

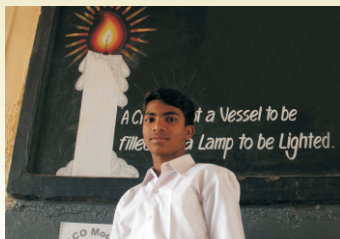
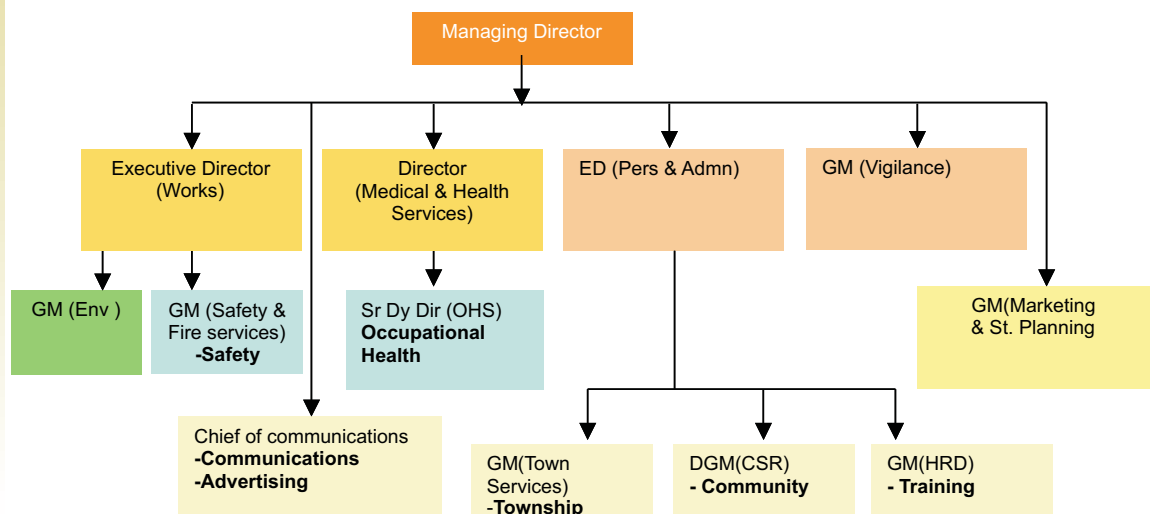


## Social Performance

### WSA Sustainability Indicators for Social Performance: 2008-09

No.	Indicator	Units	Indicator value (World Avg.)	BSP's Value
1	Employee Training	Training days/ employees	6.3	12.7
2	Lost time injury frequency rate	Frequency/ million hours worked	7.8	0.65

Bhilai steel plant has set-up a well-structured management system to assess and address the social performance of the organization.





## Employment Information

	Item	2006-07	2007-08	2008-09
1.	Total number of employees			
i.	Number of permanent employees	34977	34407	32987
ii.	Number of contract employees	6394	6540	6703
iii.	Number of daily wage workers	4	2	1
2.	Total number of management (officer) grade employees	3616	3659	3544
3.	Ratio of non-management to management employees	11.44	11.11	11.19
4.	Segmentation of total employees by gender			
	Male	32971	32502	31222
	Female	2006	1905	1765
5.	Total employee benefits			
	Statutory (Rs Crs) :	127.72	83.33	96.64
	Non-Statutory (Rs Crs.)	143.1	313.19	165.88
6.	Net employment creation (Nos)	182	495	270
7.	Employee turnover (%)	478 (1.37%)	1028(3.01%)	1380(4.18%)*
	Resignations	51(0.15%)	55(0.16%)	54(0.16%)
8.	Learning /Training (Mandays/employee/yr)	11.5	11.5	12.67

## Break-up of Employees

As on Date	Works	Admn.	Township & Medical	Construction.	Mines	Trainees	Total
1.4.2007	24567	2977	3568	377	3283	204	34976
1.4.2008	24059	3114	3374	386	3207	267	34407
1.4.2009	23184	3006	3138	358	3066	235	32987

## Location-wise breakup of employees (as on 1.4.2009)

Location	Executives			Non-Executives			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Bhilai	3098	199	3297	25124	1496	26620	28222	1695	22917
Mines (Dalli, Rajhara, Nandini, Hirri)	227	1	228	2740	58	2798	2967	59	3026
Regional Offices at Mumbai, Delhi etc.	17	3	20	16	8	24	33	11	44
Total	3342	203	3545	27880	1562	29442	31222	1765	32987

BSP does not maintain Region or Area-wise Statistics. All the employees of BSP are Indian nationals.

