income.

- 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, adolescent girls, marginal farmers, and downtrodden/underprivileged sections of the demography residing in the peripheral areas/villages of the Company have been identified in due course of need assessment and socio-economic studies conducted at various times. The CSR initiatives taken up for the same are Farmers Development Project to improve the income of the farming community, Making of Sanitary Napkin Unit to change traditional un-hygienic behavior, designing and manufacturing safety jackets by women group, providing skill training to students of Polytechnic on Stainless Steel Fabrication, providing support to students engaged in Nursing Institute, Education & nutritional support to kids, was provided. The Company also provided support to students interested in studying medicine and building carrier in Football.

**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. 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 among 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 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, JSL has established, implemented, an Environment Policy on Conservation and prevention of Environmental damage, which extends to all subsidiaries. The process has been adhered for continually improving the Environment Management System to ensure cent percent compliance against statutory conditions with complete satisfaction and value creation for all stake holders. With respect to the suppliers and contractors, environmental rules and regulations are clearly stated in the general terms and conditions of the order/ contract being given to third party. JSL takes every step in managing environment related activities as per ISO 14001:2015. The quality objective and policy on Environment management is being 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, the Company addresses the global and regional environmental issues and has taken the responsibility to address the various challenges being a responsible corporate. JSL strives to set benchmarks in respective sector, and hence, invests constantly on process improvements and new technologies. However, the Company is in process to reflect these issues in its webpage.

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

Yes, as a compliance to ISO 14001:2015, ISO 9001:2015 and ISO 45001:2018 certifications (Integrated Management System Certification) and ISO-50001:2018 JSL undertakes continuous assessment of the potentiality of environmental risks. JSL also undertakes internal and external audits under IMS Certification to assess the implementation of its 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?**

JSL is committed towards a sustainable, clean, and green environment and several efforts have been made to reinforce Company's commitment to environment protection. To be in harmony with nature and green environment, JSL has undertaken mass plantation programmes in and around the plant to create thick greenbelt and avenue plantations. As on 31<sup>st</sup> March 2022, JSL has undertaken plantation of around 3.46 lakhs trees inside the plant. As a part of compliance towards Pollution Prevention and sound environmental performance, JSL has achieved more than 100% fly ash utilization by way of supplying fly ash to bricks manufacturing units, asbestos manufacturing plants and cement plants during the financial year 2021-22.

**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 undertaken a number of Energy Conservation initiatives as part of PAT Scheme governed by BEE, MOP Govt. of India & allocated with 20887 numbers of Energy Saving Certificates for surpassing the targets assigned during PAT Cycle-II. The Electrical & Thermal Energy savings achieved during FY 2021-22 is 16562 MWh & 57369 MKcal with an investment of INR 52 Lakhs.

JSL has taken initiatives to add Renewable Energy to its Energy portfolio. We have procured & consumed around 109595.34 MW of Renewable Energy during FY 2021-22.

Project initiated for Replacement of 127 Old Energy inefficient Motors with Energy efficient IE3 class Motors with an Estimated Energy saving of 481471 kWh.

First Floating Solar Project to be developed in the state of Odisha with 7.3 MWp Floating SOLAR project installation at JSL Water Reservoir.

JSL has decided to utilize Renewable Energy for its Upcoming Capacity Expansion. Floated tenders for 200MW Round the Clock RE Power.

To reduce the emissions and minimize the dependency on ammonia JSL has initiated to induct Green hydrogen in to its production processes.

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.jslstainless.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, all the emissions and waste generated in the financial year 2021-22 are within the permissible limits given by SPCB/CPCB and report being submitted to SPCB on monthly basis.

**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.**

No show cause has been received from CPCB/SPCB in FY 21-22.

**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:**

JSL is a member Federation of Indian Chamber of Commerce & Industry (FICCI), Confederation of Indian Industry (CII), Association of Chamber of Commerce & India (ASSOCHAM) and Indian Stainless Steel Development Association (ISSDA).

- 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)**

JSL 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 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. The Company is committed to understanding the developmental needs of the underprivileged communities in the CSR operational villages located in the remote and rural areas surrounding its periphery to create an inclusive and equitable society. The company has a structured mechanism for Corporate Social Responsibility and Sustainable Development. It has partnered with non-governmental agencies through Jindal Stainless Foundation to identify the community needs, causes of deprivation, the process of exploitation, and inequality in the society and designed its programs to address the issues. The CSR Projects are targeted toward empowering women in the weakest sections of society, children, farmers, etc. The programs generate employment and create livelihood opportunities, improving the living standards of the community in turn improving the socio-economic condition of rural communities of the operational villages.

- 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/ academic Institutions/ other Trusts & Foundations.



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

Yes JSL has conducted an impact assessment of CSR activities through third-party evaluation by the Data monitoring system and its analysis through a partner agency. The data analysis has helped in getting an understanding of the effect and impact of the various projects.

JSL has been also periodically carrying out internal human rights audits and in an earlier stance, a broader audit was carried out across locations by an international organization Mazars. In addition, the Company has carried out SROI by and a third party.

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

Since the profits of the Company (calculated in accordance with the provisions of Section 198 of the Companies Act, 2013) were inadequate, therefore the Company was not mandated under Section 135 of the Companies Act, 2013 to incur expenditure on CSR activities for the financial year 2021-22. However, being guided by the vision and philosophy of its Founder Late Shri O. P. Jindal, the Company, through Jindal Stainless Foundation, executed various CSR projects in areas around JSL plant location. Some of the interventions executed and which merit attention were in the field of education & vocational training, integrated health care, livelihood & women empowerment, social projects, rural infrastructure development, environment sustainability & sports and the like.

**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 engaged in planning, executing, and also monitoring the projects in different phases of the programs.

For example in ASMITA and SAHAJ, the projects are being carried out by women groups that are engaged in making of Safety Jackets and Sanitary Napkins. The project has been registered Udyog Aadhaar and received a certificate issued from the Ministry of Micro, Small & Medium Enterprises (MSMEs), Govt of India, under Service Category. Similarly, JIIT Computer Education Center and JIIT Electrical Workshop has also registered under MSMEs and received their Udyog Aadhaar number. The Company also have developed 200 Self Help Groups around its manufacturing location and provided training to the groups on various types of income generating activities such as goat rearing, poultry farming, fishery, phenyl making, incense stick making, wheat and spices grinding process etc.

**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, 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?**

Yes