



# एन एम डी सी स्टील लिमिटेड

## NMDC STEEL LIMITED

पंजीकृत कार्यालय: द्वारा एनएमडीसी आयरन एंड स्टील प्लांट, पोस्ट: नगरनार, जिला: बस्तर, पिन: 494001, छत्तीसगढ़  
 Regd. Office: C/o. NMDC Iron & Steel Plant, Post: Nagarnar, Dist: Bastar, Pin: 494001, Chhattisgarh.  
 नैगम पहचान संख्या/ Corporate Identity Number : U27310CT2015GOI001618

No.18(5)/2024-Sectt.

09.09.2024

BSE Limited Phiroze Jeejeebhoy Towers Dalal Street, Mumbai – 400001	National Stock Exchange of India Limited Exchange Plaza, C- 1,Block G, Bandra-Kurla Complex, Bandra (East), Mumbai – 400051
Calcutta Stock Exchange 7, Lyons Range, Murgighata, Dalhousie, Kolkata, West Bengal 700001	

Dear Sir / Madam,

**Sub: Business Responsibility and Sustainability Report for the year 2023-24.**

**Ref: Regulations 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015; BSE Equity Scrip ID: 543768, NSE Security ID: NSLNISP; BSE NCD Scrip ID: 959957.**

Dear Sir / Madam,

Pursuant to Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report of the Company for the year 2023-24. The said Report is also uploaded on the website of the company as part of the Annual Report at the link: <https://nmdcsteel.nmdc.co.in/Steelinvestors>.

This is for your information and records please.

Thanking you,

Yours faithfully,  
for NMDC Steel Limited

(Aniket Kulshreshtha)  
Company Secretary

Encl: a/a

## Annexure - IV

# Business Responsibility & Sustainability Report

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	U27310CT2015GOI001618
2.	Name of the Listed Entity	NMDC Steel Limited (NSL)
3.	Year of incorporation	2015
4.	Registered office address	c/o NMDC Iron & Steel Plant, Nagarnar, Bastar, Chattisgarh – 494 001
5.	Corporate address	Khanij Bhavan, 10-3-311/A, Castle Hills, Masab Tank, Hyderabad – 500 028
6.	E-mail	<a href="mailto:cs_nisp@nmdc.co.in">cs_nisp@nmdc.co.in</a>
7.	Telephone	040-2353 8757
8.	Website	<a href="https://nmdcsteel.nmdc.co.in/">https://nmdcsteel.nmdc.co.in/</a>
9.	Financial year for which reporting is being done	April 1, 2023 – March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange of India Limited (NSE) Calcutta Stock Exchange Ltd. (CSE)
11.	Paid-up Capital	Rs. 2930.06 crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Aniket Kulshreshtha Company Secretary Tel: 040-23538757 Email ID: cs_nisp@nmdc.co.in
13.	Reporting boundary	Standalone basis
14.	Name of Assurance Provider	Not applicable
15.	Type of Assurance obtained	Not applicable

#### II. Products/services

16. Details of business activities (accounting for 90% of the turnover):

Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Steel	Hot Rolled Coils	56.78%
2.	Others	Other sales (Pig iron, Pit iron, Coke, coal tar etc.)	43.22%

17. Products/Services sold by the entity (accounting for 90% of the entity's turnover):

The Company declared 31<sup>st</sup> August, 2023 as the date of commencement of commercial operations (DCCO). Further, the products sold by the entity are as under:

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Hot Rolled Coil	241	56.78%
2.	Pig Iron	241	33.83%

### III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
<b>National</b>	1	1	2
<b>International</b>	--	--	--

19. Markets served by the entity:

- a. Number of locations

Locations	Number
National (No. of States)	All India
International (No. of Countries)	--

- b. What is the contribution of exports as a percentage of the total turnover of the entity?

Nil

- c. A brief on types of customers

The Company supplies Hot Rolled coils, sheets and plates of different grades to industries involved in the manufacturing of LPG cylinders, bridges, automobile grades, pipes, storage tanks, boilers and railway wagons.

### IV. Employees

20. Details as at the end of Financial Year:

- a. Employees

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	%(B/A)	No. (C)	%(C/A)
<b>Executives</b>						
1.	Permanent(D)	232	216	93.1	16	6.9
2.	Other than Permanent(E)	205	200	97.56	05	2.44
<b>3.</b>	<b>Total Executives (D+E)</b>	<b>437</b>	<b>416</b>	<b>95.19</b>	<b>21</b>	<b>4.81</b>
<b>Non-Executives</b>						
4.	Permanent(F)	794	641	80.7	153	19.3
5.	Other than Permanent(G)	378	373	98.67	05	1.33
<b>6.</b>	<b>Total Non-Executives (F+G)</b>	<b>1172</b>	<b>1014</b>	<b>86.5</b>	<b>158</b>	<b>13.5</b>

b. Differently abled Employees

S. No	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
<b>DIFFERENTLY ABLED EXECUTIVES</b>						
1.	Permanent(D)	04	03	75%	1	25%
2.	Other than Permanent(E)	-	-	-	-	-
<b>3.</b>	<b>Total differently abled Executives (D+E)</b>	<b>04</b>	<b>03</b>	<b>75%</b>	<b>1</b>	<b>25%</b>
<b>DIFFERENTLY ABLED NON-EXECUTIVES</b>						
4.	Permanent(F)	10	9	90 %	1	10%
5.	Other than permanent(G)	Nil	Nil	Nil	Nil	Nil
<b>6.</b>	<b>Total differently abled Non-Executives (F+G)</b>	<b>10</b>	<b>9</b>	<b>90 %</b>	<b>1</b>	<b>10%</b>

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No.(B)	%(B/A)
Board of Directors (as on 31.03.2024)	6	1	16.67%
Key Management Personnel	1	0	0.00%

22. Turnover rate for permanent employees and workers

	FY 2023-24 (Turnover rate in the year prior to the previous FY)			FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	2.3%	0%	2.3%	4%	0%	4%	2%	8%	2%
<b>Permanent Workers</b>	0%	0%	0%	1%	0%	1%	2%	1%	2%

**V. Holding, Subsidiary and Associate Companies (including joint ventures)**

23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies/joint ventures(A)	Indicate whether holding/ Subsidiary/ Associate/ JointVenture	% of shares held bylisted entity	Does the entity indicated at column A, participate in the Business Responsibilityinitiatives of the listed entity? (Yes/No)
The Company does not have any Holding, Subsidiary or Associate Company.				

**VI. CSR Details**

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: **(Yes/No)** No

The Company has started its Commercial operations w.e.f 31<sup>st</sup> August, 2023 and has not reported any Profit during the Financial year 2022-23. Accordingly, the Company was not required to make any expenditure on CSR during the financial year 2023-24.

(ii) Turnover (in Rs.) - 3,048.99 Crore.

(iii) Net worth (in Rs.) – 15,488.26 Crore.

## VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	-	-	-	-	-	-	-
Investors (other than shareholders)	-	-	-	-	-	-	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes	9	0	-	1	0	-
Employees and workers	Yes. Grievance Redressal committee is constituted under NSL as per provisions of sec 9 (c) of ID act	2	-	-	8	2	-
Customers	-	-	-	-	-	-	-
Value Chain Partners	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-

## 26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Energy	Risk	Production of steel is a highly energy-intensive process and consumes large quantity of energy across multiple sources : coal, natural gas, electricity and other fossil fuels. Our operations are dependent on fossil fuels for running of our equipment and other operations. Our profitability is dependent on continuous availability of fuels at constant price. Any fuel price fluctuation results into an impact on our profitability.	Reduction in dependence on fossil fuels. Energy efficiency and adoption of renewable energy is also a key to lower greenhouse emissions.	Negative
2	Water consumption and Effluent discharge	Risk	Production of steel requires large quantity of water. Non-compliance of regulatory requirements with respect to effluent discharge & higher water usage may lead to fines and penalties being imposed on the company by the regulatory authorities.	Minimising of fresh water drawn from the river by maximising recycling of treated waste effluents within the plant by setting up effluent treatment plants. Aim to achieve Zero effluent discharge, it is essential to minimise water requirement and maximise water recycling to be cost efficient	Negative
3	Occupational Health and safety	Risk	Production of steel may pose occupational health and safety risks to our employees and workers owing to the nature of operations.	NSL conducts periodic training/sensitization sessions for its employees and workers.NSL monitors its accident statistics through its trained safety professionals deployed on-site. NSL apprises the Senior management including the Board of Directors on the safety related incidents and corresponding preventive actions on a periodic basis	Negative
4	Biodiversity	Risk	The production of steel at Nagarnar and the resultant waste may pose threats to biodiversity. Any negative impact on biodiversity also poses a risk of community agitation, and legal and regulatory sanctions.	NSL seeks periodic renewal of all applicable Consents. Afforestation, treatment of the effluent discharge and monitoring of the air quality is being done for the protection of biodiversity around the steel plant.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	Human Resource Management and Human Capital Development	Opportunity	A mutually beneficial, two-way relationship with the community, anchored by transparency and trust, is critical for NSL to continue to retain its social license to operate. Human capital available is identified as an asset to NSL operations.	NSL firmly believes the health and welfare of our people, the community and society are important for the business. Thus focus on four thrust areas – Education, Health, Livelihoods and Infrastructure, aimed at improving the communities' quality of life and providing them with employment opportunities.	Positive
6	Economic performance	Opportunity	The integrated steel plant is an asset. The huge market for steel in a developing country like India would be a good economic opportunity for NSL.	The processes are deeply linked with innovation and technology for steel production.	Positive
7	Corporate Governance and Business Ethics	Risk	Sound governance and business ethics are crucial for maintaining the faith and confidence of investors and stakeholders. Ensuring strong governance practices and communicating the same across all levels in the company is important to build a culture that ensures business outcomes are delivered in the right manner and with responsibility.	The Company has in place an elaborate Code of Conduct for Senior Management and other employees which defines the standards of conduct. Further, there are systems and processes in place with in-built internal control mechanisms.	Negative: potential fines / penalties in case of violations

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	N	Y	Y	Y	Y	N	Y	N
	b. Has the policy been approved by the Board? (Yes/No)									
	c. Web Link of the Policies, if available									
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Y	N	Y	Y	Y	Y	N	Y	N
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	N	Y	Y	Y	Y	N	N	N
4.	Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	N	N	Y	Y	Y	Y	N	N	N
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	N	N	Y	Y	Y	Y	N	N	N
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	N	N	Y	Y	Y	Y	N	N	N
<b>Governance, leadership and oversight</b>										
7.	Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets and achievements  NMDC steel, is a newly listed CPSE under the Ministry of Steel, Govt. of India. Post demerger from NMDC Limited, the Company is ramping up and stabilizing the operations of the Steel Plant in Distt. Bastar, Chhattisgarh. Though the operation of the Company are still in nascency, the Company endeavors to follow the best environmental, social and governance norms and standards. Further, NMDC Steel Limited has procedures and policies in place, which are imbibed from the robust policies of NMDC, a Navratna Company under the Ministry of Steel having a rich legacy of operations spanning over six decades.  The Company strives to achieve the highest standards of performance with unwavering commitment of its manpower and ensuring transparency in operations. It also strives to achieve sustainable Plant operations through installation of systems and processes to reduce the impact on the environment.									
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Chairman & Managing Director								
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	No.								



## 10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
Performance against above policies and follow up action	Y	N	Y	Y	Y	Y	N	Y	N										Annually
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	N	Y	Y	Y	Y	N	Y	N										Annually
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.										P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
										N	Y	N	N	N	N	N	N	N	

## 12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)						-			
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	Y	-	-	-	-	Y	-	Y
The entity does not have the financial or/human and technical resources available for the task (Yes/No)						-			
It is planned to be done in the next financial year (Yes/No)						-			
Any other reason (please specify)						-			

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

### PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under other training and its impact									%age of persons in respective category covered by the awareness programmes
		P1	P2	P3	P4	P5	P6	P7	P8	P9	
Board of Directors	1	During the year, the Board engaged in various activities and updates related to ethics, business, regulatory, safety. These topics provided insights on the above-mentioned principles.									16.67%
Key Managerial Personnel	1	Corporate Governance roadmap, changing business trends									100%
Employees other than BoD and KMPs	37	Management, Health, Safety, Skill Development, Knowledge upgradation and others									52.9%
Workers	41	Management, Health, Safety, Skill Development, Knowledge upgradation and others									60.45%

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in FY 2023-24.

There were no cases of fines, penalties, punishments, compounding fees/ settlement amounts paid in proceedings (by the entity or by Directors/ KMPs) with regulators/law enforcement agencies/ judicial institutions during the FY 2023-24.

However, the Stock Exchanges have levied penalties / fines on the Company during the financial year 2023-24 for not having adequate number of Independent Directors (including Woman Independent Director) on the Board and non-constitution of statutory Board level Committees. The details of such notices received from stock exchanges are available in the Corporate Governance report forming part of this Annual Report.

The Company has replied to the Stock Exchanges requesting condonation of said penalties / fines on the grounds that being a Central Public Sector Enterprise under Administration control of Ministry of Steel, Govt. of India and as per Articles of Association, the President of India is empowered to appoint all members on the Board of Directors. The Company is regularly following up with Ministry of Steel, Govt. of India for appointment of requisite number of Independent Directors including Woman Independent Director on the Board of the Company.

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Not Applicable

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web link to the policy.

Yes. The principles of anti-corruption and anti-bribery are embedded into the policies and procedures adopted by the Company. Further, the Company has a Board approved Code of Business Conduct & Ethics which enshrines the principles of integrity and transparency. The Company also has a Board approved Whistle Blower Policy. Further, the Company's Conduct, Discipline and Appeal (CDA) Rules define the code of conduct for all employees and recognize acts of bribery, corruption, etc. as misconduct.

The link to the said policies is : [nmdcsteel.nmdc.co.in/pads](http://nmdcsteel.nmdc.co.in/pads).

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Particulars	FY 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees (executives)	0	0
Workers (non-executives)	0	0

6. Details of complaints regarding conflict of interest:

No complaints were received regarding conflict of interest.

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not applicable as no complaints regarding conflicts of interest were received.

### Leadership indicators

1. Awareness programmes conducted for value chain partners (VCP) on any of the principles during the financial year:

There were no awareness programmes conducted for value chain partners during the financial year.

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same

Yes, there is a Vigilance department that plays an advisory role and after investigation or study of any matter or any system/process of the organization, suggests for system improvements. In case, during investigation any deviation or misconduct with malicious intention is found on the part of any employee, vigilance may bring it to the notice of the Disciplinary Authority, in a confidential manner, with recommendation for necessary disciplinary action as deemed fit. However, whether recommendations from vigilance warrants for disciplinary action /imposition of penalty or not is to be decided by such authority only.

## Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe

### Essential indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of products and processes to total R&D and capex investments made by the entity, respectively.

(in INR)

Name of Element	FY2023-24	FY2022-23	Details of improvements in environmental and social impacts
R&D	Not Applicable	Not Applicable	Not Applicable
Capex	44,26,457	1,85,31,183	Installation of CAAQMS and green belt development
<b>Total</b>	<b>44,26,457</b>	<b>1,85,31,183</b>	

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

NSL is following purchase procedure as per Public Procurement Policy and the Procurements are being finalized through GeM portal.

- c. If yes, what percentage of inputs were sourced sustainably?

Not applicable

3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

The details of the process of waste generation and disposal/reuse/recycle details are as below:

SN.	Solid wastes	Quantity (TPA) 2023-24	Proposed disposal
1	BF slag	285601	Sold to Cement Industry, used in Road Construction
2	BF sludge	-	-
3	BF flue Dust	-	-
4	BOF Slag/LD slag	68974	100 % reuse in construction, Cement, BF, Sinter Plant & as rail ballast.
5	BOF sludge	-	-
6	BOF scale	-	-
7	Scales Mills	3196	100% reuse in the Sinter Plant
8	Scrap Mills	3126.91	100% reuse in the BOF Plant
9	Scales Caster	1050	100% reuse in the Sinter Plant
10	Scrap Caster	10083	100% reuse in the BOF Plant
11	Lime Dust	3743.53	100% reuse in the Sinter Plant
12	Dolo Dust	Nil	-
13	Skull / Scrap	3582.93	100% reuse in the BOF Plant
14	Pig casing m/c Sludge	Nil	-
15	Cinder	Nil	-

#### Hazardous waste generation & management

SN.	Source	Quantity (TPA) 2023-24	Mode of utilisation
1	Tar Sludge from Coke Oven Decanter	1485 T	Recycling in Coke Ovens.
2	BOD plant sludge	150 T	Disposal in Coke Ovens
3.	ZLD Plant Sludge	55 T	Disposal through Authorised TSDF (Treatment Storage and Disposal Facility) agency.
4.	Spent/Wash /Lubricant and batteries	1.2 T	Disposal through Authorised TSDF (Treatment Storage and Disposal Facility) agency.
5.	Oil & Grease Skimming Residues	0.5 T	Sold to authorised recyclers.

1. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable.

#### Leadership indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

LCA was not conducted in FY 2023-24.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not applicable as LCA was not conducted in FY 2023-24.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Blast Furnace sludge, slag, and dust are reused in the Sinter plant. However, the percentage data is not available.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format.

Not Applicable as the packaging is not yet done in the plant.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

The said data is not available.

### Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

#### Essential indicators

1. a. Details of measures for the well-being of employees (executives):

Category	% of employees covered by										
	TOTAL (A)	Health insurance		Accident		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Employees (executives)</b>											
Male	216	216	100%	216	100%	-	-	14	6.48%	NA	NA
Female	16	16	100%	16	100%	01	6.25%	-	-	NA	NA
<b>Total</b>	<b>232</b>	<b>232</b>	<b>100%</b>	<b>232</b>	<b>100%</b>	<b>01</b>	<b>6.25%</b>	<b>14</b>	<b>6.48%</b>	<b>NA</b>	<b>NA</b>

- b. Details of measures for the well-being of workers (non-executives):

Category	% of workers covered by										
	Total (A)	Health insurance		Accident		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Other than Permanent workers (non-executives)</b>											
Male	641	641	100%	641	100%	-	-	21	3.27%	NA	NA
Female	153	153	100%	153	100%	11	7.18%	-	-	NA	NA
<b>Total</b>	<b>794</b>	<b>794</b>	<b>100%</b>	<b>794</b>	<b>100%</b>	<b>11</b>	<b>7.18%</b>	<b>21</b>	<b>3.27%</b>	<b>NA</b>	<b>NA</b>

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of Total employees	No. of workers covered as a% of Total workers	Deducted and deposited with the Authority (Y/N/N.A.)	No. of employees covered as a % of Total employees	No. of Workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	1027	794	-	1021	789	-
Gratuity	1027	794	-	1021	789	-
ESI	NA	NA	NA	NA	NA	NA

3. Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, the premises/offices of the steel plant are accessible to differently abled employees.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

NSL is Government of India's Public Sector Enterprise which is governed by the DPE Guidelines, the policies of the Govt. of India and the Act of the Parliament, the company follows equal opportunities the letter and spirit.

5. Return to work and Retention rates of permanent employees (executives) and workers (non-executive) that took parental leave.

Sl. No.	Particulars	Permanent Employees (executives)			Permanent Workers (non-executives)		
		Male	Female	Total	Male	Female	Total
1	Returned to work rate	100%	100%	100%	100%	100%	100%
2	Retention rate	100%	100%	100%	100%	100%	100%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

	Yes/No (If Yes, then give details of the mechanism in brief)	Details of mechanism
Permanent Workers (non-executives)	Yes	Yes. Grievance Redressal Committee is constituted at NSL as per provisions of Sec 9(c) of ID Act Written complaints to be submitted to the committee and committee has to complete proceedings within 30 days
Other than Permanent Workers (non-executives)	Yes	For female employees -Internal Complaints Committee under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and WIPS (Women in Public Sector) committee is in place.
Permanent Employees (executives)	Yes	Channel of written complaint to Competent Authority, Vigilance etc.
Other than Permanent Employees (executives)	Yes	For female employees -Internal Complaints Committee under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and WIPS (Women in Public Sector) committee is present.

7. Membership of employees (executives) and worker (non-executives) in association(s) or Unions recognized by the listed entity:

Category	FY2023-24			FY2022-23		
	Total employees / workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees (executives)	232	-	-	232	-	
Male	216	-	-	220	-	
Female	16	-	-	12	-	
Total Permanent Workers (non-executives)	794	779	98.11%	789	774	98.0%
Male	641	626	97.66%	635	620	97.6%
Female	153	153	100%	154	154	100%

8. Details of training given to employees (executives) and workers (non-executives)

a.

Segment	Total Number of training and awareness programmes held		Topics / principles covered under the training and its impact		%age of persons in respective category by the awareness programmes	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	37	13	Management, Safety, Health, Skill Development, Knowledge upgradation and others		52.9%	4.34%
Workers	41	24	Safety, Health, Skill Development, Knowledge upgradation and others, Flexi ITI		60.45%	50%



- b. Details of performance and career development reviews of employees (executives) and workers (non-executives)

Category	FY2023-24					FY2022-23				
	Total (A)	On Health and Safety Measures		On Skills upgradation		Total (A)	On Health and Safety Measures		On Skills upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees (executives)</b>										
Male	216	131	60.65	45	20.83	217	200	92.17	210	96.77
Female	16	12	75	8	50	13	13	100	13	100
<b>Total</b>	<b>232</b>	<b>143</b>	<b>62.17</b>	<b>53</b>	<b>23.04</b>	<b>230</b>	<b>213</b>	<b>92.61</b>	<b>223</b>	<b>96.96</b>
<b>Workers (non-executives)</b>										
Male	641	462	72.07	238	37.12	621	600	96.62	600	96.62
Female	153	87	56.9	38	24.83	139	139	100	139	100
<b>Total</b>	<b>794</b>	<b>549</b>	<b>69.14</b>	<b>276</b>	<b>34.76</b>	<b>760</b>	<b>739</b>	<b>97.24</b>	<b>739</b>	<b>97.24</b>

