BUSINESS RESPONSIBILITY REPORT (2018-19)
JSW STEEL LIMITED

Section A: General Information about the Company

<table>
<tr><th></th><th>Disclosure item</th><th>Response</th></tr>
<tr><td>1</td><td>Corporate Identity Number (CIN) of the Company</td><td>L27102MH1994PLC152925</td></tr>
<tr><td>2</td><td>Name of the Company</td><td>JSW Steel Limited</td></tr>
<tr><td>3</td><td>Registered address</td><td>JSW Centre
Bandra Kurla Complex
Bandra East, Mumbai - 400 051.
Maharashtra India.
Tel: +91 22 4286 1000
Fax: +91 22 4286 3000</td></tr>
<tr><td>4</td><td>Website</td><td>www.jsw.in</td></tr>
<tr><td>6</td><td>Financial Year reported</td><td>2018-19</td></tr>
<tr><td>7</td><td>Sector(s) that the Company is engaged in (industrial activity code-wise)</td><td>Manufacture of Iron and Steel
<table>
<tr><th>Industrial Group</th><th>Description</th></tr>
<tr><td>071</td><td>Mining of iron ores</td></tr>
<tr><td>241</td><td>Manufacture of basic iron and steel</td></tr>
<tr><td>243</td><td>Casting of metals</td></tr>
<tr><td>259</td><td>Manufacture of other fabricated metal products; metalworking service activities</td></tr>
</table></td></tr>
<tr><td>8</td><td>List three key products / services that the Company manufactures / provides (as in balance sheet)</td><td>1. Hot rolled coils
2. Cold rolled coils
3. Galvanised steel</td></tr>
<tr><td>9</td><td colspan="2">Total number of locations where business activity is undertaken by the Company</td></tr>
<tr><td></td><td>i. Number of International Locations (Provide details of major 5)</td><td>Through subsidiaries:
a. USA (Texas, near Houston): Plate and pipe mill
b. USA (West Virginia): Coking coal mines
c. USA (Mingo Junction, Ohio): EAF and HSM mill
d. Italy (Piombino): Rail mill, bar mill and wire rod mill
e. Chile (North Caldera): Iron ore mines under care & maintenance
f. Mozambique: Mining operations under care & maintenance
g. Georgia (Rustavi): Steel plant (Joint Venture)</td></tr>
<tr><td></td><td>ii. Number of National Locations</td><td>In India, JSW Steel Ltd. has three main operational integrated iron and steel manufacturing locations, at Vijayanagar</td></tr>
</table>

		(Karnataka), Dolvi (Maharashtra) and Salem (Tamil Nadu).
10	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 140 countries. Nearly 25% of total sales are carried out through retail network of more than 10100 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 (INR)	241.72 crores
2	Total turnover (INR)	84,961 crores
3	Total profit after taxes (INR)	7,524 crores
4	Total spending on corporate social responsibility (CSR) as percentage of profit after tax (%)	INR 63.00 crores (2% of average PAT of previous 3 financial years)
5	List of activities in which expenditure in # 4 above has been incurred.	
	The Company's efforts have focused on following areas:	
	• Health & Nutrition	• Water Conservation & Augmentation
	• Education & Learning	• Biodiversity promotion
	• Agri-initiatives	• Skill Enhancement
	• Livelihood	• Art Culture & Sports
	• Sanitation	
	The 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. Supporting Technology Incubators	
	i. Clean India Mission (Swachh Bharat Abhiyaan)	
	j. Overheads	

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. f. Dolvi Coke Projects 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. Malay Mukherjee	02861065	(91) 11 4103 2905	malayumauk@googlemail.com
2	**Independent Director** Mrs. Punita Kumar Sinha	5229262	(91) 98333 63533	punitakumarsinha@gmail.com
3	**Independent Director** Mrs. Nirupama Rao	06954879	(91) 7022621529	nirupamamenonrao@hotmail.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 (upto 31/3/2019)	Chief Sustainability Officer, JSW Group	(91) 22 4286 1000	jswsl.investor@jsw.in
Mr. Partha Sengupta	President, Corporate Services	(91) 22 4286 1000	jswsl.investor@jsw.in

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

#	Disclosure item	Response								
	Questions	**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 section “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

