Business Responsibility Report



Section A: General Information about the Company

	Disclosure item	Response
1	Corporate Identity Number (CIN) of the Company	L27102MH1994PLC152925
2	Name of the Company	JSW Steel Limited
3	Registered address	JSW Centre Bandra Kurla Complex Bandra East, Mumbai - 400 051. Maharashtra India. Tel: +91 22 4286 1000 Fax: +91 22 4286 3000
4	Website	www.jsw.in
5	Financial Year reported	2016-17
6	Sector(s) that the Company is engaged in (industrial activity code-wise)	Manufacture of Iron and Steel **Industrial Group** / **Response** 071 – Mining of iron ores 241 – Manufacture of basic iron and steel 243 – Casting of metals 259 – Manufacture of other fabricated metal products; metalworking service activities As per National Industrial Classification - Ministry of Statistics and Programme Implementation
7	List three key products / services that the Company manufactures / provides (as in balance sheet)	1. Hot rolled coils 2. Cold rolled coils 3. Galvanised steel

	Disclosure item	Response
8	Total number of locations where business activity is undertaken by the Company	
	i. Number of International Locations (Provide details of major 5)	Through subsidiaries: a. USA (Texas, near Houston): Plate and pipe mill b. USA (West Virginia): Coking coal mines c. Chile (North Caldera): Iron ore mines d. Mozambique: Mining operations e. Georgia (Rustavi): Steel plant (Joint Venture)
	ii. Number of National Locations	In India, JSW Steel Ltd. has three main operational integrated iron and steel manufacturing locations, at Vijayanagar (Karnataka), Dolvi (Maharashtra) and Salem (Tamil Nadu).
9	Markets served by the Company - Local / State / National / International	JSW Steel is India's leading integrated iron and steel producer, with a pan-India presence and exports to over 100 countries. Nearly 23% of the total sales are carried out through retail network of more than 7,300 outlets in across 575 districts. The focus geographic areas of the company are south and west, but it serves a variety of customers in various market segments.

Section B: Financial Details of the Company

	Disclosure item	Response
1	Paid up capital (₹)	241.72 Crores
2	Total turnover (₹)	56,244 Crores
3	Total profit after taxes (₹)	3,577 Crores
4	Total spending on corporate social responsibility (CSR) as percentage of profit after tax (%)	2.34 Note: ₹ 42.94 crore was spent; 3-year avergae PAT value is ₹ 1,837.65 crore
5	List of activities in which expenditure in # 4 above has been incurred.	
	The Company's efforts have focused on five areas - Nutrition & Healthcare, Water & Sanitation, Education, Skill Development, Art Culture & Sports - and expenditure has been under the following heads:	
	a. Improving living conditions	
	b. Promoting social development	
	c. Addressing social inequalities	
	d. Addressing environmental issues	
	e. Preserving national heritage	
	f. Sports Training	
	g. Rural development projects	
	h. Clean India Mission (Swachh Bharat Abhiyaan)	
	i. Project Management Cost	
	j. Supporting Technology Incubators	

Section C: Other Details

	Disclosure item	Response
1	Does the Company have any Subsidiary Company / Companies?	Yes
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)	Yes. Some of the major subsidiaries of JSW Steel Ltd. are: a. JSW Steel Coated Products Ltd. b. JSW Steel Processing Centres Ltd. c. Amba River Coke Ltd. d. JSW Steel (Salav) Ltd. e. JSW Industrial Gases Pvt. Ltd.
3	Do any other entity / entities (e.g. suppliers, distributors etc.) that the Company does business with / participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity / entities (less than 30%, 30-60%, more than 60%).	JSW Steel's value chain partners (e.g., suppliers and contractors) are encouraged to contribute to its CSR initiatives. However, with the expansive nature of JSW Steel's value chain, currently less than 30% of the entities directly partner with JSW Steel in its BR initiatives.

Section D: BR Information

1. Details of Director / Directors responsible for BR

#	Name	DIN	Telephone	Email ID
1	Chairman & Independent Director Mr. K. Vijayaraghavan (July 2015 - May 2016) continues as member of Business Responsibility Committee	00544730	(91) 40 2335 0586	vijay@sathguru.com
	Mr. Malay Mukherjee (Oct 2016 onwards)	02861065	(91) 11 4103 2905	malayumauk@googlemail.com
2	Independent Director Mr. Uday M Chitale (Till July' 2016)	00043268	(91) 22 2265 1186	uday@mpchitale.com
3	Independent Director Mrs. Punita Kumar Sinha	5229262	(91) 98333 63533	punitakumarsinha@gmail.com
4	Executive Director Mr. Seshagiri Rao M.V.S	00029136	(91) 22 4286 1000	seshagiri.rao@jsw.in
5	Executive Director Dr. Vinod Nowal	00046144	(91) 8395 283 416	vinod.nowal@jsw.in
6	Executive Director Mr. Jayant Acharya	00106543	(91) 22 4286 1000	jayant.acharya@jsw.in

Details of the BR Head

Name	Designation	Telephone No	Email ID
Dr. S Majumdar	Chief Sustainability Officer, JSW Group	(91) 22 4286 1000	suman.majumdar@jsw.in

2. Principle-wise (as per the National Voluntary Guidelines) BR Policy/policies (Reply in Y / N)

#	Disclosure item Questions	Response P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy / policies for:	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2	Has the policy been formulated in consultation with relevant stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Does the policy conform to any international / national standards? If yes, specify? (50 words)	Yes ref. A, F, G	Yes ref. B, F	Yes ref. C, F	Yes ref. B, F	Yes ref. B, F	Yes ref. A, D, F, G	Yes ref. E, F	Yes ref. A, F	Yes ref. A, F
	A:	National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business								
	B:	ILO Convention on Human Rights								
	C:	Report on Affirmative Action by CII								
	D:	National Action Plan on Climate Change, National Environmental Policy								
	E:	UN Sustainable Development Goals								
	F:	Global Reporting Initiative								
	G:	Carbon Disclosure Project (CDP)								
	H:	Dow Jones Sustainability Index (DJSI)								
4	Has the policy been approved by the Board?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Is yes, has it been signed by MD / owner / CEO / appropriate Board Director?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5	Does the company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
6	Indicate the link for the policy to be viewed online?	http://www.jsw.in/investors/investor-relations-steel (under "Sustainability Policies")								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
8	Does the company have in-house structure to implement the policy / policies?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
10	Has the company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