9. Details of performance and career development reviews of employees (executives) and workers (non-executives)

Category	FY-23-24 Current Financial Year			FY-22-23 Previous Financial Year		
	Total (A)	No. (B)	%(B/A)	Total (A)	No. (B)	%(B/A)
<b>Employees</b>						
Male	216	176	81.48	217	143	65.90
Female	16	16	100.00	13	13	100.00
<b>Total</b>	<b>232</b>	<b>196</b>	<b>84.48</b>	<b>230</b>	<b>194</b>	<b>84.35</b>
<b>Workers</b>						
Male	641	462	72.07	621	NIL	NIL
Female	153	125	81.70	139	NIL	NIL
<b>Total</b>	<b>794</b>	<b>587</b>	<b>73.93</b>	<b>760</b>	<b>NIL</b>	<b>NIL</b>

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Yes, NSL has an occupational health and safety management system being implemented.

**Safety management system at NSL.**

The Safety Engineering Department (SED), function is to assist the management in the fulfilment of the obligation concerning prevention of accidents and maintaining a safe working environment. SED imparts regular safety training as well as refresher safety training to the regular employees and contractor workers. SED conducts safety inspections and co-ordinates with the department for corrective actions in respect of unsafe conditions and unsafe actions. SED conducts safety campaigns such as safety competitions, painting of various safety slogans and pictures to promote the safety awareness amongst the employees. SED co-ordinates the procurement of quality safety appliances to the employees.



**Safety Policy:**

The EHS Policy is prominently displayed at strategic locations throughout the plant to ensure visibility and awareness among all personnel.

**Safety Committee:**

Safety Committees have been established as required under section 73-I of the CG Factories Rule 1962 in every major department and auxiliary unit, each tasked with enhancing workplace safety. These committees hold monthly safety meetings to discuss safety-related issues, review incident reports, identify potential hazards, and implement corrective actions and proactive measures to mitigate risks, ensuring a safer work environment. Through this collaborative approach, the committees address safety concerns promptly, share best practices, and promote compliance with safety regulations. This systematic process helps in reducing accidents, enhancing occupational health, and maintaining a safe and productive workplace.

To closely monitor and assess the effectiveness of safety concerns, a safety review meeting is conducted monthly basis under the chairmanship of the Head of Project (HOP). In this review meeting, all senior officials of NSL and O&M Mecon participate and discuss the safety aspects to mitigate the risks and improve overall safety.

**Accident Reporting, Investigation & Analysis:**

Any incident/accident is communicated to concern department HOD by concern area in-charge or personnel involves therein and from HOD/area In-charge the incident is communicated to Safety, P&A & PPC department. A report is prepared by a departmental in charge after the accident occurred and the report shall communicate to Safety department for further necessary investigation and communication as if required. If the accident comes under reportable case, then, safety department in consultation with concern department to prepare a report as per the prescribed format of factories rule and submitted the report to P&A department for further communication to external agencies.

The key concept of safety philosophy & Management commitment is that all injuries can be prevented. An accident investigation is important in the prevention of injuries because it can help NMDC Steel Limited to avoid a similar accident in the future. For this reason, the potential incident/accident, investigation should be carried out as soon as possible and:

- Focus on Root causes.
- Recommend preventive actions.
- Include a follow-up system to ensure that the recommendations are carried out and are effectively closed.

Events are investigated by the concerned investigation committee if required and earmarked for the particular incident / Accident. This is done in formal manner while filling the accident/incident report form. Every department maintains incident register, which includes accidents and near-miss/close call/dangerous occurrences. The identified actions are implemented which are reviewed in the monthly departmental safety committee meeting and in the plant level safety meetings.

**Safety Inspections:**

Safety Engineering Department (SED) regularly conducts safety inspections of equipment, plants, and processes. These inspections are carried out by Sectional Heads, Area Safety Officers (ASO), Departmental Safety Officers (DSO), Contractor Safety Personnel. The purpose of these inspections is to identify and rectify unsafe or undesirable work practices, conditions, and housekeeping issues. By doing so, we aim to promote positive safety attitudes and behaviors among our workforce. All findings from these inspections are recorded and discussed in various forums to ensure continuous improvement. Additionally, comprehensive safety audits are conducted at defined intervals, covering all aspects of occupational health and safety across all areas.

**Safety Education & Training:**

As part of the Safety Management System, NMDC Steel Limited has established a comprehensive training program that includes

- Safety Induction for new employees
- Refresher Training

- Safety Awareness Training
- Toolbox Talks at site
- Mock Drill
- First Aid

NMDC Steel Limited has an exclusive, well-equipped safety induction training center designed to meet the needs of both basic safety training and workplace safety. This center provides a foundational course for new employees, ensuring they are well-versed in basic safety standards. For refresher training, the HRD department maintains a training hall for skilled employees. This ensures that all employees remain updated on the organization's safety policies, procedures, and emergency protocols. The program emphasizes the importance of workplace safety and equips personnel with the knowledge and skills necessary to identify hazards, respond appropriately to incidents, and maintain a safe working environment

**Standard Operating Procedures / Work Permit System:**

Appropriate procedures, work instructions, operation control procedures are established and issued to all concerned for safe & effective operation. Training to contractor employee is given before deputing on day-to-day activities. Work Permit system is implemented to ensure a safe work environment through a standardized PTW system for managing hazardous work, thereby safeguarding personnel and facilities and its Applicable to all operating and project sites under NSL , covering hazardous works including but not limited to repair, maintenance, inspection, and modifications.

**Pressure Vessels / Lifting Tackles:**

All pressure vessels are identified and covered under annual testing by competent authority and records maintained. The safety Engineering department is responsible for arranging annual inspection of lifting tackles, and all are found to be covered as per frequency. Operators found to be conversant with operation of such equipment's. All test reports are maintained at respective departments as well in Safety dept.

**Integrated Management System:**

The implementation of the Integrated Management System is in progress and includes certifications for Occupational Health and Safety Management System (OHSMS) ISO 45001:2018.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

**Hazard Identification & Risk Assessment (HIRA)**

- To ensure that Hazard Identification & Risk Assessment is done in a structured manner using the set criteria. Risk mitigation plan is also decided as per the assessment.
- NMDC Steel Limited use the following hierarchy of controls:



**Job Hazard Analysis (JHA)/Job Safety Analysis (JSA):**

- Conduct a comprehensive analysis of each job task to identify potential hazards.
- Break down the tasks into steps and assess the associated hazards and risks.
- Involve employees and supervisors in the JHA process to gather their input and knowledge.

**Safety Inspections:**

- Regularly conduct safety inspections of the workplace to identify hazards.
- Inspect equipment, machinery, tools, and work areas for potential risks.
- Document and report identified hazards for corrective actions.

**Incident/Near-Miss Reporting and Investigation:**

- Establish a reporting system for employees to report incidents and near-miss events.
- Investigate incidents and near-misses to determine the root causes and contributing factors.
- Analyze incident trends and patterns to identify potential hazards and areas of improvement.

**Safety Committees and Employee Engagement:**

- Establish safety committees comprising representatives from various departments.
- Conduct regular meetings to discuss safety concerns, hazards, and risk mitigation strategies.
- Encourage employees to actively participate in safety programs, provide feedback, and report hazards.

