

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

Jaiprakash Associates Limited is the flagship company of the Jaypee Group, which is a diversified infrastructure conglomerate with business interests including Engineering & Construction, Power, Cement, Real Estate, Hospitality, Fertilizers, Sports, Aviation and Education (not-for-profit).

Corporate Identity Number (CIN)	L14106UP1995PLC019017
Name of the Company	Jaiprakash Associates Limited
Registered Office Address	Sector - 128, Noida- 201304, U.P.
Website	www.jalindia.com
E-mail id	jal.investor@jalindia.co.in
Financial Year reported	2021-22

Sectors that the Company is engaged in (industrial activity code-wise)¹:

Activity	National Industrial Classification		
	Section	Division (Group)	Description
Engineering, Construction and Real Estate development	F - Construction	41 42 43	Construction of buildings Civil Engineering Specialized construction activities
Manufacture of cement	C – Manufacturing	23 (239)	Manufacture of cement, lime and plaster
Hotels	I - Accommodation	55 (551)	Hotels and Motels
Sports, Operation of Golf and Spa Resort	R – Arts, Entertainment and Recreation	93 (931) (932)	Sports activities Other amusement and recreation activities
Energy from Municipal Solid Waste	E – Waste Management Activities	38 (382)	Waste treatment and disposal

¹As per National Industrial Classification (2008), Ministry of Statistics and Program Implementation, GoI

Key Products & Services:

The major products and services that Jaiprakash Associates Limited provides are Engineering and Construction, Manufacture and marketing of Cement, Hotels and Hospitality, Real Estate and Sports.

Total number of locations where business activity is undertaken by the Company

As on 31st March 2022, the diversified businesses of the Company were operating in **31 national locations** in various States/Union Territories **across the country** including Delhi, Uttar Pradesh, Madhya Pradesh, Himachal Pradesh, Andhra Pradesh, Gujarat, Uttarakhand, Jammu & Kashmir, Karnataka, Telangana and Sikkim and **4 international locations in Bhutan & Nepal** as per details given below.

(A) National Locations (31)

The Integrated Engineering and Construction division of the Company operates at the locations of its clients. The Company

is also engaged in the business of manufacture and marketing of Cement, primarily in M.P. & U.P.

In addition, the Company owns 5 'five-star hotels' in New Delhi, Mussoorie, Agra and Greater Noida and two golf courses with associated recreational and residential facilities in Greater Noida & Noida as part of its Real Estate business.

It also has an International Sports Division in Gautam Buddha Nagar, U.P. In addition to these, the Company has its sales offices and dealership networks in different states of the country, especially in the States of Rajasthan, Punjab, Maharashtra, Bihar and Chandigarh (U.T.).

(B) International Locations (four)

The Company is currently operating in **four international locations** as under:

- Mangdechhu, in Trongsa District, Bhutan:** Construction of 720 MW Hydro Electric Project by the Royal Government of Bhutan and the Government of India;
- Punatsangchhu - II, Bhutan:** Construction of 990 MW joint implementation of Hydro Electric Project by the Royal Government of Bhutan and the Government of India;
- Rahughat Hydro Electric Project, Myagdi District, Nepal:** Construction of 40 MW Hydro Electric Project of Nepal Electricity Authority.
- Arun-3 Hydro Electric Project, Sankhuwasabha District, Nepal:** Construction of 900 MW Hydro Electric Project of SJVN Arun-3 Power Development Company Private Limited (SAPDC).
- Kurichhu Hydro-power Plant :** Repair of Spillway Glacis and Stilling Basin of Kurichhu Hydro-power Plant.

Markets served by the Company

The primary focus of the Company's products and services has been the national market. However, the Company is also doing construction business in Bhutan and Nepal. While the Company is making efforts to explore and develop existing as well as new export markets for its products, there is no specific export plan for the same.

SECTION B: FINANCIAL DETAILS OF THE COMPANY FOR FY 2021-22

Paid up Capital (as on 31.03.22)	Rs. 4,909,191,280
Total Turnover	Rs. 4629.22 crores
Total Profit after Tax (PAT)	Rs. (-)1231.88 crores
Total Comprehensive Income	Rs. (-) 1230.18 crores
Total spending on Corporate Social Responsibility (CSR) as percentage of Profit after Tax	N.A. The Company, however, spent Rs. 3.02 crore on CSR. As per CSR Rules, 2014, the requirement to spend was ' NIL ' [because the average net profit of last 3 years as per CSR Rules is negative.]

Activities in which CSR expenditure as above has been incurred

The Company has spent CSR expenditure primarily on **promotion of education.**

The Company funds **social projects** at each of the different project sites that the Company operates in, that are specific to the needs of that location, as detailed in Principle 8 of Section E.

The major activities, the Company focuses on, are **imparting education, and rural infrastructure development** through contributing to the building of roads, community centres, education – from primary to higher education, **and healthcare, etc.**

In addition, the Company provides financial support towards relief and reconstruction after national catastrophes such as earthquakes and other natural calamities (e.g. land slide in Uttarakhand in June 2013, Covid 19 pandemic in 2020 & 2021).

SECTION C: OTHER DETAILS

The details about subsidiaries of the Company are given in para no. 9 of the Directors Report.

The subsidiaries are engaged in various business activities, including cement manufacturing, infrastructure development, Real Estate, Expressways, sports, fertilizers, aviation, Agri related and Healthcare.

The details about the subsidiaries are given in Directors Report.

While many of these **subsidiaries, as well as other entities** that the Company does business with, carry out activities related to business responsibility under **their own initiatives**, these are **not covered** under this report.

SECTION D:

BUSINESS RESPONSIBILITY INFORMATION

1. Details of Director responsible for Business Responsibility

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

The following two Directors are severally responsible for this purpose, (in that order):

DIN Number	00008480
Name	Shri Manoj Gaur
Designation	Executive Chairman & CEO
Telephone number	0120-4609000
e-mail id	manoj.gaur@jalindia.co.in

DIN Number	00008125
Name	Shri Sunil Kumar Sharma
Designation	Executive Vice Chairman
Telephone number	0120-4609000
e-mail id	sunil.sharma@jalindia.co.in

b) Details of the Business Responsibility head:

The two Directors, as mentioned above, are severally responsible for this purpose (in that order).

2. Principle-wise (as per National Voluntary Guidelines) Business Responsibility Policy/policies

	Questions	Principles								
		1	2	3	4	5	6	7	8	9
1	Do you have a policy for each of the nine principles	Yes								
2	Has the policy been formulated in consultation with the relevant stakeholders?	The policy has been formulated taking into account the needs of the Company's various stakeholders.								
3	Does the policy conform to any national / international standards? If yes, specify	Yes, the policy has been formulated in line with the National Voluntary Guidelines for Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs in July, 2011 and also Section 135 of the Companies Act, 2013.								
4	Has the policy been approved by the Board? If yes, has it been signed by MD/ owner/CEO/ appropriate Board Director?	The Policy has been approved by the Management and signed by the Executive Chairman								
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Yes. The Company has a "CSR Committee" of the Board of Directors, formed in line with provisions of Section 135 of the Companies Act, 2013. This Committee, inter alia, oversees the implementation of the policy.								
6	Indicate the link for the policy to be viewed online	The Sustainable Development Policy is at the following link: http://www.jalindia.com/attachment/Sustainable%20Development%20Policy.pdf (please visit www.jalindia.com > Investor> Shareholder Information> Disclosures Under LODR> Policies> Sustainable Development Policy)								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. The Policy has been made available to all internal and external stakeholders through the Company's website: www.jalindia.com								

	Questions	Principles
8	Does the company have an in-house structure to implement the policy/policies?	Yes. The Company has defined a governance structure from the Corporate level to the individual locations in order to implement and monitor the policy. Details for the governance structure are provided at the following link: http://www.jalindia.com/communication/2021/Business_Responsibility_Report.pdf (please visit www.jalindia.com > Investor> Shareholder Information> Disclosures Under LODR> Business Responsibility Report)
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes. All stakeholders' grievances are promptly addressed.
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	The Company is doing the evaluation internally through the CSR Committee of the Board as well as through the Executive Management of the Company.

3. Governance related to BR (Business Responsibility)

The **CSR Committee** endeavours to meet from time to time, at least once in a year, in order to assess the BR (Business Responsibility) performance of the Company. **The Board** also notes and assesses the BR performance accordingly.

This is the 10th year that the Company is publishing its Business Responsibility Report, and plans to continue to publish the same every year.

The Business Responsibility Report can be viewed online at the following link:

http://www.jalindia.com/communication/2021/Business_Responsibility_Report.pdf

(please visit www.jalindia.com> Investor> Shareholder Information> Disclosures Under LODR> Business Responsibility Report).