2b. If answer to S. No. 1 a gainst any principle, is 'No', please explain why: (Tick up to 2 options)

#	Disclosure item Questions	Response								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The company has not understood the Principles	Not Applicable								
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 next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

3. Governance Related to BR

1	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	3-6 months
2	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	JSW Steel annually publishes a Sustainability Report as well as a Business Responsibility Report. The hyperlink to view all the published reports: http://www.jsw.in/investors/investor-relations-steel (under "Sustainability Reports" section)

Principle 1: Businesses Should Conduct and Govern Themselves with ethics, Transparency and Accountability

JSW believes in pursuing its business objectives ethically, transparently and with accountability to its stakeholders across the value chain. The company is committed to promoting integrated responsible behaviour and value for social and environmental well-being.

Review of Performance of the Directors on the Board:

The Company adopted the following criteria to carry out the evaluation of Independent Directors, which are in terms of the provisions of the Companies Act, 2013 and the SEBI Regulations, viz., Listing Obligations and Disclosure Requirements (LODR):

- The Nomination and Remuneration Committee shall carry out evaluation of every Director's performance.
- In addition, performance evaluation of the Independent Directors shall be done by the entire Board, excluding the Director being evaluated. This is to be done on an annual basis for determining whether to extend or continue the term of appointment of the Independent Director.

The Evaluation process of Independent Directors and the Board will consist of two parts:

- Board Member self-evaluation; and
- Overall Board and Committee evaluation.

JSW Steel's commitment to doing business responsibly is reflected in the core values of the JSW Group itself, and points towards conducting every aspect of business responsibly and sustainably. It relies on:

- A dynamic leadership
- Adherence to core values
- A well-articulated Enterprise Risk Management framework
- Practices that seek to sustain and enhance the long-term competitive advantage of JSW with care for the society and environment

Investors' Interest in Non-financial performance:



JSW selected in Vigeo Iris Emerging 70 ranking





JSW Steel invited for the first time, Globally: 3,450 (steel 28), India: 106 (Steel : 3)

JSW Steel has been invited to participate in the RobecoSAM Corporate Sustainability Assessment (CSA). The CSA is the first step towards inclusion in the Dow Jones Sustainability Indices (DJSI), and the results of the CSA are increasingly being used in innovative new products for investors, such as the S&P 500 ESG, S&P Europe 350 ESG, S&P Topix 150 ESG, S&P Global 1200 ESG and S&P Long-Term Value Creation Index.

Board Committee for Business Responsibility / Sustainability Reporting

The Committee has three Independent Directors including the Chairman, and three Executive Directors. It assesses the framework for Business Responsibility and Sustainability Reporting as well as the related performance of the Company. In FY 2016-17, the Committee convened 2 times.

The Company has in place specific policies to address each of the nine principles of the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, and therefore comply with the requirements of the Clause 55 of the Listing Agreement of the SEBI, as shown in the table below. The link to the website in order to view the policies is http://www.jsw.in/investors/investor-relations-steel (under "Sustainability Policies")

The Company has a stakeholder grievance redressal mechanism[1] in place to help address complaints related to Business Responsibility (BR) / Sustainability Policies. This makes a provision for all stakeholders to freely share their concerns and grievances to JSW through a protected and structured mechanism.

In the FY 2016-17, the Company received 1,111 complaints from customers, of which 80% were resolved, and the remaining are under resolution.

JSW Steel Ltd. publishes an annual business responsibility report [as part of the annual report] as well as sustainability report every year.

Principle 2: Businesses Should Provide Goods And Services That are Safe and Contribute to Sustainability Throughout Their Lifecycle.

Developing Sustainable Products

1st iron & steel co. in India to get an EPD label in line with ISO 14025

The role of developing products that ultimately go towards reducing the negative environmental and social impacts of the Company's operations, or enhance the quality of life in the broader society, is increasingly gaining importance over the years. By incorporating environmental and social concerns into the product design and concept, JSW Steel has developed certain products which are not only unique, but also at the same time, are environment-friendly.



JSW Steel Doors


Kannur Airport – 15,000 MT supplied


Kochi Metro – 20,000 MT supplied


Adani Port & SEZ Mundra – 2,000 MT supplied

[1]The stakeholder grievance redressal mechanism is available at:
http://www.jsw.in/sites/default/files/assets/industry/steel/IR/CSR/Sustainability%20Policies/Grievance_Redressal_Mechanism.pdf



Infosys Office Awarded LEED India Platinum Rating: 6,000 MT supplied



Lucknow-Agra Expressway: 1,200 MT supplied

One of the significant developments JSW Steel has made is customized products catering to the passenger vehicles industry, and is a market leader in this respect. These products were earlier imported due to an absence or deficit of quality suppliers in India. This development has led to the following overall positive impacts:

- Boost to the local economy due to new line/s of product development, leading to new market creation and additional job creation
- Import substitution and hence support the Government's "Make in India" initiative
- Reduction in greenhouse gas and other emissions due to avoided import logistics
- Cost savings for customers
- Improving the national economy due to savings in foreign exchange
- Enhanced passenger safety

There are other products that have been developed that are helpful for the agricultural market, and have helped farmers to prevent spoilage of food-grains and other crop yields. This has received an overall positive response so far, and helped to address the needs of the marginalized section of the society.

Non-Grain Oriented Fully Processed (NGOFP) electrical grade of steel

NGOFP electrical steel is used for building laminated cores for wide range of motors. 50C1000 is one such grade which is demanded for very wide range of applications from small electrical appliances to small size motors. This grade is mostly used with C5 and C3 insulation coatings. The grade was developed with lower alloying content without compromising the electromagnetic properties. Superior properties have been achieved at par with international benchmark levels by carefully designing the alloying elements and processing parameters. Since this application segment focuses on home appliances, this puts up the requirement of lower watt loss with better magnetic induction values.