#	Disclosure item	Response								
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
2a	If answer to S. No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)									
	Questions	**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	JSW Steel publishes an annual Integrated Report that acts as the Sustainability Report as well as the Business Responsibility Report.

	viewing this report? How frequently it is published?	The hyperlink to view all the published reports: *http://www.jsw.in/investors/investor-relations-steel*

PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH ETHICS, TRANSPARENCY AND ACCOUNTABILITY

JSW Steel believes in pursuing its business objectives ethically, transparently and with accountability to its stakeholders across the value chain. The Company is committed to promoting responsible behaviour and value for social and environmental wellbeing. To this end, it has a policy on business conduct that is applicable to all its employees and value chain partners.

The Company has a structured stakeholder grievance redressal mechanism through which stakeholders freely share their concerns and grievances with JSW Steel. In FY 2018-19, the Company received 733 shareholder complaints and all of them were satisfactorily resolved.

Transparency and openness are the core principles of corporate governance at JSW Steel. The Board of Directors of the Company consist of a balanced mix of executive and non-executive independent directors who add value through their diverse range of expertise and experience. The Board provides strategic direction and evaluates overall performance, while ensuring that the long-term interest of the stakeholders are being served.

The Whistle Blower Policy/Vigil Mechanism has been formulated by the Company with a view to provide a mechanism for directors and employees of the Company to approach the Ethics Counsellor/ Chairman of the Audit Committee of the Board to report genuine concerns about unethical behaviour, actual or suspected fraud or violation of the Code of Conduct or ethics policy or any other unethical or improper activity.

JSW Steel was the only steel company selected as one of 'India's Super 50 Companies' (Forbes, Super50 Companies 2018)



JSW Steel was awarded the second prize at Steel Sustainability Champions Award 2018 by Worldsteel



JSW Steel was awarded based on its performance on Sustainability Indicators and Life Cycle Inventory (LCI). Other factors that were considered included publishing of Sustainability Report, participation in WorldSteel Steelie Awards (across the following categories: innovation of the year, excellence in sustainability, excellence in life cycle assessment, excellence in education and training, excellence in communications programmes) and Safety & Health recognition programmes.

"Best Integrated Report" at Asia Sustainability Reporting Awards: 2017-18





JSW Steel was awarded the “Highly Commended” award for its maiden IR FY 2017-18. Only 6 Indian businesses out of a total pool of 400 applicants across various countries received a recognition.

PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES THAT ARE SAFE AND CONTRIBUTE TO SUSTAINABILITY THROUGHOUT THEIR LIFECYCLE.

JSW Steel has undertaken various initiatives to produce quality products that fulfil various requirements of the society, while ensuring that there is minimum impact on the environment. These initiatives are spread across various areas like resource conservation, waste and effluent utilization, energy conservation and emission reduction. The Company is also constantly trying to reduce the impact of transporting raw materials and finished goods. To this end the Company prioritizes domestic sourcing wherever possible. Efforts are also made to transport maximum cargo via ship/rail. In FY 2018-19, about 83 % of the cargo was transported via ship/rail.

Sustainable Waste Management:

Managing waste in an environmentally friendly, socially responsible and a techno-commercially viable manner is known as Sustainable Waste Management. Waste management comprises of a collective activity involving collection, segregation, transportation, processing, recycling and disposal of various types of wastes. Effective utilization of resources and their management is of prime focus in all processes. The major solid waste is slag which is generated from Blast Furnace (BF) and Steel Melting Shop (SMS). BF granulated slag is entirely sold to cement industries. EOF Slag is used in-house for road formation and also sold to cement industries. Collaborative effort with R&D to utilize EOF slag for paver block manufacturing has improved its utilization. JSW Steel is the only plant in India, using EOF slag (20%) as a coolant in EOF process. It is also used in Sinter plant as hearth layer (70%) to replace the raw material in smaller proportions. Dust from the bag filters, cyclones and filter cake from the gas cleaning plant are completely recycled in the Sinter Plant. Fly ash generated from the power plant is sold to fly ash brick manufacturing units. An innovative idea was developed wherein fly ash was reused in Coke Oven Plant as a top layer in Coke making to minimize the burning loss.

