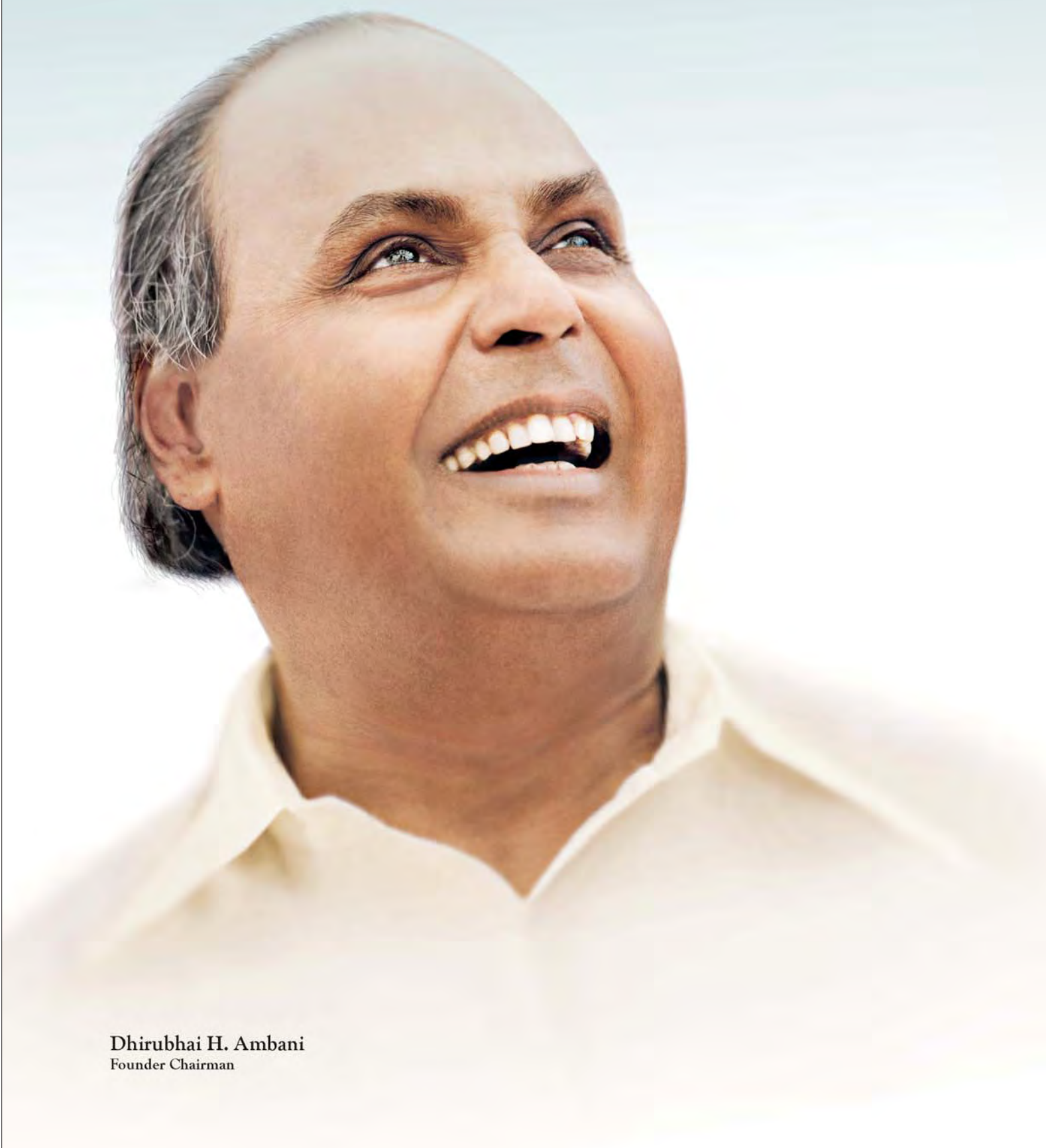




Think Sustainability. Think Transformation. Think Reliance.



Dhirubhai H. Ambani
Founder Chairman

Think Sustainability.
Think Transformation.
Think Reliance.

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Strategy Pillars

Energy Security

p37



We aim to use our strength as an integrated energy company, to secure energy supplies to fuel the India's development

GRI G3: EC2, EC9, EN3, EN4, EN5, EN6, EN7, EN16, EN17 and EN 18.

UNGC: Principle 07 and 08

Growth Through Innovation

p42



We rely on innovation to produce world class quality products at affordable rates

GRI G3: EN2, EN5, EN6, EN7, EN10, EN18, EN26 and PR01.

UNGC: Principle 08 and 09

Health and Safety

p45



We focus relentlessly on bettering our record in occupational health and safety practices at the workplace

GRI G3: LA06, LA07, LA08, LA09, HR05, HR06 and HR07

UNGC: Principle 01, 02, 03, 04 and 05

Environment

p48



We recognize the impacts of the Oil and Gas sector on the environment and strive to mitigate our impacts

GRI G3: EC2, EN1 - EN 30

UNGC: Principle 07, 08 and 09

Product Responsibility

p52



We believe in taking full responsibility for the impacts of our products and are adopting a life cycle approach to evaluate environmental and social impacts across the value chain

GRI G3: EN26 and PR1 - PR09

Social Institution Building

p54



We work towards improving the quality of life of our communities especially of the underprivileged sections of our society

GRI G3: EC08, SO01 and SO06

UNGC: Principle 01 and 02

THINK

SUSTAINABILITY TRANSFORMATION RELIANCE



Sustainable businesses nurture relationships.

Sustainable businesses build trust.

Sustainable businesses foster innovation.

Sustainable businesses provide solutions for tomorrow's challenges, today.

And sustainable businesses are transformational in a way that creates long term value.

We, at Reliance are transforming today for a sustainable tomorrow.

We are building lasting relationships with our stakeholders through our commitment to generating superior stakeholder returns and placing stakeholder interests at the centre of our plans for the future. We integrate stakeholder concerns and expectations with our goals and aspirations to pursue a combined growth trajectory.

We are transforming India's energy space through growth in natural gas, investment in exploration assets, and significant expansion of the petrochemical business. We are breaking new grounds in deepwater exploration and operating one of the world's most complex refineries. We manage our energy needs in a responsible manner through energy efficient operations. We are investing in renewable energy to transform rural India from energy deficit to energy sufficient.

We pursue environmental excellence in our operations to minimise our impacts on environment while simultaneously improving our resource productivity. We are working towards reducing our waste generation, recycling and reusing plastic waste.

We believe that people are our key asset and invest in our human capital to create a company of responsible achievers. We provide a healthy and safe working environment to our people and strive to better our safety performance every day.

We are constantly innovating to develop new technologies which will help us seize growth opportunities while providing the customers with safe products that have minimal environmental impact. We have adopted a life-cycle approach to evaluate our products and processes for their impacts on health, safety and environment and work towards minimizing such impacts.

We are transforming communities through thoughtfully designed interventions in the areas of education, health, infrastructure, professional skill development, arts and heritage. The launch of Reliance Foundation reaffirms our commitment to community development while leveraging our strengths of strategic planning and flawless execution in a large format. Reliance Foundation is expected to be a frontrunner among the professionally- run philanthropic organizations world-wide.

We will continue to believe and do what we have done in the past...create transformational growth through sustainable business practices to bring a positive change to the lives of millions.

We think Sustainability.

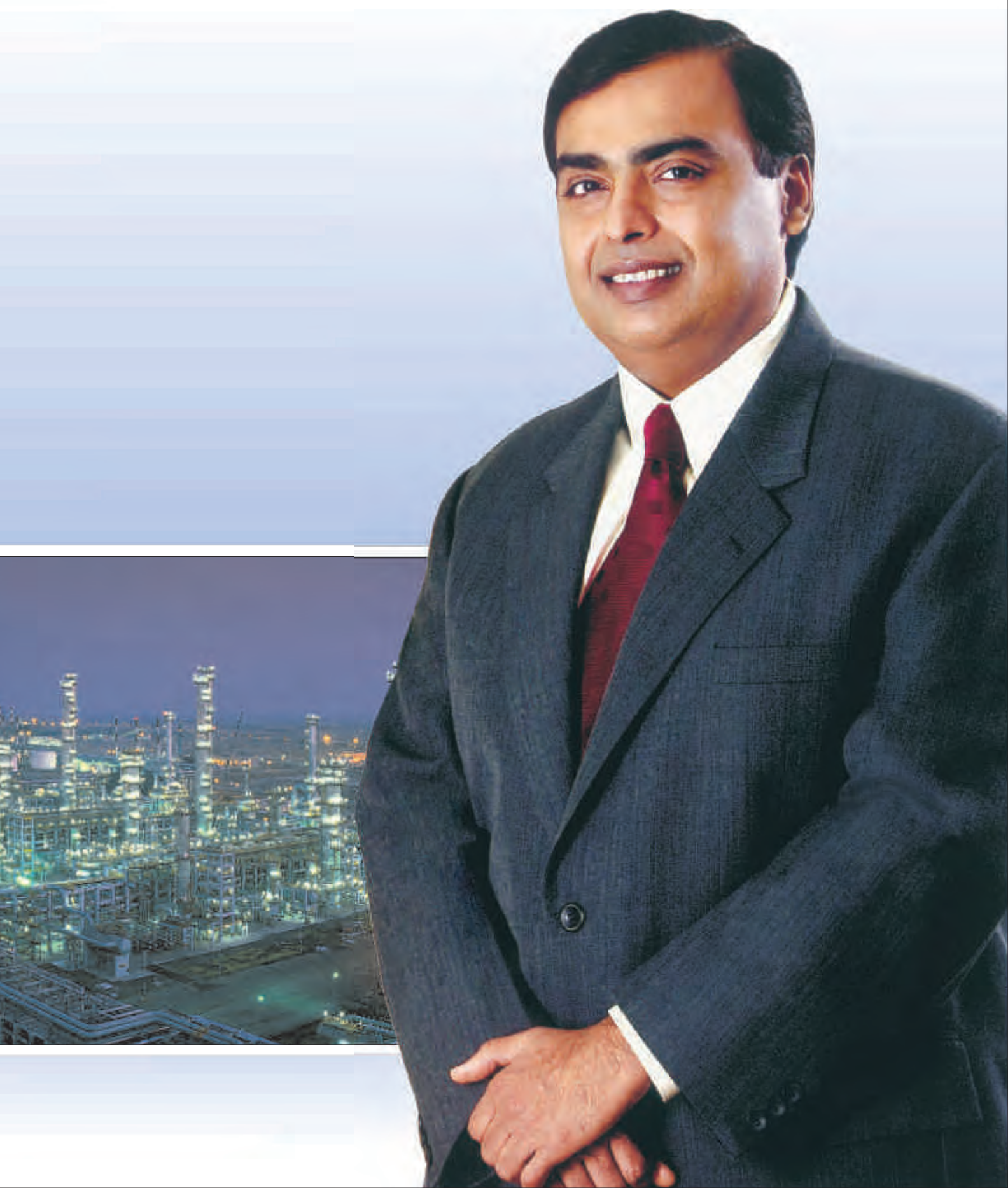
We think Transformation.

Because we are **Reliance**.



*What is good for INDIA
is good for the WORLD.*







CMD's Message

Our goal is to make RIL one of the most innovative companies in the world and to achieve breakthrough growth in revenues and profits by creating and implementing sustainable solutions.

Sustainability continues to be the key focus for Reliance Industries Limited (RIL) growth story. We delivered on our promise of enhancing India's energy landscape with successful commencement of production from KG-D6 block and the new refinery at Jamnagar SEZ. The completion of the new SEZ refinery and KG-D6 block ahead of schedule and their safe and stable ramp-up are historic accomplishments. These projects have made a significant contribution in shaping the earnings of RIL and helped deliver a strong performance across financial and operational indicators. It is clearly a result of strategic business planning combined with continued efforts of all our employees.

Increased availability of natural gas has resulted in higher volume and cheaper cost of indigenously produced fertilisers, thereby saving the country of Rs 40 billion per annum in subsidies. It has also resulted in significant improvement of 30% in gas-based power generation in the country and the replacement of more expensive liquid fuels for refining, steel and petrochemical industries.

Health, Safety and Environment remain high priority for us. We are striving to enhance our systems and processes as there is absolutely no room for compromise or complacency on this front. RIL's HSE Management System (HSE MS) was formulated in FY 2009-10 to underpin all the processes and resources and optimally manage safety. The HSE MS has been institutionalized through the Management to

establish companywide safety management objectives, guiding principles and processes. We continue to pursue process safety management model in our HSE MS, absence of any incident during the commissioning of KG-D6 block production is a testimony of our efforts.

Environment protection and optimal use of natural resources is everyday activity at RIL. In FY 2009-10, we have undertaken significant initiatives to reduce our environmental footprint. The initiatives range from zero discharge of effluents to increased recycling and reuse efforts, product innovation to increase green cover to act as carbon sinks. To further improve the environmental footprint, we have changed over to use of cleaner fuels at our manufacturing divisions.

As a responsible corporate citizen, RIL is committed to the cause of climate change mitigation and adaptation. The production of natural gas, a cleaner fuel from Krishna Godavari basin is expected to enhance the clean energy mix of India with currently only 9% of Indian energy demand being met by natural gas as compared to 24% of global energy demand satisfied by natural gas. Energy conservation across our manufacturing divisions with a focus on efficient energy management has resulted in reduction of Green House Gas (GHG) emissions. Some of the projects have been qualified as Clean Development Mechanism (CDM) projects and ratified by United Nations Framework Convention on Climate Change (UNFCCC).

Our goal is to make RIL one of the most innovative companies in the world and to achieve breakthrough growth in revenues and profits by creating and implementing sustainable solutions. Employees are core strength of RIL and we continue to invest in our people and provide them with a conducive environment to achieve their potential. We are also working closely with our business associates exploring synergistic opportunities with mutual benefits.

Last year, we announced the launch of Reliance Foundation to further strengthen our support to the larger communities that we connect with in areas such as education, health, drinking water, large scale development of employable skills to assistance during natural calamities. The foundation will be developing a world-class university, new hospital facility in Sri Hurkisondas Nurrotumdas Hospital and low-cost high-output efforts in sustainable agriculture. The Foundation will support innovative partnerships with Government and other partners, in the areas of education, health and nutrition and promotion of Indian art and culture.

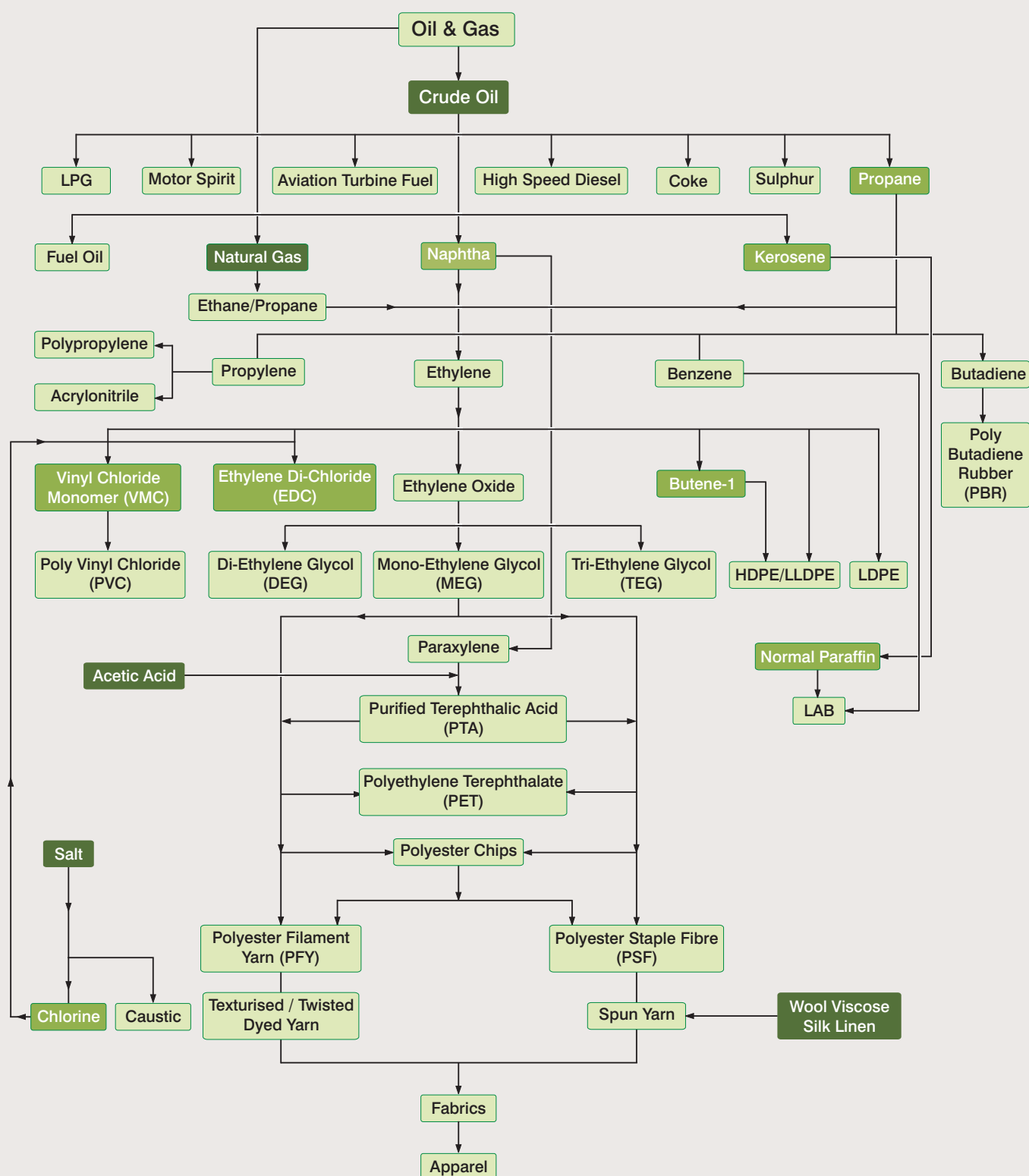
We continued to receive global acknowledgement for our achievements during the year. Boston Consulting Group (BCG) has ranked RIL second amongst the world's 10 biggest 'Sustainable Value Creators' companies for creating the most shareholder value for the period 2000 to 2009. Further, RIL is the only Indian company to be ranked, by CLSA, as one of the top 5 Asian companies for excellence in corporate social responsibility and sustainability performance disclosures.

I strongly believe that at RIL, growth that has the ability to transform lives, matters and at every stage of our growth, we add value for our stakeholders.



Mukesh D. Ambani
Chairman & Managing Director
March 1st, 2011

Product Flow Chart



Company Profile

With footprints in exploration & production of oil & gas, petroleum refining and marketing, petrochemicals (polyester, fibre intermediates, polymers and chemicals), textiles, retail and special economic zones (SEZ), Reliance Industries Limited (RIL) under the leadership of Chairman & Managing Director, Shri Mukesh D. Ambani has catapulted to India's largest private sector company on all major financial parameters: turnover of Rs. 2,00,400 crore (US\$ 44.6 billion), cash profit of Rs. 27,933 crore (US\$ 6.2 billion), net profit of Rs. 16,236 crore (US\$ 3.6 billion) and net worth of Rs. 1,37,171 crore (US\$ 30.6 billion) as of March 31, 2010.