**Task-Specific Risk Assessments:**

- Perform task-specific risk assessments for high-risk or complex tasks.
- Identify hazards and assess risks associated with each task.
- Determine appropriate control measures and develop safe work procedures for each task.

**Periodic Safety Audits and Reviews:**

- Conduct periodic safety audits to assess the effectiveness of safety measures.
- Review safety policies, procedures, and practices to ensure compliance with regulations and industry best practices.
- Identify areas for improvement and implement corrective actions.

**Training and Education:**

- Provide comprehensive training to employees on hazard identification, risk assessment, and control measures.
- Conduct specialized training for employees involved in high-risk tasks or working with hazardous materials.
- Promote safety awareness and educate employees about the importance of hazard identification and risk assessment.

By implementing these processes, the steel industry entity can effectively identify work-related hazards, assess risks, and take appropriate measures to ensure a safe

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

YES: The workers are participating in the safety committee meetings as per the safety regulations and providing their observations and inputs regarding work related hazards in the presence of respective Safety Committee chairman. The Safety Committee is functional in Package/unit as per the Factory regulations. Furthermore, on regular basis Safety Tool box talks are being organised involving workers for awareness, where workers are given opportunity to share the safety related hazards.

## **Occupational Health Services at NSL, Nagarnar:**

### **Occupational Health Centre**

As per Indian Factories Act, 1948, and the relevant CG state factory rules, an Occupational health center is established at NSL, Nagarnar including a 24x7 Emergency and Trauma Unit, an Audiometry room, Medical Laboratory, a Digital X-Ray unit and Spirometry test, a vision room, a minor OT, an observation room, a minor burn unit, /Surgical ward and a pharmacy.

### **First-Aid Centres:**

To ensure the highest level of safety and emergency medical preparedness within the plant premises NSL, Nagarnar established two well-equipped 27x7 first aid Centres with trained male nursing staff and ALS (advanced life support system) Ambulances at the following locations:

1. First-Aid Center at the Coke-Oven Area,
2. First-Aid Center in the RMHS area.

### **Presently, OHC, NSL provides the following statutory Occupational health services as per Indian Factories Act, 1948.**

1. Initial Medical Examination,
  2. periodical Medical Examination,
  3. Fitness for working at height,
  4. First aid training,
  5. Management of IOD (injured on duty) cases,
  6. Fineness for long absentees.
  7. Ambulance services: five ambulances with advanced life support systems along with Emergency Medical Technicians are available round the clock to attend to any kind of medical emergency in the plant.
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Employees/ workers of the entity have to access non-occupational medical and health care services like:

- General OPD
- 24x7 Emergency medical services,
- Health awareness camps,
- Blood donation camps.

11. Details of safety related incidents, in the following format:

Safety incident/ numbers	Categories	FY2023-24	FY2022-23
<b>Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)</b>	Employees (executives)	-	-
	Workers (non-executives)	-	-
<b>Total recordable work-related injuries</b>	Employees (executives)	Nil	Nil
	Workers (non-executives)	10	3
<b>No. of fatalities</b>	Employees (executives)	Nil	Nil
	Workers (non-executives)	Nil	Nil
<b>High consequence work-related injury or ill-health (excluding fatalities)</b>	Employees (executives)	Nil	Nil
	Workers (non-executives)	Nil	Nil

*The data involves: Reportable accidents under factories rules*

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Measures taken for safe and healthy work place:

**Coke Oven and By-Product Plant:**

- Adequate ventilation systems to control dust, smoke, and harmful gases.
- Proper maintenance of equipment to prevent leaks, fires, and explosions.
- Use of personal protective equipment (PPE) such as masks, gloves, and goggles.
- Regular monitoring of air quality and implementation of control measures.

**Sinter Plant:**

- Installation of dust collection systems and proper ventilation.
- Use of PPE to protect against dust and smoke inhalation.
- Regular maintenance and inspection of moving equipment to prevent accidents.
- Training programs on handling hazardous substances and emergency procedures.

**Blast Furnace:**

- breaks and hydration programs.
- Installation of dust control systems and proper ventilation.
- Use of PPE to protect against heat, dust, noise, and chemical exposure.
- Safety measures for working at heights and near liquid metal and slag.

**Steel Melting Shop:**

- Implementation of proper ventilation.
- Use of PPE to protect against heat, dust, noise, and chemical exposure.
- Regular maintenance of equipment and safety guards.
- Training programs on safe handling of liquid metal, slag, and moving equipment.

**Rolling Mills:**

- Implementation of noise control measures, such as soundproofing and hearing protection.
- Regular maintenance of equipment to prevent accidents and malfunctions.
- Use of PPE to protect against heat, noise, and mechanical hazards.
- Proper housekeeping to minimize slip and trip hazards.

**Power and Blowing Station:**

- Regular maintenance and inspection of equipment to prevent accidents and malfunctions.
- Implementation of heat stress management measures and noise control.
- Proper training for working at height and handling gas and steam lines.
- Monitoring and control of vibrations to minimize health risks.

**Material Handling:**

- Implementation of ergonomic practices to reduce the risk of musculoskeletal disorders.
- Training programs on proper lifting techniques and use of mechanical aids.
- Adequate lighting and clear signage to ensure safe movement.
- Regular inspection and maintenance of equipment to prevent accidents.

**Oxygen Plant:**

- Proper maintenance and inspection of oxygen storage and handling systems to prevent leaks and ensure safe operations.
- Installation of fire detection and suppression systems in the plant.
- Adequate ventilation systems to prevent the accumulation of oxygen and maintain a safe oxygen concentration in the air.
- Proper training for employees on the safe handling, storage, and transportation of oxygen.
- Use of appropriate personal protective equipment, such as gloves and goggles, when working with liquid oxygen.

**Lime and Calcination Plant:**

- Implementation of dust control measures, such as dust collection systems, ventilation, and proper housekeeping.
- Use of personal protective equipment, including masks, goggles, and gloves, to protect against dust exposure.
- Implementation of heat stress management programs, including adequate rest breaks, hydration, and proper ventilation.
- Regular maintenance and inspection of equipment to prevent malfunctions and reduce fire and explosion risks.
- Proper training for employees on the safe handling and storage of lime, including the use of appropriate PPE and emergency procedures.

**Other Major Hazards:**

- Implementation of confined space entry procedures and training programs.
- Provision of appropriate tools and equipment for each task.
- Proper illumination and ventilation in work areas.
- Regular inspection and maintenance of electrical systems.

Strict adherence to safety protocols, shutdown procedures, and clearances.

Training programs on emergency preparedness and use of safety appliances.

It is important to note that these measures should be supported by comprehensive safety training programmes, regular inspections, hazard identification, and reporting mechanisms. Additionally, fostering a culture of safety awareness and responsibility among employees is crucial to maintaining a safe and healthy work environment in the steel industry.

13. Number of Complaints on the following made by employees (executives) and workers (non-executives)

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL		NIL	NIL	-
Health & Safety	NIL	NIL		NIL	NIL	-



## 14. Assessments for the year:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil
Working Conditions	Nil

## 15. Provide details of any corrective action taken or underway to ensure safety-related incidents (if any) and on significant risks/concerns arising from assessments of health &amp; safety practices and working conditions

- Strictly implementation of Work permits system, SOP & SMP at site;
- Ensure close monitoring by the concerned officials;
- Enhance the safety awareness training & motivational programmes among the employees;
- Ensure the availability of good quality PPE's at site;
- Conduct the internal & external safety audit to review and developed safety culture.