Bake Hardening steels for Automotive Applications

Bake hardening (BH) steel offers unique combination of good formability (low yield strength for good shape control) during press operations and also higher final yield strength during paint baking operations for good dent resistance. An advantage of this method is using low carbon, ultra-low carbon and interstitial free steels for production of car structures instead of expensive high alloy steels. Some of the properties that make the grade more favourable are its weldability, fatigue performance and resistance to dents.

Electrical Steel:

Grades - CRNGOFP (Fully processed)

- 50C700, 50C470, 50C900, 50C530, 50C600, 50C400, 65C53
- Energy saving, and efficiency improvement, leading to import substitution

Bake Hardening Steel:

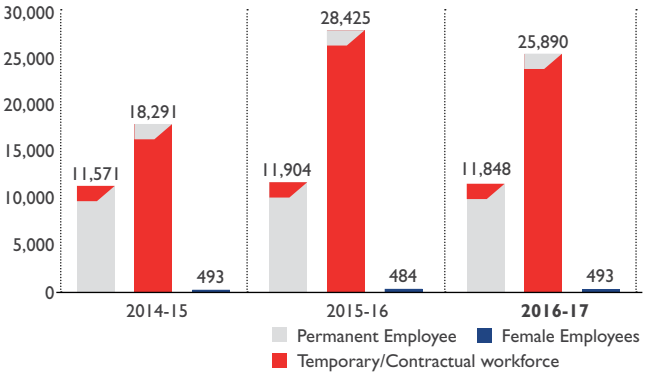
Grades- BH180 and BH220

Automotive usage for light weighting, greater passenger safety, dent resistance, leads to import substitution

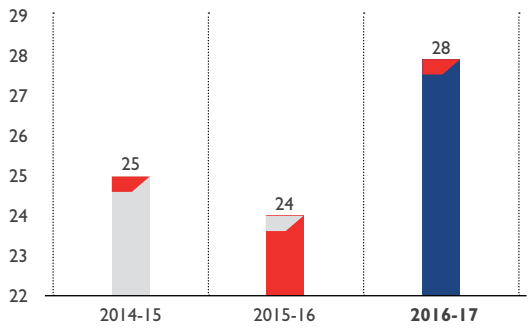
Principle 3: Businesses Should Promote the well-Being of all Employees

JSW drives individuals to explore their full potential and prepares them for leadership roles. The Company does not discriminate on the basis of religion, gender, caste or disabilities, and has a policy for equal opportunity for all. Besides equal employment, the workforce (including contractual workers and those with disabilities) is entitled to the same benefits, training and skill enhancement.

Diversity in Employment (numbers)



Employement Opportunities to Disabled People (numbers)

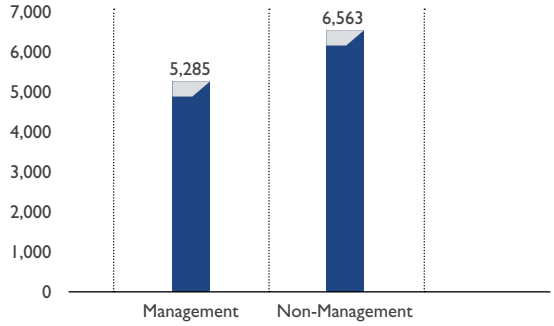


Gender diversity

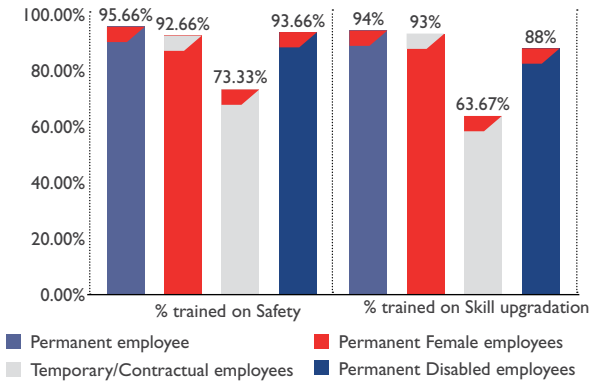
Employee category	FY 2016-17	FY 2015-16	FY 2014-15
Permanent Employees	11,848	11,904	12,271
Temporary / contractual Workforce	25,890	28,425	30,536
Female employees*	493	484	493
Disabled employees*	28	24	25

*included in permanent employees

Leadership Segmentation (numbers)



Importance of Training



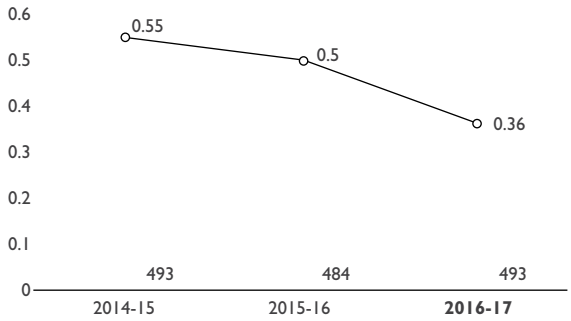
Category	No of complaints filed during the financial year	No of complaints pending at the end of the financial year
Child labour / forced labour / involuntary labour	Nil	Nil
Sexual harassment	Nil	Nil
Discriminatory employment	Nil	Nil

Occupational Health & Safety

JSW Steel has taken several bold initiatives to underscore the importance of occupational health & safety across all the operations. One of these is the linking of the safety performance with the variable pay of the senior management, thereby motivating all employees to enhance their safety performance.

Another aspect has been the increased focus and hence resources allocated to impart training on safety. An LTIFR of 0.36 was achieved, an improvement of 28% over FY 2015-16 and an improvement of 35% over FY 2014-15.

Lost Time Injury Frequency Rate



Collective Bargaining and Employee Engagement

JSW Steel ensures that all its employees contribute to business decisions through a participatory approach. Employees give feedback through various mechanisms which include interaction sessions, toolbox talks, town hall sessions, joint safety committees, etc. The Dolvi Works has a recognized trade union, and all non-management employees are free to be affiliated to it. Given the employee-friendly practices and welfare schemes, less than 10% of the company's entire permanent workforce is represented through this trade union.