RIL is the first private sector company from India to feature in the Fortune Global 500 list of 'World's Largest Corporations'. In 2010, RIL ranked 175th based on Revenues and 100th based on Profits. RIL ranks 68th in the Financial Times' FT Global 500 list of the world's largest companies. RIL is rated as the 33rd 'Most Innovative Company in the World' in a survey conducted by the US financial publication - Business Week in collaboration with the Boston Consulting Group (BCG). Further, in 2010, BCG has ranked RIL second amongst the world's 10 biggest, 'Sustainable Value Creators', companies for creating the most shareholder value for the period 2000 to 2009.

Along with its subsidiaries, RIL continues to be India's largest exploration acreage holder in the private sector. The domestic portfolio comprises 29 exploration blocks, 3 coal bed methane (CBM) blocks and 30 percent interest in Panna-Mukta and Tapti (PMT) fields. The total domestic acreage is 290,633 sq. kms. - Further, RIL has 13 blocks in its international E&P portfolio including 2 in Peru, 3 in Yemen, 2 each in Oman, Kurdistan and Colombia, 1 each in East Timor and Australia, with total acreage of over 93,500 sq kms. What's more, RIL has

forayed into the exciting emerging field of shale gas production in the United States of America and has forged three joint ventures to acquire significant acreage holding considerable net reserve potential.

RIL commenced production of gas and hydrocarbons from KG-D6 block off the east coast of India, which has contributed significantly towards achieving India's energy security.

RIL operates two of the world's largest and most complex refineries. With 1.24 million barrels per day (MBPD) of crude processing capacity, RIL is the largest refiner at any single location in the world. The addition of the new refinery has transformed 'Jamnagar' into the 'largest refining hub of the world'. Further, RIL is among the Top 10 private sector refining companies, globally, owning 25% of world's most complex refining capacity.

RIL is the largest producer of Polyester Fibre and Yarn, 4th largest producer of Paraxylene (PX), 5th largest producer of Polypropylene (PP) and 7th largest producer of Purified Terephthalic Acid (PTA) and Mono Ethylene Glycol (MEG).

For over three decades, VIMAL, RIL's flagship brand enjoys the distinction of being one of most trusted brands of premium textiles in the country.

Sustainability of RIL's growth is intricately tied to India's social and economic development. RIL has a long and strong tradition of supporting the larger communities that it connects with – from education, health, drinking water, large-scale development of employable skills, to assistance during natural calamities. RIL strongly believes that it can and should do more. RIL also believes that this effort has to bring into play the Company's strengths of strategic planning, meticulous detailing and flawless execution on a large format.

For further information on company operations, products, services, brand and group and subsidiaries please refer RIL Annual Report for FY 2009-10, available on <http://www.ril.com>





Report Scope

This is our sixth sustainability report presenting triple bottom-line¹ performance of the company. Our journey started with an assessment of our position on sustainable development, developing a greater understanding of our stakeholders and planning the path forward. In FY 2007-08, we defined our vision, mission and values and rolled out our sustainability strategy. We have detailed our progress of implementing this strategy in the report.

Report Boundary

This report aims to provide reliable and balanced information on our sustainability performance for the FY 2009-10. The report scope includes our plants at the following locations: Allahabad, Barabanki, Dahej, Gadimoga, Hazira, Hoshiarpur, Jamnagar, Jamnagar SEZ, Nagothane, Nagpur, Naroda, Patalganga, Silvassa and Vadodara; and our group businesses and entities: Exploration and Production of Oil & Gas, Chemicals, Fibre Intermediates, Polyester, Polymers, Petroleum Supply & Procurement, Solar and Bio-fuels; Dhirubhai Ambani Foundation and Reliance Rural Development Trust.

Standards and Guidelines used to develop this Report

This report has been aligned with the 6 Strategic Pillars, which form the core of our Sustainability Strategy. We have prioritized topics and indicators that are material to our company and of particular interest to our stakeholders. We have determined the materiality of specific topics and indicators based on the GRI G3 Reporting Guidelines and a number of other internal and external policies and protocols including:

- United Nations Global Compact Principles on Environment, Human Rights and Corruption
- Challenges facing our sectors, identified through secondary research and active participation in industry developments
- Our commitment to Industry standards, such as those promoted by the American Petroleum Institute / International Petroleum Industry Environmental Conservation Association (IPIECA)
- World Business Council for Sustainable Development Focus Areas
- Sustainability challenges facing our business identified through our risk management processes;
- Our core values
- Our internal management systems

Global Reporting Initiative Guidelines (GRI)

This report has been developed in accordance with the Global Reporting Initiative's G3 guidelines and conforms to A+ application level check. The report has been checked independently by KPMG, India and the GRI.

In addition to utilizing GRI's guidelines to achieve our Sustainability Reporting goals, we are also an Organisational Stakeholders of GRI.

United Nations Global Compact (UNGC) principles on Human Rights, Environment and Corruption

The scope of our Sustainability Reporting has evolved considerably

¹Economic, Environmental and Social Performance

since we started in FY 2004-05. We presented the linkages to UNGC's 10 principles in FY 2006-07 and since then have been reporting on the performance on all these principles. Though we are not signatories of the UNGC, we have endeavoured to ensure our report coverage is sufficient to report on our Communication on Progress (COP) in promoting and implementing UNGC Principles.

American Petroleum Institute / International Petroleum Industry Environmental Conservation Association (API / IPIECA) guidelines

Similar to our previous three reports, the current report is also presented with linkages to API / IPIECA indicators, which provide guidance on voluntary disclosure on sustainability parameters for the oil and gas sectors. We regularly review our reporting systems to include the latest updates in the API / IPIECA guidelines. Many of the API / IPIECA indicators are consistent with the indicators used by the GRI in the G3 sustainability reporting guidelines.

World Business Council for Sustainable Development (WBCSD) Development Focus Areas

RIL is one of the only two companies from India to be members of the WBCSD, reflecting our commitment towards playing an active role in transforming business and shaping society. The Council provides a platform for RIL and other companies to explore sustainable development, share knowledge, experiences and best practices, and to advocate business positions on these issues in a variety of forums while working with governments, non-governmental and intergovernmental organizations. RIL is also represented in the governing council of WBCSD and in November 2010, our chairman & managing director, Shri Mukesh D. Ambani has been re-elected as Vice Chairman of the WBCSD's executive committee.

RIL's mantra of transformation and growth mirrors WBCSD's position- "Business is good for development and development is good for business".

We believe that this report provides a holistic performance review of RIL, enabling the stakeholders to assess the health of the company.

Feedback: We value your suggestions and invite your feedback on this report. Please e-mail your suggestions / views / opinions to Shri Hardeep Sodhi at sustainability.report@ril.com

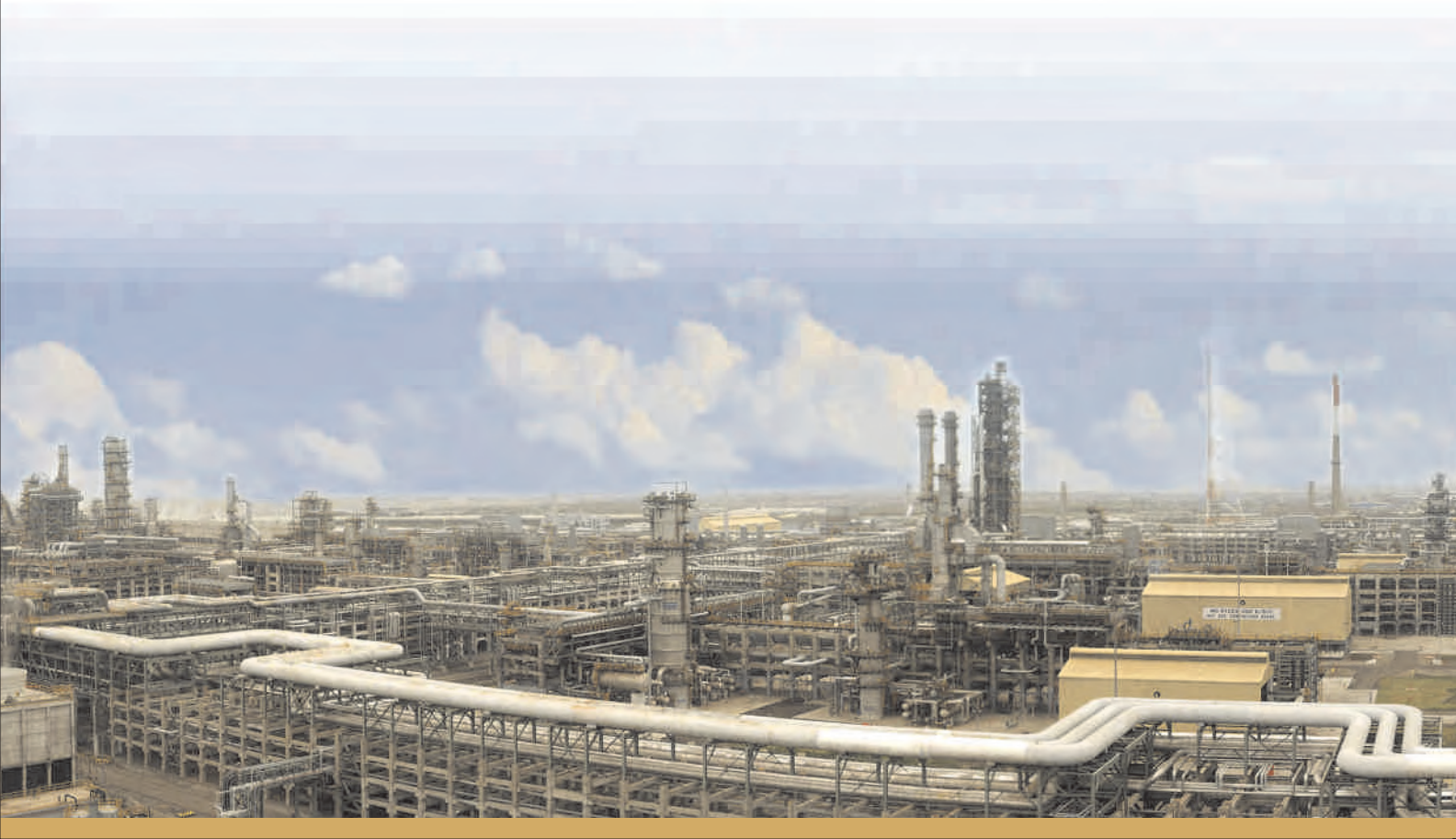
Forward-looking Statements

This report contains forward-looking statements, which may be identified by their use of words like 'plans', 'expects', 'will', 'anticipates', 'believes', 'intends', 'projects', 'estimates' or other words of similar meaning. All statements that address expectations or projections about the future, including, but not limited to statements about the company's strategy for growth, product development, market position, expenditures, and financial results, are forward-looking statements. Forward-looking statements are based on certain assumptions and expectations of future events. The Company cannot guarantee that these assumptions and expectations are accurate or will be realised. The Company's actual results, performance or achievements could thus differ materially from those projected in any such forward-looking statements. The Company assumes no responsibility to publicly amend, modify or revise any forward looking statements, on the basis of any subsequent developments, information or events.



ision

Through sustainable measures, create value for the nation, enhance quality of life across the entire socio-economic spectrum and help spearhead India as a global leader in the domains where we operate.



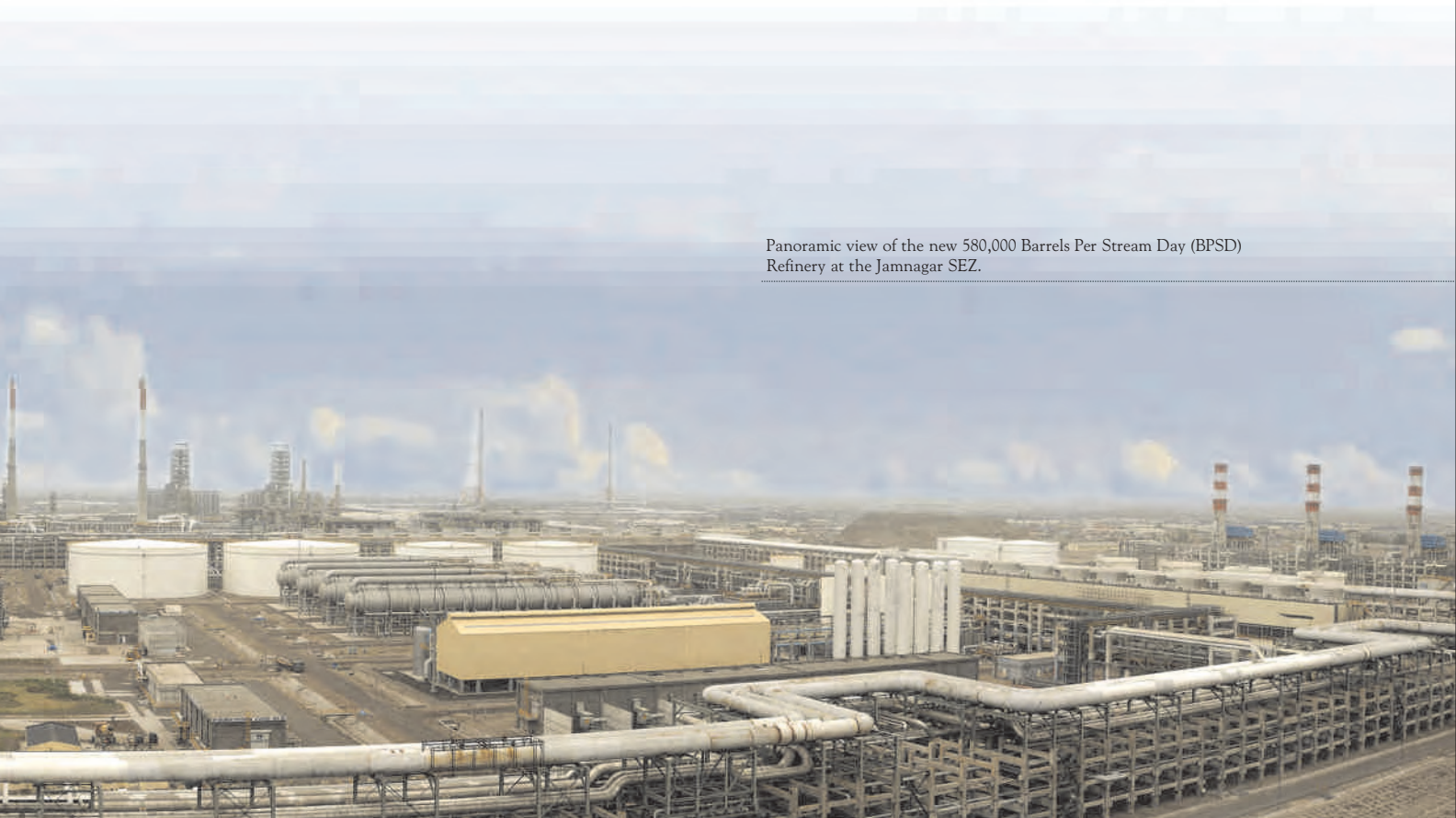
Mission

- Create value for all stakeholders
- Grow through innovation
- Lead in good governance practices
- Use sustainability to drive product development and enhance operational efficiencies
- Ensure energy security of the nation
- Foster rural prosperity

Values

Our growth and success are based on the ten core values of Care, Citizenship, Fairness, Honesty, Integrity, Purposefulness, Respect, Responsibility, Safety and Trust.

Panoramic view of the new 580,000 Barrels Per Stream Day (BPSD) Refinery at the Jamnagar SEZ.



Our Sustainability Strategy & Road-Map

The concept of sustainable development has long been a core part of our business ethos, which emphasizes ethical business conduct and responsibility to society. These principles are deeply embedded in our sustainability strategy, which rests on the concept of inclusive growth -- care for the environment, community development and a drive towards sustainable growth.

Our approach to sustainability is aligned with the 'principles of materiality'. Through the processes of benchmarking with global peers and dialogue with our internal and external stakeholders, we have identified six issues - Energy Security, Health & Safety, Corporate Governance & Transparency, Product Responsibility, Climate Change and Waste Management- as being critical or material to long-term success of our company.

We have integrated material issues into our strategy, business plans, operational management systems and day-to-day activities. Drawing on our materiality analysis, we have developed six pillars to guide our journey into the league of Most Sustainable Corporations in the world. Our approach and achievements under in each area are discussed in detail in the chapters under 'Performance Review'.

Material Issues

Energy Security : Energy demand in India is expected to grow four-fold by 2032**. However; currently India is heavily dependent on imports with over 75% of oil and 16% of gas being imported. It is a national imperative to secure energy supplies for the country to sustain the growth and integrated energy companies have a critical role to play in this regard.

Waste Management: In today's resource constraint world optimal utilization of resources is a business imperative. Recycle and reuse of waste generated at both manufacturing and product end-of-life reduces the impact on environment and makes business sense through improved resource productivity.

Climate change: Climate change is recognized as a global challenge of the current era and there is need for unified action to mitigate the associated risks. Climate change poses a serious threat to businesses in general and energy sector in particular. Energy sector plays a key role in mitigating and adapting to climate change by innovating to provide clean and affordable energy, fuelling the growth.

Health and safety: Protecting health and providing safe working conditions is a prime responsibility for an organisation, providing livelihood for thousands. Healthy workforce and safe operations increase the productivity, reduces the operational risks and contributes to long term value creation for the organization.

Product responsibility: Consumers are increasingly seeking products with reduced impacts across the life-cycle of the product. Responsible organizations are expected to demonstrate their commitment to product responsibility by adopting life-cycle approach and providing safe products and services of reduced impact on health and environment.

Corporate governance and transparency: Corporate governance and transparency demonstrates the commitment of an organization towards ethical conduct of business with stakeholder interests at the core. A robust corporate governance structure and transparency in relationships with stakeholders is critical to gain the trust of stakeholders and contributes to success and sustainability of an organization.