SECTION E: PRINCIPLE-WISE PERFORMANCE

PRINCIPLE 1 – CORPORATE GOVERNANCE

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

Jaiprakash Associates Limited is committed to **the highest standards of ethical conduct** in all that it does. It is the Company's deeply-held belief that **"integrity in our actions engenders trust in our stakeholders, which is the cornerstone of our business."** The Company has created a comprehensive Sustainable Development Policy that codifies its approach to ensuring that its business practices remain sustainable in the long-term.

The Company's philosophy on Corporate Governance aims at attaining the highest level of transparency and accountability towards its stakeholders – including, among others, shareholders, employees, the Government and lenders – and at maximizing returns to shareholders through creation of wealth on a sustainable basis.

The Company strives to be a responsible corporate citizen, abiding by the letter and spirit of all applicable national and state laws, and also encourages the entities it does business with, to do the same. The Company is compliant with the Corporate Governance norms laid down in SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 and the Listing Agreement.

The Directors and Senior Management of the Company are guided by the Code of Conduct that details their responsibilities towards shareholders, society and the country.

The Company has also framed various policies required under the Companies Act, 2013 and SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 and the same are duly complied with. These include, amongst others, the Insider Trading Code, Related Party Transactions Policy, Whistle Blower Policy, Remuneration Policy, Dividend Distribution Policy, etc. for ensuring transparency and trust in the organization.

The Company is extremely responsive to any complaints received from stakeholders. There was no complaint to be resolved as on **31st March 2021**. The Company received **59 complaints** from Shareholders during the **Financial Year 2021-22** regarding issues such as transfer/non-receipt of shares, dividend warrants not received, loss of shares, demat complaints, etc., **all of which were resolved** before the close of the financial year. Thus, there was **no complaint** to be resolved as on **31st March 2022**.

PRINCIPLE 2 – PRODUCTS AND SERVICES

Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

At Jaiprakash Associates Limited, we have made sustainable development a cornerstone of our business strategy to achieve sustainable and profitable growth. Company has prioritized key issues after collective deliberation of management and key stake holders. These key issues include Health & Safety, Corporate Governance & Transparency, Energy Security, Social Responsibility, Product Responsibility, Climate Change and Waste Management.

Our Business Responsibility report draws on our proven technology and risk management framework. The Company places significant emphasis on Research and Development focused on optimizing engineering techniques and creating new methods in order to achieve higher efficiencies.

Over almost five decades, the Company has executed some

of the most noteworthy projects in the country that creates significant long term improvement in the lives of the people, both near and far.

Company's major divisions include Engineering and construction, Cement, Real Estate & Hospitality. Details of initiatives taken under these divisions are furnished hereunder:

1. ENGINEERING AND CONSTRUCTION:

A. Hydro-power projects:

The Company has been a leader in the construction of river valley and hydropower on turnkey basis for more than four decades, and holds the distinction of participation in 54% of new hydropower projects under Tenth Five year plan.

The Company is currently executing various projects in hydropower and irrigation, and holds the distinction of simultaneously executing 13 hydropower projects over 6 Indian states and Bhutan, for generating 10290 MW of power.

Advantages of hydro power projects:

- Does not generate pollution or wastes
- Does not generate greenhouse gases
- Saves natural resources
- Dependable, controllable and predictable source of renewable energy
- Dams are built to create reservoirs for flood moderation, hydropower generation and irrigation in the command area.
- Most suitable to cater for peaking power requirements.
- Flexibility in operation, as per the need.

Major Hydropower Plants under execution

I. BHUTAN

(a) Punatsangchhu-II Hydroelectric Project (PHEP-II);

1020 MW PHEP-II Hydroelectric Project is being set-up under bilateral agreements between the Govt. of India and the Royal Govt. of Bhutan, to achieve an important milestone of generating 10,000 MW of hydropower.

Jaiprakash Associates Limited (JAL) is executing Dam and Power House Complex works and part of HRT for PHEP-II Project.

The Dam and Power House Complex works of PHEP-II Project have been progressing satisfactorily.

(b) Kurichhu Hydropower Plant

JAL is executing the repair of Spillway Glacis and Stilling Basin of Kurichhu Hydropower Plant. The Works are in progress.

(c) Kholongchhu Hydroelectric Project (KHP)

Following works of KHP have been awarded to JAL:

- Construction of River Diversion Works, Dam, Intake, Desilting Arrangement and HRT from RD 0.00m to RD 2,303.00m including Construction Adit-1 (Contract Package –KC1). LoA has been issued by the Employer and Contract Agreement is

yet to be signed.

- Construction of Head Race Tunnel from RD 14,091.07m to RD 15,762.80m including Construction Adit VI, Surge Shaft, Butterfly Valve Chamber, Pressure Shafts, Power House Complex and Tail Race Tunnel (Contract Package –KC3). LoA has been issued by the Employer and Contract Agreement is yet to be signed

II. NEPAL

(a) Arun 3 Hydroelectric Project (900 MW) in Nepal.

JAL has been awarded item rate Civil Contract for Dam Complex and part of HRT in North East part of Nepal. This project is implemented by SJVN Arun-3 Power Development Company (P) Limited - a subsidiary Company of SJVN Limited (A Govt. of India Undertaking) as a BOOT project in accordance with Hydro Power Policy of Govt. of Nepal.

The work has commenced on various fronts. The Works are progressing satisfactorily.

(b) Rahughat Hydroelectric Project (40 MW) in Nepal.

JAL has also been awarded all Civil & Hydro-Mechanical Works of another Project in Nepal on EPC basis by the Project Authority i.e. Raghuganga Hydropower Limited. The works include execution of Barrage, HRT, Power House and Hydro-Mechanical Works. Works are progressing satisfactorily.

III. INDIA

(a) Naitwar Mori Hydroelectric Project (60 MW) in Uttarakhand

JAL is executing civil works of 60 MW Naitwar Mori Hydroelectric Project in Uttarakhand, awarded by SJVN Limited (A Govt. of India Undertaking). Works are in progress.

(b) Pakal Dul Hydroelectric Project (1000 MW) in J&K

JAL has been awarded the works of Dam Package of the Project, which envisages construction of Concrete Face Rock Fill Dam Complex and part of HRT. Works are in progress.

JAL in a Joint Venture with AFCONS has also been awarded the Contract for Power House Complex and a part of HRT of the same Project in J&K by Chenab Valley Power Projects (Pvt) Limited.

In this Joint Venture, JAL's Share is 30% and the balance 70% is with AFCONS. Works are in progress.

(c) Teesta-VI H.E. Project, Sikkim

JAL has been awarded the construction of Balance Civil Works under Package: Lot-I for Barrage, Desilting Basins, SFT, Intake Structure, Part of HRT-I & HRT-II and other associated Structures etc. of Teesta-VI HE Project, Sikkim. Works at various fronts have started and are progressing.

B. Expressways:

The Company has developed 165 kilometer long **Yamuna Expressway** along the Yamuna River connecting Noida and Agra. The principal objective of

this expressway is to minimize travel time from Delhi to Agra, facilitate faster uninterrupted movement of passengers and freight traffic, connect the main existing and proposed townships and commercial centers on the eastern side of the Yamuna river, relieve traffic congestion on the National Highway-2 and Old Grand Trunk Road (National Highway-91) and generally enhance development in the region.

The Company has also commissioned the four lane **Zirakpur-Parwanoo** Section of NH-22, Himalayan Expressway from km 39.96 to km 67.55 which has RIFD Technology based Electronic Toll Collection Plaza in the States of Punjab, Haryana & Himachal Pradesh.

The Company has also completed works of Package-III (from Km 46+500 to 71+000) of **Eastern Peripheral Expressway** in Uttar Pradesh in May, 2018. The Maintenance period is in progress.

The Company has also completed works of **Biju Parakuru** Section (from Km. 34.000 to Km. 55.000) of NH-75 (Package-II) in the State of Jharkhand where land was made available by the Employer and completion certificate for the said reach was issued in September, 2019. Maintenance of the said stretch is in progress. Works in the balance reach has also been started in October, 2021.

Some of the major advantages of these accessed controlled high speed expressways are as follows:-

- These expressways provide fast and safe connectivity resulting in saving of fuel, time and cost of transportation to the society,
- Yamuna Expressway is managed by advanced Highway Traffic Management System (HTMS). Multiple Fiber Optic Ducts have been deployed for captive requirements like video surveillance, traffics management system & crime control. Further subletting of these ducts to telecom operators shall avoid digging of highway and thus additional cost in future.
- Liberal plantation and landscaping for aesthetic appeal, reducing air/noise pollution, wind impact, and very comfortable ride to Agra has positively impacted foreign tourism to Taj Mahal, Vrindavan Temple and Mathura.
- Yamuna Expressway has played a major role in planning of NCR & western U.P region, as numbers of SEZs have been planned along the Expressway, which has given a boost to social and economic development of masses in this region.
- It has created a major potential for inclusive growth opportunities for local industries, agriculture, medical and educational services and thus mass job opportunities.
- Himalyan Expressway has immensely helped fast movement of armed forces to the northern border of our country including tourism in Himachal Pradesh by facilitating more comfortable and higher traffic volume.