## number of employees by gender and age group

Age	Male			Female			Total		
	2006-07	2007-08	2008-09	2006-07	2007-08	2008-09	2006-07	2007-08	2008-09
<30	340	387	376	28	42	36	368	429	412
30-50	22415	19981	20750	898	858	904	23313	20839	21654
>50	10216	12134	10096	1079	1005	825	11295	13139	10921
TOTAL	32971	32502	31222	2005	1905	1765	34976	34407	32987

## Employee Turnover (Resignations)

Age	Male			Female			Total		
	2006-07	2007-08	2008-09	2006-07	2007-08	2008-09	2006-07	2007-08	2008-09
<30	17	13	20	2	2	1	19	15	21
30-50	25	31	20	6	5	6	31	36	26
>50	1	4	5	0	0	2	1	4	7
<b>TOTAL</b>	<b>43</b>	<b>48</b>	<b>45</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>51</b>	<b>55</b>	<b>54</b>

BSP does not maintain region-wise statistics. The turnover figures given above indicate only resignation cases.

## Absenteeism:

Year	total mandays available	Unauthorised absentee Mandays
2006-07	9673191	200065
2007-08	9386400	192141
2008-09	9896837	178559

## Labour/management relations:

The trade union movement has a long history in the country, as consequence of which Indian labour has legitimate rights for bettering its lot. As per the Chhattisgarh Industrial Regulation Act, bargaining power rests with the recognized union of BSP, which is the Steel Workers' Union affiliated in INTUC(The leadership of this union is under dispute in various courts ). At BSP mines, the tripartite forums are functioning smoothly with recognized union. The agreements signed with the recognized union are binding on all the employees. The Law applicable is Industrial Disputes Act -1947- which is complied with.

The emergence of a forum for a dialogue with the management by the officers is of comparatively recent origin. BSP has association of its Officers, called the Officers Association (OA), with whom negotiations are conducted in respect of the executives concerns.

The HR Policy of BSP provides framework for fostering an organisational climate, which enables high degree of employee involvement, improvement and motivation. BSP Personnel Deptt monitors and prevents any discrimination in its activities and services. BSP code of conduct gives due importance to Freedom of Association. Freedom of Association is enshrined under constitution of India and in the Trade Union Act. BSP ensures that the laws of land are complied to.

SAIL, the holding Company has its recruitment policy and BSP is implementing the policy at unit level. BSP has also formulated its HR policy. Organisation has also framed its own rules and procedures covering service matters. At present, there are four sets of service rules on force at Bhilai Steel Plant: SAIL conduct, discipline & appeal rules 1977

Standing Orders (Plant)

Standing Orders (Mines)

Professional/ Employee ethics are clearly laid down in the service rules for all categories of employees, An employee shall at no time work against the interest of the company. He shall at all times conduct himself soberly on and beyond the organizational premises, and show proper respect and civility to all concerned.

All the employees of BSP are covered by the Collective bargaining agreements ; some agreements, which are department specific, cover the employees of those departments only. The notice period required, as per the provisions of the CGIR act, is 14 days.







### Benefits to employees, beyond those Legally Mandated:-

Free Medical services to employees and their dependant Family Members	Scholarships to wards of employees
Free water, subsidized electricity	School uniforms upto Primary level
Housing	Leave for Child Care/Development
Monetary incentives	Accident compensation beyond legal limits
Night shift allowance	Long Service Award
Washing allowance	Well stocked Public Library
Subsidised education	Recreation centers /Sports facilities
Fuel subsidy	Community Halls
Festival advance	Free Medical facilities for self and spouse after retirement
Advances for purchase of vehicles	SEWA
	Employee Family Benefit Scheme

All these benefits are provided to the permanent employees of BSP. BSP has no part-time employees.

BSP strongly believes in the protection of fundamental rights described in the Constitution of India. Our constitution enshrines all relevant principles and guidelines prescribed by the International Labour Organisation (ILO) on Human rights. The contractors working in the premises of the organization are required to adhere to the employees benefit schemes of BSP, including payment of minimum wages, deduction of provident fund and child labour non-employment as explained above. The departments concerned along with safety deptt do the monitoring of the contractor's performance and wages are paid under supervision of HR. All the contractual workers are facilitated in opening a bank account, and it is ensured that wages are deposited in their account to avoid any mal-practices. The tender notices and enquiries issued to the contractors include clauses on human rights, safety and health which the bidders are required to conform.

The various issues related to human rights impacts are addressed and are enlisted below:

- No use of Child & Forced Labour.
- Training of each and every contractual employee on safety, health and environment
- Follow the Operational Control Procedures under ISO-14001 and Occupational Health Management system.
- Ensuring non-violation related to minimum wages
- Deduction of Provident Fund and Gratuity as per rules prevailing in the country/region.