Principle 4: Businesses Should Respect the Interests of, and be Responsive Towards all Stakeholders, Especially Those Who are Disadvantaged, Vulnerable and Marginalised

JSW Steel focuses on integrating business strategies with community development issues in order to leverage its core competencies while addressing needs of various stakeholders. The Company firmly believes that business sustainability is possible only by taking along all stakeholders, internal as well as external. An extensive exercise has been conducted to identify the material issues and the key stakeholder groups (see figure below). A Stakeholder Engagement framework is in place and would be rolled out to the locations for recording and analyzing the concerns of the stakeholders. This framework would provide for reporting the issues of the stakeholders and also help in tracking the progress on the same.

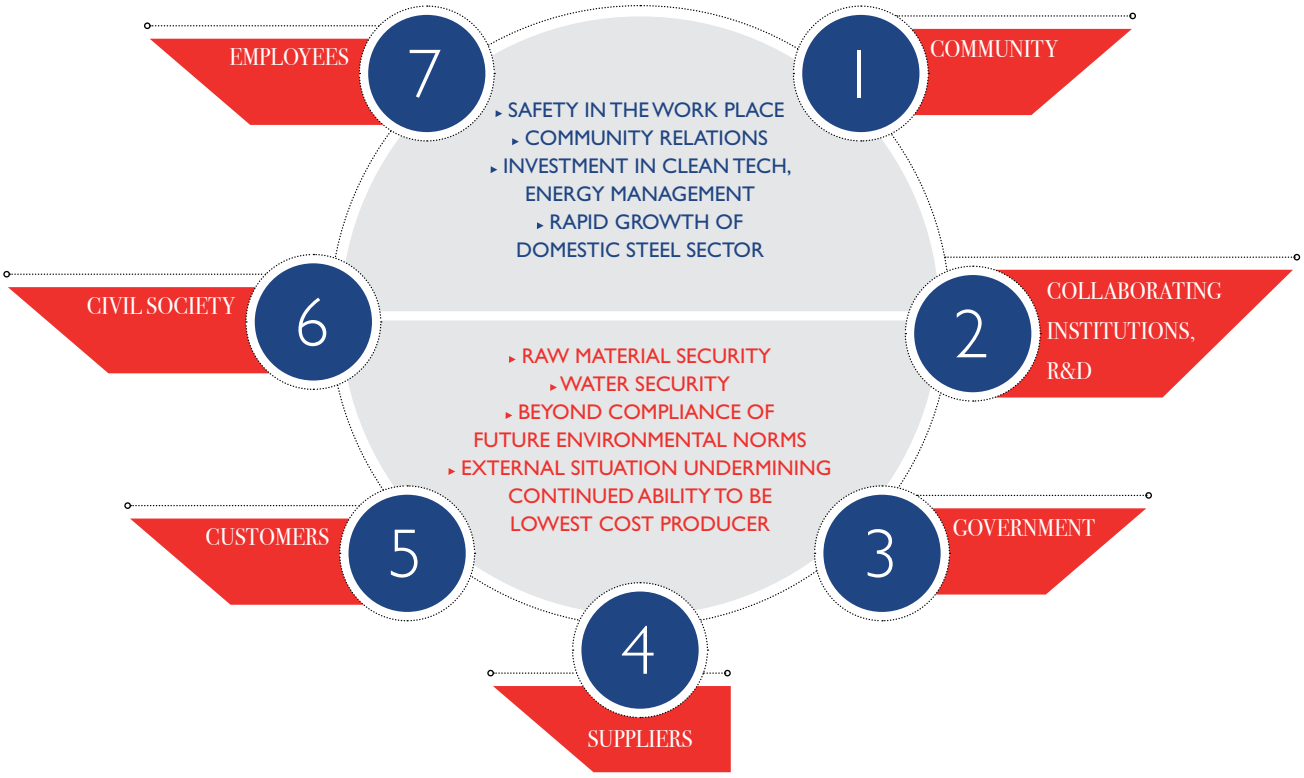


Figure: Key stakeholders and material aspects for JSW Steel

Insurance provision for Masons

JSW Steel launched the Mason Insurance Programme as part of the "Kyunki Ghar Bhi To Family Hai" campaign. An accident insurance scheme is provided to masons through New India Assurance Co. Ltd. Awareness was generated through promotional mobile vans in Karnataka and Tamil Nadu. Around 16,000+ masons enrolled in this scheme, with a cover of ₹ 5 lakhs provided to each mason.

Principle 5: Businesses Should Respect and Promote Human Rights

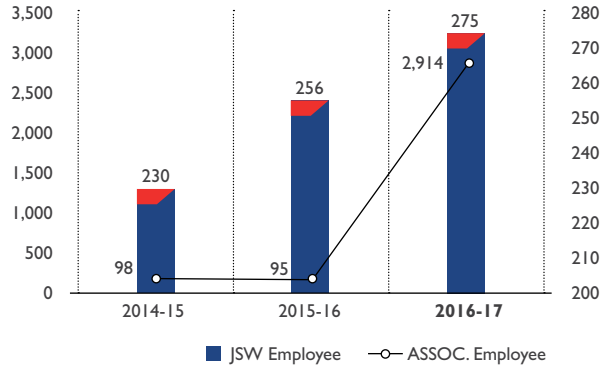
The company respects human rights and takes steps to ensure they are protected. The organization's Guidelines and Code of Conduct are in harmony with the UN Declaration on Human Rights as well as the ILO (International Labour Organization) Conventions. The policies address human rights issues across the supply chain.

JSW Steel's human rights policy is complemented by other specific policies such as occupational health and safety, environment, anti-corruption, etc. It articulates its stand on human rights including non-discrimination, prohibition of child and enforced labour, and freedom of association and the right to engage in collective bargaining. Officers of security agencies are trained to act in a manner that respects human rights at all times, and comply with all the applicable national, state and local laws. JSW Steel contributes to the fulfillment of human rights through compliance with local human rights legislation wherever it has operations, as well as through its policies, programs and grievance redressal mechanism. Adopted the UN "Protect, Respect & Remedy" framework. Adopted SA 8000 at Vijayanagar.