In addition to the above, **JAL has been awarded/executing the following** contract packages of

Expressways/Highways, Bridge and Navigation Channel etc. on EPC/Item Rate basis:

- (i) **Varanasi Gorakhpur section of NH-29 (Package-III)** in Uttar Pradesh at Contract Price of Rs. 840 crore and
- (ii) **Varanasi Gorakhpur section of NH-29 (Package-IV)** in Uttar Pradesh at Contract Price of Rs. 1030 crore.

The works of Package-III and Package-IV of Varanasi Gorakhpur section are in progress.

- (iii) Construction of New High Level **Bridge on River Narmada in Gujarat** was awarded at Contract Price of Rs. 142.20 Crore. The Bridge has been completed. Some additional works have been added to this Contract and the same are in progress. The estimated completion cost of the contract is Rs. 171.48 crore.
- (iv) **Operation and Maintenance (O&M)** of all Hydro Mechanical, Electrical Equipments and Civil work of **Sardar Sarovar Dam** for Two (2) years at a Contract Price of Rs. 21.74 crores. The completion period was extended to 28.03.2022; it has been extended further till finalization of new contract for the said work.
- (v) Five (5) years contract for operation and maintenance (O & M) of all hydro mechanical, electrical equipment's and civil work of Sardar Sarovar Dam, Kevadia for the year 2022-27. JAL is the lowest Bidder at a quoted price of Rs. 53.45 crore.

C. Irrigation:

JAL has been awarded/executing the following contract packages of Water Supply/Irrigation Projects, on EPC/Item Rate basis:

- (i) **Turnkey execution of Srisailem Left Bank Canal Tunnel Scheme** including Head Regulator etc. of Alimineti Madhava Reddy Project in Telangana State at a Contract Price of Rs.2,018.56 crore. The Works are in progress.
- (ii) Works of **Palamuru Rangareddy Lift Irrigation Scheme- PRLIS-** (Package No.4)- Earth work Excavation & Construction of Twin Tunnels in between Anjanagiri Reservoir at Narlapur (V) and Veeranjaneya Reservoir at Yedula (V) from Km 8.325 to Km 23.325 in Mahabubnagar District with Contract Price of Rs. 1621.92 crore are being executed by JAL - VARKS – NECL JV with JAL as Lead Partner having 51% share. The Works are in progress.
- (iii) **Naigarhi Micro Irrigation Project (Part-I)** on Turnkey basis in Madhya Pradesh. Works are in progress.
- (iv) **Naigarhi Micro Irrigation Project (Part-II)** on Turnkey basis in Madhya Pradesh. Works are in progress.
- (v) **Ram Nagar Micro Irrigation Project** Package on Turnkey basis in Madhya Pradesh. Works are in progress.

Besides, Automated Piped Irrigation for delivery of water at the micro level in the command area is the need of the present day in India to minimize the water losses due to seepage and evaporation etc. Accordingly, the Govt. of India and various State Governments are giving higher emphasis to switch over to this system to optimize the water utilization considering the shortage of water availability.

2. CEMENT DIVISION

The Company has made a committed effort to ensure proper utilization of resources in cement manufacturing processes. To keep pace with modern days' trend, the Company has upgraded its technology wherever required. The state-of-the-art technology starting from mines to the packing house has improved operational efficiency.

Some examples of the technologies and processes used are:

- New HT Capacitors were procured and installed to improve overall efficiency of electrical distribution system.
- Advanced Distributed Process Control System (DCS) is used for monitoring and control of plant operation. The total operations of cement & power plants are automatically controlled from a single location i.e. Central Control Room making the whole operation cost-effective and efficient.
- Duoflex burners are installed in all kilns which emit low NOx in the stack gases and are highly fuel-efficient.
- Captive Power Plants located at the cement sites use high-efficiency boilers and ESPs which ensure stack emissions within statutory limits.
- New generation Energy Meters, Satec- make, Model PM130 + EH were installed by replacing old model energy meters for enhanced features, better accuracy and improved connectivity.
- The quality control department has all modern advanced technology e.g. XRF, XRD, Bomb Calorimeter, Cross Belt analyser and various other measuring and testing equipments to control product quality.
- A separate petcoke fine coal bin with DCS controlled flow system has been installed in Unit-2 to enhance petcoke consumption in Kiln.
- Unit-2 GCT (Gas Conditioning Tower) water spray system has been modified to control gas temperature, resulting substantial reduction in power consumption absorbed (0.4 kwh/t clinker).
- Unit-1 cooler exhaust gas water spray nozzle modified to reduce cooler exhaust gas temperature and cooler ESP fan power consumption (0.2 kcal/t).
- Unit-2 Raw mill classifier sealing arrangement modified to increase the mill output. Raw mill specific power consumption reduced by 0.3 kWh/MT raw meal.
- Cement mill-1 OSEPA separator classifier upgraded

by efficient and dynamic separator by LNVT to get required residue at @ 45μ <15% resulting significant improvement in one day strength of PPC & OPC observed.

3. REAL ESTATE DIVISION

The Company has been developing some of the finest **integrated townships** in the country; wherein everything is nearby & at walking distance; whether it is shopping, office, hospital, school/ colleges, sports or a game of golf. The Company offers Residential Projects at Noida, Greater Noida & Agra.

The Company believes that **harmony between the man and environment** is the prime essence of healthy life and living. The sustenance of our **ecological balance** is, therefore, of paramount importance. Efforts are made to conserve ecological balance without any harm done to the local flora and fauna.

The Company has also taken green initiatives, afforestation drives, resources conservation, water conservation, air quality control and noise pollution control and has created a "green oasis".

Some of the major initiatives taken in the field of Real Estate are as follows:

- **Use of CLC Block** which provide better insulation from heat/cold that reduces the need of air conditioning/heating arrangement and hence saves electricity.
- **Usage of advanced technology** such as Fiber to the Home (FTTH), promotes economic development, reliability, security, higher bandwidth at nominal cost to meet the consumer demand of the next decade.
- **Use of renewable energy:** Company's integrated township, is equipped with renewable source of energy i.e. **solar lighting and solar hot water systems**. This will result in significant reductions in electricity consumption over the lifetime of township.
- **Rain Water harvesting system** and plantation of trees support environmental growth and equitable development.
- **Implementation of SAP** in real estate industry that optimizes the resource, reduces the use of paper, promotes internal control system, stream lines flow of information, saves time & money.

4. HOSPITALITY DIVISION

The Company has core philosophy & policy to keep the guests '**Healthy & Safe**', including from various types of water borne diseases. The bacterial growth namely legionella and gram negative bacteria in water sources was, once, widely prevalent in the country. The Company has an established Bacteria Control Management System in all the hotels to provide **clean and healthy environment**.

The Company has also constituted the board in all hotels to address the concerns pertaining to "**Women Safety**". All working ladies are being provided at night doorstep dropping with armed security guards by

the vehicles of the hotel. Besides this, all hotels have designated specific rooms for single lady guest staying in the hotel and ensures that services are rendered by the lady staff only.

The Company's hotels are committed to render services that provide "Safe Tourism" to in-bound and domestic customers. The Company has special rooms for handicaps with special toilets and wide vestibule. The robust security system is in place to ensure safety & security by installing X-Ray baggage scanners, close circuit cameras in & around the hotel premises and by deploying efficient & trained security personnel.

5. SPORTS DIVISION

In the International Sports Division also (which came into the ambit of Company pursuant to merger of erstwhile Jaypee Sports International Limited into JAL, effective on 16th October 2015 from the appointed date 1st April 2014), the Company is making every effort to promote safety, transparency, energy conservation, resource conservation, security, social responsibility & sustainability, environmental & climate protection and waste management.

The Company is placing significant emphasis on research & development focused on optimizing engineering techniques and creating new systems, procedures & processes to achieve higher efficiencies. Efforts are also made to conserve ecological balance without any harm done to the local flora and fauna. The Company has taken green initiatives, afforestation drives, air quality control and noise pollution control.

SUSTAINABLE SOURCING AND LOCAL PROCUREMENT ASPECTS

The Company has developed and institutionalized internal processes to ensure that the sources and means of transportation of the raw materials and components which are input to the different projects are sustainable in the long-term.

The Company evaluates its major suppliers and contractors to ensure that they are in compliance with legal and environmental norms in their business activities.

The Engineering and Construction Division of the Company primarily undertakes large-scale projects that require specialized machinery and equipment, many of which are imported in order to meet the stringent quality parameters that are adhered to. The raw materials such as cement, steel and construction chemicals, etc. that go into the construction projects are also sourced from reputed national firms.