There is no forced or compulsory labour in Bhilai Steel Plant. Legally it is prohibited in India.. Standing Orders & Personnel Manual of Company address the various issues of disciplinary practices/code of conduct, which are strictly implemented and followed. These orders are in line with Standing Orders Act of India. Factory act and various Standing Orders of BSP, forbid the use of child labour. The minimum age required for the employment is 18 years. BSP does not engage any child labour. It is also ensured that no contractual labours having age below 18 years are engaged in the activities, of the organization. The recruitment process requires furnishing of appropriate proof of age.

There is an established three tier Grievance Management System in BSP and it is ensured that no vindictiveness takes place in the process after the resolution of the grievance. The process is so effective that there had been no industrial unrest/strike till date. Against non executive employee strength of around 29443 ,only 6 nos of stage-3 grievances were received during the year. This indicates an enthused and satisfied workforce. There are no cases relating to violation of rights of indigenous people.



BSP does not come under high concern or controversy with regard to human rights. We do not have agreements that specifically include human rights clauses, or agreements that have undergone human rights screening. There are no violations of human rights in BSP.

BSP does not rely heavily on outsourcing and global networks. No screening of significant contractors and suppliers based on human rights is being undertaken by BSP.

There are no known cases of discrimination on any grounds whatsoever in BSP. There are no incidents of violation of rights of indigenous people.

SA8000:2001 addresses the fair practices implementation in the supply chain. The information related to compliance of SA 8000:2001 pertaining to child labour, forced labour, non-discrimination, freedom of association, health and safety of employees are sought through a structured questionnaire from suppliers. The practices of SA8000:2001 are promoted amongst suppliers.

## Communication :

Bhilai has institutionalized several well-known people involvement interventions like Quality Circles, Suggestion Schemes, Shop Communication Forum, etc. The empowered workforce of Bhilai is now influencing the work ethos through their own enterprise. This has been possible through several homespun initiatives developed through the active involvement of workers at the grass root level and aimed at continual improvement and operational excellence. The efforts and approaches made to get participation of different categories of employees and their representatives in management decisions are further enumerated below:

### i) Shop Communication Forum (SCF)

Shop Communication Forums are held every month in each shop. The SCF is structured as a three-part module - Part 1 pertains to Company information, Part 2 to BSP information and Part 3 to shop specific information. SCFs have become a key strategic tool to enhance employee awareness and sensitize them to the changing realities as well as prepare them for confronting new challenges. During 2008-09, more than 600 SCF sessions were organized all over the plant covering more than 12,000 employees.

### ii) Bipartite Forums

Structure of various bipartite forums in BSP

Level	Subject	Frequency	Chairman
Apex	● Central Production Committee	Quarterly	M.D.
	● Joint Committee	Quarterly	E.D. (W)
	● General Safety Council	Quarterly	E.D. (W)
	● Joint Safety Audit Committee	Quarterly	E.D. (W)
Zonal	● Zonal Production Committee	Monthly/Quarterly	Zonal Heads
	● Zonal Welfare Committee	Monthly/Quarterly	Zonal Heads
	● Zonal Safety Committee	Monthly/Quarterly	Zonal Heads
Departmental	● Departmental Production Committee	Monthly	HOD
	● Departmental welfare Committee	Monthly	HOD
	* Departmental Safety Committee	Monthly	HOD

Office bearers of Officers Association (OA) meet ED (P&A) and MD regularly. In addition, zonal meeting of OA representatives is held quarterly with zonal heads.

### iii) Employee Suggestion Scheme and Quality Circles

Suggestion Scheme: Bhilai's revised suggestion scheme has been recognized as very effective by INSAAN. BSP is divided into 21 zones for this purpose. Zonal Awards Committee (ZAC) evaluates the suggestions received. A Plant level Apex Award Committee (AAC) headed by ED (W) evaluates the suggestions referred by the ZACs. ZAC can give awards up to Rs. 3,000 for suggestion while AAC can give awards up to Rs. 15,000. The response to the scheme has been very encouraging.





## Suggestions received & details of implementation

Year	No. of suggestions received	Suggestions implemented	Amount Distributed
2007-08	5401	1904	14.79 Lacs
2008-09	5970	3307	28.70 lacs

Quality Circle: A group of employees numbering between 6 to 12, meet regularly to solve work related problems related to productivity and quality. It is an essential part of BSP work culture. There has been steady increase in involvement of the employees in quality circles resulting in improvement in quality & productivity in different work areas.