*** Integrated energy policy of the planning commission Government of India*



Our Sustainability Strategy

Our Strategic Pillars	Our Performance
Energy Security: We aim to use our strength as an integrated energy company, to secure energy supplies to fuel the India's development	<ul style="list-style-type: none"> Completed the commissioning of KG-D6 operation in record time of six and half years as against world average of nine years Produced over 14.5 billion cubic meters of gas Operating the world's largest refinery complex with nominal crude processing capacity equivalent to 1.6% of global capacity and one-third of India's capacity for processing crude
Environment : We recognize the impacts of the Oil and Gas sector on the environment and strive to mitigate our impacts	<ul style="list-style-type: none"> 12 manufacturing units certified for ISO 14000 management systems Developed nine new RIL group standards during the year covering various environmental aspects and second-party audit protocols Switched to cleaner fuel at many of our manufacturing units
Growth through innovation: We rely on innovation to produce world class quality products at affordable rates	<ul style="list-style-type: none"> Launched an innovative initiative called "Mission Kurukshetra" aimed at galvanising and energising the entire organisation to rise to the occasion of adverse market conditions and help RIL emerge stronger The annual meeting of Reliance Innovation Council was conducted with the theme "Value creation through innovation" which ideated some exciting and highly innovative initiatives that will take innovation at RIL to the next level Ranked as 15th most innovative company in the world in 2009, climbing 4 positions from 2008, in a survey conducted by Business Week and the BCG
Health and safety: We focus relentlessly on bettering our record in occupational health and safety practices at the workplace	<ul style="list-style-type: none"> During the year, KG-D6 block was commissioned without any incidents Created Integrated Safety Organization (ISO) across manufacturing sites which consists of Central HSE Committee, headed by the site head and its supporting subcommittees and the overlapping line organization
Product responsibility: We believe in taking full responsibility for the impacts of our products and are adopting a life cycle approach to evaluate environmental and social impacts across the value chain	<ul style="list-style-type: none"> 439 Black Belts and Green Belts trained employees are associated with Six Sigma projects at different sites Production of speciality fibres that uses post-consumer bottles and industrial waste for pre-coloured products Launched Recrobulk fibres, used for manufacturing of winter wear, made from recycled material Promoting research on plastics and environment through ICPE
Social institution building: We work towards improving the quality of life of our communities especially of the underprivileged sections of our society	<ul style="list-style-type: none"> Announced the launch of 'The Reliance Foundation' address social development imperatives of India, specifically quality, formal and vocational education, affordable high-quality health care, meaningful rural development and urban renewal, and protection and promotion of India's priceless heritage of arts and culture Through 'Project Drishti', a unique joint initiative of RIL and National Association of Blind, have undertaken over 8,000 free corneal graft surgeries for the visually challenged from the underprivileged segment of the society

Corporate Governance

Corporate governance has been a part of our approach to doing business for several decades. We believe that strong governance is central to creating value on a sustainable basis. We adhere to prescribed corporate practices as per Clause 49 of the listing agreement with stock exchanges in India and constantly strive to adopt emerging best practices worldwide.

Our approach to Corporate Governance has at its heart, the interests of all our stakeholders. This is demonstrated through our high shareholder returns, favourable credit ratings, strong governance processes and an entrepreneurial, performance-oriented work culture. Our customers have benefited from high quality products delivered at highly competitive prices. Our employee satisfaction and loyalty is reflected in the stability of our senior management, low attrition rate across various levels and substantially higher employee productivity levels than most of our peers enjoy. Communities in areas surrounding our operations have benefited from our presence in myriad ways and in turn, we feel honoured to participate in India's social development.

At RIL it is good corporate governance that enables us to focus on fulfilling our stakeholders' aspirations in a sustainable, responsible way.

Board Composition

Our current Board consists of 13 directors, 7 of which are Independent Directors. The composition of the Board with descriptions of categories of Directors is presented in the table below:

Category	Name of the Directors
Promoter Director (Chairman & Managing Director)	Mukesh D. Ambani
Executive Directors	Nikhil R. Meswani Hital R. Meswani Hardev Singh Kohli ¹ P.M.S. Prasad ² R. Ravimohan ³ Pawan Kumar Kapil ⁴
Non-Executive Non-Independent Director	Ramniklal H. Ambani
Independent Directors	Mansingh L. Bhakta Yogendra P. Trivedi Dr. Dharam Vir Kapur Mahesh P. Modi S. Venkitaramanan ⁵ Prof. Ashok Misra Prof. Dipak C. Jain Dr. Raghunath A. Mashelkar

¹upto March 31, 2010

²w.e.f. August 21, 2009

³from September 1, 2009 to December 28, 2009

⁴w.e.f. May 16, 2010

⁵upto July 24, 2009

At the time of his or her appointment, every Independent Director signs a declaration to confirm that they fulfil the minimum conditions for being independent directors as laid down under Clause 49 of the listing agreement with the stock exchanges.

Eight Board meetings were held during the year, against the minimum requirement of four meetings. We have held at least one Board meeting every three months and the maximum time gap between any two meetings was less than four months.

The Board has constituted seven standing committees to provide direction and facilitate the decision-making process at the meetings of the Board in an informed and efficient manner.

- 1 Audit Committee
- 2 Corporate Governance and Stakeholders' Interface (CGSI) Committee
- 3 Employees Stock Compensation Committee
- 4 Finance Committee
- 5 Health, Safety and Environment (HS&E) Committee
- 6 Remuneration Committee
- 7 Shareholders' / Investors' Grievance Committee

Code of Conduct

We have a well defined policy framework contained in a comprehensive Corporate Governance Manual. The Manual includes policies and procedures for effective governance and addresses each of the following groups

- Code of Conduct for Board of Directors and Board Committees
- Code of Business Conduct and Ethics for Directors and Management Personnel

- Code of Business Conduct and Ethics for Employees
- Code of Shareholder Rights and Investor Relations
- Code of Financial Reporting, Disclosure and Transparency
- Code of Conduct for Prohibition of Insider Trading

Our Whistle-blower Policy empowers employees to report any wrong doing without fear of reprisal.

As the field of Corporate Governance evolves, we try to ensure that our management and reporting systems evolve at the same pace. Some recent initiatives in this respect:

Reporting on Triple Bottom-Line Performance

RIL commenced reporting on its triple-bottom-line performance annually from FY 2004-05. All our sustainability reports are externally assured by independent assurance providers and GRI-Checked. Our maiden report received 'in-accordance' status from GRI and all subsequent reports were 'G3 Checked A+' application level reports. The Sustainability Report for FY 2009-10 is being assured by KPMG, India and is also a GRI Checked A+ Application - Level Report.

In addition to using the GRI G3 sustainability reporting guidelines, from FY 2006-07, RIL began referring to the American Petroleum Institute / The International Petroleum Industry Environmental Conservation Association guidelines and The United Nations Global Compact principles. RIL has also aligned its sustainability activities with the focus areas of the World Business Council for Sustainable Development.

Internal Checks and Balances: We believe in the wide use of technology to

ensure strength and integrity of financial and non-financial reporting. We have deployed a robust system of internal controls to allow optimal use and protection of assets, facilitate accurate and timely compilation of financial statements and management reports and ensure compliance with statutory laws, regulations and company policies.

Legal Compliance Unit: A dedicated Legal Compliance Audit Cell within the Management Audit Cell ensures that we conduct our business maintaining high standards of legal, statutory and regulatory compliances. We have instituted a legal compliance programme in conformity with the best available international standards. Our compliance programme is supported by a robust, on-line system that covers all our manufacturing units as well as subsidiary companies. The system covers all statutes, all labour laws, industrial laws, HSE regulations and taxation laws.

Shareholders' communications: Our Board recognises the importance of two-way communication with our share-holders and responds in a timely and consistent manner to questions and issues raised. We strive to provide a balanced view of results and progress made in our Annual Report and other pieces of communication issued to shareholders. Our corporate website; www.ril.com has information for institutional and retail shareholders alike. Shareholders have the opportunity to ask questions in person at the AGM. They can also contact RIL via dedicated shareholder contact points provided in our annual report, at any time of the year. We ensure that queries, complaints and suggestions are responded to promptly.

Employee Stock Option Scheme: One of the widest programmes of its kind in the Indian corporate sector, we introduced our Employee Stock Option Scheme in 2007. The programme has ensured complete alignment of individual interests with the growth imperatives of the Company.

Global Good Governance Practices

Some of the best global governance practices that have been adopted by RIL include:

- The Company has a designated Lead Independent Director with a defined role. The Board of Directors of the Company has designated Shri Mansingh L. Bhakta as the Lead Independent Director
- All securities related filings with Stock Exchanges and SEBI are reviewed every quarter by the Shareholders'/Investors' Grievance Committee of Directors of the Company
- The Company has established policies and procedures for corporate communication and disclosures
- The Company has an independent Board Committee for matters related to Corporate Governance and Stakeholders' Interface and nomination of Board members
- The Company undergoes an annual internal audit conducted by independent auditors
- The Company also undergoes secretarial audit conducted by an independent company secretary in full-time practice

For more information about our Corporate Governance and shareholder engagement process, please refer to our Annual Report FY 2009-10 available on RIL website: <http://www.ril.com>

Management Systems

We have established Management Systems in place to help us conduct our business responsibly. These systems reflect our support for globally recognized standards on governance, safety, human rights and environment. Our system of internal controls extends from corporate governance policies at board level to detailed processes applied at the level of our operations.

Some of the systems, structures, process and standards that enable us to deliver high returns for our stakeholders include:

Code of Conduct and Values

Our code of conduct and values demonstrate our commitment to integrity, ethics and legal compliance.

Risk management

Risk management is achieved through a variety of systems. These systems enable us in the delivery of safe, responsible and reliable operating activity and group standards, which set out processes for other major areas such as investment decisions or fraud and misconduct reporting. We conduct regular performance reviews of our business divisions and key functions to monitor their performance and - management of risk and to intervene, if necessary.

Six Sigma

In FY 2009-10, 105 Six Sigma projects were completed leading to financial benefits amounting to Rs. 550 million on an annualised basis. Presently, 439 Black Belt and Green Belt holders are associated in Six Sigma projects at different sites. An additional, 1,896 team members and supervisory personnel are providing their active support to these projects. In order to further embed Six Sigma and develop a cadre of Reliance Certified Black Belts (RCBB) across locations, the RCBB development plan was launched company-wide. Reliance Certified Black Belt holders will have the knowledge

and skills to do complex projects and also guide, coach and train others in executing Green Belt (GB) projects.

Safety

Our HSE Management System (HSE-MS) underpins all processes and resources to optimally manage safety. It provides a formal, organised process whereby our management and employees plan, perform, review and improve the safety performance. We continue to pursue world class operational excellence on Process Safety Management (PSM). As part of our strategic partnership with DuPont Safety Resources, we have built capabilities within the Company and developed in-house experts in various facets of PSM. Our Management Systems approach for safety is significantly guided by OHSAS 18001 Management Systems.

Environment

We continue to integrate ISO: 14001 Environment Management Systems (EMS), ISO: 9000 Quality Management Systems (QMS) and OSHAS: 18001 Occupational Health and Safety Management Systems (OHSMS). A management framework with defined structures, roles and responsibilities, group standards, audits and training has further been strengthened. In FY 2009-10, we developed 9 new RIL group standards covering various environmental aspects. We went on to support this effort by developing and releasing second party audit protocols for the standards.



Disclosure on Management Approach

Economic Indicators

We have a stringent internal control system for business planning, risk management, operational stability and control, and regulatory compliance. Our integrated financial accounting system has in-built controls that ensure reliable and effective financial reporting. Our audit mechanism periodically reviews control and compliance with legal and regulatory requirements and also frauds and negligence. We have a board-constituted Audit Committee with three independent non-executive directors.

Environmental Indicators

We have a board-constituted Health, Safety and Environment (HSE) Committee to review and monitor and ensure highest standards of observance of environmental, health and safety norms and compliance with applicable laws at all manufacturing divisions of the Company. 12 of RIL's manufacturing divisions have gained ISO 14001 – 2004 certification for their environmental management systems. Our manufacturing divisions and the E&P division establish goals and objectives under structured, formal Environmental Management Programmes (EMPs), to improve their environmental performance.

Labour Practices and Decent Work Indicators

At RIL, every employee is encouraged to avail of opportunities that exist across multiple functions, disciplines and geographies. We have customised learning and development programmes for workforce up-gradation and skill enhancement. For our senior management, we have an advanced management programme designed in

collaboration with an international management institute. All our manufacturing divisions have received OHSAS 18001 certification for their safety and occupational health management systems. The manufacturing divisions and the E&P division establish their goals and objectives under formal, structured Occupational Health & Safety Management Programmes (OHSMPs), to improve their safety performance.

Human Rights Indicators

Over the years, governance processes and systems have been strengthened at RIL. In addition to complying with the statutory requirements, effective governance systems and practices inter alia towards transparency, disclosures, internal controls, promotion of ethics at workplace and non-discrimination have been institutionalised. Our codes of conduct and ethics policies cover issues such as bribery and corruption, fraud, insider trading, human rights and discrimination. They include a commitment to conducting our business with due regard to the interests of our stakeholders and the environment.

We respect human rights at the workplace and follow leading international practices, which ensure the freedom of association, prohibition of child labour, protection of indigenous rights and prohibition of forced and compulsory labour.

Society Indicators

Our social initiative programmes focus on key areas of healthcare, education, community development, child welfare, environmental care and infrastructure development. On the health front, we enjoy the distinction of being the founder member of the India Business

Alliance of the World Economic Forum. We have resolved to contribute our strength to combat diseases such as Tuberculosis (TB) and HIV/AIDS. To achieve this, we have collaborated with a large number of agencies working on these issues and have created unique Public-Private Partnerships (PPP). In addition to setting up dedicated hospitals for neighbouring communities at some of our manufacturing divisions, we offer medical services at all our manufacturing divisions and offices. On the educational front, our major manufacturing locations provide quality education to the children of all employees and also cater to the needs of surrounding villages. In terms of community development, we have undertaken several transformational infrastructural projects in rural areas including construction of roads, anganwadis (kindergarten schools), panchayat offices and community halls.

Product Responsibility Indicators

It is our constant endeavour to minimize the health, safety and environmental impact of our products across our supply chain. We work with various agencies to promote end-of-life recycling and reuse of our products. Our R&D team is focused on developing greener and safer products and alternatives. We adhere to all Indian laws related to marketing communications, including advertising, promotion and sponsorship.





Communication and Engagement

The successful pursuit of ongoing growth and transformation at Reliance Industries is characterized by deep engagement with all the Company's stakeholders- investors, customers, employees, communities, suppliers, unions, government, government, regulators and NGOs.

We nurture relationships across the entire range of stakeholders. This helps us identify potential challenges and view them from different perspective, develop businesses that will enhance shareholder value and manage risks better. Our commitment to protecting stakeholders' interest is what makes RIL robust, resilient and sustainable.

Our stakeholder engagement strategy is a two-way process designed primarily to initiate and sustain relationships over a period of time. Stakeholder consultations are core to the strategy. The objectives of these consultations are:

- To elicit stakeholders' preferences and priorities
- To identify commonalities and differences in stakeholders' aspirations and
- To determine a manageable set of priorities, preferably through consensus

Stakeholder consultations follow a five-step approach, refined over the years to elicit the maximum response from stakeholders. The five steps are:

Plan:

Identify key stakeholders and topics for consultation; outline the purpose for consultation with each group. This step serves to prepare for consultations addressing a wide range of objectives, from meeting regulatory requirements and negotiating compensation, to building trust and managing expectations.

Consult:

Consultations are conducted over a range of media customized to each stakeholder group and designed to elicit maximum response. These include, among others, employee and customer satisfactions surveys, touch points on our intranet and website and meetings with shareholders and customers to gather feedback and address concerns. The press plays the role of an important enabler of these consultations.

Incorporate Feedback:

Stakeholder consultations help RIL plan to meet future expectations, anticipate risks to our businesses; identify material issues and prioritize between them. The incorporation of feedback from stakeholder consultations into the company's business and sustainability strategies is a key step in the process of engagement.

Document results of consultation:

In order to institutionalize the process of stakeholder consultations and develop responsive systems, we ensure that every consultation is carefully documented for future reference. All the important details concerning participants, topics and outcomes are captured in this step of documentation.

Report back:

RIL's involvement with stakeholders doesn't end with consultations and documentation but extends to reporting the outcomes of consultations back to relevant groups. Decisions on the subsequent course of action are taken after gaining approval of the relevant stakeholder group. In the event that suggestions are not taken forward, the company makes it a point to explain the rationale behind its actions.

The meticulous application of the above-mentioned 5 – step process of stakeholder consultations has enriched the company and its stakeholders by way of numerous sustainability initiatives. The diagram below depicts our key stakeholder groups, priorities identified and our response.





Employees



Suppliers



Trade Unions



Local Communities

Priorities

- Health & Safety
- Governance & Transparency

Response

- Several occupational health initiatives including a focus on health awareness among employees*.
- Company goes beyond compliance requirements to incorporating good governance practices in all areas including reporting on non-financial performance in line with the Global Reporting Initiative guidelines and UNGC principles.

Priorities

- Energy Security
- Product Responsibility

Response

A focus on local suppliers and regular supplier meetings.

Priorities

- Health and Safety

Response

Policy of 'safety of persons overrides all production targets', regular medical exams, world class OHS centres.

Periodic potable water sampling analysis and health audits of canteens.

Priorities

- Health and Safety
- Waste Management
- Community initiatives

Response

Enhanced NGO partnerships, community surveys, formation of Reliance Foundation, partnership with district administrations.



Shareholders

Priorities

- Governance & Transparency

Response

Annual General Meetings provide shareholders with an opportunity to raise questions in person. Reliance's corporate website; www.ril.com has information for all shareholders. Shareholders seeking information may also contact the Company directly throughout the year via dedicated shareholder contact points and Investor Service Centres present in 80 Indian cities.



Customers

Priorities

- Product Responsibility

Response

Regular customer meets and satisfaction surveys.

New environmentally benign product development.



Government & Regulators

Priorities

- Energy security
- Governance and Transparency
- Climate change
- Waste Management

Response

Compliance, independent directors, disclosures on polymer usage, research collaborations.



NGOs

Priorities

- Health and Safety
- Governance & Transparency

Response

NGO partnership for HIV/AIDS and communication on governance and transparency initiatives.

**RIL's Change Agents for Safety, Health & workplace Environment (CASHe) is an initiative to promote healthy workplaces and reduce health and safety risks*

Lessons Learnt

- In FY 2009-10 we sent out information request to over 300 important stakeholders, seeking their feedback on various topics related to sustainability at RIL. In addition, we initiated one-on-one dialogue with some key stakeholders to map their concerns and expectations. The stakeholder groups included employees, labour unions, communities, NGOs, customers, suppliers and vendors. The results of this exercise confirmed that RIL's focus on the social initiatives was in resonance with stakeholders expectations especially in the areas of education, health and community development. Such feedback has been integral to our decision-making on endeavours such the Reliance Foundation, launched by our chairman in November 2009.
- A number of other initiatives that we implemented this year have also been influenced by feedback from various stakeholder groups. Against the backdrop of the global financial crisis, RIL launched an innovative initiative called "Mission Karakshetra" aimed at galvanising and energising all employees in the organization to rise to the occasion and help RIL emerge stronger. The focus of this initiative was on extreme efficiency, value maximisation to serve the new, uncertain market conditions and safety and reliability of assets. Employees responded overwhelmingly by pouring in a record number of ideas over a specially built business excellence tool operated on an Information Technology (IT) backbone. This initiative not only helped us in surmounting our challenges, but also helped identify serial ideators, who were subsequently, recognised and rewarded by the leadership of RIL.
- Feedback from our engagement with employees resulted in increased investment in learning and development initiatives. This year 1,311,476 man hours of Learning & Development activities were conducted. Employees also expressed their preference for E-learning as a medium to upgrade skills and competencies given its flexibility- employees can learn when needed, at their own convenience and from any location. The Company has decided to increase its investment in e-learning through new and state-of-the-art modules both in the Technical and Management domains.



Performance on Commitments

In our efforts to achieve excellence in our sustainability initiatives, we have shaped our short term and long term plans under our sustainability roadmap.