Wherever possible, and with all other factors remaining equal, the Company prefers to procure raw materials and spare parts from vendors and dealers that are nearest to the project sites. Local markets are continuously explored and encouraged to arrange for material suitable for construction.

At many of the Company's ongoing project sites – Gujarat, Uttar Pradesh, Jammu and Kashmir, Andhra Pradesh, Telangana State, Bhutan and Nepal – the Company endeavours to hire the manpower locally, as far as possible.

In the Cement Division, majority of the total stores & spares procured are from local suppliers. The Company undertakes Annual Rate Contract agreements with suppliers in order to

provide them with certainty regarding the volumes required, and to avoid recurring tendering for regularly procured materials.

In the **Hospitality Division**, during the year 100% of our procured materials are sourced from local suppliers.

'REDUCE, REUSE AND RECYCLE'

The Company has always followed the philosophy of 'Reduce, Reuse and Recycle', wherever practically feasible.

In Cement Division, for example, fly ash, which was earlier considered as industrial waste, is now being recycled and used as a process material in the cement plants. Around 30% of fly ash used in PPC grade is either generated from the captive power plants, or purchased from the market. This reduces the clinker requirement by about 30%.

Within the **Engineering and Construction Division**, due to the nature of the business, there is limited scope for the recycling of products. However, all the Company's project offices make use of a significant level of reusability – the camps and workshops that are erected at each of the sites are made almost entirely of dismantled materials and components taken from earlier project sites. The individual elements like doors and window frames are designed in such a way as to be sturdy, and also be easily reusable. Excavated materials, stones and boulders are reused for the back-fill and construction activity, and any steel scrap is disposed off to agencies for re-rolling.

Collection of Municipal Solid Waste (MSW) at Chandigarh.

This initiative aims to serve the twin purpose of keeping the city clean and to conserve the energy resources available in the form of producing fuel called refused derived fuel (RDF). At present MSW is under litigation.

Commitment

Last but not the least, as a Company we remain committed to **strategic business development in infrastructure**, as it is key to nation building in the 21st century. We aim for perfection in everything we undertake and we have a commitment to excel. It is the determination to transform every challenge into opportunity; to seize every opportunity to ensure growth and grow with human face to provide sustainable growth for our generations to come.

PRINCIPLE 3 – EMPLOYEE RELATIONSHIPS

Businesses should promote the well-being of all employees

Since its inception, the Company has fostered a work culture based on values of trust, mutual respect and dialogue. The management and employees across the various divisions and units endeavour to create and maintain positive individual and collective relationships, and are expected to do so as an integral part of their job.

The Company is committed to providing a work environment in which every employee is treated fairly, has the opportunity to contribute to business success and also to realize their full potential as individuals. The Company strives for proactive improvement of its relationships with all its employees, and accomplishes this through organized structures and programs by the Human Resources department at both Corporate and unit levels.

Employee Demographics

In the FY 2021-22, the Company employed 7,826 employees, the break-up of which is as follows:

Category	Total
Permanent employees	5,893
Temporary/contract/casual workforce	1,933
Total	7,826
<i>Permanent employees who are female</i>	<i>147</i>
<i>Permanent employees with disabilities</i>	<i>17</i>

Employee Unions

While the Company respects the right of employees to join organizations of their choice and engage in constructive negotiations, the Company's management have always maintained a harmonious working relationship with the employees characterized by trust and open dialogue; none of the employees of the Company have formed or become members of an employee associations or unions while they were employed at the Company.

Employee engagement programmes

The Company has become one of largest and most reputed infrastructure conglomerates because of the dedication and perseverance of its employees.

The Company strives to create a stimulating work environment through its HR practices, with the aim of attracting and retaining the best people, regardless of their background, beliefs or social culture

Complaints and Grievance-handling mechanisms

Category	Complaints filed	Complaints pending
Child/forced/involuntary labour	Nil	Nil
Sexual harassment	Nil	Nil
Discriminatory employment	Nil	Nil

The Company has not denied any personnel access to the Management or the Audit Committee on any issue.

The Company has adopted an explicit **Whistle-blower Policy** as well as **Anti Sexual Harassment Policy**. However, there was no case of reporting under any of the two, during the financial year **2020-22**.

Safety of Workers & Employees

The Company places considerable emphasis on health and safety throughout its operations and displays commitment to ensure that high standards are maintained in compliance with all applicable laws and regulations. The Company's Safety Policy comprises a statement of the Organization's objectives regarding Safety of Man and Equipment in operation at work sites. The Management's endeavour is to establish a risk-free and "**Zero Accident**" work environment.

Safety training is imparted to employees to make them aware of the procedures that need to be followed while working. The Company has won multiple national awards over the past years for its safety performance.

Training & Development

Category	Percentage of employees who underwent training
Permanent Employees	35.28%
Permanent Women Employees	39.47%
Casual/Temporary/Contractual Employees	65.27%
Employees with Disabilities	46.47%

The Company is well-known for developing talents from among its employees. The Company endeavours to attract, support, retain and motivate the best people in the field, and its training programs are designed to enhance the capabilities of its individuals, provide opportunities to develop skills and increase knowledge in order to maintain a competitive advantage.

Training programs

The Company provides various opportunities to employees of all levels to upgrade their skills:

- Structured Training Plan: It is an in-house training program which focuses on the technical aspects of various engineering disciplines.
- Computer Literacy Campaign: Different aspects of computer operations are covered in order to keep employees at the cutting edge of technology and latest trends.
- Periodically, user trainings are also conducted to help employees upgrade their skills with respect to softwares such as SAP, etc.
- Employees are also trained in areas such as Integrated Management System (IMS) which covers Quality Management Systems (QMS) (ISO 9001:2015), Environmental Management Systems (EMS) (ISO 14001:2015), Occupational Health & Safety (OHSAS) (ISO 45001:2018). Imparting of training is aimed at continual improvement in working standards and effectiveness of Quality, Environment, and Health & Safety Management systems. Employees are also exposed to improve the skills and be aware on Fire Safety, Risk assessment, Hazard Identification and control etc.
- Apart from this, customized training programs are also conducted from time to time, in house as well as by outside institutions, covering different aspects of Company's businesses. Management Development Programmes are also conducted on regular intervals by external institutions. Our employees have actively participated and meaningfully gained from these programmes such as Finance for Non-Finance executives, General Managerial Skills, Dashboard – A tool for effective Management etc.

- External Training Programs for Senior Executives: In order to keep pace with the changing times and to spot opportunities and perceive possible threats, existing skills need to be continually updated. Senior executives within the organization are continually upgrading their competencies through various programs/courses of short duration.

PRINCIPLE 4 – STAKEHOLDER RELATIONSHIPS

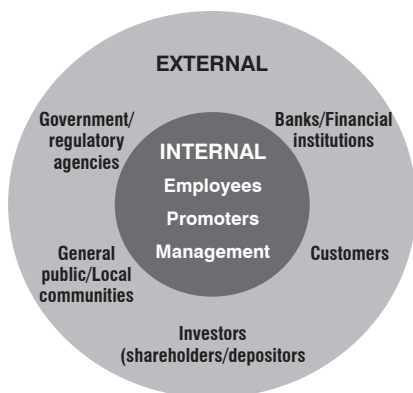
Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

Stakeholder mapping and engagement

The Company has identified its stakeholders and takes steps to engage with them through various formal and informal processes.

The major stakeholders have been identified and classified as:

- **Employees**
- **Customers**
- **Shareholders/Investors/Lenders**
- **Communities**
- **Business Partners/Contractors/Vendors**
- **Contract workers**
- **Government Bodies**
- **Government Bodies**



Engaging with the Disadvantaged, Vulnerable and Marginalized Stakeholders

The Company's relationship with its employees, customers, business partners and suppliers are governed by more formal processes than that with some other stakeholder groupings. Nevertheless, the Company ensures that all stakeholder concerns, including those of the most disadvantaged and vulnerable, are incorporated into the Company's strategic thinking and decision-making.

The Company takes all practical steps to ensure that all communication with stakeholders is clear, transparent, timely and complete, and respects their right to be informed, so that everyone can make decisions and act in a knowledgeable fashion. Dialogue, review and feedback are also encouraged

wherever possible. While the management has the accountability for stakeholder strategy and engagement, the Company believes that every employee in the Company has a responsibility towards ensuring satisfactory stakeholder relationships.

Some of the initiatives and channels used in the process of engaging with stakeholders include face-to-face meetings, both individual and group (including the shareholders' meetings); media and stock exchange announcements; presentations; conference calls; formal grievance mechanisms; financial reports; newsletters, circulars and e-mail updates; regular customer, business partner and supplier meetings; formal consultations and audit processes; and updates on the **JAL website – www.jalindia.com**.