### Number of Projects implemented through quality circles& employee participation

Year	No. of employees involved	No. of projects implemented.
2007-08	13000	1800
2008-09	17433	2743

## Other Highlights of Quality Circles in 08-09:

- 3 Quality Circle Teams, viz., "SARTHI" from R M P I, "NISHKARSH" from Sinter Plant 3 and "LIFELINE" from Medical & Health Services participated in the International Convention on Quality Circle ( ICQCC ) 2008 held at Dhaka. All the 3 Quality Circle Teams bagged "GOLD MEDALS" at this Convention
- 25 Quality Circle teams participated in the National Convention on Quality Circles (NCQC) 2008 held at Vadodara from 8th to 11th November 2008. 9 Quality Circle Teams have been rewarded with "PAR EXCELLENCE" Award and 15 Quality Circle Teams bagged "EXCELLENT" AWARD
- 3 Projects on Value Engineering as mentioned below have been completed resulting in a saving of about 6 crores.
  - Enhancement of Rail Loading Facility of Long Rail Complex in R&S Mill.
  - Reduction in diversions due to short length in Plate Mill.
  - Optimisation of moisture in sinter charge to enhance the productivity of SP-2.

## iv) Cross Functional Teams

Cross-functional teams, members of which are drawn from various departments, take up specific and challenging tasks in production and maintenance areas from time to time when the situation demands.

## v) Goal Setting

Key Performance Areas of all the executives are set at the start of the financial year through a process of mutual discussion between appraiser and appraisee. Performance review and planning sessions take place between them every six months to review performance and to incorporate mid-course corrections. Regular communication and feedback exercises are also conducted with all employees at the shop floor level to eliminate bottlenecks with respect to goals derived as per annual plan.

## Occupation Health & Safety:

BSP has introduced the concept of total health care instead of need based curative services alone. Based on the ILO recommendations, an Occupational Health Services (OHS) of National level is functioning inside the plant. The implementation of Occupational Health Services at BSP ensures preventive, curative and rehabilitative services for keeping the workforce healthy and protected. OHS at Bhilai has been developed in a systematic manner for organizing work environment monitoring, biochemical and toxicology, work physiology, health education, psychological assessment, counseling and similar functions at work place with emphasis on preventive care. For recording and notification of occupational diseases as per the ILO guidelines a separate medical board consisting of Occupational Physician, Chest Physician, Radiologist, and Medicine specialist is



functional under the Chairmanship of Director, Medical & Health Services. Exposed employees are at continuous observation/vigilance by Health & Safety Departments.

JCSSI Joint Committee on Safety, Health & Environment in the Steel Industry is a strong bipartite forum between Management and Trade Unions. BSP is a core member of JCSSI. The committee since its inception pursues the objective of creating a culture of consciousness about ensuring a safe, healthy and environment friendly atmosphere in the work place. JCSSI meetings are held every year.

There is a tripartite forum consisting of representatives from occupation health services, employees and management to discuss the issues related to health problems of the employee in the work place.

Departmental Safety Committee is a strong bipartite committee consisting of HOD, line manager, representatives of Safety Engineering Department, Departmental Safety Officers, employee representatives, safety stewards. In Bhilai Steel Plant, 230 Safety / Security Stewards (One for 100 employees working in the plant) have been nominated and trained for representing the issues of employees.

Under SA8000:2001, Non-Management Representatives (NMR), essentially non-executives, have been nominated from various departments. Fair representation of female employees for NMR has been ensured. These NMRs are primarily responsible for establishing communication between workers and management and implementing various procedures, practices and action plans.

Committees for bipartite communication and representation such as Departmental Safety, Health & Welfare committee, Apex committee are actively prevailing in all departments of Bhilai Steel Plant. Cross level communication and lateral communication between the management and Safety Stewards are being exercised during these committee meetings. These committees are generally called for meeting once in a month in all departments and all the issues related to Health & Safety such as organisation's commitment, maintenance of good health & safety environment, Welfare of employees, Security of Plant etc. are being communicated, consulted and discussed thread bare. The issues raised or represented by the employees / trade unions are rightly taken up and action are complied immediately.

All the employees working in the plant are trained on safety and health issues. Every year 30% employees are retrained on Health & Safety. In the past 2 years 60% employees (18000 employees) have been covered.

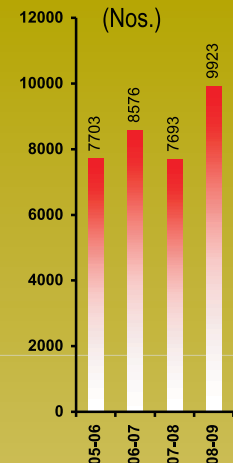
100 % of contract workers have been given Safety and Environment training. Without training they are not issued gate passes to enter into the works area.