Commitment	Performance
Controlling GHG emissions	GHG emissions (CO2 equivalent) per tonne of production reduced from 0.3809 to 0.2811.
Ensuring safety of people and assets	Injury rate has decreased by 64 % at our manufacturing units largely because of improvement in safety management systems and training.
Attracting and retaining talented professionals	Attrition rate decreased to 8.45% from 10.03% last year.
Target of training 40% of supervisory staff in Six Sigma in next 3 years	11% of supervisory staff have been imparted training on Six Sigma. Developing in-house consultants to impart Six Sigma training.
Providing clean fuel to increase the clean energy mix of the nation	In FY 2009-10, supplied over 14.5 billion cubic meters of gas to the nation from the KG-D6 block.

Awards & Recognitions

In 2009-10, we were recognised by various institutions for achieving excellence in diverse functions. Some major awards and accolades conferred on our executives and company divisions were:

- Shri Mukesh D. Ambani, Chairman and Managing Director of RIL, was ranked the 5th best performing CEO in the world by the Harvard Business Review in its ranking of the top 50 global CEOs of all publicly traded companies that have made it into the Standard & Poor's Global 1200 or BRIC 40 lists since 1997 . The list includes companies from Brazil, Russia, India, and China.
- Shri Mukesh D. Ambani was awarded the Dean's Medal by University of Pennsylvania's Eduardo Glandt, Dean of the School of Engineering and Applied Science. The medal was given in recognition of his leadership in applied engineering and technology.
- Shri Mukesh D. Ambani was awarded the Indian Merchant's Chamber (IMC) 'Juran Quality Medal for 2009'.

- RIL, ranked at the 11th position, was the only Indian company in the 25 A T Kearney Global Champions for 2009.
- Boston Consulting Group (BCG) ranked RIL second amongst the world's 10 biggest 'Sustainable Value Creators' companies for creating the most shareholder value for the period 2000 to 2009.
- International Finance Corporation (IFC), a member of the World Bank Group of institutions rated our Sustainability Report's reporting quality as "good" – the highest rating ever given to a company in a group that includes India's 10 largest companies by market capitalisation.
- We received a gold medal from the Indian Red Cross Society in recognition of our 'Protsaham Scheme'–for providing educational support to poor, meritorious students.
- RIL received a Certificate of Appreciation from the District Collector of East Godavari district in 2009 for CSR initiatives in the region.
- The Exploration and Production (E&P) division won the 'Best Project of the Year 2009' award for KG-D6 Block Deepwater (D1/D3) Gas Fields Development Project Kakinada, from the Project Management Institute, India.
- Our E&P division also received the Oil Industry Safety Award from the Ministry of Petroleum & Natural Gas for 'Best Overall Safety Performance amongst Offshore Drilling Rigs' (private and joint venture) in 2009.
- The Allahabad Manufacturing Division received the British Safety Council (BSC) certification – a 5-star certification for safety and occupational health in 2009.
- Dahej Manufacturing Division received the 'American Society for Training & Development (ASTD) BEST Award-2008' in 2009.
- Dahej Manufacturing Division also received the India Chemical Council Award for 'Excellence in Energy Conservation & Management 2008-09' in 2009.
- Hazira Manufacturing Division has won the 'Golden Peacock Award for Occupational Health & Safety' in 2009.
- Hazira Manufacturing Division also bagged the ASTD 'Excellence in Practice Award' for Trucker Safety Training and ASTD 'Excellence in Practice' Citation for Total Quality Management (TQM) and Six Sigma training case studies in 2009.
- Jamnagar Manufacturing Division (DTA Refinery) received the 'International Safety Award- 2008' from the British Safety Council in 2009.
- Jamnagar Manufacturing Division also received the 'Greentech Environment Excellence Platinum Award 2009' in the Petroleum Refinery sector in 2009.
- Nagothane Manufacturing Division has been conferred with the ASTD 'Excellence in Practice' Citation in 2009.

For more information about our Awards and Recognitions, please refer to our Annual Report FY 2009-10 available on RIL website: <http://www.ril.com>

Performance Review

Environmental						
Manufacturing Divisions						
Manufacturing Divisions	2009-10	2008-09	2007-08	2006-07	2005-06	2004-05
Total Production ('000 tons)	71,446.16	44,526.85	44,626.95	43,509.81	39,519.01	40,332.21
Material consumption						
Raw material ('000 tons)	68,089.79	41,061.49	43,033.43	41,962.17	38,310.22	39,440.51
Associated material ('000 tons)	528.71	264.73	217.72	197.23	180.45	124.34
Intermediates ('000 tons)	47.35	29.99	34.78	31.60	31.09	48.60
Packaging material ('000 tons)	94.12	82.13	110.81	91.13	87.14	87.99
Material Recycled						
Material recycled ('000 tons)	74.63	40.08	61.65	52.80	52.73	45.10
Material recycled (%)	0.11	0.10	0.14	0.12	0.14	0.11
Direct energy consumption ('000 GJ)	369,248.31	247,391.73	253,868.52	236,992.87	214,474.57	215,525.35
Renewable ('000 GJ)	522.58	324.84	276.93	236.57	188.67	137.34
Indirect energy consumption ('000 GJ)	1196.49	1572.23	1707.05	1642.10	1385.49	941.60
Energy saved due to conservation ('000 GJ)	5858.14	2035.00	3,121.51	10,496.17	2,318.13	2,830.07
Total water withdrawal ('000 cu. M)	107,966.76	97,172.64	97,788.41	95,686.43	89,857.64	85,957.62
Percentage of water recycled (%)	44.29	31.09	28.58	26.35	23.30	24.49
Total effluent discharged ('000 cu. M)	21,324.14	20,105.38	23,774.00	24,920.44	24,106.89	23,334.36
Greenhouse gas emissions						
Direct emissions ('000 tons of CO ₂ eq.)	19,754.70	16,591.74	16,889.57	16,410.80	15,534.50	15,927.32
Indirect emissions ('000 tons of CO ₂ eq.)	334.58	369.37	368.22	367.42	312.71	211.62
Reductions in GHGs ('000 tons of CO ₂ eq.)	1,220.25	613.56	877.27	629.07	0.00	0.00
Emissions of ODS (tons of CFC-11 eq.)	8.38	11.65	30.70	27.72	18.91	19.71

Total air emissions						
SPM ('000 tons/year)	2.95	3.60	3.64	3.52	3.36	3.99
SOx ('000 tons/year)	12.82	12.51	13.94	13.81	14.21	15.70
NOx ('000 tons/year)	23.26	18.41	19.07	18.87	17.01	17.79
VOCs ('000 tons/year)	29.23	19.94	19.91	19.67	18.50	18.97
Total amount of waste generated						
Hazardous waste ('000 tons)	56.16	47.07	41.44	40.47	32.94	35.43
Non-hazardous waste ('000 tons)	50.01	35.91	44.87	41.81	23.69	26.79

Social						
Manufacturing Divisions	2009-10	2008-09	2007-08	2006-07	2005-06	2004-05
Safety Performance						
Injuries (nos)	51	123	100	128	116	138
Injury rate (per 100 workforce)	0.07	0.20	0.17	0.26	0.22	0.29
Lost days ¹ (nos)	8,079	11,886	3,338	3,418	2,826	3,332
Lost day rate (per 100 workforce)	11.02	19.11	5.63	6.94	5.47	7.06
Man hours worked (million hours)	146.68	124.36	118.60	98.53	103.36	94.43
Fatalities (nos)	3	8	1	9	2	7

¹As per global reporting practice, we have reported the number of lost days sans fatalities. From FY 2008-09, we have expanded the scope of injuries and loss days to include injuries and loss days of construction workers in steady-state operations. As per Indian regulations, each fatality is equivalent to 6000 lost days.

Environmental						
E&P ²	2009-10	2008-09	2007-08	2006-07	2005-06	2004-05
Material consumption³						
Associated Materials (tons) ⁴	742	--	--	--	--	--
Casings & Tubular ('000 meters)	215.63	237.70	199.38	195.41	149.40	47.95 ⁵
Chemicals-Solid ('000 tons)	8.53	76.77	92.82	27.90	25.33	25.17
Chemicals – liquid ('000 KL)	12.48	15.42	14.26	7.31	6.51	8.44
Direct energy consumption						
Diesel ('000 GJ)	2402.77	2763.73	2,352.70	1,305.04	1,167.06	650.62
Gas ('000 MWH)	1386.71	1497.28	902.50	1,769.60	1,772.43	100.28
Gas ('000 GJ) ⁶	1748.51	--	--	--	--	--
HFO ('000 GJ)	1.91	0.9371	0.8636	1.2885	1.9984	2.1851
Indirect energy consumption (GJ) ⁶	4321.15	--	--	--	--	--
Water consumption ('000 cubic metres)	224.42	171.34	64.81	38.86	30.64	22.84
Greenhouse gas emissions⁶						
Direct emissions ('000 tons of CO ₂ eq.)	582.77	--	--	--	--	--
Indirect emissions (tons of CO ₂ eq.)	877	--	--	--	--	--
Emissions of ODS (tons)	0.12	--	--	--	--	--
Total air emissions⁶						
SPM (tons/year)	16.26	--	--	--	--	--
SOx (tons/year)	593.88	--	--	--	--	--
NOx (tons/year)	1,575.01	--	--	--	--	--
VOCs (tons/year)	753.96	--	--	--	--	--
Hazardous waste (tons)⁷	4390.24	3018.54	909.01	463.99	165.82	118.02
Non hazardous waste (tons)	398.99	927.56	974.98	995.12	503.47	365.22

²RIL is a joint operator with BG Exploration and Production India Limited (BG) and Oil & Natural Gas Corporation of India (ONGC) having a 30% interest in Panna - Mukta - Tapti (PMT) and in-line with the best global sustainability reporting practice, we have considered 100% applicable value to PMT in Environmental and Social Performance Review.

³The material consumption values are related to consumables used in the E&P of O&G.

Social						
E&P	2009-10	2008-09	2007-08	2006-07	2005-06	2004-05
Safety						
Injuries (nos)	10	28	17	16	5	1
Injury rate (per 100 workforce)	0.08	0.10	0.07	0.21	0.12	0.04
Lost days ⁸ (nos)	142	431	0	14	0	0
Lost day rate (per 100 workforce)	1.17	1.55	0	0.1877	0	0
Man hours worked (million hours)	24.24	55.54	46.17	14.92	8.69	5.09
Fatalities (nos)	2	4	2	0	0	0

⁴Associated materials are related to the steady state operations facility at Gadimoga.

⁵PMT information is not available.

⁶The values are related to the steady state operations facility at Gadimoga.

⁷The Hazardous Wastes Management and Handling Rules 2008, Schedule 1, item 2.1, 2.2 and 2.3 classifies drill cuttings containing oil, drill mud and other wastes and sludge containing oil as Hazardous waste. As such, the total mud (sludge and slurry form) needs to be reported as Hazardous Waste.

⁸As per global reporting practice, we have reported the number of lost days sans fatalities. As per Indian regulations, each fatality is equivalent to 6000 lost days. The lost days reported for 2009-10 also includes lost days from the blocks other than PMT which commenced the production in 2009-10.

Across RIL				
Social				
Workforce breakdown	2009-10	2008-09	2007-08	2006-07
Leader (nos)	880	985	1,163	1,144
Manager (nos)	7,278	7,863	7,974	6,954
Executive (nos)	4,842	4,988	4,451	3,676
Trainees (nos)	1,067	1,497	1,430	702
Apprentice (nos)	186	-	-	-
Retainers / Consultants (nos) ⁹	-	21	88	100
Workers (nos)	9,112	9,325	10,381	12,120
Total number of employees (nos)	23,365	24,679	25,487	24,696
Attrition rate (%)	8.45	10.03	8.66	7.79
HSE expenses (million INR)	845.18	1114.42	925.98	546.84
Benefits provided to employees (million INR)	3,722.30	4,840.20	4,668.40	3,596.30

⁹In FY2009-10 we had no retainers or consultants on the Company rolls.

Social Expenditure ¹⁰	2009-10	2008-09	2007-08	2006-07
	INR million	INR million	INR million	INR million
Education ¹¹	509.77	191.84	732.34	126.43
Health ¹²	292.41	480.99	146.00	77.44
Community Development ¹³	440.84	369.16	332.28	491.90
Environment (Greening activities)	1.71	12.32	13.55	41.16
Others ¹⁴	540.16	492.38	73.26	92.81
TOTAL	1784.89	1546.67	1297.23	829.79

Training	2009-10	2008-09	2007-08	2006-07
Leader (hours)	15,824	22,505	26,910	16,908
Manager (hours) (including retainers/consultants)	505,129	594,903	751,755	366,155
Executive (hours)	214,048	192,481	291,841	141,047
Non-supervisory (hours)	177,598	130,132	463,937	96,405
Contract Labour (hours)	398,877	354,693	452,575	—

¹⁰To further categorize the CSR expenditure, this year we regrouped the CSR expenditure of Dhirubhai Ambani Foundation and Sir H.N. Medical Research Center, RRDT under Education, Health, Community Development and Others and similar regrouping has been adopted for previous years data.

¹¹Education includes all education related aid, donation, scholarship across RIL locations including Jamnaben Hirachand Ambani Foundation, Hirachand Goverdhandas Ambani Charitable trust and Dhirubhai Ambani Foundation.

¹²Health includes medical aid & benefits extended across RIL locations including Sir H.N. Medical Research Centre, Drishti and Dhirubhai Ambani Foundation.

¹³Community development includes RRDT expenditure

¹⁴Others include donations, sponsorship and awards instituted across RIL locations including Dhirubhai Ambani Foundation, UAA – Dhirubhai Lifetime Achievement Award, RIL CNN IBN Real Indian Heroes Award.

The Vinyl Chloride Monomer (VCM) plant at Hazira, one of the plants with highest reactor productivity per unit volume of oxy reactor amongst all oxy vinyl licensees globally.





Economic Performance Review

Financial Performance

Our business prudence is reflected in superior financial performance delivered during the year. Our turnover for the year ended 31 March, 2010 was Rs. 2,004.00 billion (\$ 44.6 billion), a growth of 37% over the previous year. Operating profit before other income increased by 29% from Rs. 236.83 billion to Rs. 305.81 billion (\$ 6.8 billion). Increase in revenue was due to 50% rise in volumes and in spite of a 13% decline in prices.

In FY 2009-10, we maintained our status as India's largest exporter accounting for 14.5% of India's total exports. Our exports including deemed exports, stood at Rs. 1,101.76 billion (\$ 24.5 billion) as against Rs. 891.99 billion in the previous year. We exported to 123 countries around the world. Exports represent 55% of our turnover. Petroleum products constitute 85% and petrochemicals contribute 15% of the total exports.

The total economic value generated by RIL increased by 37% to Rs. 2,028.60 billion while the total economic value distributed by us also increased by 38% to Rs. 1,773.59 billion. We have contributed Rs. 179.72 billion (\$4 billion) to the national exchequer in the form of various taxes and duties.

Key Financial Indicators

- Total Assets: Rs. 2,510.06 billion (\$ 55,903 million)
- PBDIT excluding exceptional item: Rs. 330.41 billion (\$ 7,359 million)
- Cash Profit: Rs. 279.33 billion (\$ 6,221 million)
- Net Profit: Rs. 162.36 billion (\$ 3,616 million)
- Net gearing ratio: 22.3%
- Net debt/equity ratio: 0.31
- Market Capitalisation is 5.7% of the total market capitalisation in India
- 5.6% of the Government's indirect tax revenues
- Weightage in BSE Sensex is 12.8%
- Weightage in S&P CNX Nifty Index is 10.6%

During the past one year, we have commissioned two of the largest projects of global scale in the energy sector. This was achieved in a period defined by significantly high capital costs, global shortage of financial capital and resource constraints for large-scale projects. Commissioning these projects has created several milestones in RIL's corporate history. As always, RIL's shareholders were the first to reap the benefits of the commissioning of the oil and gas, and petroleum refining facilities. The issuance of bonus shares is in line with our tradition of rewarding shareholders on a consistent basis.

RIL also announced a dividend of 70% amounting to Rs. 24.30 billion (\$ 541 million), including dividend distribution tax in FY 2009-10. This was one of the highest payouts by any private sector company in India. Our contribution to wages and salaries stood at Rs 23.50 billion.

The Company was recently rated by the Boston Consulting Group as the fifth most sustainable value creator globally. The rating also recognizes that RIL's value creation is balanced and well-distributed among all the stakeholders of the Company.

High Quality Portfolio

Our upstream oil and gas strategy is to identify, evaluate and capture the highest quality resource opportunities at the most competitive cost in the industry. The strength of our balance sheet and the Company's recent experience in deepwater exploration and drilling allows us to explore for incremental resource types regardless of life-cycle. This is done across geological and geographical plays using cutting-edge technology and capabilities through partnerships with leading global players. Incremental resource types include unconventional resources such as shale gas, tight gas, Coal-Bed Methane (CBM), heavy oil and oil sands that can provide profitable, long plateau production systems in addition to conventional offshore resources.

In April 2010, RIL entered into a joint venture with the USA based Atlas Energy, Inc. (Atlas) under which RIL acquired 40% interest in Atlas' core Marcellus Shale acreage position. RIL has become a partner in approximately 300,000 net acres of undeveloped leasehold in the core area of the Marcellus Shale region in south western Pennsylvania

RIL's upstream approach is oriented towards ensuring greater value by sustained production growth and an accelerated development of discoveries already made. This is achieved through ongoing excellence in project execution and capital efficiency

Successful Project Execution and Commissioning – RIL in the elite group of global deepwater oil and gas operators

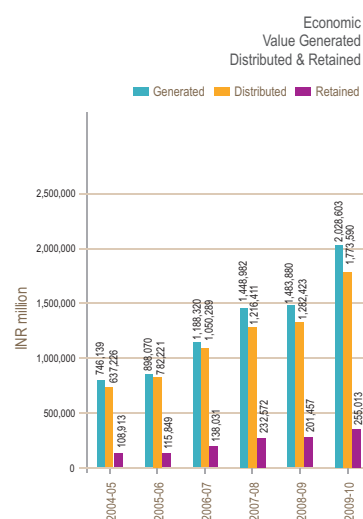
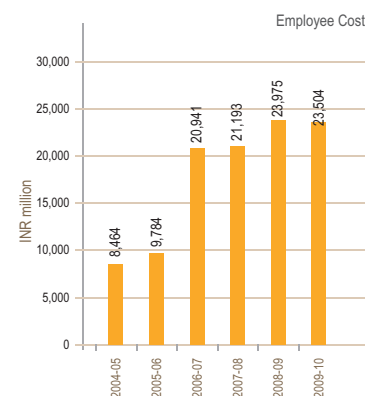
We began gas production within six and a half years of gas discovery in KG-D6, as against the world average of 9-10 years for similar deepwater production facilities. Continuous gas production for about a year, with 100% uptime, demonstrates the Company's flawless commissioning and execution capabilities.

Jamnagar–Global Petroleum Refining Hub

With the commissioning of the new refinery in its Special Economic Zone (SEZ), Jamnagar has now become the petroleum hub of the world. With 1.24 Million Barrels Per Day (MBPD) of nominal crude processing capacity, it is the single largest refining complex in the world. This is equivalent to 1.6% of global capacity or one third of India's capacity, and places RIL amongst the top ten private refiners globally.