**Leadership indicators**

## 1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

- A. Employees - Yes  
B. Workers – Yes

## 2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company includes ethics, fair practices and fulfilment of statutory obligations as a condition in all its letter of award for various contracts.

## 3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been/ are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

**Total no. of affected employees/ workers**

	FY2023-24	FY2022-23
Employees (executives)	Nil	Nil
Workers (non-executives)	Nil	Nil

**No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment**

	FY2023-24	FY2022-23
Employees (executives)	Nil	Nil
Workers (non-executives)	Nil	Nil

## 4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

The company is a Government organisation and it is governed by the rules & regulations formulated by DPE, Government of India. However, no transition assistance programmes were conducted by the Company to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

## 5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Not carried out.
Working Conditions	Not carried out.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable

#### Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders

##### Essential indicators

1. Describe the processes for identifying key stakeholder groups of the entity

We have adopted a synergistic approach towards stakeholder engagement. Our stakeholder engagement process is guided by the NSL Citizen's Charter. The charter lays out the mechanism through which we reach out and engage with our stakeholders and manage their feedback. Our decisions regarding production, management and general business functioning take place after thorough stakeholder consultation. We also ensure that we regularly meet legal, statutory and regulatory requirements.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisement, Community meetings, Notices Board, Website)	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others)- Please specify	Purpose and scope of engagement including key topics and concerns raised during such engagements
Government and other regulators	No	<ul style="list-style-type: none"> <li>Meeting with Centre and State Government, Ministry of Steel, Ministry of Mines, DPE, Ministry of Environment, Forests and Climate Change, Ministry of Corporate Affairs,</li> <li>Periodic communication and submission of various compliance reports to statutory authorities</li> <li>Performance Report (Quarterly &amp; Annually)</li> <li>Inspections</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Infrastructure development</li> <li>Community development</li> <li>Forest and Environmental clearances</li> <li>Other applicable acts and policies.</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>Industrial Relations</li> <li>Meetings with Union leaders, Bipartite and Tripartite meetings</li> <li>Collective bargaining interactions with officer associations</li> <li>Official communications</li> <li>Grievance redressal forums</li> <li>Employee training and seminars.</li> <li>Monthly Co-ordination meetings</li> </ul>	Quarterly	<ul style="list-style-type: none"> <li>Job Satisfaction</li> <li>Collective bargaining agreements</li> <li>Promotion &amp; career growth</li> <li>Employee benefits and remunerations</li> <li>Performance management and recognition</li> <li>Health and safety measures at the Steel Plant</li> </ul>
Suppliers	No	<ul style="list-style-type: none"> <li>Interactive meetings and sessions during tenders</li> <li>Vendors meet, periodic vendor and supplier meets</li> <li>Supplier Relationship Management</li> </ul>	Half-yearly	<ul style="list-style-type: none"> <li>Onboarding local suppliers</li> <li>Transparency &amp; anti-corruption practices</li> <li>Timely payment</li> <li>Adoption of integrity pact programme</li> <li>Quality of items of supply</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>Meeting with Industry representatives and Ministries.</li> <li>Meetings with Customers.</li> </ul>	Quarterly	<ul style="list-style-type: none"> <li>Quality of items of supply</li> </ul>



Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisement, Community meetings, Notices Board, Website)	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others)- Please specify	Purpose and scope of engagement including key topics and concerns raised during such engagements
Industry associations & professionals	No	<ul style="list-style-type: none"> <li>Membership with industry associations.</li> <li>Regular meetings with consultants and professionals.</li> <li>Meetings &amp; seminars</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Quantity and quality of products</li> <li>Customer grievance and resolution mechanisms</li> <li>Knowledge &amp; infrastructure support</li> </ul>
Local communities	Yes	<ul style="list-style-type: none"> <li>Gram Sabha and Public Hearing / Consultation as and when required.</li> <li>Meetings with community leaders</li> </ul>	Public hearings as per regulatory requirement, other community meetings as required	<ul style="list-style-type: none"> <li>Impact on the community</li> <li>Livelihood opportunities</li> <li>Basic amenities</li> <li>Rehabilitation and Resettlement</li> <li>Compensation</li> </ul>
Regulatory Authorities	No	<ul style="list-style-type: none"> <li>Ongoing meetings and dialogues</li> <li>Participation in formal and informal consultation process</li> </ul>	On regular basis	<ul style="list-style-type: none"> <li>Sound corporate governance mechanisms</li> <li>Regulatory compliances</li> <li>Transparency in disclosures</li> </ul>
Media	No	<ul style="list-style-type: none"> <li>Press conferences</li> <li>Press coverage of operations</li> <li>Interviews</li> </ul>	Monthly/Quarterly/ as per plan	<ul style="list-style-type: none"> <li>Transparent and accurate disclosure to the stakeholders</li> <li>Strategic announcements and achievements</li> </ul>
Investors	No	<ul style="list-style-type: none"> <li>Annual General Meeting</li> <li>Periodic financial reports to shareholders and investors</li> <li>Interactions with financial institutions and shareholders.</li> </ul>	Annually/ as and when convened	<ul style="list-style-type: none"> <li>Transparent and effective communication of business performance</li> <li>Addressing investor queries and concerns</li> <li>Sound corporate governance mechanisms</li> </ul>

### Leadership indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.
  - a) Stakeholder Identification: We have identified 9 key stakeholder groups that impact our business and are, in-turn impacted by our business.
  - b) Stakeholder engagement: We develop survey questionnaires for employees and workers to seek their inputs on the working conditions and other aspects. Engagement with other stakeholder groups, including the guidance and direction given by the Board of Directors and Senior Management.
  - c) Issue Prioritization: Based on the response received from the stakeholder engagement, we identified key material issues for addressing for the company.
  - d) Issue Management: We sought inputs from the senior management and the Board of Directors on the management of key material topics across the value chain.

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes. Stakeholder consultation is used to support the identification and management of environmental and social topics.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.

The concerns of the local communities identified as vulnerable/marginalised groups were as follows:

- Compensation
- Financial, social and environmental impact of the operation on the community.
- Training/upskilling to enable community members to be self employed
- Support in providing clean drinking water
- Job creation

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

#### Essential indicators

1. Employees and workers who have been provided training on human rights issues and policies of the entity

There were no trainings specific to human rights that were conducted during the reporting period.

2. Details of minimum wages paid to employees and workers in the following format

Category	FY2023-24					FY2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No.(C)	% (C / A)		No. (E)	% (E/D)	No. (F)	% (F /D)
<b>Employees (executives)</b>										
<b>Permanent</b>										
Male	216	-	-	216	100	220	-	-	220	100
Female	16	-	-	16	100	12	-	-	12	100
<b>Workers (non-executives)</b>										
<b>Permanent</b>										
Male	641	113	17.6	528	82.4	635	112	17.6	523	82.4
Female	153	32	20.9	121	79.1	154	33	21.4	121	78.6
<b>Other than Permanent</b>										
Male	567	0	0	567	100	619	0	0	619	100
Female	5	0	0	5	100	5	0	0	5	100

## 3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	5	*	1	*
Key Managerial Personnel	1	-	-	-
Employees other than BoD and KMP	-	-	-	-
Workers	-	-	-	-

\* No remuneration was paid to the Directors of NMDC Steel Limited. As per Order dated 20.03.2023 of the Ministry of Steel, Govt. of India, the Directors on the Board of NMDC are also the Directors on the Board of NMDC Steel Limited on co-terminus basis.