PRINCIPLE 5 – HUMAN RIGHTS

Businesses should respect and promote human rights

Human Rights of our Stakeholders

The Company has always been committed to developing an organizational culture that supports internationally recognized human rights, as well as the human rights enumerated in the Constitution.

The Company takes steps to ensure that human rights principles are upheld within its workplaces. The Jaypee Group as a whole is committed to its cherished value '**Growth with a Humane Face**' while dealing with people, whether internal or external to the organization.

There have been no complaints regarding violation of human rights from stakeholders in the past financial years.

PRINCIPLE 6 – ENVIRONMENTAL MANAGEMENT

Business should respect, protect and make efforts to restore the environment

The Company believes that **harmony between man and his environment** is the essence of healthy life and living, and the sustenance of ecological balance is, therefore, of paramount importance. The Company is cognizant of its responsibilities as a diversified engineering, construction and manufacturing conglomerate and as a global corporate citizen; sustaining an equitable balance between economic growth and environment preservation has always been of paramount importance for the Company. Its environment management approach has led to efficient and optimum utilization of available resources, minimization of waste, which is carried out through the adoption of the latest technology.

Recognizing its **responsibility to protect and preserve the environment**, the Company has undertaken afforestation drives in different parts of the country. This has resulted in significant resource conservation, water conservation, air quality improvement and noise pollution control, and created a "green oasis" amidst the limestone belt at its cement complex in Rewa. Similar initiatives have also been taken on other projects/ construction sites of the Company.

Company's vision about environment has following objectives:

- **Efficient & optimum utilization of available resources**
- **Minimization of waste**
- **Maximization of waste materials' utilization**
- **Providing and maintaining of green belts all around projects/ production zone**
- **To comprehensively merge with the local society to support & care for their socio-economic development.**

Corporate Environment & Energy Policy:

The Company follows the following Corporate Environment & Energy Policy:

- Setup and operate industrial plans and infrastructure Projects adopting modern technology, keeping in view efficiency of operations, prevention of pollution, conservation of energy which shall have impact on carbon emissions, on continual basis.
- Adopt and comprehensively adhere to meet rules and norms set by Ministry of Environment & Forests, Government of India, Central Pollution Control Board and State Pollution Control Board or any other statutory body.
- Develop Green Belts in its Plants/Units and Mines with local species having long life, nurture them to make a lively environment besides creating buffer to habitat around the area.
- Make use of renew able energy to the extent it is possible and make tailor-made schemes to adopt such features suitable to respective projects.
- Work on philosophy of 'Zero Discharge' from the Units.
- Use waste materials to utilize available heat value and as additives in manufacture of cement to support Federal Government to make environment cleaner.
- Conserve precious water, adopt Rain Water harvesting for ground water recharging and develop water reservoirs, reducing its dependency on ground water and other natural resources for water supply to the units.
- Conserve Biodiversity with least amount of impact on the environment.
- Compliance to various conditions stipulated in Environmental Clearance accorded by Ministry of Environment & Forests and other conditions as imposed by State Pollution Control Boards in Consents granted for Establishing the unit and operations.
- Contribute effectively in Socio-economic development of habitat around the project sites, through its CSR activities, giving significant emphasis to Education, Health, Vocational training for jobs creation within and

outside the Projects.

ENVIRONMENTAL RISK ASSESSMENT

Institutionalizing this Green Initiative, the Company has constituted Project Groups at the project, regional and corporate level to carry out specific environmental related functions. These groups initiate and sustain measures to mitigate, monitor and control the impact of project implementation on the environment.

RESOURCE CONSERVATION

The Company as well as Jaypee Group continually looks for innovative and cost-effective solutions to reduce wastes and preserve natural resources. Some of these measures include reduction in new land acquisition by optimal utilization of existing ones; capacity addition to existing resources including land, machinery, infrastructure and human resource; reduction in water and fuel consumption by recycling and endorsing of more efficient combustion methods and state of the art technology.

To prevent potential adverse impact of Municipal Solid Waste on human health and also to promote Swacch Bharat Mission of Govt. of India Company has used Refused Derived Fuel (RDF) & polythene waste in combination with coal to reduce fuel cost and also conserve natural resource.

As per plastic waste rule, the EPR target of plastic waste is 25% of generated plastic quantity for FY 2021-22. The company incinerated 56% plastic waste in respect of 25% for FY 2021-22.

AIR POLLUTION AND EMISSIONS REDUCTION

The Company is one of the leading producers of **cement** in Central & Eastern India, which is considered to be a polluting industrial sector.

The Company has always proactively attempted to go beyond compliance with respect to the regulations relating to the emissions. **The cement business** has undertaken major initiatives to reduce dust emissions including adoption of new technologies. The cement division has established a state-of-the-art Environment Management Cell which hosts a fully functional laboratory with modern testing and monitoring equipment to ensure that all emissions and dust that is generated is within permissible limits. **The Captive Power Plants** use high efficiency boilers and ESPs which ensure Stack emissions at lower level than the statutory limits of 50 mg/Nm³.

Regular environmental audits are conducted at the **Company's cement plants** and stack/ambient emission monitoring is carried out on a regular basis.

The Company has installed Continuous ambient air quality monitoring system CAAQMS at Regional Office, Madhya Pradesh Pollution Control Board, Rewa for measurements of Air Quality Index (AQI) of Rewa city.

ENERGY CONSERVATION

The Company ensures that all possible measures are taken to conserve energy including identification of potential areas

of saving energy, installation of energy efficient equipments such as capacitor control panels to improve power factor, use of energy efficient lamps and compact florescent/ LED lamps, wherever possible.

The **Company's cement plants** have installed high efficiency pollution control equipments which consume relatively less energy.

Some of the specific energy conservation measures taken at the different plants/ sites are mentioned in detail in **Annexure-6 to the Directors Report**.

WATER CONSERVATION

The Company has undertaken active water conservation and rain water harvesting measures. The Company has created reservoirs with huge surface area and storage capacity.

Four reservoirs with an aggregate surface area of 46.70 hectares with a total storage capacity of 3 million m³ have been created in the mined out areas for collection of rain water and stored water is being used for **cement manufacturing process and cooling purpose**. These interlinked water bodies provide the entire water supply for the manufacturing process, eliminating the use of precious surface and ground water resources completely. These reservoirs have recharged the ground water across all the surrounding villages, improving not just crop yields, but the overall quality of life. The Company and the Group have also undertaken active water conservation and rain water harvesting measures.

Water management system has been implemented at **cement plants** to ensure minimal use of water in the process, recycling and recharging of waste water and Zero discharge.

As per new guideline of Central Ground Water Authority (CGWA), the Company has planned to replace all old Mechanical water flow meter with new telemetry water flow meter for accurate measurement. Also piezometer system will be installed for monitor ground water level.

The Company has conducted rain water harvesting study by expert agency for further enhancement of ground water recharge.

Waste Water treatment in Cement Division

Thermal power (captive) and cement plants are equipped with secondary and tertiary treatment facilities for waste water, so that most of the water can be recycled, making these units practically 'zero discharge' units.

Waste reduction and recycling in Cement Division

The Company utilizes 100% fly ash generated from coal fired boilers as Pozzolanic material in cement manufacturing, ensuring no solid waste from captive power plants.

Electronic wastes are disposed off through authorized vendors. Biodegradable wastes from Annapurna mess, canteens, guest houses, residential quarters etc. are utilized for generating biogas.

Besides leaf litter is converted to compost through vermi composting, subsequently used for horticulture and

plantation as natural manure, thus preserving the health of the environment.

AFFORESTATION DRIVE AND IMPACT ON BIODIVERSITY

Afforestation drives across all over campuses and project sites the Company operates, are other examples of our practical approach to environment conservation. No project is begun unless extensive soil tests confirm the quality, alkalinity and porosity of the soil. Only local plant species or those with a high likelihood of survival are selected by our Green Team, staffed by qualified and highly experienced professionals, for plantation and its upkeep.

Green Belt Development and Biodiversity Mapping surveys at various projects helped in analyzing the importance of sites from the biodiversity point of view and conservation measures to be implemented.

Green belts have been designed keeping in mind utility as well as ecological aspects. The focus has been on conserving indigenous species, retaining and enhancing surrounding landscape, creating habitat for birds and insects, planting a mix of species that are a part of rural, urban and native landscapes and also raising environmental awareness.

Functional Green Belts created with native species have resulted in practical conservation of flora and fauna of the region. This scientific approach has ensured around 85% survival rate across different locations and climatic conditions where the Company has carried out the plantation drives across various project locations.

In addition, to support conservation of indigenous flora and fauna and creating wildlife friendly habitats, nest boxes and bird feeders have been installed at select sites for conservation of house sparrow.