Efficient use of natural resources is critical to sustainability. JSW Steel uses advanced technologies and techniques to increase production yield rates, reduce its energy

requirements, and facilitate the use of by-products All the plants are Zero Liquid Discharge(ZLD) and the wastewater generated is reused/recycled for processes internally.

Key products manufactured that have social and environmental benefits:

- Speciality steel that is used to manufacture energy efficient motors
- Steel structures that are used to install solar panels
- Products for the agricultural market that and have helped farmers to prevent spoilage of food-grains and other crop yields
- Products for the automobile industry that enable import substitution, leading to local employment generation and savings of foreign exchange

Deming Prize: Vijayanagar



JSW Vijaynagar was awarded the coveted Deming Prize on 14th Nov. 2018 in Tokyo. This was preceded by a detailed evaluation by six examiners from Japanese Union of Scientists & Engineers. The evaluation included assessment on various parameters including products, services, systems and practices. Besides, it also covered evaluation of strategy management, employee engagement, quality assurance, new product development, delivery management, operational site visits, review of materials, etc.

Production of Tin Mill Black Plate (TMBP)at JSW Steel Coated Products Ltd. - Tarapur



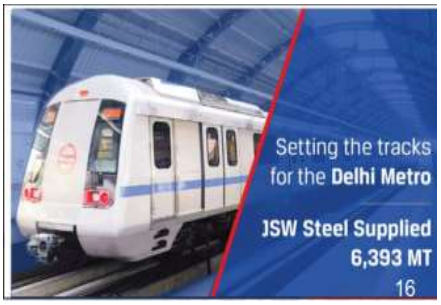
Tarapur plant became the 1st in India to produce TMBP using Continuous Annealing Line (CAL) instead of Batch Annealing Furnace (BAF). Key features include:

- Thickness range 0.14-0.60 mm
- Various grades of tin + tin free steel (TFS)
- Process speed: 400 mpm
- Entry / exit speed: 500 mpm

JSW Steel in key projects across India



•DBFOT: Design, Build, Finance, Operate, Transfer (common in army)
•75,000 t of TMT