The second refinery, of larger scale and complexity, was commissioned in a record time of 36 months despite the fact that it had to be executed under the most-challenging conditions of scarce availability of project execution resources due to overheated market conditions from 2005 to 2008. Building two of the largest and most complex refineries at the same location, in the same decade, is unique in the world of global refining.

The SEZ refinery achieved a flawless start, and the entire complex at Jamnagar was synchronised in record time. All the processing units of the SEZ refinery were successfully commissioned and the facility operated in a stable manner. It achieved a peak capacity



utilisation rate of 120% during the year. The new refinery has been designed to be more complex and flexible as compared to the first refinery. This enables the new refinery to capture more opportunities in value upgradation – from the bottom-of-the-barrel to highly value added products. The new refinery has the world's largest Coker and Fluid Catalytic Cracker (FCC) plants. In addition, it also has the world's largest alkylation unit.

Continuing Success in Exploration and Production

This was yet another successful period for our oil and gas exploration and production business. The first oil discovery was made in the inland exploratory block CB-ONN-2003/1 (CB 10 A&B) in the Cambay basin awarded under the NELP-V round of exploration bidding. RIL holds 100% Participating Interest (PI) in this block. The discovery, named 'Dhirubhai-43' has been notified with the Government of India.

The Company also made its third successive gas discovery in the exploration block KG-DWN-2003/1 (KGV- D3) of NELP-V. The deepwater block KG-DWN-2003/1 is located in the Krishna basin, about 45 Kms off the coast in the Bay of Bengal. The block covers an area of 3,288 sq. Kms. We hold a 90% participatory interest (PI) in the block. The well KGV-D3-R1, the third in this block was drilled at a water depth of 1,982 metres and to a total measured depth of 4,113 metres. This discovery, named 'Dhirubhai-44' has been notified with the Government of India.

Rating

Over 100 banks and financial institutions have commitments to RIL, reflecting the strength of its balance sheet, credit profile and earning capability. As a highly responsible company, RIL undertakes liability management on an ongoing basis, to reduce cost of debt and to diversify its liability mix.

Our financial discipline and fiscal prudence is reflected in the strong credit ratings ascribed by rating agencies. Moody's has rated RIL's international debt at investment grade Baa2 (stable). S&P has rated our international debt as BBB, which is a notch above India's sovereign rating. S&P has recently upgraded its outlook on us from 'negative' to 'stable'. Our long term debt is rated AAA by CRISIL and 'Ind AAA' by Fitch, the highest rating awarded by both these agencies. Our short term debt is rated P1+ by CRISIL, the highest credit rating assigned in this category.

For more information on our Economic Performance, please refer our Annual Report FY 2009-10 available on RIL website: <http://www.ril.com>

Energy Security

Energy security, a pillar of our sustainability strategy, is of paramount importance to the nation's overall growth. We remain committed to securing energy supplies in the country while expanding our energy portfolio to clean and renewable energy.

Production and supply of Natural Gas from KG-D6

Natural gas, a low-carbon, low polluting green fuel that flows from KG-D6 block from the east coast of India, is creating unprecedented value for and benefiting the nation, which is currently heavily dependent on imports to meet its oil and gas demand.

The commencement of gas production from Dhirubhai 1 and 3 discoveries of the KG-D6 block marked a historic achievement for us while significantly changing the Indian energy landscape. The gas production from KG-D6 has the potential to account for 40% of India's current oil & gas production and contributed significantly to the 30% improvement in the gas based power generation in the country during the year. Since the commencement of production in April 2009, the field has produced over 14.5 billion cubic meters of gas. The increased availability of gas contributed to increased production of fertilizers and reduced cost of production thereby saving the country Rs. 40 billion per annum in Government subsidies. All this was achieved was in a record time of six and half years.

Growth of Reliance Solar

We aim to bring solar energy systems and solutions primarily to remote and rural areas in India through our solar energy initiative, Reliance Solar. We are developing and offering a range of products, systems and solutions- from solar lanterns, home lighting systems, street lighting systems, water purification systems, refrigeration systems to solar air conditioners based on solar energy. These products, systems and

solutions are part of the downstream component of the solar value chain. We are concurrently working on developing the upstream and midstream components in an integrated manner- from polysilicon to ingots, wafers, cells and modules.

Reliance Solar group has built a large scale MWp level solar PV plant at Khimsar Village, State of Rajasthan and is under process of building more such plants thus providing energy security to energy dependent domains and businesses and also bridging energy gap in energy deficient areas. It has also installed and commissioned South-Asia's largest rooftop plant of 1 MW at Thyagaraj Stadium, Delhi. Reliance Solar also received the IEC - TUV certification for higher modules in May 2009.

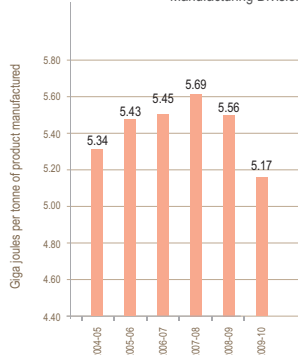
Promoting energy efficiency and conservation

We manage our own energy needs in a responsible way through operational excellence and higher energy efficiency. A dedicated energy cell at each of our manufacturing units is responsible for the energy management of the unit. Our corporate energy cell works closely with the energy cell at the manufacturing units to further improve energy efficiency through process redesign, retrofitting and behavioural change campaigns.

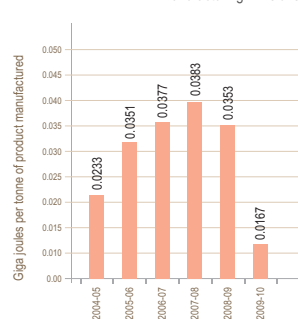
Many of manufacturing units have taken initiatives to promote energy conservation in the neighbouring communities by conducting awareness campaigns and educating children on energy conservation.



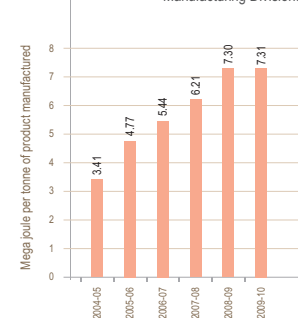
Direct Energy Consumption-
Manufacturing Divisions



Indirect Energy Consumption-
Manufacturing Divisions



Renewable Energy Consumption-
Manufacturing Divisions



This year we were able to achieve an overall reduction in our energy consumption both direct and indirect. Our specific direct energy consumption at manufacturing divisions reduced from 5.56 giga joules per tonne of production last year to 5.17 giga joules per tonne of production. Our specific indirect energy consumption at manufacturing divisions decreased to 0.0167 giga joules per tonne of production from 0.0353 giga joules per tonne of production in 2008-09. Our E&P operations recorded direct and indirect specific energy consumption of 0.24 giga joules per tonne of production and 0.25 mega joules per tonne of production respectively.

Our specific renewable energy consumption at manufacturing division increased from 7.30 mega joules per tonne of production to 7.31 mega joules per tonne of production. Our focused efforts at manufacturing divisions to improve energy efficiency helped us save 5,858,139 giga joules of energy during the year. This company-level initiative to reduce the energy requirement per unit of production sets a benchmark for us and others, and contributes further to India's energy security.

Climate Change

As an integrated energy company, we recognize our responsibility towards climate change mitigation and adaptation. We have a two-pronged approach towards climate change mitigation and adaptation – providing clean and renewable solutions and reducing our own carbon footprint through energy efficiency.

Clean and renewable energy

We have consciously expanded our product portfolio to include clean and renewable energy to help India increase

its clean energy mix. The natural gas production from the KG-D6 basin has significantly contributed to increased clean energy availability in the country. Our solar energy initiative aims to provide affordable renewable energy especially to remote and rural parts of the country.

Reducing our carbon footprint

GHG emissions reduction is a key result area across our manufacturing units. We have taken many initiatives towards this end. Our dedicated efforts to improve energy efficiency and reduce GHG emissions have resulted in absolute GHG emissions reduction of 1,220,246 tonnes of CO₂e during the year. Specific GHG emissions at our manufacturing divisions have also reduced from 0.3809 tonnes of CO₂e per tonne of production in 2008-09 to 0.2811 tonnes of CO₂e per tonne of production in 2009-10. Specific GHG emissions at our E&P operations for FY 2009-10, were 0.0340 tonnes of CO₂e per tonne of production.

Some of our projects have qualified as Clean Development Mechanism (CDM) projects and have been ratified by United Nations Framework Convention on Climate Change. We have a dedicated CDM cell to identify and support the registration of such projects. We have in total 5 CDM projects registered with UNFCCC resulting in 212,425 Certified Emission Reductions (CER) being issued on cumulative basis. This year, 99,457 CERs were verified and issued by UNFCCC.

Carbon Capture and Sequestration (CCS) is a critical technology for climate change mitigation, especially for the energy industry. We actively participate in worldwide developments and activities in CCS and are also a member of the Carbon Capture and Sequestration Association, London.

This year, many of our manufacturing units have switched to gas-based energy which has a reduced their impact on environment and is cost-effective. Energy audits and accounting, regular management reviews of energy generation and utilization guide the manufacturing units towards responsible energy management. We benchmark the energy performance of all our manufacturing units using the Solomon and/or Shell energy index which promotes healthy internal competition among our 13 domestic units. Our Jamnagar and Hazira units have successfully maintained their top ratings for specific energy consumption in studies conducted by international organizations.

Some major energy conservation measures carried out during the year 2009-10 are listed below:

Allahabad Manufacturing Division

- Energy saving has been achieved by combining steam jet ejectors used in polymerisers for providing vacuum during polymerisation reaction, minimizing the operation of Mono Ethylene Glycol (MEG) refining column by recycling process-recovered MEG directly to reaction in Continuous Polymerisation (CP) and optimising utility equipment operation in Utilities plant.

Barabanki Manufacturing Division

- Installation of the lowest diameter impeller in process cooling water pumps at utilities.
- Reduction in power consumption by optimizing lighting load of entire manufacturing division.

Dahej Manufacturing Division

- Improvement in steam generation by increasing steam generation temperature at Gas Cracker Unit (GCU).

- Lowering of discharge pressure in Compressed Gas (CG) compressor due to improvement in operational practices at GCU.

- Optimisation of energy performance of EO Scrubber (C-115) using ASPEN TECH at MEG plant.

- Improvement in heat recovery by upgradation in Material of Construction (MOC) of First Effect Evaporator Reboiler (E-530) at MEG plant.

- Reduction in steam consumption by stoppage of one light end (LE) column by process side improvements at Vinyl Chloride Monomer (VCM) plant.

- Replacement of old, inefficient pumps with new energy efficient pumps in Cooling tower (CT 04) at Utilities.

- Minimisation of hydrogen flaring by improvement in hydrogen recovery generated as a by product of the Chlor-Alkali (CA) plant & used in Captive Power Plant (CPP) boilers in place of purchased fuel, by installation of new hydrogen compressor (3rd) at CA plant.

- Reduction in energy consumption by replacement of the main reactor membrane in the CA plant.

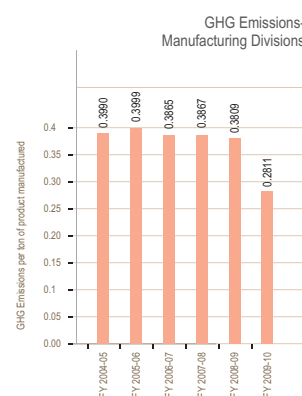
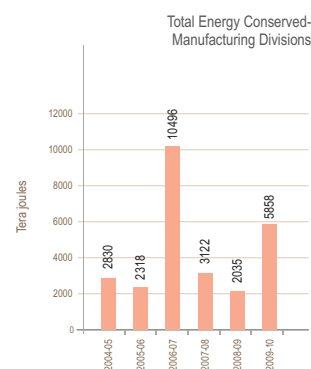
- Identification & replacement of faulty steam traps & minimisation of steam leakages done in CPP & yard piping at CPP plant.

- Recovery of steam condensate from surface condenser of main turbine (TD-0301) at EPRU.

- Minimisation of lube oil vent flaring by rerouting of Expander-Booster (KE-302) lube oil tank vent from flare header to fuel gas header at Ethylene Propylene Recovery (EPRU).

- Process to process heat recovery by provision of dehydrator regeneration gas-gas exchanger at EPRU.

- Implementation of offline fuel optimiser for CPP.



Hazira Manufacturing Division

- Autocut provision for dryer fan motors when drawline is stopped for more than 30 minutes in Polyester Staple Fiber (PSF), Polyester Fiber Fill (PFF) & CP - 11 plants.
- Replacement of all the motors running below 40% loading with low rating motors or variable frequency drives (VFD) in PSF plant.
- Reduction in nitrogen consumption in PolyEthylene Teraphthalate (PET) / Partially Oriented Yarn (POY) plants by arresting system leaks & optimising consumption in CP-12 Solid State Polymerisation (SSP) and Purified Terephthalic Acid (PTA) bin filter in all CP plants.
- Reduction in power consumption by conversion of Industrial Yarn (IDY) godet drives on all positions from “delta” to “star” electrical configuration in POY / PET Plants.
- Optimisation of Hiboil reflux ratio in main column at VCM plant.
- Improvement in steam generation by performing convection section cleaning in furnaces at VCM and Cracker plants.
- Improvement in steam generation by recovering waste heat from vent gases through new heat exchanger E-1122N at Cracker plant.
- Fuel gas preheating from ambient to 70°C in four gas turbines (GTs) using waste heat from stack at Captive Power Plant & Utilities (CPP&U) plant.

Hoshiarpur Manufacturing Division

- Optimisation of steam consumption in Draw machines in Polyester Staple Fiber (PSF) plants.

Jamnagar Manufacturing Division

- Reduction in consumption of steam by decreasing operating pressure of Naphtha Splitter & Depentaniser

column by process side improvements in Aromatics Plant.

- Recovery of hydrogen by diverting Isomer separator gas to platformer recontact loop, which originally was downgraded to unsaturated gas header in Aromatics Plant.
- Reduction in power consumption of fuel gas compressor by providing new tube bundle with additional baffles in inter stage cooler in Hydrogen Manufacturing Unit -2.
- Minimising Medium Pressure (MP) steam consumption in naphtha splitter reboiler by recovering more heat from Light Cycle Gas Oil (LCGO) stream in Coker Plant.
- Recoveries of additional process heat into cold leg from Light Vacuum Gas Oil (LVGO) pump around in Crude Distillation Unit (CDU) 1.
- Reduction in MP steam consumption used as motive steam in ejectors for Vacuum Distillation Units (VDU) 1 & 2 by process side improvements.

Jamnagar Manufacturing Division (SEZ)

- Saving of 10 TPD of flaring by installation of low range pressure transmitters on each unit's flare knock-out drums for identification of flare sources in Low Low Pressure (LLP) flare.
- Reduction in captive steam generation is achieved by decreasing motive steam pressure in all ejector stages in crude-3 & 4 units, decreasing High Pressure (HP) steam consumption in PRT 1 & 2 at Fluidised Catalytic Cracker (FCC) Plant & by putting restricted orifices in coke drum steam purge valves at Coker Plant.
- Reduction in fuel consumption by changing the burner tips for all the furnaces in Platformer.

Nagpur Manufacturing Division

Reduction in contract demand from 4500 KVA to 4250 KVA to avail rebate on account of improvement in load factor.

Nagothane Manufacturing Division

- Reduction in power consumption of ethylene compressor 30-K02 by minimising the interstage kickback flow in Low Density Poly Ethylene (LDPE) plant.

Naroda Manufacturing Division

- Replacement of inefficient screw compressors to energy efficient centrifugal compressors for Airjet Looms in Worsted Spinning Plant.

Patalganga Manufacturing Division

- Revamping of insulation in Thermax heater 1 & 2 with Monolane lining.
- Improvement in steam generation capacity of Heat Recovery Steam Generator (HRSG) - 2 by Dry Ice Cleaning.

Silvassa Manufacturing Division

- Reduction in compressed air generation at supply air blowers by combining supply air plenum in Texturising Plant 1.

Vadodara Manufacturing Division

- Improvement in heat recovery by replacement of combined Feed to Effluent Exchanger from Shell and Tube to Helical Baffle type heat exchanger in PACOL section at the Linear Alkyl Benzene (LAB) Plant.
- Stoppage of operation of three pumps and column by recovering process to process heat from splitter column overheads to recycle paraffin stream at the LAB Plant.
- Improvement in High pressure (HP) steam generation by replacement of Transfer line Exchangers (TLE) with OLMi make TLE in 4 heaters in Naphtha Cracker Plant.
- Improvement in High pressure (HP) steam generation by replacement of Transfer line Exchangers (TLE) with OLMi make TLE in 4 heaters in Naphtha Cracker Plant.



Growth Through Innovation

In a challenging year of demand destruction and the global financial crisis, we focused on converting adversity into an opportunity through innovation. This was achieved through various mechanisms that we have established to foster creative thinking and innovation throughout the company.

Mission Kurukshetra

We launched an initiative called 'Mission Kurukshetra' aimed at galvanising and energising the entire organization to rise to the occasion and help us emerge stronger. The focus of this initiative was on extreme efficiency, value maximisation to serve the new market conditions and ensure the safety and reliability of our assets. Our employees responded overwhelmingly by pouring in a record number of ideas over a specially built business excellence tool which operated on an Information Technology (IT) backbone.

This initiative helped us in surmounting the challenges, lowering our costs of production and in identifying serial ideators, who were recognised and rewarded by our top management.

Leading Expert Access Programme

The Leading Expert Access Programme (LEAP) which provides access to global thought leaders continued to inspire our people. Nobel laureates, industry captains and thought leaders enthralled and enlightened RIL communities with their experiences of life and work.

Reliance Innovation Council

The Reliance Innovation Council (RIC) held a major meet in Jamnagar in January 2010. "Value creation through innovation" was the chosen theme for

this meeting where RIC played host to Nobel laureates such as Professors Lehn and Grubbs, global strategy leaders such as Professor CK Prahalad and leading thinkers such as Professor Whitesides and Dr. Haseltine. These stalwarts worked along with our Chairman of RIC Dr. Mashelkar, Mr. Mukesh D. Ambani and the senior leadership of our company to define the RIL future and lay out roadmaps based on the unique future positioning of the company.

Reliance Innovation Leadership Centre

The Reliance Innovation Leadership Centre (RILC) serves and supports the RIC and implements an innovation agenda that is designed to make RIL one of the most innovative companies in the world. It has lined up some exciting initiatives that will take innovation at RIL to the next level. Our quest is to make innovation a way of life and ensure that the next generation of growth is innovation led.

Reliance Technology Group

Research & Development (R&D), Technology Development and Innovation continue to be an integral part of RIL's agenda for achieving growth, business profitability, sustainability and rural transformation. At RIL, a team of more than 100 engineers and scientists are driving various research and technology (R&T) efforts. This year, the Reliance Technology Group (RTG) was created by consolidating various research and technology functions and this is helping to leverage diverse skills and competencies from various functions to create new opportunities at the interfaces. Members of the Reliance Innovation Council (RIC) provide an external perspective to RTG's efforts.