IN HOSPITALITY/HOTELS DIVISION

The Company hotels have made arrangements and systems to recycle water, and to reuse wastes. The Hotels have scrubbers for equipments operated on fossil fuel and conversion of fuel from High Speed Diesel to Piped Natural Gas which have resulted in reduction of CFC release by 30% and consequent reduced contribution to ozone depletion and global warming.

The hotels of the Company are equipped with lush landscaped garden, water bodies, walk ways and complied with waste management, water consumption reduction & harvesting techniques, and biodiversity norms that provide great luxury with complete sense of responsibility toward society.

Air Pollution and Emissions Reduction in Hotels Division

The Hotels Division of the Company has installed Scrubber Systems in all the hotels for treatment of emissions which are in good working operation. All emissions are passed through the scrubbers for treatment, before throwing up in the environment.

Energy Conservation in Hotels Division

The Hotels Division ensures all possible measures to conserve energy by identifying potential areas of energy saving, few

initiatives taken for energy conservation are

- replacement of low energy efficient pumps with energy efficient pumps,
- fixing of capacitors on individual load along with up-gradation of capacitor panel,
- stoppage of chilled water circulation system by providing standalone energy efficient water cooler at Annapurna & other statutory locations.
- installing standalone electric steam press installed in laundry to reduce steam boiler operation,
- provision of motion sensors in public wash rooms,
- energy efficient enhancement of drives, replacement of ice cube machine with energy efficient machine
- Replacement of energy efficient LED in guest rooms & public areas.

Renewable Energy in Hotels Division

The Hotels Division possesses, in all hotels of the Company, the solar water heating system to provide 33 KLD hot water to the guest, laundry and the swimming pool. This has reduced the energy consumption and cost substantially.

Waste water management in Hotels Division

The Company's hotels have installed Sewage Treatment Plant (STP) and Effluent Treatment Plant (ETP) to treat the waste water to discharge as raw water. The STPs are already operating at Jaypee Vasant Continental, Jaypee Siddharth, Jaypee Palace Hotel, Agra, Jaypee Greens Golf & Spa Resort, Greater Noida & Jaypee Residency Manor, Mussoorie.

Similarly, the water rejected from R.O. system is being recycled to be used as raw water for horticulture.

The waste water from kitchen and laundry is being discharged as clean water after conducting the biological treatment.

Jaypee Vasant Continental Hotel, New Delhi is providing 100 KLD (i.e. 1.00 Lac litre per day) of treated STP water free of cost for irrigation and horticulture in DDA parks maintained by SDMC in the surrounding areas from the last couple of years.

Water Consumption Reduction in Hotels Division

The measures are taken for water conservation by using condensate recovered water in cooling tower, replacement of concealed flush valve from dual flush cistern, removal of bathtub and providing shower cubicles, air scoring system incorporated in all the vessels which need backwashing, need based regeneration of softener has been done to reduce water requirement regeneration process, installation of area wise water meter to monitor daily water consumption.

The hotels use water efficient fixtures which reduce portable water consumption by 44% compared to the baseline suggested by International Plumbing Code.

Installation & operation of STP at all hotels of the Company has also contributed a lot in water conservation as the treated water is being utilized in cooling tower and taken for

horticulture use. There is a huge recovery of water from waste water management.

Rain Water Harvesting in Hotels Division

The Present status of rain water harvesting pits is as under:

- i. Jaypee Vasant Continental - 2 Nos. (using dried bore well)
- ii. Jaypee Siddharth – 2 Nos. (using dried bore well)
- iii. Jaypee Palace Hotel, Agra - 5 Nos. (low laying catchment lakes)
- iv. Jaypee Greens Golf & Spa Resort, Greater Noida - 5 Nos.
- v. Jaypee Residency Manor, Mussoorie - 2 Nos.

Total - 16 Nos.

Eco-friendly Environment of Hotels of the Company

The hotels of the Company undertake all possible measures to minimize pollution from plant rooms and the back of the house areas.

The Hotels have garbage segregation system i.e. dry and wet garbage. The garbage is stored in controlled isolated environment and is removed systematically for re-cycling.

Organic waste convertors are existing at Jaypee Vasant Continental and Jaypee Siddharth which consume 500 kg of food waste each to provide organic manure which is being used for horticulture. The policies are in place for disposal of other waste, electronic waste, battery and dry cells. Authorized vendors are being engaged for disposal of these hazardous waste.

Jaypee Greens Golf Course, Greater Noida was conferred with SATTE Awards 2018 "Excellence in Environmental Sustainability-Hotel".

All hotels of the Company are accredited with ISO 9001 for Quality Management System (QMS), ISO 14001 for Environment Management System (EMS), ISO 22000 for Food Safety Management System (FSMS) and Hazard Analysis and Critical Control Point (HACCP), and Jaypee Vasant Continental has also been accredited with ISO 50001 for Energy Management System.

Indian Green Building Council has conferred LEED certificate in "Gold Category" to the Jaypee Residency Manor, Mussoorie and "Platinum Category" to Jaypee Vasant Continental, New Delhi; and Jaypee Palace Hotel & Convention Centre, Agra has been presented with the "Gold Category" for energy & environmental design of the building.

GREEN INITIATIVE IN CORPORATE GOVERNANCE

The Company fully supports the Ministry of Corporate Affairs' initiative to minimize the use of paper for 'all official communication'. In line with this, the Company sends all notices and documents, including the Annual Report, to shareholders who have registered for the same, by e-mail. This has led to a significant reduction in paper consumption annually.

COMPLIANCE

The Company complies with all applicable environmental norms regarding wastes, effluents or emissions, as prescribed by the Central and State Pollution Control Boards for the sectors in which the Company operates.

PRINCIPLE 7 – POLICY ADVOCACY

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

The Company believes that it is the Company's responsibility to work with policy makers and other relevant stakeholders, and to communicate its views ethically and transparently.

Government policies on major issues, as well as national and state programs for infrastructure development, may directly affect the Company's business. The Company tries to inform these debates in an appropriate manner, based on the Company's in-depth understanding of the sector, of market needs and of potential risks and challenges.

Membership in Trade Chambers and Associations

The Company is a member of various industry and trade chambers and associations. The Company is proud to be associated with these groups because they represent the construction sector in various forums, and help the industry reach consensus on relevant issues.

The following are the major trade chambers and associations that the Company is a member of:

- Confederation of Indian Industry (CII)
- Federation of Indian Chambers of Commerce and Industry (FICCI)
- Associated Chambers of Commerce and Industry of India (ASSOCHAM)
- PHD Chamber of Commerce and Industry (PHDCCI)
- Cement Manufacturers Association (CMA)

Priority advocacy areas for the Company

In 2021-22, the top issues for which the Company lobbied at the national level were:

- Economic reforms
- Inclusive development policies
- Energy security
- Sustainable Business principles
- Environmental policy including health security

PRINCIPLE 8 – SOCIETAL COMMITMENT

Businesses should support inclusive growth and equitable development

Jaypee Group, an Indian Infrastructure conglomerate, is governed by the corporate philosophy- "**Growth with a Humane Face**". The Group integrates its **business values with the goal of overall welfare of the society** with special emphasis on uplifting the rural communities across the country. Construction of iconic projects across India has

enabled the Group to transform human existence of millions by creating new employment opportunities in and around their project sites.

The Group has always prioritized the safety of its employees. Accordingly, necessary steps and precautions were undertaken at all the offices in view of the COVID-19 pandemic. Salient activities were added/ modified which included regular sanitization of the office premises, discontinuing the use of biometric scanners, installation of thermal scanners, releasing regular communication updates, restricting staff movements in common areas and prohibiting large gatherings for any purpose whatsoever. The Group also adhered to government directives and issued travel and health advisories to its employees to ensure safety as well as business continuity in these testing times of the pandemic.

Jaypee Group discharged their social obligations during the Covid induced lockdown in April 2020 & 2021 by preventing migration of daily wagers by providing free food packets everyday to all the needy laborers and truck drivers at Rewa, Maihar, Sadva and Chunar.

Further, the company provided free essential items to last-mile workers (and their families) in the vicinity of all of their project locations during the pandemic. Ration kits containing rice, flour, lentils, oil and other essential items were also distributed by the company to many workers around the company's project locations in Noida, Greater Noida and Kanpur.

Jaypee Healthcare Limited (a Jaypee Group company) committed itself to extend support to this noble cause to fight against COVID-19. The Group handed over its Hospitals in Chitta, Bulandshahr and Anoopshahr to the District Magistrate for the welfare and treatment of Covid -19 patients.

With an aim to help the Government and Administration during the pandemic crisis, the Group provided necessary help and made shelter homes for workers at Jaypee's Buddha International Circuit and Jaypee Atlantis at Greater Noida.