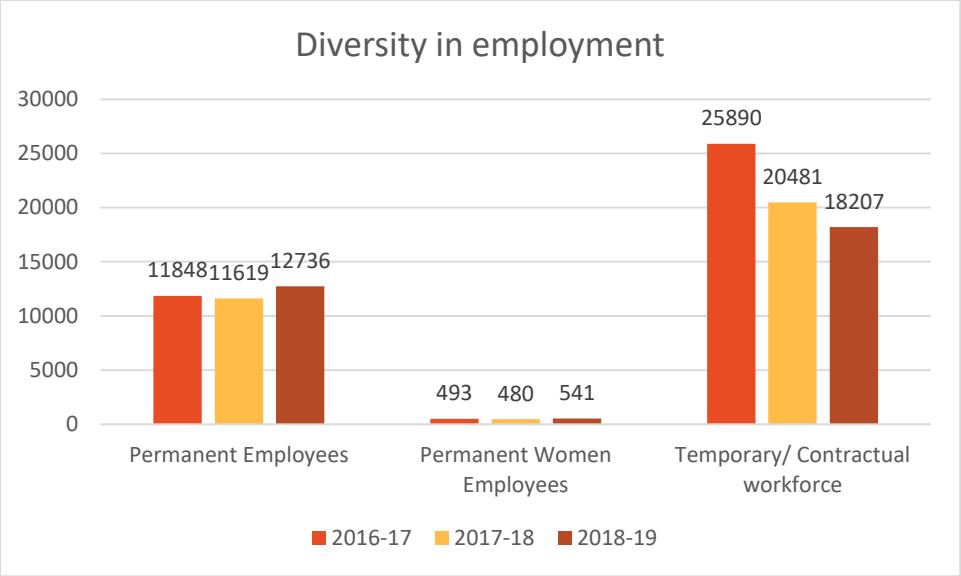




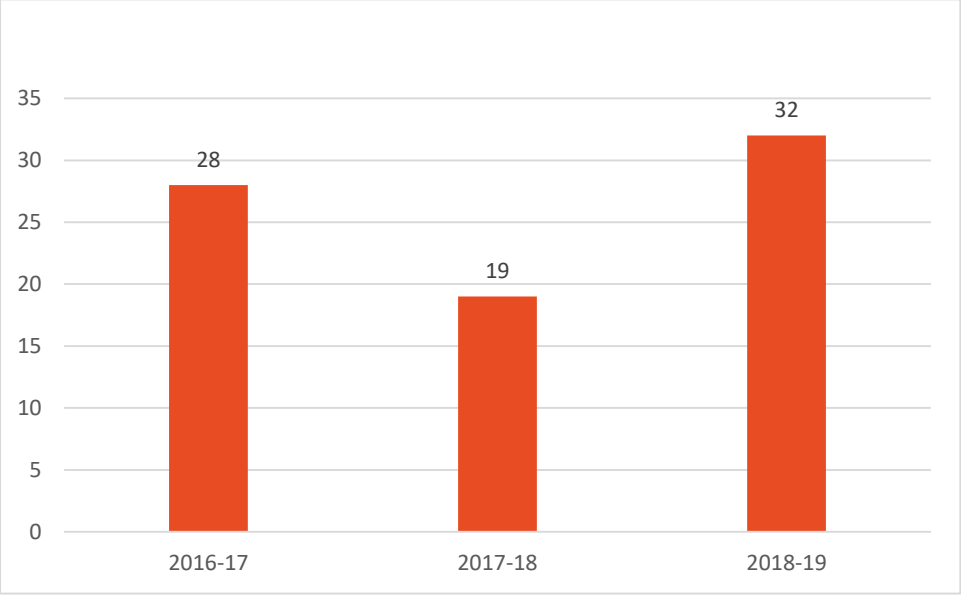
•Kochi, Kerala
•8,000 t of TMT (80% of total)

PRINCIPLE 3: BUSINESSES SHOULD PROMOTE THE WELL-BEING OF ALL EMPLOYEES

JSW constantly engages with 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. The Company has a total employee strength of 12,736 as of 31st March, 2019.



Employment opportunities for the disabled

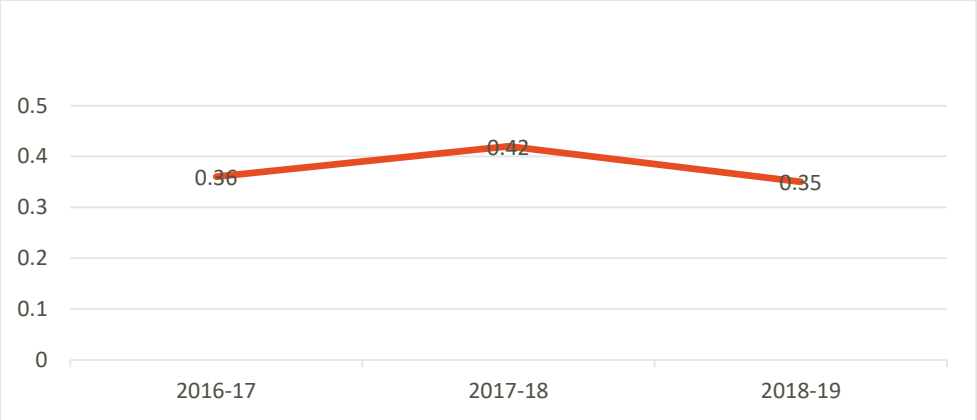


Category	No of complaints filed during the financial year	No of complaints pending at the end of the financial year
Child labour / forced labour / involuntary labour	Nil	Nil
Sexual harassment	Nil	Nil
Discriminatory employment	Nil	Nil

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.

A Lost Time Injury Frequency Rate (LTIFR) of 0.35 was achieved, an improvement of 20 % over FY 2017-18



Key Initiatives in FY 2018-19:

- E-learning initiatives like:
  - GirlswannaLearn: A blended learning program curated for women employees of JSW
  - Desktop courses: Exhaustive list of courses that can be accessed based on the employee's requirement and need



- HMM Spark: Harvard Management for Spark is a mobile platform which can be customized to provide the most personalized, best in class leadership and management content to employees.



- Skills 2020: An initiative where Skillsoft courses were bundled on basis of the most important skills employees should possess by 2020 according to the World Economic Forum.

JSW Steel firmly believes that continuous skill upgradation of all employees is necessary for the long-term growth of the employees as well as the Company. Turning this belief to action, JSW Steel provides training and skill enhancement opportunities for all members of workforce, including contract workers and differently-abled persons.