#### Activities conducted at OHS:

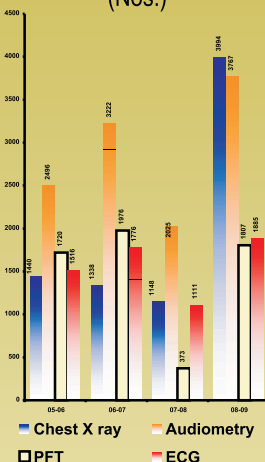
1. Pre employment medical and periodical health check up.
2. Executive wellness programme.
3. Medical examinations of superannuating employees
4. Attending specific problem related to occupational health hazards of shop floor.
5. Health educational training like modular first aid training, AIDS awareness programme, work place health hazards and prevention
6. Epidemiological studies.
7. Work physiology ergonomics and research activities.
8. Rehabilitation of employees.

For recording and notification of occupational diseases as per the ILO guidelines a separate medical board consisting of Occupational Physician, Chest Physician, Radiologist, Medicine specialist is functional under the Chairmanship of Director, Medical & Health Services. Exposed employees are at continuous observation/vigilance by Health & Safety Departments. No reportable occupational disease case has been reported in Bhilai Steel plant till date.

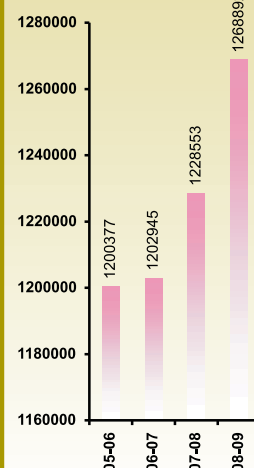
Medical Examination (Nos.)



Special Investigations (Nos.)

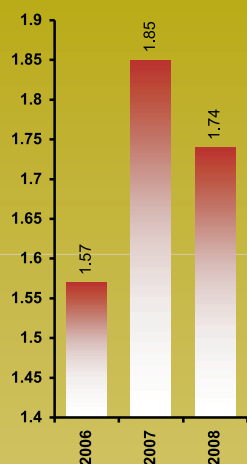


Total OPD attendance





Injury Rate (Nos.)



## Occupational Surveys

Details	2006-07	2007-08	2008-09
No. of surveys conducted	250	169	201
No. of locations covered	1190	1314	1424
No. of factories surveyed	33	42	44

The following education, training, counselling, prevention, and risk control programs organised to assist workforce members, their families, or community members regarding serious diseases.

## Categories of programmes:

### Workers:

First aid, Work place hazard and prevention, AIDS awareness, Diabetic Counselling, Stress management programs for senior executives and employees, Occupational Psychology counselling, effect of environmental pollution on health, Gas safety.

### Families:

AIDS awareness, Family Planning, Communicable diseases like TB, Polio, Typhoid, Malaria, Sickle cell etc

### Communities:

Family planning, Mother and child health, immunization, Nutrition, Blindness control, AIDS awareness, Personal Hygiene,

## Safety Statistics

### Frequency rate

Year	Frequency Rate ( number of accidents per million man-hours worked)		No of employees (R+C) Inside plant premises	Mandays lost due to reportable accident (R + C)	Manhours worked	Injury rate ( number of accidents per two lakh man-hours worked)	
	Reportable + Fatal	Total (Rep.+Fatal + non rep)				Reportable + Fatal	Total (Rep.+Fatal + non rep)
2006-07	0.080	0.70	30200	199	$0.75 \times 10^8$	0.0160	0.141
2007-08	0.082	0.74	29200	207	$0.72 \times 10^8$	0.0165	0.149
2008-09	0.111	0.68	29200	167	$0.72 \times 10^8$	0.0222	0.136

(Including regular and contractual labours ; man-hours : (8 hours/day for 310 days)

(IR= Number of injuries\*200000/Hours worked ; FR= No of accidents \* $10^6$  / Man hours worked )

### Accident details

Year	Fatal		Reportable		Non-reportable		First Aid		Total		Grand Total
	R	C	R	C	R	C	R	C	R	C	
2006-07	2	1	2	1	47	0	78	0	129	2	131
2007-08	2	2	2	0	50	0	65	0	119	2	121
2008-09	5	0	3	0	41	0	43	0	92	0	92

R : Regular ; C: Contractor

### Lost day rate:

Year	Total (Fatal + Reportable+ Non reportable)
2006-07	0.53
2007-08	0.57
2008-09	0.464

LDR= No. of days lost \* 200 000/ hours worked

Total Mandays lost