## 4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. Being a Public Sector Enterprise, NMDC Steel Limited follows the Government of India guidelines in this regard. The Grievance committee shall oversee and address any issue arising from any human rights impact or issues caused or contributed to by the business.

## 5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The mechanism prescribed by the Government, namely the "Grievance Procedure", is in force for the redressal of the employees. There is a full-fledged Personnel Department which is fully equipped to deal with the grievances of the employees. Besides, as and when CMD/Directors of the company visit the steel plant, they invariably hold meetings with the Associations/ Unions for redressal of their grievances, if any.

Besides, there is a link to the CPGRAMS also provided on the website of the company, where a grievance can be lodged by an aggrieved employee. This portal is being monitored by the Head of Personnel Department of the company, who is also the Grievance Redressal Officer of the Company. We stand committed to protecting human rights in the workplace.

## 6. Number of Complaints on the following made by employees and workers:

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	Nil	Nil	N.A.	Nil	Nil	N.A.
Discrimination at workplace	Nil	Nil	N.A.	Nil	Nil	N.A.
Child Labor	Nil	Nil	N.A.	Nil	Nil	N.A.
Forced Labor/Involuntary Labor	Nil	Nil	N.A.	Nil	Nil	N.A.
Wages	Nil	Nil	N.A.	Nil	Nil	N.A.
Other human rights related issues	Nil	Nil	N.A.	Nil	Nil	N.A.

## 7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases

The company has a Board of Directors' approved Whistle Blower Policy in place. This mechanism provides adequate safeguards against victimization of Employees who complain about discrimination/harassment etc. The Guidelines of Department of Public Enterprise (DPE) provides that the role of the Audit Committee, as constituted by the Board of Directors, includes a review of the functioning of the Whistle Blower Mechanism. Complete Confidentiality of the Whistle Blower is being maintained. It is ensured that the Whistle Blower /

Complainant is not subjected to victimization of any nature whatsoever. Genuine Whistle Blowers are accorded protection from any kind of harassment/unfair treatment/victimization. Any other Employee(s) assisting in the said investigation are also protected to the same extent as the Whistle Blower/Complainant.

In case of Employees filing a Vigilance Complaint with the Vigilance Department, the Identity of the Complainant is strictly kept confidential. In case a complaint is received against any superior for any kind of harassment to the employee, the identity of the complainant is kept confidential, and if required, the superior/complainant may be transferred to other Units for safeguarding the Complainant. NSL has an Internal Complaints Committee (ICC) under the POSH ACT, 2013, to safeguard and protect women Employees from any form of Sexual Harassment and Discrimination in the Workplace.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

No

9. Assessment for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	100%
Forced/involuntary labor	100%
Sexual harassment	100%
Discrimination at workplace	-
Wages	100%
Others – please specify	-

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not Applicable

## Principle 6: Businesses should respect and make efforts to protect and restore the environment

### Essential indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

(in GJ)

Parameter in GJ	FY2023-24	FY2022-23
Total electricity consumption (1) (Grid)	22,37,448	484142.2
Total fuel consumption (2)	44,14,067	1558010
Energy consumption through other sources (3) (Solar)	-	0
<b>Total energy consumption (1+2+3)</b>	<b>46,651,515</b>	<b>2042152</b>

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

The Company does not have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme by the Government of India. Hence, the same is not applicable.

3. Provide details of the following disclosures related to water, in the following format: (in KL)

Parameter Water withdrawal by source (in kiloliters)	FY 2023-24	FY2022-23
(i) Surface water	9474332	5752606
(ii) Groundwater	NIL	NIL
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)</b>	<b>9474332</b>	<b>5752606</b>
<b>Total volume of water consumption (in kiloliters)</b>	<b>7908317</b>	<b>3072144</b>

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

The Company has implemented an effective mechanism to ensure Zero Liquid Discharge, the details of which are as below:-

- All units of the steel plants are provided with separate pre-treatment systems comprising of settling ponds, UF and RO systems. For treatment of waste water generated from power and blowing station, HRSCC-DMF-UF-RO scheme has been proposed. The treated effluents shall be used as makeup water in unit water circuit.
- A centralized zero liquid discharge facility has been proposed for the ISP. RO reject water (180 m<sup>3</sup>/hr) from various units of the steel plant shall be collected & treated in ZLD plant. Around 90% of the water shall be recovered from ZLD and shall be reused inside the plant. No effluents shall be discharged outside the plant boundary. ZLD sludge shall be disposed-off through Authorized TSDF agency.
- Engineering of the scheme is under progress. Breakup of quantities of RO rejects maximum from various units is shown in **Table**.

#### Breakup of RO rejects from different units of the Integrated Steel Plant

S. No	Unit	RO Reject Quantity(m <sup>3</sup> /hr)
1	Power & Blowing Station	45
2	Thin slab caster, Tunnel Furnace, HSM	45
3	BOF Complex	26
4	Blast Furnace Complex	14
5	STP (UF Reject)	12
6	Compressed Air Station	10
7	Oxygen Plant	8
8	ED Work Building	7
9	Lime & Dolomite Plant	4
10	Area shop office for Sinter plant, BF & LDCP	3
11	Area shop office, for SMS & Caster	3
12	Area shop for CMOS Building	3
<b>Total</b>		<b>180</b>

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY2023-24	FY2022-23
NOx	mg/Nm <sup>3</sup>	231	241
SOx	mg/Nm <sup>3</sup>	263	386
Particulate matter (PM)	mg/Nm <sup>3</sup>	44	46
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

6. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

Parameter	Unit	FY 2023-24	FY2022-23
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	<i>Metric tonne s of CO<sub>2</sub> equivalent</i>	858264.5	451718.3
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	<i>Metric tonnes of CO<sub>2</sub> equivalent</i>	201860.48	106242.36
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>		-	-

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes. The Company has adequate systems for monitoring the Green House Gas emissions. There are four continuous Ambient air quality stations to monitor the air quality continuously for 8 parameters.

8. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

#### Solid Waste: Mitigation Measures

Integrated Iron & steel plant generates solid wastes, some of which are hazardous while others are non-hazardous. Some of these wastes are reused / re-utilised and some are not. Additionally, some wastes are also generated during operation / maintenance / annual maintenance of other units / shops etc, like Flue dust from BF, BF/BOF Gas Cleaning Plant sludge, Waste Refractories, etc. It can be noticed that except some sludge generated from Coke Oven and By Product area, all other wastes are non-hazardous. All the solid wastes shall be utilized as such inside the plant in Sinter Plant/BOF. BF/BOF Slag shall be sold to cement manufacturers or used for road construction.

All hazardous waste shall be handed over to authorized dealers for disposal as per statutory norms. The generation quantity along with the reuse / recycle and disposal methodology for the solid waste is presented in the following table:

**Table 1: Source of Generation / Characterization of Solid Wastes**

SN.	Solid wastes	Production/ Generation (TPA) 2023-24	Proposed disposal
1	BF slag	2,85,601	Sold (Cement Industry), Road Construction
2	BF sludge	-	-
3	BF flue Dust	-	-
4	BOF Slag/LD slag	68,974	100 % reuse in construction, Cement, BF, Sinter Plant & as rail ballast.