Employee engagement at JSW

To bolster the engagement journey at JSW, cross functional teams were created for action planning across the Group.

- JSW Voice Pulse Survey: To get a real time check on the employee engagement and perception, JSW Voice Pulse Survey was launched for JSW Steel
- Samvedna: Samvedna is a series of mental & emotional wellbeing and awareness workshop aimed at creating awareness on the importance of mental health and provided information on basic coping mechanisms. These workshops were conducted across locations and covered around 600+ audience for the year FY 18-19.



- JSW We Care: JSW We Care, the first ever Employee Assistance Program (EAP) was launched in December 2018 in partnership with 1to1help, a leading Employee Assistance Program service provider.

- How's the Josh Awareness sessions & contests like 24Under24: Awareness sessions and contests for local HR SPOCS were conducted to spread awareness among the employees at various locations



- On site counselling support at Vijaynagar: The employees at Vijaynagar have a chance to meet a counsellor on site. The counsellor visits the site twice every month.

Employee Engagement at Vijaynagar:
JSW has adopted an 8S platform towards employee engagement. The 8S initiatives include:

- Sampark – for Improved Interaction
  Initiatives: DMD Live, Samooh and Sampark, General Dialogue, Executive Dialogue, etc.
- Shiksha – for inclusive Education
  Initiatives: Leadership Development, Women oriented Leadership Development Program, Behavioural Competency and Functional Expertise Development, General Training, etc., Skill development
- Sujhav – for Constructive Suggestion
  Initiatives: Mera Sujhav Mela
- Sudhaar – for Continuous Improvement
  Initiatives: Kaizens, Quality Circle Projects, QIPs, J2, J3 Projects
- Sameeksha – for Assessment through Coaching
  Initiatives: Performance Management System (PMS), Individual Development Plan, President's diagnosis, DM assessments, Improvement projects assessments
- Spardha – for Engagement through Competition
  Initiatives: Best Sujhav, Graduate Engineering Trainee (GET) of the year, TQM Premier League (TPL), Safety Quiz, Environment quiz
- Samman – for Recognition in Time
  Initiatives: Employee of the year, Exemplary Award, Long Service Awards, etc
- Sumedh – for Enriched Enterprise Knowledge
  Initiatives: Online Jindal Knowledge Centre, Learning Management System

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. As on 31st March 2019, 11.28% of the permanent employees were a part of the 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 recognizes the role of its stakeholders in the Company's value creation journey. The Company's strategy integrates the different issues that affect its business with the key areas of concern for its stakeholders. This enables the Company to promote the idea of shared growth and a common prosperous future for the society at large.

The Company has formal mechanisms in place to engage key stakeholder groups in a constructive manner and collect valuable feedback, which also serves as a valuable input for the risk assessment and strategy formulation process of the Company.

As part of the continued efforts of the Company to identify topics that are crucial to its long-term value creation ability, a detailed stakeholder engagement and materiality assessment exercise was undertaken in FY 2018-19. The exercise began with the identification of key internal as well as external stakeholders across six plant locations as well as the corporate office. This was followed by one-on-one interactions with each of the identified stakeholders to gather their views about the key topics that are important for the Company's success in the long run. A total of about 150 individuals were covered as part of this exercise.

These detailed discussions provided valuable insights that were used as inputs in the materiality assessment process. These inputs, along with the Company's goals and the external environment that the company operates in, together led to the identification of 14 material topics.



As a responsible corporate citizen, JSW Steel aims to continuously foster inclusive growth and a value-based empowered society. For this, the Company engages through JSW Foundation to carry out a consultative needs assessment, ascertain joint action with a range of stakeholders and bring in strategic partnerships.

The Company has carried out projects in the following areas to engage with, and address the need of the disadvantaged, vulnerable and marginalized stakeholders:

- Health & Nutrition
- Education & Learning
- Agri-initiatives
- Livelihood
- Sanitation
- Water Conservation & Augmentation
- Biodiversity promotion
- Skill Enhancement
- Art Culture & Sports

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

JSW Steel respects human rights and is committed to ensuring that they are protected. To this end, the Company has a Human Rights Policy which addresses human rights issues across the supply chain. It articulates the Company's stand on human rights, including non-discrimination, prohibition of child and enforced labour, freedom of association and the right to engage in collective bargaining. It is complemented by other specific policies such as occupational health and safety, environment, anti-corruption, etc. 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 fulfilment 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.