RTG's key objectives:

- Develop fit-for-purpose and sustainable technology and its application.
- Provide effective project support and assurance to manufacturing plants and businesses.
- Provide technical assurance to projects including technology selection and absorption.
- Proactively identify and support technical opportunities to add value across RIL's businesses.
- Develop technology strategies suited to create business growth and offset threats.
- Balance technology sourcing by a flexible strategy of smart buying, fast customisation and flagship development of key technologies.
- Exploit synergies cutting across technologies/ disciplines.
- Improve technical productivity on a continuous basis.
- Develop / recruit staff with skills and motivation to meet current and future business needs.
- Create a fit-for-purpose process centric organisation.
- Ensure long term technical health of RIL businesses.
- Manage technology and Intellectual Property (IP) assets for the Company.

RTG's areas of focus:

We continue to support improvements in manufacturing operations, e.g., through the implementation of advanced process control.

In refining R&D, the major technology focus is on maximising desired product yields from Fluidised Catalytic Cracker (FCC), enhancing recovery of higher

value products from distilling units, and on increasing efficiency and reliability of refinery processes by using advanced tools, e.g., computational fluid dynamics. Efforts are also under way to develop new processes to widen operating window for crude processing.

In the petrochemicals area, we are providing technology support to olefin crackers, polymers, fibre intermediates, Linear Alkyl Benzene (LAB) and polyester. In the polymers\ area, we are working on strategic technology for high performance polyolefin products such as Biaxially Oriented Polypropylene (BOPP) and Impact Polypropylene through innovation in catalyst systems.

We are also working on the development/ commercialisation of new products e.g., oxygen barrier polyester resin for packaging, material for fruits/vegetables preservation and low cost Antimicrobial Polyester. In addition, RTG is working on emerging technologies such as fuel cells, carbon fibres, bio-fuels and gasification of various feedstocks.

Some major ongoing/completed projects include:

- Maximising light olefins yields.
- Expansion of testing and pilot plant facilities in refining.
- Technology development to process cheaper and heavier crudes.
- Computational Fluid Dynamics (CFD) studies for trouble shooting.
- Molecular modeling in blending and feed characterisation.
- Value addition by upgrading of coker streams.
- Process development for co-monomers from ethylene.
- Material development for

enhancing shelf life of fruits and vegetables.

- Development of new grades of elastomers.
- New Purified Terephthalic Acid (PTA) technology development.
- Catalyst recovery from Crude Terephthalic Acid (CTA) residues.
- Development of a regenerable adsorbent for removal of olefins in Benzene, Toluene and Xylene (BTX) streams.
- Development of a dehydrogenation catalyst for LAB.
- Development of a polyolefin catalyst precursor.
- Development of catalyst ligands for the production of disentangled ultra-high molecular weight polyethylene.
- Development of High Melt Strength (HMS) grades of polypropylene.
- Development of low pill polyester in the continuous reactor.
- Development of full dull dope dyed polyester.
- Development of new catalyst systems for bottle-grade resin productivity enhancement.
- Finishes for specialty products in polyester.

RTG actively participates in various collaborative projects in India and overseas. Through RTG we have joined the New Millennium Indian Technology Leadership Initiative (NMITLI) project on indigenous fuel cell technology development and are the sole industry partner. This collaboration with the Council of Scientific and Industrial Research (CSIR) laboratories including the National Chemical Laboratory



(NCL), Pune, aims to demonstrate the feasibility of Proton Exchange Membranes (PEM) fuel cell technology over the next two years. Another collaborative initiative, in which RTG is engaged with NMITLI, is in the area of converting bio-glycerol into value-added chemicals. In FY 2009-10, we invested a total of Rs 3,450.40 million on Research & Development accounting for 0.17% of our total turnover.

Creation and protection of IP is rapidly becoming a core activity at RTG. Systems and processes have been built to effectively protect know-how, innovations and knowledge generated by our staff and employees.

As per RTG's mission, the company will continue to create business value and competitive advantage for RIL by applying (buying, customising, and developing) the right technology, at the right cost, and at the right time to meet the current and future needs of our company through the following initiatives:

- An integrated, central technology organisation to support RIL businesses and manufacturing facilities.
- A sustained high performance work culture which fosters innovation, entrepreneurship, inclusiveness, teamwork and continuous improvement.
- A process centric organisation that maximizes synergies across all interfaces, leverages core competencies of various disciplines to maximise value from current assets and creates new growth opportunities, while allowing people to develop and contribute to their full capabilities.

Specific areas where we are carrying out R&D are:

- Development, evaluation and selection of Fluidized catalytic cracker (FCC) catalyst and additives.
- Expansion of FCC experimental facilities.
- Technology development to process cheaper and heavier refining feedstock.
- Improving of higher value streams recovery from vacuum distilling units.
- Computational fluid dynamics (CFD) studies for trouble shooting in plant operation.
- Molecular modelling for refining feedstock characterization.
- Upgrading of coker streams in FCC.
- Development of catalytic process for on-purpose Hexene-1 and Octene-1 from ethylene.
- Development of an alternative solvent for ethylene polymerization.
- Regenerable adsorbent for BTX (benzene, toluene and xylenes).
- Bio-filtration technology development for waste water treatment.
- Adsorbent for enhancement of shelf life of fruits and vegetables.
- Development of catalyst for selective hydrogenation of dienes and acetylenes.
- New PTA (Purified Terephthalic Acid) technology development in progress.
- Catalyst recovery from CTA (Crude Terephthalic Acid) residue.
- Modeling of corrosion in multi phase flow systems.
- Development of dehydrogenation catalyst for Linear Alkyl Benzene (LAB).

- Polyolefin catalyst precursor development.
- Development of the catalyst ligands for production of disentangled ultra-high molecular weight polyethylene.
- Catalyst for specialty grade polymers.
- Development of high melt strength (HMS) grades of Polypropylene.
- Biaxially-oriented polypropylene (BOPP) and Impact copolymer (ICP) grades of polypropylene development.
- Development of beta-nucleated high performance Random copolymers (RCP) pipe grade PP.
- Development of high pressure pipe grade HDPE.
- Design of futuristic BOPP grades.
- Development of cost effective material for solar modules.
- Development of low pill polyester in continuous reactor.
- Development of full dull dope dyed polyester.
- Development of moisture management polyester.
- Cheaper spin finish development for partially oriented yarn (POY).
- New catalyst systems development for bottlegrade resin productivity enhancement.
- Finishes for specialty products in polyester.
- Hollow and bulky fibres development.

Health and Safety

Our commitment to excellence in Health and Safety is embedded in our core values and a pillar of our Sustainability Strategy. We have a stringent policy of 'safety of persons overrides all production targets', which drives all employees to continuously break new ground in safety management for the benefit of people, property, environment and the communities where we operate.

Our HSE expenditure per employee for the FY 2009-10 is Rs 36,173. The systems and processes we have in place to achieve our targets in this area are detailed below:

HEALTH

While the main focus of our occupational health services team is on medical surveillance of employees, we also carry out extensive health education and awareness sessions, health exhibitions and diagnostic camps. Our initiatives in health:

Preventive health services

- All our employees, irrespective of the nature of their work or location, undergo regular medical examinations. We also extend the medical check-up facility to the contractors' employees engaged at our manufacturing divisions. State-of-the-art Occupational Health Centres (OHCs) have been established at major office locations to facilitate check-ups and provide on-location treatment. The frequency and the extent of the medical check-up are decided as per employees' age and not their grade or designation.

- All employees are subjected to health risk assessments and appropriate measures are taken to prevent medical complications.

- We are moving towards adopting the concept of wellness across our health initiatives in explicit recognition of our belief that a healthy worker is a productive worker. Our wellness promotion activities also cover

employees' family members staying at Company townships.

- Our Change Agents for Safety, Health & workplace Environment (CASHe) programme – an initiative to promote healthy workplaces and reduce health and safety risks, has been instrumental in creating a culture of implementing health, safety and environment projects on a priority basis. This programme has also helped us improve our performance on the occupational health and safety front.

- As part of preventive activities, we regularly analyze potable water samples and conduct health audits of our canteens and guest houses.

Curative health services

- We have full-fledged modern hospitals at major townships in Jamnagar, Vadodara, Nagothane and Patalganga, where curative health services are provided to employees and their family members. In FY 2009-10, several new facilities were added to these hospitals including a state-of-the-art, special Burns Treatment unit, at the Dhirubhai Ambani hospital in Jamnagar.

- We established a new, fully equipped OHC with round-the-clock paramedics and a fully equipped emergency treatment room in the infrastructure area of the Onshore Terminal (OT), Gadimoga. We also established an additional first aid centre with a general shift paramedic at our Vakalapudi shore base.



- We provide offshore medical evacuation and support the medical care and treatment of family members of our employees.

- Employees are also supported during hospitalisation by regular liaison and cashless hospitalisation facilities across the country.

SAFETY

HSE Management System

In FY 2009-10, we launched the HSE Management System (HSE-MS) with an objective to fortify our safety-related processes and resources and optimally manage safety. The HSE-MS provides a platform for a formal, organised process for our management and employees to plan, perform, review and improve the organization's safety performance.

This system has been institutionalised to establish Company-wide safety management objectives, guiding principles and processes. It encompasses all levels of activities and documentation related to safety thereby facilitating the orderly development and implementation of safety management throughout the Company.

Health and Safety Principles

Our values and our 'Health and Safety Principles' underpin the corporate culture and spirit of cooperation across our Company. The 'Health and Safety Principles' were put forward to articulate stakeholders' expectations to the employees of the Company. The principles document the basis on which all employees are provided direction when confronted with

conflicting situations related to health and safety issues. The principles support our health and safety policy and outline those activities that are essential to achieving the aspirations of the policy. They continue to guide further improvements of the company's HSE-MS.

The principles, the policies they support, and internationally-accepted safety management standards are used consistently in implementing safety management across the Company. These core elements are supported by a system of proactive hazard identification, risk management, internal controls, frequent training, continuous process improvement and rigorous auditing, one of the most important supporting processes.

Integrated Safety Organizations

To administer safety efforts consistently throughout the organisation, we have created an Integrated Safety Organisation (ISO) across sites. The ISO consists of the Central HSE Committee, headed by the site head and its supporting subcommittees and the overlapping line organisation.

Process Safety Management

We are focused on pursuing world-class operational excellence in Process Safety Management (PSM). Towards this end, we have a strategic partnership with DuPont Safety Resources and have developed capabilities within the Company and created in-house experts in various facets of PSM. The fourteen elements of the PSM model are embedded in the HSE-MS as operational elements.

Process Hazard Analysis

Process Hazard Analysis (PHA) has been initiated at various plants to

address and lower process safety risks. We have developed and implemented various metrics to monitor the process safety performance of various sites. Our alliance with various global industry bodies such as the Centre for Chemical Process Safety and the American Institute of Chemical Engineers of USA, gives us access to industry best practices and provides us with opportunities to learn from industry incidents.

In FY 2009-10, as testimony to our strength in safety management, the KG-D6 block was commissioned without any incidents.

Safety Training

Training employees to on safe practices at the workplace is a cornerstone to achieving our safety goals. We invest heavily in making employees and contractors' employees aware of good practices in safety and have instituted a monthly award to recognize those who follow safe practices. Employees in turn, take the initiative to organize safety-related programmes to such as the Hazard Observation Programme wherein employees demonstrated their safety awareness by carrying out safety observations. Mock drills are also regularly conducted for employees and contractors on emergency preparedness.

Safety training for ALPG

To promote the efficient and safe transportation of Auto LPG, we conducted a workshop on 'efficient and safe management of transport fleet and best international practices' at Reliance Corporate Park, Navi Mumbai. The workshop covered various topics including road safety management, journey management, driver management and vehicle management. The workshop also sensitized the

audience on the environmental impacts of transportation using conventional fossil fuels when compared to cleaner fuels such as LPG. Emphasis was laid on educating transporters in the Indian context where the Auto LPG industry is still at a nascent stage. The workshop was one of the many initiatives taken by RIL and several public and private players to support the development of the ALPG industry. Our efforts are aimed at developing the Indian ALPG industry to be at par with international standards and setting up dispensing stations across the country to popularise the environmentally- friendly and economical alternate fuel.

Security Training

Our security policy states that “We firmly believe that security of our people and operations ensured by thorough preparedness facilitates productive minds and continual growth”. Training and learning of all Security Professionals commence at three stages.

Basic Officers Training - where the young officers are trained on Human Rights, Industrial and Labor Laws are taught in detail to convey, to make them learn the order of the State.

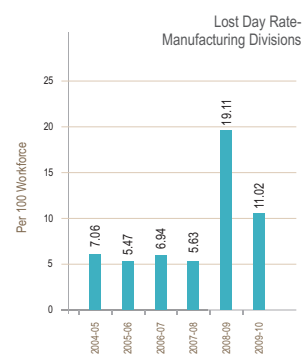
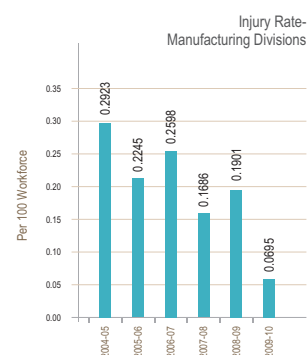
On Job Training - is a continual process. where their skill of perseverance and negotiation skills are honed through a daily briefing, training on reading mob psychology and act accordingly ,at the same time honoring the basic human rights, rights /freedom of agitators and post resolution of grievances. In addition to it they are also taught other services that include evacuation of accidents victims to Hospital, providing First aid to Highway casualties, extinguishing fire as mutual aid members as auxiliary fire fighters, counseling aggrieved people, the people under distress, provide community helps under CSR initiatives etc.

Awareness Program: 100 % Reliance staff, contractors undergo security awareness programme, to respect the law of land, prevention of cruelty.

Safety Performance

Safety management has made remarkable strides our at our manufacturing divisions where the injury rate fell 65% from 0.1978 injuries per 100 workforce in FY 2008-09 to 0.0695 in FY 2009-10 and the lost day rate fell 42% from 19.12 per 100 workforce in FY 2008-09 to 11.02 in FY 2009-10.

At our E&P operations too, the injury rate for FY 2009-10 was 0.0825 as compared to 0.1008 in the previous year; while the lost day rate for FY 2009-10 was 1.17 as compared to the previous year's ratio of 1.55 per 100 workforce.





Environment

We accord high priority to environment preservation and management. We are aware of the environmental impacts of our operations and continually strive to reduce the impacts on environment. A strong environment management framework with defined structures, roles and responsibilities, group standards, audits and training is in place. This has been further strengthened in the year by releasing nine new group standards and second party audit protocols for the standards. Each of our manufacturing units has a dedicated environment team responsible for environment management activities supported by the Corporate Health Safety and Environment Excellence (CHSEE) team. We conduct environmental impact assessments and qualitative risk assessments for all new and expansion projects. Based on the findings of the assessments, appropriate measures are taken to mitigate and reduce environmental impacts.

KEY FOCUS AREAS

Resource Productivity

Resource conservation is critical to overall productivity and reducing our environmental impact. Our business model of backward integration, gives us greater control over the materials we use, and helps us achieve higher resource productivity. The Jamnagar refinery complex, responsible for the cracking of crude oil, provides the basic raw material for all our other manufacturing units. We maximize resource productivity by recovering and reusing most of our non-product outputs. Our operational prudence in recovering and reusing materials has helped us reduce virgin material requirements. In FY 2009-10 we achieved 0.9625 tonnes of specific material consumption per tonne of production compared to 0.9309 tonnes in 2008-09. Specific associated material consumption for our E&P business were 0.53 kgs per tonne of production and 0.726 liters per tonne of production. We constantly look for opportunities to recycle process and packaging material and this year we were able to recycle a total 24,470 tonnes and 50,162 tonnes of packaging and process materials respectively at our manufacturing divisions.

Water

Scarcity of freshwater resources is becoming a significant business risk and companies across the globe are expected to demonstrate efficiency in water management. At RIL, we incorporate efficient water management principles in the design stage of all our projects as a result of which many of our operations have adopted a closed-loop design to optimally re-use water. While we rely on water drawn from various sources including the sea, rivers and the ground, we restrict our water withdrawal to less than 5% of the annual average volume of the source, thereby mitigating any impact on the water due to water withdrawal for operations. For 2009-10, our manufacturing divisions withdrew 1.51 cubic meters of water per tonne of production, a 31% reduction from last year's withdrawal of 2.18 cubic metres of water per tonne of production. Our E&P business maintains minimal water requirement for processes and specific water withdrawal for 2009-10 stood at 0.013 cubic meters per tonne of production. We reduce our fresh water requirement by increasing the recycled water content for the process and reusing the remaining water after treatment. This year, at our manufacturing divisions we were able to

recycle and reuse 44.29 % of our total water withdrawal; a 58% increase over last year's recycling and reuse achievement.

Biodiversity

Biodiversity conservation is a key focus area for us in our pursuit towards environmental excellence. 11 of our manufacturing units are located either in a declared industrial development areas or environmentally non-sensitive areas. We are guided by local and national laws with respect to fulfilling regulatory requirements and managing bio-diversity in our areas of operation including those located in environmentally sensitive zones. The environment impact assessments that we conduct for all new and expansion projects, study our impact on bio-diversity. We engage external experts to undertake periodic monitoring of our impacts on bio-diversity and based on the recommendations we review our biodiversity management plans.

The right of way (ROW) for pipelines and the marine facilities at our Jamnagar refinery complex are located between 'inter-tidal mudflats', a protected marine ecosystem under national legislation. We have taken several measures to mitigate our impacts on marine biodiversity including:

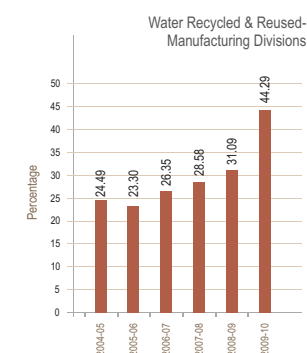
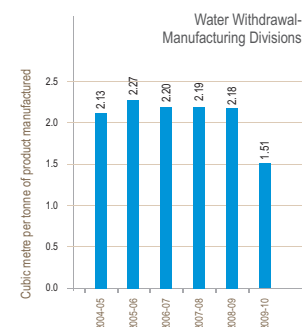
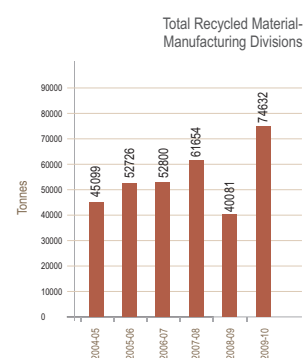
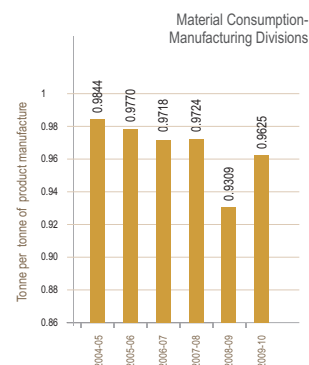
- Discharge of desalinated brine water in the sea away from the mudflats through a scientifically designed diffuser, which ensures that the brine attains ambient temperature within 50m from diffuser
- Only segregated ballast tank (SBT) vessels are chartered for trading to the marine terminal that is located away from the mudflats
- Pumping of bilge water is strictly prohibited for ships that arrive for loading

We place a great deal of emphasis on green belt development across our locations. Last year, we commenced green belt development activities with plans for plantation of 10,000 tree saplings of different fruit varieties covering an area of 100 acres. We established a mangrove nursery and raised and planted over 40,000 saplings at Kakinada, on the eastern coast of India. A 10-hectare degraded mangrove is also being restored by RIL near an eco-sensitive zone at Kakinada in association with MS Swaminathan Research Foundation (MSSRF). This initiative has led to significant improvement in the mangrove belt in the region as has been documented in a scientific study conducted by MSSRF.