CII-ITC Centre of Excellence for Sustainable Development

JSW Steel has joined the CII-ITC Centre of Excellence for Sustainable development for Human rights initiative

Human Rights Training participation Statistics



Principle 6: Businesses Should Respect, Protect, and Make Efforts to Restore the Environment

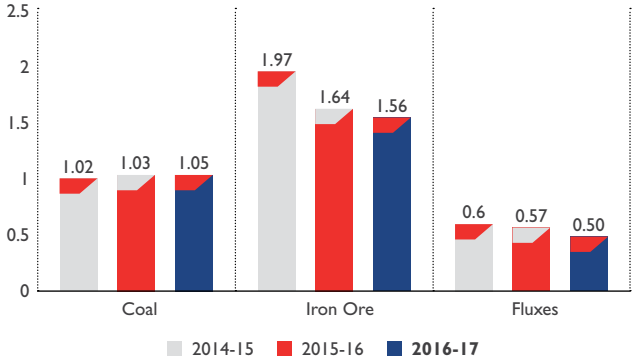
India is on a growth path, and hence, is now witnessing increasing trends in business and commercial activities. The company tries to learn about global and local issues, and has taken on the responsibility to address and tackle global long term challenges such as demographic change, climate change and diminishing resources

in a socially, ecologically and economically responsible manner. Various policies, programmes, systems and initiatives are already in place. The Company has developed a Policy on Conservation and Preservation of the Environment which also extends to its entire value chain. All the plants maintain the generation of emissions and waste within the permissible limits.

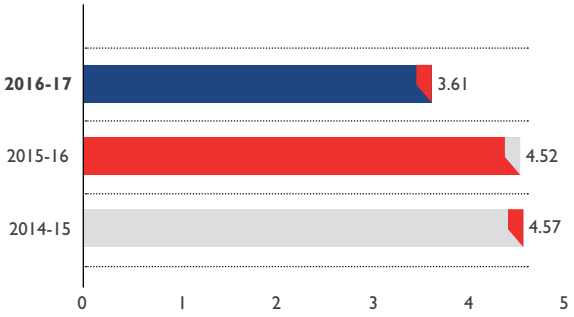
There are no pending legal notices received from regulatory bodies such as the Central Pollution Control Board or State Pollution Control Boards, across all the sites of JSW Steel's operations.

Glimpses of the environmental performance trends are provided in the following charts.

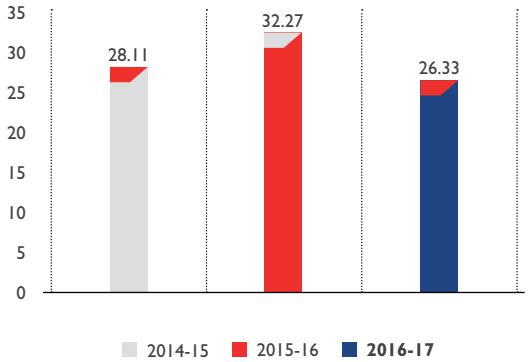
Specific Material Consumption (t/t of crude steel)



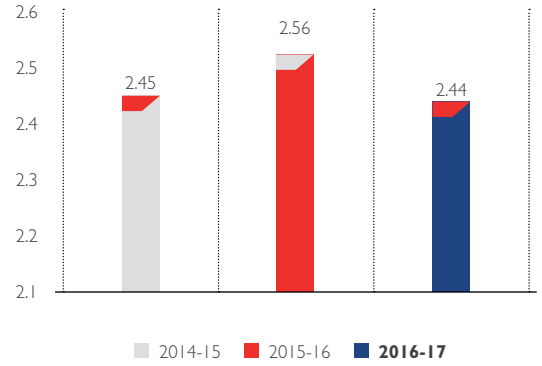
Specific water consumption (m^3 / t of crude steel)



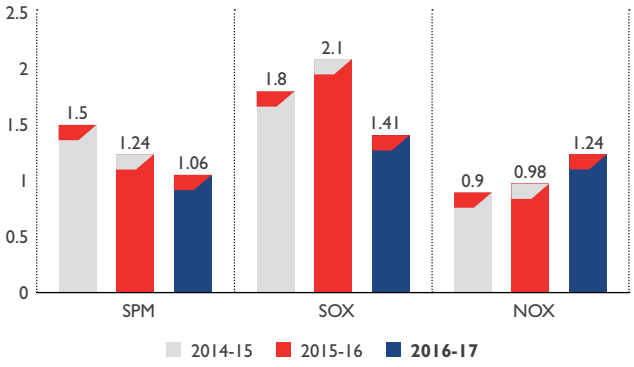
Specific energy consumption (million GJ / t of crude steel)



Specific greenhouse gas emissions (million t CO_2 equivalent / t of crude steel)



Specific emissions (kg / t of crude steel)



A summary of the performance in FY 2016-17 is as follows:

- Utilisation of waste heat: 873,635 GJ
- Material recycled: 4.12 million tons
- Recycled and reused wastewater: 35%
- Inbound and outbound logistics by rail: 80%
- Reduction of specific energy consumption from FY 2015-16: 18.40%
- Decrease in lost time injury frequency rate since FY 2015-16: 28%
- Coastal shipment quantities for iron ore and coal: 3.89 million tons

Bio-diversity

In FY 2016-17, JSW Steel put in significant efforts to ensure a positive impact on its surrounding flora and fauna and local ecosystems. The Company was among the pioneers to sign up and commit to the Indian Business and Biodiversity Initiative (IBBI), an initiative by the Confederation of Indian Industry (CII) in partnership with India's Ministry of Environment, Forests & Climate Change. This has helped to not only learn from peers about their efforts to manage biological diversity at their locations, but also to demonstrate to stakeholders the Company's commitment and efforts towards a sustainable future.

Manufacturing operations of JSW Steel do not cause any significant negative impact on biological diversity. JSW Steel expects its suppliers involved in mining and similar operations, with potential impact on biodiversity, to be compliant with applicable laws and take due care of biodiversity. In addition, JSW Steel undertakes activities in and around our manufacturing sites to conserve, preserve and enhance the biological diversity.

The Company has adopted an integrated approach towards addressing biological diversity and other issues at the various sites. Initiatives to make water available for business and community use are integrated with those to address natural resource management, climate change, biological diversity, promotion of green belt and livelihood generation. Wastelands around the sites and open spaces within the premises are being converted into green belts, leading to reduced dust, improved micro-climate conditions, enhanced ambience for natural flora and fauna, reduction in evaporation losses of water, and so on.