PRINCIPLE 6: BUSINESSES SHOULD RESPECT, PROTECT, AND MAKE EFFORTS TO RESTORE THE ENVIRONMENT

The Company has developed a Policy on Conservation and Preservation of the Environment which extends to its entire value chain. All the plants maintain the generation of emissions and waste within the permissible limits given by CPCB/SPCB. There is only one case in Vasind where MoEF has mention that Vasind comes within 8km zone of wild life sanctuary. JSW has submitted response indicating that Vasind does not lie in the Biodiversity zone. The Company also ensures that the risks related to the environment are part of the comprehensive risk assessment undertaken by the company

Climate change is a common threat that the world faces today. As part of its efforts in the fight against climate change, JSW Steel is shifting towards better technology which leads to lesser GHG emissions for every tonne of steel produced. Over the years, number of initiatives have been taken to improve the energy efficiency and reduce GHG emissions at the plants, which in FY 2018-19 have resulted in emission reduction of about 30,84,752 ton CO_2e and energy savings of about 41,72,904 Gcal. Some of the key initiatives are as follows:

- Installation of BF gas holder
- Top Pressure Recovery Turbine for BF
- Hot Stove Waste heat recovery
- Installation of Energy Monitoring & Management systems
- Coke Oven waste heat recovery boiler
- LD converter dry GCP & Gas holder
- LD convertor waste heat recovery boiler

Bio-diversity

The Company has adopted an integrated approach towards addressing biological diversity at various sites. 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.

Million Tree Plantation Project has been initiated in nearby degraded forest areas at Dolvi and Karav in a vision to achieve 1 million Tree plantation, in collaboration with forest department. In the year 2018, 26,555 trees have been planted.

As a voluntary measure, Mangroves restoration project for strengthening of the embankment and avoid saline water ingression into the farm lands has been undertaken.



Mangrove sapling plantation (Nos.)		
FY 17	**FY 18**	**FY 19**
1,05,435	3,00,000	3,06,942

A case study highlighting the above mangrove restoration initiative at Dolvi was presented at UN Convention on Biological Diversity COP-14, held in Egypt in November 2018. The case study covered the risks identified, mitigation initiatives undertaken and the business case of taking those initiatives.

Golden Peacock Environment Management Award 2018





JSW Steel, Dolvi Works was awarded the Golden Peacock Environment Management Award 2018 at the World Congress on “Environment Management and Climate Change”; New Delhi. It was recognized for embedding risk management strategies and sustainability practices into operations and decision-making processes, while improving performance going beyond compliance.

National Award for Excellence in Energy Management




CII
Confederation of Indian Industry

19th National Award for
Excellence in Energy Management 2018

This is to certify that

JSW Steel Coated Products Limited, Vasind

has been recognized as

"Excellent Energy Efficient Unit"

This acknowledgement is based on the evaluation by panel of judges at the "National Award for Excellence in Energy Management" held during 29 - 31 August, 2018 at Hyderabad.

S Raghupathy
Deputy Director General
Confederation of Indian Industry

Meher Pudumjee
Chairperson, Energy Efficiency Council
CII - Godrej GBC

L S Ganapati
Chairman, National Award for Excellence
in Energy Management 2018

JSW Steel Coated Products Limited, Vasind was recognized as an “excellent energy efficient unit” at the 19th National Award by CII for Excellence in Energy Management, 2018

PRINCIPLE 7: BUSINESSES, WHEN ENGAGED IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A RESPONSIBLE MANNER

JSW Steel engages with leading industry bodies and organisations for policy advocacy and works towards the improvement of public good, thereby creating value for all. Through these engagements, the Company supports 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 the following associations and organisations: the World Steel Association, CII, FICCI, 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 Bengal Chamber of Commerce & Industry.