The Jaypee Group continuously contributes to the socio-economic development of our country and ensures a positive impact of our existence on the quality of life of our entire workforce and their families. Our socio-economic goals for carrying out sustainable development in the fields of health, education and employment are also amplified by our CSR initiatives across the country which are carried out through **JAIPRAKASH SEWA SANSTHAN (JSS)**, a '**not for profit trust**' set up in 1993 and promoted by our Founder Chairman, Shri Jaiprakash Gaur ji. The trust firmly believes and functions on the principle of '**corporate growth with a humane face**'.

The trust puts the **communities at the top** and also reflects the wisdom of our founders who have always focused on pro-environment business practices and staying connected with common people of our society who are indeed, the most prominent stakeholder in our scheme of things.

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with common people of our society who are indeed, the most prominent stakeholder in our scheme of things.

The Sansthan (JSS) supports various sections of the society through several initiatives for overall socio-economic development of the communities in which we operate. JSS has been engaged in comprehensive rural development programs that empower rural communities.

The **CRDP (Comprehensive Rural Development Program)** that began in 1993 in 28 villages surrounding Jaypeenagar, Rewa and Satna in Madhya Pradesh, has expanded over the years to project sites in the states of Andhra Pradesh, Gujarat, Uttarakhand, Chhattisgarh, Karnataka and Jammu & Kashmir. Today, these programs in totality reach out to cover a population of over 10 lakhs around all the project sites.

The Sansthan engages with the stakeholders through various platforms and aims to enhance the quality of life in the community through focus on:

- 1) **Education**
- 2) **Skill Development & Employability**
- 3) **Women Empowerment**
- 4) **Medical Services**
- 5) **Rural Infrastructure Development & Upgradation**
- 6) **Animal Husbandry**

Education

Jaypee Group has always given emphasis on expanding access to education to meet aspirations of students as well as communities at large. Consequentially, **Sardar Patel Uchattar Madhyamik Vidyalayas**, have been set up to provide quality education to the children of economically backward classes of the society. Children of parents (non-employees) with less than 4 acres of land and/or monthly income below Rs.6000/- per month are only eligible for admission in these schools. Therefore, children of employees of Jaypee Group or Government employees are not eligible for admission to these Schools.

Today, a total of 25 Sardar Patel Vidyalayas, Jaypee Vidya Mandirs, Jay Jyoti Schools are providing education from primary upto Plus 2 levels (Class 12) in Uttar Pradesh, Madhya Pradesh, Uttarakhand and Himachal Pradesh. The Sardar Patel Vidyalayas provide free education, free mid-day meal, free school uniforms to enable the poor families to send their children to school without any financial burden. School bus services are provided to ferry children from the villages. Scholarships are provided to meritorious students from Class 9 to Class 11. The Group also promotes higher education to meritorious students from the weaker sections of society by providing free admission in Jaypee University of Engineering & Technology, Guna, Madhya Pradesh to the first three rank holders of class 12th of Sardar Patel Schools.

The aforesaid schools of Jaypee Group attach great importance to activities outside the ordinary class routine in order to provide a holistic development of the students. Accordingly, Physical training, Games, Yoga and Athletics have been built

into the curriculum to promote physical fitness and a healthy spirit of competition. The students also receive exposure to the principles of meditation for achieving a higher level of concentration. In addition, the students are encouraged to participate not only in literary and dramatics activities but are also made to indulge in the field of Performing Arts in order to shape up their complete personality.

Our aforesaid educational institutions have **well equipped libraries and provide ICT (Information and Communication Technologies) based learning**. The schools also take the much needed initiative for preparing the students for various competitive entrance exams such as for NDA, IIT etc., and also have career guidance cells with dedicated councilors.

Staff development programmes and capacity building of teachers is also undertaken on a regular basis in our schools. Further, overall development of each school is monitored by a School Management Committee that has representations from all concerned- the teachers, the parents and the Management.

Over the years, our schools have not only witnessed increased enrolment but have also succeeded to retain a greater number of girl students. During the year 2021-22, around 15,000 students were imparted school education of which around one-third were girl students.

Besides, we also run **Adult literacy classes** that are designed to impart a range of practical skills. We also initiate village children into the learning atmosphere through '**Balwadis (Play Schools)**' which deploy interesting and creative learning methodologies. Play schools at select sites have also been set up in order to cater to children from the villages and township.

Skill Development and Employability

The Group has always laid focus on **enhancing the skills of the youth** in order to make them market ready and employable. Over the years, JSS has been successful in enhancing livelihood opportunities for the village youth. Consequently, several trained students have either found employment with Corporates or have become entrepreneurs after getting trained in our Industrial Training Institutes (ITIs).

During the year, students received **training through four ITIs**. These institutes also have an Institute Managing Committee which reviews infrastructure requirements and curriculum among others for overall development. The ITIs impart free training to Partial Land Losers (PLL) and to students of nearby project areas on nominal chargeable basis. ITIs have a well laid out complex that includes Trade related Workshops, IT Lab and Library. In addition, sports equipment and play grounds are also provided for sports & recreation of the trainees. The ITIs provide quality vocational training to the students of neighboring villages and thereby enhance their overall knowledge and personality. We ensure a healthy and stress free environment for trainees such that they receive vocational training and become competent.

The trades covered include computer operator and programming assistant, fitter, electrician, instrument mechanic, mechanic diesel, mechanic refrigeration and AC, surveyor,

turner, welder, embroidery, and cutting & sewing. All the workshops/Labs for the above Trades are fully equipped with advanced machines, tools and tackles. The trainees therefore get adequate exposure to modern technology. Industrial visits are also conducted regularly for the students to make them work-ready. The quality of training therefore ensures enhanced employability in reputed companies through on-campus drives.

Four ITIs, a Post Graduate College, a B.Ed. College and four Universities collectively provided educational and vocational training to around 12,500 students during the year. The efforts have resulted in uplifting the socio-economic standards of the region with higher levels of education and employment opportunities.

The faculty comprises of a strong group of highly qualified, diversified, motivated, intellectual community of distinguished and dedicated professionals who are committed to provide quality education to the socially marginalized groups as per the goals of the JSS..

Women Empowerment

JSS firmly believes that women empowerment leads to socio-economic benefits for not only one family but for the entire society and nation at large. As a matter of fact, empowering 50% of the population undoubtedly has the potential to turn around the fate of the entire country.

Our rural employability initiatives empower women by teaching **simple life transforming skills** and thereby encourage them to **develop entrepreneurial skills**. Over the last two decades, **sewing courses conducted by our trainers** have produced hundreds of empowered women who have therefore successfully become economically independent.

The sweeping success of this initiative is now being duplicated across multiple locations. We have therefore started teaching women with lesser means other income generating skills such as making papads/vadis and producing washing powder, incense stick, candles etc. Women are also being made to receive training in worm composting- a skill that they can gainfully deploy in their farms and increase their produce and hence enhance their family earnings. Economic empowerment of women has brought betterment of their family. Many local women were hired and were provided training at Jaypee Rewa Cement Plant, which will help their families lead their life with a sense of pride and honor.

In addition, an attempt was made to create a new source of income by forming several **SHGs (Self Help Groups)** that undertook minor infrastructure projects in the villages. These SHGs thus became instrumental in instilling the habit of saving and increasing the family income.

Medical Services

We believe that **access to quality healthcare** is a vital aspect of development. We, therefore, cater to the under-served through our medical services to ensure that timely healthcare services reach the rural communities in the remotest of areas. Medicine, Dental Care, Audiometric and Spirometric Facility,

OPD, Testing Laboratory and X - Ray Facility, Nebulizer, Diathermy etc. are being provided through the hospitals and dispensaries we have set up at our project sites.

Multi-specialty health camps for general health check-up, eye care, dental care, etc. are organised in the villages at frequent intervals. Mobile vans with doctors and health facilitators periodically visit villages to bring healthcare services to their doorstep. Advance Intensive Care Life Support Ambulances are provided for remote areas. These ambulances are equipped with state-of-the-art life support equipment designed to provide fast and direct response to the needy.

The medical services are supported by highly qualified medical practitioners – physicians, gynecologists, surgeons, dentists, eye specialists, etc.

All school children undergo a comprehensive annual health checkup, reports of which are then shared with their parents along with treatment advice. Projects are also run in collaboration with State Government on treating malnourished children.

The Company has set up a 16-bed hospital at the cement complex which benefits over 80,000 villagers annually.

Village women also receive training in basic healthcare through awareness sessions and act as health facilitators within their community. Village personnel are also hired as auxiliary staff. Infant mortality and life expectancy rate in the surrounding areas of the project sites have therefore shown a marked improvement on account of the access to quality healthcare that is being provided by our Group.

In addition, our hospitals have always been in the forefront in providing emergency medical services in the local region during any calamity/emergency including road accidents, landslides, rock falls, avalanches and other traumas.