Principle 7: Businesses, when engaged in Influencing Public and Regulatory Policy, should do so in a Responsible Manner

JSW Steel works closely with trade / industry associations in evolving policies that govern the functioning and regulations of industries. Through stakeholder consultation with industry bodies, independent policy research and other industry players, we support the Government in framing policies in the following areas:

- Governance and administration
- Advancement of public good
- Economic reforms
- Boosting the domestic demand for products
- Sustainable business principles
- Energy, water and other natural resources
- Promotion of human rights
- Social and community development
- Transparency in public disclosure
- Non-conventional energy

JSW Steel engages with associations and organisations like the World Steel Association, FICCI, CII, ASSOCHAM, Indian Steel Association, GRI, DJSI, CDP, UN Global Compact, Bangalore Chamber of Industry & Commerce, Karnataka Iron & Steel Manufacturing Association, Indian Institute of Metals, American Society of Metals, Association of Iron & Steel Technology (USA), Iron and Steel Institute of Japan, PMS (Metal Society of USA), Indian Chamber of Commerce and the Bengal Chamber of Commerce & Industry.

Principle 8: Businesses should support inclusive Growth and Equitable Development

JSW Steel believes in inclusive growth to facilitate creation of a value-based and empowered society through continuous and purposeful engagement with society around.

The company is well on its course to execute programs under the theme '*Janam Se Janani Tak - JSW Aap Ke Saath*', a long term commitment extending services to meet the pressing needs towards empowering women and children living in the Direct Influence Zone of JSW Steel's plant locations and beyond. Through JSJT our efforts are directed towards enabling an ideal scenario where women and girls have access to quality education, healthcare and livelihood skills to build their own destinies while taking vital decisions in their families and society at large. Guided by the belief that every life is important and must be given fair opportunities to make best out of it, the JSW Steel is working towards eradicating poverty & hunger, tackling malnutrition, promoting social development, addressing social inequalities by empowering the vulnerable section of society, addressing environmental issues, preserving national heritage and promoting sports training.

JSW Steel is committed to:

- Continue allocating at least 2 percent of Profit Before Tax (PBT) towards special corpus for Corporate Social Responsibility as per the categories of the Companies Act 2013
- Transparent and accountable system for social development and impact assessments through an external agency
- Concentrate on community needs and perceptions through social processes and related infrastructure development
- Provide special thrust towards empowerment of women through a process of social inclusion
- Promote arts, culture and sports; and conserve cultural heritage
- Spread the culture of volunteerism through the process of social engagement

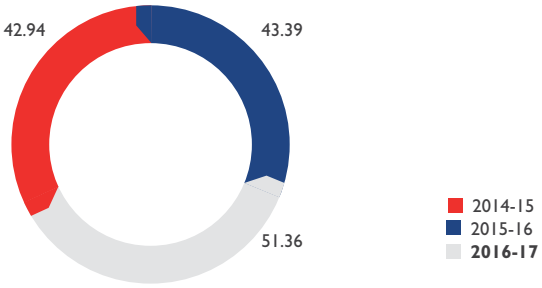
STRATEGY

JSW Foundation administers the planning and implementation of all our CSR interventions. A separate corpus has been created and is administered by a committee appointed by the board. All the CSR initiatives are approved by the committee and the same are reviewed periodically at different level.

Taking a note of the importance of synergy and interdependence at various levels, JSW Steel has adopted a strategy that combines working with multi-stakeholders as well as directly, depending on the appropriateness and some of this are:

- Priority is given to the villages in the immediate vicinity of the plant locations defined as Direct Influence Zone (DIZ). The policy enables plants to define their own DIZ with the provision that this could be expanded as per the size of operations. However, certain programs might be expanded beyond this geographical perview and upscaled. This context is defined as Indirect Influence Zone (IIZ)
- All the interventions shall be formulated based on need assessment using different quantitative and qualitative methods that lead to measurable impact
- All these interventions shall be implemented either directly or in partnership with both Government and civil society organizations at various levels
- All the interventions shall be adopted based on concurrent evaluation and knowledge management through process documentation and sharing
- Social Mobilization, advocacy at various levels, and/or appropriate policy changes shall form part of the interventions in each sector

Expenditure for corporate social responsibility (₹ crores)



Notable Achievements of FY 2016-17

Nutrition and Health care:

- Through real-time GPS based nutrition surveillance system, nearly 50,000 children, mothers and adolescent girls have been facilitated access to health and nutrition to reduce child malnutrition in Palghar district of Maharashtra in FY 2016-17
- 10,000+ women covered through ante-natal check-up, institutional delivery and post-natal care to reduce maternal and child death in the Direct Influence Zone in FY 2016-17.
- Under the targeted intervention for HIV / AIDS prevention and awareness, 21,000 truckers and associates covered in FY 2016-17 and cumulatively 210,000 truckers and associates over the last three years
- 15,500+ school children covered under the prevention of blindness programme at Vijaynagar and Salem
- Facility enhancement of 14 Primary Health Centres and associated sub-centres for reducing maternal and child death around plant locations
- Supported by community outreach activities that include health camps, vision screening, institutional delivery and non-communicable disease, the CSR initiative is touching lives of nearly 250,000 people.
- 55,000+ people benefitted from the programme on access to safe drinking water in FY 2016-17



Dolvi: Well cleaning



Mrs. Jindal meeting with the Governor of Maharashtra on malnutrition initiative



Vijayanagar: Institutional delivery at the Jindal Sanjeevani Hospital



Palghar: Release of Manual on Preventing Malnutrition



Vijayanagar: Health camp

Skill Development

- In line with the "Kushal Bharat Kaushal Bharat" vision of the Prime Minister, CSR interventions have a vision of skilling 200,000 people over five years, with 6,000 already skilled.
- Through an ISO certified Rural BPO, nearly 280 women have started enjoying financial empowerment motivating many others.