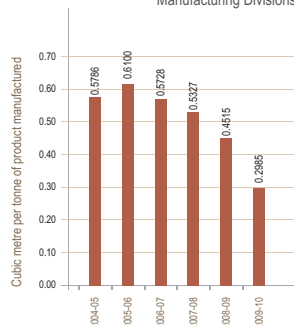
Waste Management

At RIL, we take care to manage our wastes and effluents in an environmentally sound manner. Effluents are treated and reused to the maximum extent possible in production processes or for horticulture purposes. Treated effluents are discharged in designated water/land bodies as per the quality standards prescribed by regulatory agencies. Our Hoshiarpur, Nagpur and Silvassa manufacturing units have the distinction of utilizing 100% of their treated effluents and are zero-discharge units. We are consciously trying to maximize the treated effluent reuse and attain zero discharge at other manufacturing units. This year we discharged a total of 21,324,143.31 and 105 cubic meters of treated effluents from our manufacturing locations and E&P operations respectively.

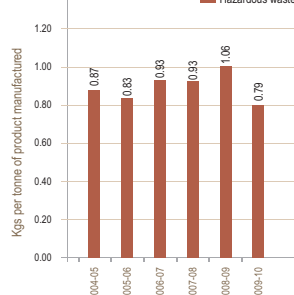
Our solid waste management efforts are similarly focused on maximizing the reclamation and reuse of waste produced. Our hazardous waste generation at our manufacturing divisions has decreased from 1.06 Kgs



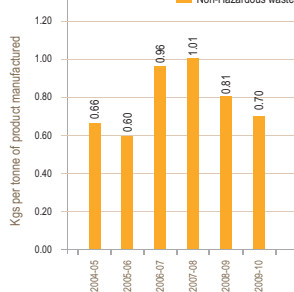
Water Discharge-
Manufacturing Divisions



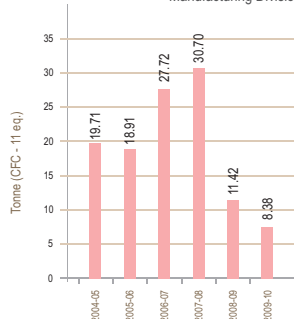
Waste Generation-
Manufacturing Divisions
Hazardous waste



Waste Generation-
Manufacturing Divisions
Non-Hazardous waste



Consumption of Ozone
depleting substances-
Manufacturing Divisions



per tonne of production in 2009 to 0.79 Kgs per tonne of production in 2010, a 25% reduction in a single year. Similarly our non-hazardous waste generation at manufacturing divisions reduced by 13% to 0.70 Kgs per tonne of production this year from 0.81 Kgs per tonne of production last year. Our E&P operation has generated a total 4390.24 tonnes of hazardous waste and 398.99 tonnes of non-hazardous waste during the year. Nearly 75.06 % of the hazardous waste and 62.31% of non-hazardous waste generated at our manufacturing units, 1.96% of hazardous waste and 57.39% of non-hazardous waste generate at our E&P operations, is recycled or reused in-house or through approved recyclers. The remaining waste is sent to a secured landfill, stored on site or incinerated as guided by regulatory requirements.

Air Emissions

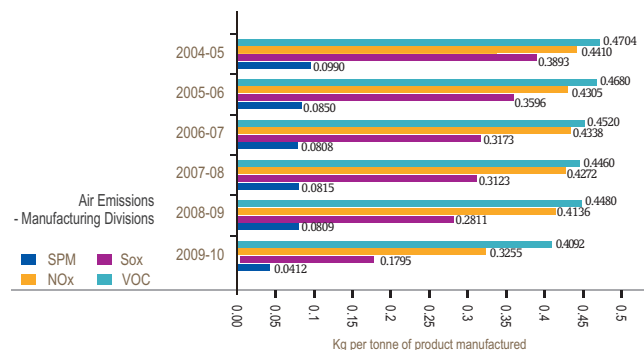
We monitor our emissions of Suspended Particulate Matter (SPM), Oxides of Sulphur (SOx) and Oxides of Nitrogen (NOx) as per regulatory norms. In addition to monitoring these substances our Jamnagar refinery complex also monitors Volatile Organic Compounds (VOC). Many of our manufacturing units have switched to using gas-based energy which is cleaner and has hence, reduced our air emissions. In FY 2009-10 at our manufacturing units, the specific SPM, SOx and NOx emissions were 0.041, 0.179 and 0.326 Kgs per tonne of production respectively. Our VOC emissions were 0.409 Kgs per tonne of production.

For our E&P business, this year's SPM, SOx and NOx emissions were 0.9465, 34.56 and 91.67 grams per tonne of production and the VOC emissions for the year were 43.88 grams tonne of production.

ODS is not consumed or produced as a by product of processes. At our manufacturing divisions, we used 8.38 tonnes (CFC-11 equivalent) and at our E&P operations we used 0.12 tonnes (CFC-11 equivalent) in FY 2009-10, primarily for refrigeration and air conditioning purposes.

Spills

We monitor all spills at our manufacturing units through a robust online incident reporting system. We have assigned priorities for nature of the spills based on the estimated impact of the spill irrespective of the quantity of spill. This year, we had no significant spills or leaks at manufacturing units and at E&P operations. All minor spills and leaks were immediately attended to with appropriate remediation measures and had no significant impact.



Dhirubhai-1, India's first Floating Production Storage Offloading (FPSO) vessel, located in the KG-D6 block of the east-coast of India.



Product Responsibility

Our innovation and operational excellence efforts are driven by the philosophy of providing quality products and services with minimal health, safety and environmental impacts. We have adopted a life cycle approach to evaluate the impacts across our value chain and implement solutions to reduce such impacts.

We continually review our products and seek opportunities to further reduce their impacts and enhance their quality. Reliance Technology Group (RTG), created by consolidating various research and technology functions, provides key insights and support to our businesses on leveraging technology to meet these objectives. External perspectives from members of Reliance Innovation Council (RIC) are also sought towards enhancing product responsibility.

Introduction of clean fuels and environmentally-friendly products

Our product portfolio includes a comprehensive range of petrochemicals comprising polymers (PE, PP and PVC), olefins (ethylene and propylene) and polyester (PSF, PFY and PET), fibre intermediates (PX, PTA and MEG), aromatics (benzene, toluene and butadiene) and other chemicals. With the commencement of gas production from KG-D6 basin this year, we entered the clean energy segment. Natural gas will significantly improve India's energy mix, currently dominated by fossil fuels like coal that have very high environmental costs.

In the materials and fibres space, RIL took several steps towards greater product responsibility this year. We introduced speciality fibres that use post-consumer bottles and industrial waste for the production of pre-coloured

products. Apart from using plastic and industrial wastes, these pre-coloured fibres do not require water for dyeing. The year also saw us launch Recrobulk fibres from recycled material. This is a speciality fibre used to manufacture winter wear. More such environmentally-friendly products are in the pipeline.

Promoting efficient plastic recycling and management

We promote efficient waste plastic recycling and management through our involvement with Indian Centre for Plastics in the Environment (ICPE). ICPE, focuses on the issues related to Plastics and Environment and has been recognized by Government of India as a nodal agency for research and development, training and advocacy pertaining to these issues. We are one of the founding members of ICPE and support the agency by funding projects in the areas of plastic waste management and recycling, mass communication and awareness-generation programmes. We work closely with ICPE and on voluntary basis, lending our technical and financial support to help the organization plan and implement initiatives identified by the industry.

Creating wealth from waste

ICPE has been promoting the use of plastic waste for construction of asphalt roads. This year, a waste-based asphalt road was successfully implemented for the first time in Eastern India. A public road of about 1.5 kilometres was constructed in Kalyani Municipality Corporation, about 70 Kms from Kolkata. ICPE was responsible for providing complete technical support through all stages of construction. First-appraising the executive engineer and



the contractor of the project on the technology and process; second- guiding the recycler about specifications of the plastics waste; third- conducting a pre-trial of the operation to train the bitumen mixing plant operators. Finally, ICPE's team was also responsible for supervising the actual construction work. The Indian Plastic Federation (IPF), Kolkata, had served as coordinators for the project and the Kalyani Municipality Authority took the initiative to construct a road based on plastic waste in its jurisdiction.

Our Hazira manufacturing unit has also begun using plastic wastes to construct roads in Surat. The manufacturing unit approached Gujarat Engineering Research Institute (GERI) to test the use of plastic wastes in the construction of roads. After obtaining encouraging results from laboratory tests, trials were conducted on 1 km stretch on Surat-Dandi road. The manufacturing unit is working closely with GERI, local municipal corporations and other agencies to scale up this initiative.

Reliance promotes the reuse of post-consumer PET bottles by converting them into clean flakes and using them as hollow polyester fibre-fill in sleep and comfort products. Our adherence to stringent quality parameters helped us achieve Oekotex certification for this product this year. Oekotex certification is the highest level of European ecological certification achievable today on textile products. This initiative has helped us lower our input costs, reduce the environmental impact of waste plastics and provide employment opportunities in our post-consumer PET bottle supply chain.

Marketing communication including advertising, promotion, sponsorship and events

RIL's businesses are guided by a comprehensive media and communications policy for all our external and internal communications. We adhere to regulatory statutes and regulations regarding our marketing, communication, sponsorship, promotion and event management. We subscribe and adhere to voluntary codes set by Advertising Standards Council of India (ASCI) and are a certified member of the Council.

We honour the information requirements of our stakeholders as and when they seek information from us and strive to provide them with reliable information. These efforts are in addition to the mandatory disclosures required of us by law and are part of thrust to take responsibility for our products through their life-cycle.

Social Institution Buidling

We recognise the potential for growth at all levels of society and want to be key player in facilitating inclusive, transformational growth. Social Institution Building, a pillar of our Sustainability Strategy, is critical to achieving our vision of strong and vibrant nation where all people are able to pursue their dreams.

We drive our Social Institution Building agenda in several ways

- We help our internal stakeholders realize their potential for growth through world-class Human Resource Management, Learning and Development opportunities and by promoting ethical behaviour and compliance with human rights principles.
- Every manufacturing unit has a CSR team that is responsible for identifying and implementing CSR initiatives to support the development needs of communities surrounding the facility.
- The Dhirubhai Ambani Foundation has a number of programmes in the areas of education and public health largely concentrated in Mumbai and Maharashtra.
- The Reliance Foundation will in addition to focusing on quality education and affordable healthcare across the country, also address India's needs for vocational education, meaningful rural development and urban renewal, and the protection and promotion of India's priceless heritage of arts and culture.
- We have multiple partnerships with reputed NGOs and Civil Society Organizations to reach groups of stakeholders that are better served through partnerships given their unique profile, needs and location.

The following paragraphs describe our

work in Social Institution Building in greater detail:

Human Resources Development

To quote our CMD, Shri Mukesh D. Ambani, "The Business Transformation initiative that we have embarked upon is going to be the single-most significant project that Reliance would have ever undertaken in its organisational history". While this strategy cuts across Manufacturing, Businesses and Services, most of the transformation agenda is around and strongly interlinked with people practices and processes. The mandate is to build a world class HR organisation with benchmark processes and systems around Performance Management, Rewards and Recognition, Competency and Capability Building, Succession Planning, etc. amongst others.

Finding the right people to take the organization forward is critical to achieving our goals of Business Transformation. With an average employee age of 41 years, our talent base, as on March 31, 2010, stood at 23,365 people. We plan to absorb more young people into our workforce and groom them into taking over the reins of the company. At the same time, we will help them imbibe the entrepreneurial spirit that has been a key differentiator of our company's culture, to be able to recognize and take advantage of opportunities for sustainable value creation.

We have established a central shared services organisation for HR that will follow best practices in HR and Shared Services. The objective of this centre, apart from leveraging the economies of scale, is to provide a world class experience to our people on all matters



that they have to deal with on a day-to-day basis thus contributing to their productivity and efficiency.

We have invested in 1,311,476 man hours of Learning & Development activities this year. E-learning as a medium that is sought after by our employees to upgrade their skills and competencies as it offers them the advantage of being able to learn from any location, at their convenience. We continue to invest in this area through newer and state-of-the-art modules both in the technical and management domains.

Leaders, Managers and Executives are subject to annual performance review, while emoluments of workmen are based as per agreements with trade unions. Smooth implementation of operational changes is executed through bilateral agreements with workmen and trade unions. Working conditions are governed by the terms and conditions of Long Term Settlement (LTS) as per the provisions of Industrial Disputes Act, India, 1947. Any other changes are governed through the provisions of applicable laws.

Ethics and Human Rights

Our directors and management personnel sign a code of conduct annually, committing to ethical behaviour in their internal and external dealings. Our commitment to the Universal Declaration of Human Rights is reflected in various policies and guidelines that govern our organization. Our code of conduct, for example, reinforces our commitment to fair employment and equal employment opportunities. It also expresses our commitment to engaging in open and transparent dialogue with communities.

Our units aspire towards 100 percent compliance with the local and national laws regarding ethics and human rights. Every employee is exposed to these topics through organized training programmes. In addition to training, we have a compliance monitoring framework that we use to monitor and report our performance against statutory norms and regulations.

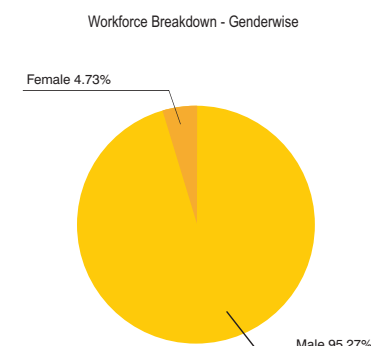
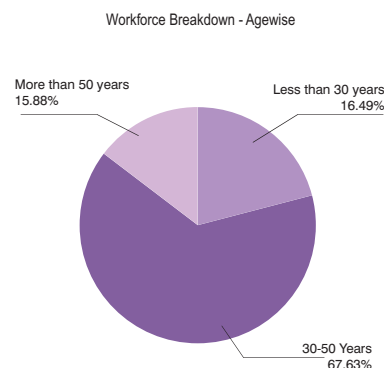
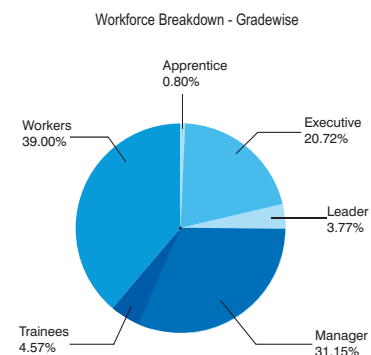
We are a politically neutral organisation, willing to work with all parties to achieve the vision of inclusive growth.

Over and above monitoring adherence to standard compliance requirements, we ensure that there is no child labour used in our operations, observe the provisions of the migration act, provide welfare measures (for employees and contract workers) including medical centres, canteens, education initiatives, etc.

Reliance Foundation

We have a strong tradition of large-scale initiatives in support of community development. We have programmes in areas ranging from education, health, drinking water, vocational training and emergency relief and rehabilitation assistance during natural calamities such as earthquakes and cyclones. We plan to strengthen these initiatives through the Reliance Foundation.

"I strongly believe that we can, and should do, much more. I also believe that this effort has to bring into play RIL's strengths of strategic planning, meticulous detailing and flawless execution on a large format". With this perspective in mind, Shri Mukesh D. Ambani announced the launch of 'The Reliance Foundation'.





Education, particularly primary and secondary education, is the bedrock of any vibrant society. We believe there is nothing more rewarding than enabling our young people to shape their own destiny.

*Smt Nita M Ambani,
President, DAF*

The Foundation will address social development imperatives of India and specifically focus on quality, formal and vocational education, affordable high-quality health care, meaningful rural development and urban renewal, and the protection and promotion of India's priceless heritage of arts and culture.

Education

Education is a major thrust area for our CSR interventions. A network of 10 schools owned and managed by RIL, caters to over 14,000 students spread across India. The CSR cells of our manufacturing divisions and E&P blocks also work round the year to support the educational requirements of schools catering to surrounding communities.

At Surat, near the Hazira Manufacturing Division we support the education of physically challenged children through partnership with a local NGO, a model for public-private partnerships in the field of education. In recognition of the school's value to society, the state government of Gujarat has upgraded the school to Standard XII, a first for a school of its kind in India. We have also constructed a hostel for physically challenged female students from the poor backgrounds.

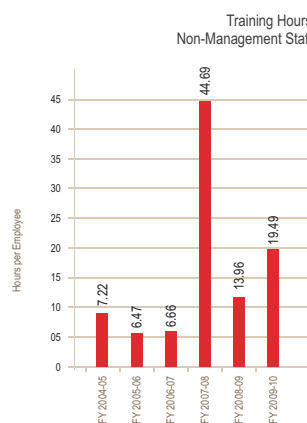
Dhirubhai Ambani International School (DAIS), founded in 2003, is the fruition of a dream to offer educational opportunities to children that make learning joyful and helps bring out the best in them. The academic accomplishments and the all-round development of children from class LKG to 12 is a fitting tribute to this noble aspiration. In the 2009 examinations of all the three streams offered at the school – the ICSE, the IGCSE and the IB diploma, the school's students have given an impressive performance, surpassing that of all the previous years. Some students have even emerged as toppers globally while many are national toppers. For the fourth year in a row, one of the students received the 'Best IGCSE Student in India' award.

The Mumbai Indians' (the Indian Premier League's franchise for Mumbai) 'Education for All' initiative launched in 2009 is a movement to support efforts to provide quality education to all children. The initiative is the brainchild of Smt. Nita M. Ambani, a passionate advocate for the cause of education. All proceeds from wristband sales have gone to support partner organisations: Akanksha, Nanhi Kali, Pratham, Teach for India and Ummeed. These organisations have taken on the challenge of giving children in Mumbai and across India the opportunity to receive a great education.

RIL and the Stanford Graduate School of Business announced the creation of the 'Reliance Dhirubhai India Education Fund' in April 2008 to enable promising Indian students with financial need to obtain an MBA from Stanford. Each year, the Stanford Business School may award up to five Reliance Dhirubhai Fellowships. Reliance Dhirubhai Fellows will receive full financial support for the two-year Stanford MBA Programme.

Our other initiatives in Education include:

- Project 'Jagruti', a project to tackle dyslexia in Surat, is yet another CSR programme based on the idea of public-private partnership. This project is based on the Linda Bell Model for diagnosis of dyslexia and was piloted at RIL's J. H. Ambani School in Surat. The success of this programme has inspired many schools in Surat to replicate the model.
- An 'Early Intervention & Rehabilitation Centre for Intellectual & Developmental Disabilities' at Tallarevu to cater to the needs of such children and others living in



Tallarevu Mandal and Yanam Union Territory.