PRINCIPLE 8: BUSINESSES SHOULD SUPPORT INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

To support inclusive growth and equitable development, JSW Steel focusses on strengthening its relationships with the communities through a meaningful and purposeful engagement, implementation of a range of programs covering all important aspects of their lives from education, health and sanitation to skill development, livelihoods, environment and water management and augmenting arts & cultural heritage.
JSW Foundation, CSR arm of JSW Steel administers the planning and implementation of all the Corporate Social Responsibility (CSR) interventions. It is guided by the CSR Committee appointed by the Board which reviews the progress from time to time and provides guidance as necessary.
The CSR projects are designed looking at a multi-year time horizon to be executed in partnership with suitable implementing partners. Projects also include a defined phase-out strategy, ensuring that they are adopted by the community. Identification of such partners is done following a rigorous due diligence process to determine the risks as well as the benefits of working with the potential partner. Joint periodic reviews of the project with the partner form the basis of course corrections from time to time. Indicators identified at the project conceptualization stage are used to ascertain its impact.

The Company has aligned its CSR programs to the following key areas, namely, Health & Nutrition, Education & Learning, Agri-initiatives, Livelihood, Sanitation, Water Conservation & Augmentation, Biodiversity promotion, Skill Enhancement, Art Culture & Sports.

During FY 2018-19, the Company's contribution towards CSR stood at INR 61.84 Crores. Details of projects undertaken and amount spent is provided below:

Category	**Investment (in INR crores)**
Improving living conditions	28.17
Promoting social development	10.79
Addressing social inequalities	2.31
Addressing environmental issues	4.36
Preserving national heritage	1.02
Promotion of sports	4.74
Rural development projects	3.88
Supporting technology incubators	0.48
Swachha Bharat Abhiyan	3.10
Project Management cost	2.99

Swachh Survekshan Award 2019



The public toilet constructed at Marine Drive by JSW foundation was awarded the "Swachh City Award" by the Govt. of India- Ministry of Housing & Urban Affairs, in recognition for its innovation and best practices.

This smart sustainable innovation in public utilities includes:

- 90% less Sewage
- Intelligent Sewage Disposal
- Solar Powered
- Vacuum Technology that saves 90% of Fresh Water
- Weathering Steel
- Unique Design

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CUSTOMERS AND CONSUMERS IN A RESPONSIBLE MANNER

JSW Steel is committed to be the supplier of choice for all its customers in all markets and customer segments. The Company is committed to operating processes and conducting marketing promotions in a transparent and responsible manner by sharing required product information. As a responsible corporate citizen, the Company complies with all regulatory and legal requirements and does not have any pending cases filed by any stakeholder relating to unfair trade practices, irresponsible advertising or anti-competitive behaviour.

The company has set up robust processes for effective engagement with various customer segments like Large OEMs, SMEs, Distributors and Retailers. To enable customized engagement, the Company has invested in suitable digital technologies and created platforms and teams to serve the customers beyond transactions and support them in their growth. The Company understands that each customer segment has its own unique requirements and it strives to meet their expectations. Collaboration and co-creation has been JSW Steel's strength and it helps customers not only increase profitability but also optimize use of energy and other resources.

Grievance redressal has been a key element of the Company's customer strategy and it has a de-centralized system to ensure early resolution of issues faced by customers. In FY 2018-19, the company received 1639 complaints from customers of which 99.75% were resolved. JSW Steel conducts customer satisfaction surveys through professional third-party consultants covering aspects like Product Quality, Order Servicing, Customer Relationship, Company Personnel and Customer Loyalty.

Customer Satisfaction Score (Overall)

3.88

As against a score of 3.76 in 2016

Customer Satisfaction Score (OEM segment)

3.83

As against a score of 3.71 in 2016

Customer Satisfaction Score (Retail segment)

3.94

As against a score of 3.88 in 2016

JSW Steel Customer Care



JSW Steel has launched a 24/7 Customer Care helpline number in June 2018 towards products, services, queries and feedback

Excellence in Exports-2016-17: JSW SCPL



- Trophy in the category of Large Enterprises by EEPC India, Western Region
- Excellence in exports for Merchandise Exports for India Scheme (MEIS) items

Best Raw Material Supplier of 2018



- JSW Steel Ltd, awarded a plaque for the "Best Raw Material Supplier of 2018"
- Honda Motorcycle and Scooter India Pvt Ltd conducted 20th Annual Supplier Convention: Delhi, 06 Mar 2019