Vijayanagar: Rural all-women call centre



Vijayanagar: Nettur Technical Training Foundation

Education

- 21,000+ children covered across 114 schools in FY 2016-17 through digital education program, promotion scientific temper, infrastructure upgradation, and solar lights for study at home
- Offering quality education to children from plant DIZ through 7 Jindal Vidya Mandirs(JVMs)
- 9,000+ children covered through exposure cum learning program to enhance learning



Vijayanagar: Exposure trip of school children



Vijayanagar: Digital education



Kalmeshwar: Government school



Vijayanagar: Jindal Adarsh Vidyalaya

Addressing Social Inequality

- Through a strong force of 700 + women Self Help Groups (SHGs), more than 10000 women are continually striving to lead a respectable life for themselves
- Dongri observation home (Mumbai , Maharashtra) helps nearly 12000 children till FY 2016-17 through a combination of infrastructure upgradation, legal aid, counselling and health services
- Government of Maharashtra has invited JSW to help with the development of blueprint on the management of observation homes
- Under Maharashtra Village Transformation Scheme, 50 villages in Gadchiroli adopted in partnership with Government of Maharashtra



Vijayanagar: Satellite tailoring center



Mumbai: Dongri observation home



Gadchiroli: Stakeholder consultation

Water and Sanitation:

- 883 acres of watershed development
- Rejuvenation of 53 waterbodies
- 523 million litres of water conservation till FY 2016-17
- 1.6 million hillock tree plantation
- 85 school toilets constructed and in use across the schools in plant DIZ by FY 2016-17
- Green garbage initiative across the DIZ villages in Vijayanagar as pilot under solid waste management



Dolvi: Toilet in school



Vijayanagar: Green management of garbage



Vijayanagar: Plantation on the hillocks



Palghar: Watershed development

Arts, culture and sports:

- Restoration of Talur temple in Karnataka
- Support to 42 athletes for national and international coaching and nutrition
- Bronze medal by Sakshi Malik at the Olympics 2016 supported by JSW Steel
- Lalita Babbar (supported by JSW Steel) became the first woman to qualify for an individual Olympic final after PT Usha in 1984

Partnering with Government of Maharashtra in its Mission for Social Transformation

The Village Social Transformation Mission is a unique mechanism that has significant potential to transform rural Maharashtra and India with its scope for large-scale replication. The aim is to provide infrastructure and quality last mile service delivery to empower the villages towards self-sustainable development. Critical in this respect is increasing the involvement of the private sector, under the Corporate Social Responsibility Act, both financially and in terms of the technical support and their expertise in social development.

Together, transformative efforts need to be undertaken that will culminate in the total reform of the villages with the convergence of several initiatives

Scope of Project:

- Adoption of 1000 villages in Maharashtra : (divided into Two buckets: 500 villages each)
- Selection of villages based on low Human Development Index (HDI): basic indicators of HDI are ; a) Health(life expectancy at birth) b)Education (expected years schooling for school-age children and average years of schooling in the adult population) c) Income (measured by Gross National Income (GNI) per capita)
- Converting selected villages into "**Model Villages**" based on indicators given below
- JSW has accepted 50 villages in Gadchiroli as allotted by CM office based on Lowest HDI
- 100 Rural Development Fellows have been selected and JSW has been invited to be expert trainer and mentor to these Fellows.

Role of JSW Foundation:

- JSW is a Strategic LDP (Lead development partner) and has played key role in working groups & specific task forces
- JSW, as a Governing Council & founding member of this mission, has contributed significantly on strategic & operational level.
- JSW has visited 22 villages in Gadhchiroli and in consultation with the District Administration, recommended select Gram Panchayats in Kurkheda and Mulchera talukas, are safe for immediate execution of the program. The State Government is kind to accept this recommendation
- **Phase I:** JSW Steel has adopted 37 villages in 12 Gram panchayats in Gadchiroli district:
  - Maldugi Gram panchayat (01 village)
  - Kharkada Gram panchayat (02 villages)



Talur Temple restoration Vijayanagar

- Aandhali (N) Gram panchayat (02 villages)
- Belgaon Gram panchayat (03 villages)
- Jambhulkheda Gram panchayat (02 villages)
- Chirchadi Gram panchayat (03 villages)
- Lagam Gram panchayat (02 villages)
- Aambatpalli Gram panchayat (05 villages)
- Shantigram Gram panchayat (03 villages)
- Gomani Gram panchayat (03 villages)
- Khothari Gram panchayat (07 villages)
- Kalinagar Gram panchayat (04 villages)

Model village: Social transformation Indicators

1. Water Security & drinking water facilities
2. Open Defecation free village
3. Fully afforested
4. Improved Learning outcomes in children
5. Controlled IMR (Infant Mortality Rate)
6. Fully Skilled village
7. Financial inclusion with Mudra & Jandhan Yojana
8. Digital Village
9. Systems for waste & water management
10. All services connected through Aadhar
11. Good Housing facilities
12. Connected to Electric Grid
13. Good Healthcare Facilities
14. Proper Service Facilities

The mission will ensure to review the achievements in Model village development indicators in three years and this model will be replicated in rest of Maharashtra.

Work on ground including the baseline studies will begin once the Rural Development Fellows finish their training in April and are

Category	Investment FY 2016-17 (₹)	% of Total investment FY 2016-17
Improving living conditions	11.72	27.29
Promoting social development	11.51	26.80
Addressing social inequalities	1.93	4.49
Addressing environmental issues	2.81	6.54
Preserving national heritage	0.60	1.44
Promotion of sports	2.43	5.65
Rural development projects	5.70	13.27
Swachha Bharat Abhiyan	3.38	7.87
Project Management cost	2.14	4.98
Supporting Technology Incubators	0.72	1.67
TOTAL	**42.94**	**100%**

Principle 9: Businesses Should Engage with and Provide Value to their Customers and Consumers In a Responsible Manner

JSW Steel's focus remains to be a supplier of choice, in all markets while improving the well-being of customers and society in general. We are committed to operate our processes and conduct marketing promotions in a transparent and responsible manner by sharing product information. We strive to ensure an efficient customer feedback mechanism and conduct regular customer satisfaction surveys to understand their expectations and concerns. To facilitate this, the Company has portals for customers and suppliers. While this facilitates procurement and delivery, they are also used to gauge evolving customer requirements and supplier capabilities. With some customers and suppliers the Company even collaborates and co-creates. This type of innovation has helped in mutual profitability, while also reducing emissions, use of energy and other resources. In addition, a grievance redressal mechanism is available to all stakeholders. Besides resolving the grievances seamlessly, this also provides us an opportunity to engage more closely with our value chain.