SN.	Solid wastes	Production/ Generation (TPA) 2023-24	Proposed disposal
5	BOF sludge	-	-
6	BOF scale	-	-
7	Scales Mills	3,196	100% reuse in the Sinter Plant
8	Scrap Mills	3,126.91	100% reuse in the BOF Plant
9	Scales Caster	1,050	100% reuse in the Sinter Plant
10	Scrap Caster	10,083	100% reuse in the BOF Plant
11	Lime Dust	3,743.53	100% reuse in the Sinter Plant
12	Dolo Dust	Nil	-
13	Skull / Scrap	3,582.93	100% reuse in the BOF Plant
14	Pig casing m/c Sludge	Nil	-
15	Cinder	Nil	-

**Table 2: Hazardous waste generation & management**

SN.	Source	Quantity Per Annum	Mode of utilisation
1	Tar Sludge from Coke Oven Decanter	1,485 T	Recycling in Coke Ovens.
2	BOD plant sludge	150 T	Disposal in Coke Ovens
3.	ZLD Plant Sludge	55 T	Disposal through Authorised TSDF (Treatment Storage and Disposal Facility) agency.
4.	Spent / Wash /Lubricant and batteries	1.2 T	Disposal through Authorised TSDF (Treatment Storage and Disposal Facility) agency.
5.	Oil & Grease Skimming Residues	0.5 T	Sold to authorize recyclers.

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes

The waste management practices adopted by the company are mentioned in Table 1. There are processes in place to reduce the usage of hazardous and toxic chemicals; the processes and practices adopted to manage hazardous waste are given in Table 2 of point no. 8 above.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Permissions and recommendations were undertaken from the State Forest Department regarding impact of proposed plant on the surrounding reserved forest viz. Kanger RF (5 km, SE), Ultnar RF (7.9 km, NW), Kakadpasa RF (5.3 km, NW), Chalaguda RF (8.5 km, NW) and Metawada RF (13.6 km, NW).

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Village & PO Nagarnar, District Bastar, Chhattisgarh	Integrated Iron and Steel Plant	All the conditions are complied



11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
EIA/EMP study report for Integrated Steel Plant (3.0 MTPA) at Village Nagarnar, Tehsil Jagdalpur, District Bastar, Chhattisgarh	S.O.1533(E)	14.09.2006	YES, EIA/EMP study was carried out by M/s MECON Ltd., Ranchi, Jharkhand	Yes	<a href="https://environmentclearance.nic.in/onlineSearchNewrk.aspx?autoid=2070&amp;proposal_no=IA/CG/IND/24498/2014&amp;typep=EC">https://environmentclearance.nic.in/onlineSearchNewrk.aspx?autoid=2070&amp;proposal_no=IA/CG/IND/24498/2014&amp;typep=EC</a>

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N).

NSL has been granted & issued Consent to Operate under Water (Prevention and Control of Pollution) Act 1974, Air (Prevention and Control of Pollution) Act 1981 23.08.2023 same is valid up to 31.08.2024. All the conditions stipulated under the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and Rules there under are compiled and compliance report of the same is being submitted to statutory agencies. Also, NSL has been granted & issued Authorization under the Hazardous and Other Wastes (Management & Transboundary Movement) Rules, 2016 on 04.06.2024 and the same is valid upto 02.06.2029.

**Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential indicators**

1. a. Number of affiliations with trade and industry chambers/ associations.  
NIL
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to  
NIL
2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities  
No such adverse orders were received from the regulatory authorities.



## Principle 8: Businesses should promote inclusive growth and equitable development

### Essential indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Not available

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S.No	Name of the project for which R & R is going on	State	District	No.of project effected families(PAF's)	% of PAF's covered by R&R	Amount paid to PAFs on the FY (in INR)
1	NSL, Nagarnar	Chattisgarh	Bastar	26 Khatas	78	5.8 crores against land compensation

3. Describe the mechanisms to receive and redress grievances of the community.

NSL, being a Central Public Sector Enterprise, has its established grievance submission & redressal mechanism. A Complaint box has been provided at the plant wherein stakeholders can drop in their grievances. In addition to the above, grievances /complaints can be submitted to the Head of the Departments.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:(Rs. Crore)

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	168.00	19.00
Sourced directly from within the district and neighbouring districts	3.20	2.35

### Leadership indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Not Applicable

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Since the Company started commercial operations in August 2023 only and reported a loss during the financial year 2023-24, there was no obligation of spending on CSR.

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

Yes

- (b) From which marginalized /vulnerable groups do you procure?

SC / ST category

- (c) What percentage of total procurement (by value) does it constitute?

Not available

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Not applicable

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not applicable

6. Details of beneficiaries of CSR Projects:

Since the Company started commercial operations in August 2023 only and reported a loss during the financial year 2023-24, there was no obligation of spending on CSR.

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

### Essential indicators

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.  
NSL, as a CPSE, has a well-established system for submitting and resolving grievances. NSL Vigilance dept. receives complaint through various sources such as CVC, CBI, MOS and either by mail or by post. Additionally, complaints can be submitted to the Chief Vigilance Officer (CVO). Once a complaint is registered and the complainant's credibility is confirmed, further correspondence regarding the complaint's outcome will not be entertained. However, Vigilance will ensure that the complaint is examined and investigated according to the guidelines of CVC. If an employee's name appears in the complaint or their role emerges during the investigation, they will be informed of the allegations.
- Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:  
Environmental and social impact relevant to the product – 0%  
Safe and responsible usage – 0%  
Recycling and / or safe disposal - \_\_\_ 0%
- Details of consumer complaints in respect of the following

Sl. No.	FY 2023-24		FY 2022-23	
	Received during the year	Pending resolution at the end of the year	Received during the year	Pending resolution at the end of the year
<b>Data Privacy</b>	Nil	Nil	Nil	Nil
<b>Advertising</b>	Nil	Nil	Nil	Nil
<b>Cyber Security</b>	Nil	Nil	Nil	Nil
<b>Delivery of essential services</b>	Nil	Nil	Nil	Nil
<b>Restrictive Trade Practices</b>	Nil	Nil	Nil	Nil
<b>Unfair Trade Practices</b>	Nil	Nil	Nil	Nil
<b>Other</b>	Nil	Nil	Nil	Nil

- Details of instances of product recalls on account of safety issues

	Number	Reasons for recall
<b>Voluntary recalls</b>	Nil	Nil
<b>Forced recalls</b>	Nil	Nil

- Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)  
If available, provide a web-link of the policy.  
No. However the company is in process of developing a policy on cyber security. Various awareness programs like cyber security month, have been conducted to raise awareness among the employees on data privacy.
- Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / service. Not applicable

7. Information relating to data breaches  
Number of instances of data breaches- Nil  
Percentage of data breaches involving personally identifiable information of customers- Nil  
Impact, if any, of the data breaches- Nil

#### Leadership Indicators

1. Channels | platforms where information on products and services of the entity can be accessed (provide web link, if available).  
The detailed Product catalogue is available on the Company's website at the link:  
<https://nmdcsteel.nmdc.co.in/Docs/ProductCatalogueBrochure.pdf>
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or Services.  
Not applicable
3. Mechanisms In place to inform consumers of any risk of disruption/discontinuation of essential services.  
Not applicable
4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products | services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)  
No. The Company has not carried out any survey with regard to consumer satisfaction.