Rural Infrastructure Development and Upgradation

The Jaiprakash Sewa Sansthan (JSS) has undertaken several activities in the rural areas for promoting rural infrastructure development. Lakhs of villagers in areas around our various project locations benefit from safe drinking water plants, huge water reservoirs, renovated roads and bridges, and irrigation facilities that include community amenities such as toilets, rain shelters, playgrounds and youth clubs. The Trust provides Fire safety services to the villagers and also helps in times of natural catastrophe by successfully reaching the affected communities in distress.

We encourage communities to judiciously use water resources by making them participate in awareness sessions that focus on optimizing water utilization and raising consciousness levels towards water storage and decreasing wastage.

JSS has self initiated a project as part of the **Swachh Bharat Abhiyaan** to contribute towards a cleaner India. The Sansthan has taken up the task of rejuvenation of Holy River Ganga at Anoopshar, U.P. and development of its surrounding areas by promoting sanitation and providing facilities of toilets, changing rooms, drinking water etc. JSS has also undertaken

a project of **construction of ‘Crematorium’ and ‘Ghat’** on the river bank. The Trust has therefore succeeded to prevent the undesirable human waste from flowing into the holy river by providing improved sanitation and clean and safe environment to the devotees. Consequently, the **‘Kartik Mela’** (wherein over 5 lac devotees visit for **‘Ganga Snan’**) that is organized at this location every year has become a very neat and clean affair.

In addition, the Trust boosts local employment by awarding contracts for transport of raw material/finished products, civil work and material handling to local inhabitants.

Animal Husbandry

In addition to generating gainful employment opportunities and self-employment opportunities to the rural population, Animal Husbandry initiatives supplement the income of small, marginal farmers and landless labourers.

The Trust also provides Veterinary health care to improve the genetic production potential of livestock and poultry reared in the adopted villages. The Trust organizes camps for the villagers to allow them to freely interact with the Vets and obtain medicines, immunization, check-ups and artificial insemination for their cattle. The Trust also provides Interactive audio-visual training sessions to demonstrate progressive approaches to animal rearing including breed up-gradation through artificial insemination, vaccination of animals and veterinary services.

Impact Assessment of programmes

Money is spent without positive outcomes and without making a difference to people’s lives if we do not first assess needs of the community and then measure whether those needs have been sufficiently addressed. Stakeholder consultations are therefore made to understand local issues and address them holistically. Periodic assessments are then conducted to ensure that the implementation standards are being met. Regular feedback from the beneficiaries is collated to ensure that the initiatives are sustainable. The aim of the projects is to provide a tangible, measurable & a long lasting improvement in the lives of the project participants and create a balance between social, economic and environmental benefits.

JSS under the guidance of its founders will continue to play a defining role in the nation’s development through its CSR activities across more states in the future too. Jaypee Group will also continue to fund JSS initiatives through its pro-people and environment friendly business models in order to continue to keep community’s welfare at the center of its corporate governance.

PRINCIPLE 9 – CUSTOMER SATISFACTION
Businesses should engage with and provide value to their customers and consumers in a responsible manner

CUSTOMER ENGAGEMENT AND SATISFACTION

The Company is committed to delivering a consistent standard of product quality and service, as well as a high level of customer engagement in order to best serve its customers’

needs and concerns.

In Cement Division:

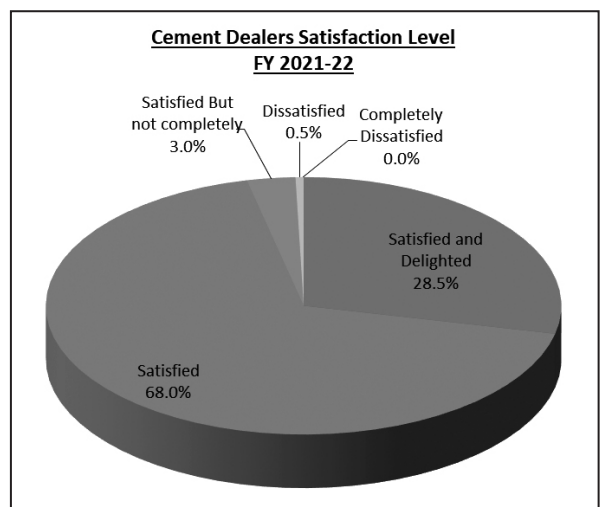
Dealer Satisfaction survey was conducted in the area of operation covering all the dumps with the objective of feedback from actual consumer/dealer to get the picture of satisfaction of the customers. The Parameters covered for the study were:

- 1) Overall Satisfaction,
- 2) Satisfaction with product Quality,
- 3) Quality of Sales Service,
- 4) Quality of Technical Service,
- 5) Profitability and Commercial Terms,
- 6) Price Management and Brand Image.

The overall Dealer Satisfaction was found to be as under:

	No. of respondents	In %age terms
Satisfied and Delighted	55	28.0%
Satisfied	136	69.0%
Satisfied but not completely	5	2.5%
Dissatisfied	1	0.5%
Completely Dissatisfied	0	0.0%
Total Sample of Respondents	197	100.0%

It was observed that **97% of the dealers** were satisfied or delighted with the Company.



In Real Estate:

Jaypee Greens, the real estate arm of the Jaypee Group (being developed by the Company alongwith Jaypee Infratech Limited) started its operations in 2002. Over a period of approx. 19 years, the customer base has increased which is now more than 42,000 across following locations viz. Jaypee Greens-

Greater Noida; Wishtown-Noida; Jaypee Greens Sports City- Jaypee International Sports & Jaypee Greens Sports City- Mirzapur; and Wishtown-Agra.

As an initiative to achieve higher customer satisfaction, the **Customer Response Cell (CRC)** was set up to handle various requests, complaints and queries raised by customers. This cell works in co-ordination with various departments of the Company: Sales, Commercial, Legal and Construction - and facilitates the relationship between the customer and the Company. The basic purpose of CRC is to deal with queries and complaints of customers on a day-to-day basis, which are received via mail, telephone or personal visits to the office.

To gauge customer satisfaction, we also arrange independent surveys on a periodic basis using questionnaires and personal interviews with the customers. The results of the survey are taken as feedback to improve the products, systems and business processes. The findings of the survey help in planning to serve the customers in better ways.

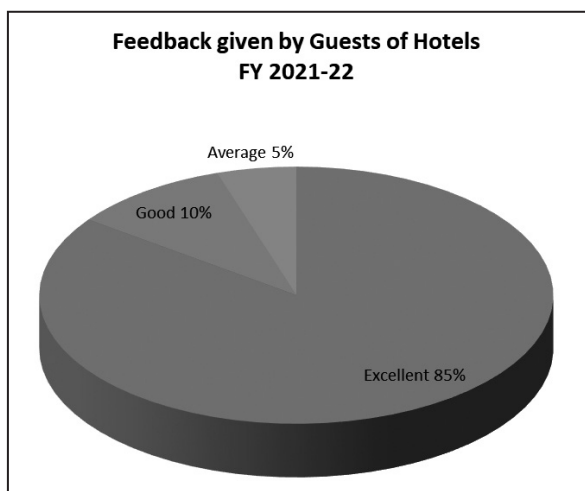
In order to facilitate smooth handover of possession to customers for units that are ready for occupation and to address any issues faced by the customer post occupation, the Company has also set up a Facility Management Group (FMG) with a dedicated help desk to receive and address customer queries.

In Hospitality/Hotels Division:

The Company has put in place robust mechanisms i.e. Mobicon International Services for data management and Real Time Guest Comments Management to disseminate the feedback forms obtained from the guests, for follow up with the concerned department on regular basis for corrective action as and when required.

The hotels have implemented Guest Feedback System called E-Survey to ensure “**zero defect services**”. The hotels obtained the valuable suggestions from the guests of the Hotels Division during the year **2021-22** as under:

1	Excellent services	85%
2	Good services	10%
3	Average services	5%
	Total	100%



CUSTOMER COMPLAINTS

There are a few consumer cases, including by/before the Competition Commission of India, filed against the Company in the past financial year and the Company is committed to resolving them at the earliest.

In the Cement division, there was no complaint pending from the previous financial year; 3 customer complaints were received during the financial year under report and all 3 were addressed and resolved satisfactorily before the end of the year.

In the Engineering & Construction and Sports division, the Company has received positive feedback from the overwhelming majority of its clients and customers over the years, indicating high levels of satisfaction with the products, projects and services delivered to them.

The Hotels Division of the Company possesses the strong complaint management system i.e. Triton to resolve the service related matters immediately to achieve high customer satisfaction and delight.

PRODUCT LABELING AND COMMUNICATION

The Company ensures that all product and service-related communication is timely and accurate. Cement is one of the major product that the Company manufactures, for which product labeling is done in compliance with labeling requirements regarding brand name, weight, grade, name and address of the manufacturer, etc.

MANOJ GAUR

Place: Anoopshahr
Date : 29th May, 2022

Executive Chairman and CEO
DIN:00008480