JSW Steel has established stockyards across India and dispatch its materials through rakes to the nearest point, and use road facilities thereafter. This has also helped the Company in reducing its emissions and improves the overall service quality. At the stockyards, the Company has implemented strict standard operating procedures to ensure maximum utilisation of space and zero defects in our products. The Company also believes in educating its stakeholders about its products and their features to help them make informed decisions.

Ensuring Customer Satisfaction

JSW Steel conducts customer satisfaction surveys once in two years through a third party. The survey captures customer expectations on the following attributes

- Product quality
- Order servicing
- Customer relationship
- Company personnel
- Customer loyalty

All customer complaints are resolved within a defined time-frame. During the year 581 interviews were held for Customer Satisfaction and JSW Steel achieved a CSI score of 3.76

During the FY 2016-17 there were no complaints relating to unfair trade practices, irresponsible advertising or any competitive behavior against JSW Steel Ltd.

Independent Assurance Statement By Deloitte Haskins & Sells Llp ('Dhs') On Jsw Steel Sustainability Report For Fy 2016-17 ('Report") Covering - Jsw Steel Ltd., Jsw Steel Coated Products Ltd., Jsw Steel Processing Centres Ltd., Amba River Coke Ltd., Jsw Steel (Salav) Ltd., & Jsw Industrial Gases Pvt. Ltd. (The Company)

The Board of Directors
JSW Steel Limited,
Mumbai, Maharashtra,
India

The Assurance Engagement

We have been requested by the Management of JSW Steel, to provide Independent Assurance Statement by reviewing the Sustainability related Performance Indicators (herein the "SPIs") reported as per the "GRI G4 Sustainability Reporting Guidelines ('In accordance' - Core)" issued by the Global Reporting Initiative ("the GRI"), as set out in the Sustainability Report, prepared by the company for FY 2016-17.

Responsibility of the Company

The company is responsible for the identification and presentation of information including the responsibility for establishing and maintaining relevant and appropriate performance management systems and internal control framework to facilitate collection, calculation, aggregation and validation of the data with respect to the GRI G4 Guidelines based SPIs, included in the report and reported to us for obtaining assurance on the same.

Our Responsibility

Our responsibility is to express a limited assurance conclusion in accordance with ISAE3000 (Revised) and to provide this in a statement to the Company. In providing this limited assurance statement, it is important to note that the procedures performed in a limited assurance engagement vary in nature from, and are less in extent than for, a reasonable assurance engagement. As a result, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

The Scope of Work

Our Scope of Work, as agreed with the Company, was to review the SPIs reported in numerical figures, specific to the FY 2016-17 followed by submission of an Assurance Statement in accordance with the following standards:

- Limited Assurance as per the International Standard on Assurance Engagement 3000 (Revised) (herein referred as "ISAE 3000"), issued by the International Federation of Accountants (herein referred as "the IFAC")

Project Boundary

Sustainability Report boundary covers following operations of the company:

- JSW Steel Ltd. operations specific to Vijayanagar, Salem and Dolvi locations;
- JSW Steel Coated Products Ltd.;
- JSW Steel Processing Centres Ltd.;
- Amba River Coke Ltd.;
- JSW Steel (Salav) Ltd. and
- JSW Industrial Gases Pvt. Ltd.

Our Approach and Methodology

Our work was carried out by a multi-disciplinary team of professionals and risk advisory assurance specialists in accordance with the International Standard on Assurance Engagements 3000 (ISAE 3000) (Revised). To achieve limited assurance the ISAE 3000 (Revised) requires that we review the processes, systems and competencies used to compile the areas on which we provide assurance. This is designed to give a similar level of assurance to that obtained in the review of interim financial information. It does not include the detailed testing of source data or the operating effectiveness of processes or internal controls.

The procedures we performed were based on our professional judgment. We:

- Carried out interviews with key personnel to understand the governance, systems and controls in place during the reporting period
- Carried out site visits at the respective locations as specified in the project boundary in order to:
  - Test data, analytical procedures, review of records and review of relevant documentations submitted by the Company, to arrive at the data presented in their sustainability reports for FY 2016-17
  - Analysis and review of key structures, systems, processes, procedures relating to collation, aggregation, validation and reporting of the selected SPI(s)

We have relied on the information, documents, records and explanations provided by the Company for the purpose of our review. The company's description or reporting of data pertaining to market share assessment; opinion; beliefs; future intentions; any comparison in any form of performance related to any of the SPIs of FY 2016-17 with the SPIs of other Financial Years; design standards or features or technical assessment of the capacity, efficiency and efficacy of the technologies or utilities of the company are beyond the scope of our review.

Our Observations:

We believe our work provides an appropriate basis for our observation, which are mentioned below:

- The company can improve on bringing uniformity in reporting of SPIs across locations. (Ex: Need for uniformity in recording of training hours)
- Make provision to include human rights discrimination and environmental issues as areas of concern under grievances handling mechanism across all locations.
- Provision of more focused training on human rights policies to employees and vendor staff.
- Make provision to undertake vendor assessments for reporting Indicators on supply chain.
- Use standard SPIs reporting practices across all locations.

Our Conclusion
Based on our discussions with relevant stakeholders of the Company; the documents and records that were made available to us for our review and according to the information and explanations provided to us by the Company in connection to the review of the SPIs for the FY 2016-17, we believe our work for the aforesaid scope of work, provides an appropriate basis for our conclusion for the report. **As per ISAE 3000, Limited Assurance:**

Nothing has come to our attention that causes us to believe that the performances presented are materially misstated.

Our Independence and Competencies in Providing Assurance
Our team included professionals having required experience in providing assurance in corporate social responsibility and sustainability related performance indicators. We have complied with independence policies of Deloitte Haskins & Sells LLP, which address the requirements of the IFAC Code of Ethics for Professional Accountants in the role as independent auditors. We also confirm that we have maintained our independence in the Report and there were no events or prohibited services related to the Assurance Engagement which could impair our independence.

Deloitte Haskins & Sells LLP

26 May 2017