- The J. H. Ambani School near Patalganga Manufacturing Division which supports a network for the disadvantaged and the physically challenged through participation in initiatives organized by the National Society for Equal Opportunities for the Handicapped (NASEOH), Blind Association and Cancer Society.
- 'Reliance Dhirubhai Ambani Protsaham' programme which supports poor and brilliant students in pursuing higher studies. We monitor and improve the performance of students in the programme by conducting special classes in English and other subjects in addition to providing counselling to improve their motivation and develop their personalities.
- Educational sponsorships for girl students from rural areas.
- In-kind support to schools and students from several panchayat in the form of donations of furniture, notebooks, bags and uniforms.
- Provision of Vidya Volunteers in local high schools for the subjects where there are no regular class teachers.

Community Health Care

Our initiatives in health take an institutional and outreach approach.

- We have established Community Medical Centres (CMCs) near most of our manufacturing divisions to provide comprehensive health services covering preventive, promotive and curative health care to communities from neighbouring villages.
- Our manufacturing divisions conduct regular health checkups for children in schools of their respective neighbouring regions. Doctors advise children and their parents on various health care issues and personal hygiene.
- We have donated wheel-chairs and

stretchers to a government-run hospital in Jamnagar.

- Annually, our employees organise and participate in blood donation camps.
- The 'Dhirubhai Ambani Hospital' at Lodhivali, near our Patalganga Manufacturing Division provides quality medical care to the surrounding community and extends emergency life-saving and specialised services to accident victims on the Mumbai-Pune highway.
- 'Project Drishti' a joint initiative of RIL and the National Association of Blind (NAB) has conducted over 8,000 free corneal graft surgeries for the visually challenged people from weaker sections. This record stands as the largest number of corneal graft surgeries ever facilitated by a single corporate entity in India. Additionally, many manufacturing divisions regularly conduct blindness control programmes comprising free cataract surgeries, distribution of prescription glasses and provision of free medication like vitamin A capsules and drops to underprivileged children.
- We are researching the development of a cost-effective and user-friendly plastic cane to replace the aluminium cane typically used by the blind. The NAB has found that our prototype fulfils all the functional requirements of a cane for blind people. As per an initial estimate, the plastic cane will cost about 60% less than an aluminium cane. Our team is also working on reducing the weight of the plastic cane.
- Our initiative to combat TB, HIV/AIDS' is run as a public-private partnership programme between the Government, NGOs, several agencies and RIL. Activities range from creating awareness to providing care, support and treatment including free of cost treatment to those who cannot afford the same. The DOTS HIV/AIDS Centre at Hazira Manufacturing

Division is one of the largest Anti-Retroviral Treatment Centres (ART Centre) in the country. Manufacturing divisions in Jamnagar and Patalganga also have ART Centre facilities and this initiative has been expanded to other manufacturing divisions where activities are largely in the areas of advocacy and awareness.

- Every month, 55 children afflicted with HIV/AIDS are provided with nutritional support under 'Project Balkalyan' at Jamnagar Manufacturing Division. More than 100 HIV+ children have been 'adopted' by the Reliance Ladies Club – an initiative of spouses of RIL executives from the Hazira Manufacturing Division, for the provision of educational and nutritional support.
- The 'Primary Health Centre (PHC)' at Dahej, Gujarat adopted by us in FY 2006-07 renders exemplary service in the region. The centre provides quality medical services to surrounding villages and has also conducted numerous programmes of national importance such as the pulse polio programme, malaria surveillance programme. The PHC is one of the few centres in the state to have achieved 100% of its target for conducting family planning operations in FY 2009-10.
- We have contributed to establishing a CT Scan Centre and Cardiac Disorder Diagnostic Centre in Bharuch through the Rotary Welfare Trust, Bharuch, Gujarat
- We support Mobile Van Clinics or 'Health-On- Wheels' which are specially designed mobile dispensaries equipped with a doctor accompanied by a nurse, that travel to neighbouring villages on fixed schedule through the week.

Our Social Institution Building efforts extend to a number of other areas, described in brief below:

Community's Safety

We have institutionalised road safety training across manufacturing divisions. We reach out to over a hundred thousand tankers and truck drivers annually, who visit the premises for receipt and dispatch of feedstock and finished goods. To provide emergency and trauma care to victims of highway accidents, at Hazira, we have tied up with an NGO and adopted a 110 Kms stretch on the state highway in Gujarat starting from Sachin to Bharuch and the state highway via Hazira-Olpad-Hansot-Ankleshwar. Similarly, the Hoshiarpur Manufacturing Division, Punjab, provides round-the-clock free ambulance services on the National Highway 70 (- a 20 Kms stretch from Punjab to Himachal Pradesh).

Rural Infrastructure Development

We established the Reliance Rural Development Trust (RRDT) as a Corporate NGO and works in partnership with state government of Gujarat under the Gokul Gram Yojana. In FY 2009-10, RRDT undertook development of 1,390 village infrastructure facilities in 1,243 villages of 166 talukas across all 25 districts of the state of Gujarat. Of these, construction of 971 facilities aggregating expenditure of Rs 365.80 million, were completed in FY 2009-10 and the same were handed over to the respective village authorities. The 971 facilities include 879 anganwadi buildings pre-nursery schools), 61 cement-concrete roads, 21 under-ground RCC sumps of capacities varying from 50,000 litres to 2.5 lakh litres water storage capacity and 9 check dams with total water storage capacity of 12.58 (million cubic feet (mcft) capable of catering to the irrigation needs of about 1,750 hectares surrounding agricultural land. The sumps and check-dams constructed are in areas of perennial water scarcity. Since its inception in 2001 till March 2010, RRDT, under Gokul Gram Yojana of the state government of Gujarat, has constructed 6,698 village infrastructure facilities with an aggregate expenditure of Rs



261.30 crore. The RRDT initiative, spanning over a decade, has set an example for sustainable community development work in India by a unique synergy of a corporate NGO (RRDT) and the state government of Gujarat.

Relief Operations

Our time tested disaster management and calamity relief operation skills were put to use yet again in FY 2009-10. In addition to extending donations, our teams from Jamnagar and Andhra Pradesh worked zealously in flood affected areas of Krishna, Andhra Pradesh, in October 2009.

Cyclone 'AILA' hit West Bengal's 24 North & South parganas in May 2009. We reached out to the state government of West Bengal on a war footing to facilitate speedy construction of a long-lasting embankment, stretching 778 Kms, in the cyclone AILA affected region. A proposal to use various types of Polypropylene (PP) Geosynthetics was made and all technical inputs were provided to the officials to restore the embankment.

Wildlife and Animal Care

Parapets were constructed on open wells in the Gir forest in Gujarat, through FY 2009-10, considerably reducing deaths amongst lion cubs.

Heritage Conservation

We continue to support and develop the heritage temple and town of Dwarka. In FY 2009-10, we carpeted the bypass road leading to the temple and also continued the upkeep of the temple and the adjoining areas. In November 2009, under the state government of Gujarat's Pavitra Yatradham Vikas Board, we commenced development work in the temple square area.

Supporting Indian Culture

Under the aegis of the Gujarat Industries Navratri Festival Society (GINFS), in FY 2009-10, we have supported more than a dozen Garba troupes (an Indian dance form that has origins in the State of Gujarat) and organisations in Jamnagar, Rajkot, Ahmedabad, Gandhinagar etc.

We continued with our support to 'Homage to Abbaji' - a musical fiesta designed 10 years ago by the noted musician, Zakir Hussain, in memory of his father and guru, Late Ustad Allarakha. This unique musical event, held in Mumbai once a year, offers a platform to national and international artistes of repute to come on a common stage thus fostering camaraderie, cultural juxtaposition and harmony.

Supporting Professional Organisations and NGOs

We support a number of NGOs and Civil Society Organizations. The list of organizations we support through financial, in-kind and technical contributions include:

- Jamnagar Chamber of Commerce and Industry's (JCCI). We have contributed to their new office building which is to be called the 'Dhirubhai Ambani Vanijya Bhavan'.
- The Society for Village Development in Petrochemicals Area (SVADES) - an NGO that focuses on skill development training and education.
- The Mumbai Indians (MI), the Indian Premier League franchise for the city of Mumbai, which is among the most followed cricket teams in the IPL.
- RIL and IMG have entered into a joint venture in FY 2009-10 to develop, market and manage sports and entertainment in India. The venture will

have parallel complementary strategies: to provide and operate world class infrastructure and coaching facilities in the country, to unlock India's sporting potential and create and operate major sports and entertainment assets in the country.

Acknowledging and Supporting Talent

'Real Heroes' is an initiative of CNN-IBN in partnership with RIL to honour the silent warriors of change, the ordinary people who have rendered extraordinary services for the betterment of others. For their contributions, all 24 Real Heroes were honoured and felicitated at a grand event in Mumbai with a trophy and a cash prize of Rs. 0.5 million lakh each.

In collaboration with the National Academy of Sciences, India (NASI), we instituted 'NASI-Reliance Industries Platinum Jubilee Awards Covering Both Physical and Biological Sciences' by allocating dedicated funds amounting to Rs. 10 million in 2006. The annual award to scientists is in recognition of their significant contribution for application-oriented innovations and research. The award carries cash prize of Rs. 200,000.00 and a citation.

In December 2006, jointly with UDCT Alumni Association (UAA), we instituted 'UAA-Dhirubhai Ambani Lifetime Achievement Award' for innovative and outstanding contributions in the field of chemical sciences.



Assurance Statement



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Independent assurance report to Reliance Industries Limited

KPMG was engaged by Reliance Industries Limited (RIL) to provide independent assurance on RIL's Sustainability Report ('the Report') for the Financial Year (FY) 2009-10. Our responsibility is to provide "limited assurance" on the report contents as described in the assurance scope

Assurance scope - Reporting and assurance criteria

The assurance is provided on the data and information in line with agreed scope for the FY 2009-10. We have covered economic (excluding financial), environment and social indicators and carried out site visits to manufacturing divisions at Allahabad; Barabanki; Dahej; Hazira, Hoshiarpur, Jamnagar, Jamnagar SEZ, Nagothane, Nagpur, Naroda, Patalganga, Silvassa and Vadodara and Exploration and Production of Oil & Gas business at Gadimoga and business divisions such as Chemical, Fibre Intermediates, Polyester, Polymers, Petroleum, Solar and Bio – Fuels, Dhirubhai Ambani Foundation and Reliance Rural Development Trust.

We have used ISAE 3000 assurance standards. We conducted our engagement in compliance with the requirements of the IFAC Code of Ethics for Professional Accountants, which requires, among other requirements, that the members of the assurance team (practitioners) as well as the assurance firm (assurance provider) be independent of the assurance client, including not being involved in writing the Report. The Code also includes detailed requirements for practitioners regarding integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence.

The main elements of our work included

- Assessment and review of materiality and stakeholder engagement framework deployed at RIL
- Review of sustainability governance framework at RIL
- Assessment of the systems used for data collection and reporting for the selected social and environmental performance indicators
- Review the data collection systems, including related internal controls
- Interviews with RIL personnel responsible for data collection, collation and reporting
- Testing on a sample basis, evidence supporting the data
- Assessment of the consistency between the data for the selected social and environmental performance indicators and the related written comments in the narrative of the Report

Specific limitations

We have not been engaged to:

- Determine which, if any, recommendations should be implemented
- Develop/prepare source documents on transactions
- Verify financial performance indicators

Our conclusions

Based on our review, nothing has come to our attention that would cause us not to believe that the Report presents the Company's sustainability performance and includes statements and claims that reflect Company's achievements and challenges, as supported by both documentary evidences and internal records based on the following ;

Assessment and review of materiality and stakeholder engagement framework deployed at RIL

- RIL has deployed a process for identification, selection prioritization and review of material issues at regular intervals.
- The material issues remain consistent and are in line with the company's sustainability strategy.
- RIL engages with various stakeholders at regular frequency to gather inputs on its material issues and sustainability framework.

KPMG, an Indian Partnership
and a member firm of the KPMG network of independent member
firms affiliated with KPMG International Cooperative ("KPMG International")
a Swiss entity.



Review the sustainability governance process

RIL has in place, a sustainability governance structure and the sustainability agenda is driven by various bodies/committees such as Health, Safety and Environment Committee at the board level, Centre for Health, Safety and Environment Excellence at the group level, Reliance Innovation Council and Social Responsibility department at manufacturing division level.

Review of data and information management

Sustainability performance data and information is collected as per the protocol, at manufacturing divisions and at the corporate level. The data is verified annually.

“Third Party Application Level Check” with the 2006 GRI G3 guidelines

As indicated in the GRI content Index, the report meets the GRI G3 application level A+ criteria.

Our Approach

Our procedures selected depend on our judgment, including the assessment of the risks of material misstatements of selected performance indicators and disclosures and our assessment of the internal controls relevant to the company's preparation and presentation of the sustainability information in the 2009-10 Report. Our procedures were designed to gather sufficient appropriate evidence to determine that the selected performance information is not materially misstated.

Our work included the following procedures:

- Observations on RIL stakeholder consultation processes and their methodology for determining and reviewing of material issues
- A review of the Report to ensure there are no disclosures that are misrepresented or inconsistent with our findings.
- Testing of process and systems at corporate level and manufacturing division level to generate, collate, aggregate and report the sustainable development performance indicators for the year;
- Visits to all manufacturing divisions mentioned above;
- Interviews with management, at group level and manufacturing divisions.

Key Observations

Without affecting the conclusions presented above, we would like to draw readers' attention to the following;

- RIL has a sustainability reporting framework in place through which sustainability performance is being reported annually.
- The Report communicates RIL's sustainability strategy and presents performance against each focus area identified as part of the strategy.
- The report covers RIL's approach towards engaging with its stakeholders with clear objectives and key activities undertaken during the reporting period, for each stakeholder group. The Report follows GRI G3 guidelines and also refers to The UNGC principles, API/IPIECA guidelines and WBCSD focus areas.”

Responsibilities

The Management of RIL is responsible for preparing the Report and the information and statements within it.

Our responsibility is to express our conclusions in relation to the above scope. We conducted our engagement with a multidisciplinary team including specialists in ISAE 3000, stakeholder engagement, auditing environmental, social and economic information and with experience in similar engagements in the Oil and Gas sector.

This report is made solely to RIL in accordance with the terms of our engagement. Our work has been undertaken so that we might state to RIL those matters we have been engaged for. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than RIL for our work, for this report, or for the conclusions we have reached.

Director
KPMG
March 7, 2011

GRI Application Level



To indicate that a report is GRI-based, report makers declare the level to which they have applied the GRI Reporting Framework via the "Application Levels" system.

To meet the needs of beginners, those somewhere in between, and advanced reporters, there are three levels in the system. They are titled C, B, and A. The reporting criteria at each level reflect a measure of the extent of application or coverage of the GRI Reporting Framework.

Report Application Level		C	C+	B	B+	A	A+
Standard Disclosures	G3 Profile Disclosures OUTPUT	Report on: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15	Report Externally Assured	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report Externally Assured	Same as requirement for Level B	Report Externally Assured
	G3 Management Approach Disclosures OUTPUT	Not Required		Management Approach Disclosures for each Indicator Category		Management Approach Disclosures for each Indicator Category	
	G3 Performance Indicators & Sector Supplement Performance Indicators OUTPUT	Report on a minimum of 10 Performance Indicators, including at least one from each of Economic, Social and Environmental.		Report on a minimum of 20 Performance Indicators, at least one from each of Economic, Environmental, Human Rights, labour, Society, Product Responsibility.		Report on each core G3 and Sector Supplement [*] Indicator with due regard to the Materiality Principle by either: a) reporting on the Indicator or b) explaining the reason for its omission.	

^{*}Sector supplement in final version

The RIL Sustainability Report for FY 2009-10,
'Think Sustainability. Think Transformation. Think Reliance.' is a
'GRI Checked' Application Level A+ Report.

To know more about GRI, please visit <http://www.globalreporting.org>



Statement GRI Application Level Check

GRI hereby states that **Reliance Industries Limited** has presented its report "Think Sustainability. Think Transformation. Think Reliance." (2010) to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 8 July 2011

A handwritten signature in blue ink, appearing to read "Neimara Arbex".

Neimara Arbex
Deputy Chief Executive
Global Reporting Initiative



The "+" has been added to this Application Level because Reliance Industries Limited has submitted this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance.

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 27 June 2011. GRI explicitly excludes the statement being applied to any later changes to such material.

GRI Content Index

STANDARD DISCLOSURES PART I: Profile Disclosures				
S. No.	Profile Disclosure	Reference	Extent of Reporting	Explanation
1. Strategy and Analysis				
1.1	Statement from the most senior decision-maker of the organisation	04 - 05	Full	
1.2	Description of key impacts, risks, and opportunities.	12 - 13	Full	
2. Organisational Profile				
2.1	Name of the organisation.	Contents	Full	
2.2	Primary brands, products, and/or services.	RIL Annual Report FY 2009-10 (Pg 2-5)	Full	
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures.	RIL Annual Report FY 2009-10 (Pg 170-172)	Full	
2.4	Location of organisation's headquarters.	Contents	Full	
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	07 - 08	Full	
2.6	Nature of ownership and legal form.	RIL Annual Report FY 2009-10 (Pg 75 - 77)	Full	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers / beneficiaries).	07 - 08, 34	Full	
2.8	Scale of the reporting organisation.	07 - 08, 34 - 35	Full	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	34 - 36	Full	
2.10	Awards received in the reporting period.	26 - 27	Full	
3. Report Parameters				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	08	Full	
3.2	Date of most recent previous report (if any).	RIL Annual Report FY 2009-10; RIL Sustainability Report FY 2008-09 and Press Releases available on RIL website.	Full	
3.3	Reporting cycle (annual, biennial, etc.)		Full	Annual
3.4	Contact point for questions regarding the report or its content.	09	Full	
3.5	Process for defining report content.	12 - 13	Full	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	08 - 09	Full	

GRI Content Index

S. No.	Profile Disclosure	Reference	Extent of Reporting	Explanation
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	08 - 09	Full	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.		Full	We continue to report on all domestic operations of RIL, downstream as well as upstream businesses including of our upstream operations where we are 30 % joint-operators.
3.9	Data measurement techniques and the basis of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	12 - 13, 28 - 32	Full	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statements (e.g., mergers / acquisitions, change of base years / periods, nature of business, measurement methods).	28 - 32	Full	This year, we have further consolidated our sustainability reporting practice. For some KPI's the figures have been reworked, regrouped and rearranged. The explanations for same have been given in the reports.
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	28 - 32	Full	
3.12	Table identifying the location of the Standard Disclosures in the report.	66 - 74	Full	
3.13	Policy and current practice with regard to seeking external assurance for the report.	62 - 63	Full	
4. Governance, Commitments, and Engagement				
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	14 - 15, 17	Full	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	14	Full	
4.3	For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	14	Full	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	14 - 15	Full	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organisation's performance (including social and environmental performance).	RIL Annual Report FY 2009-10; page 69 - 70	Full	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	14 - 15	Full	
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental, and social topics.	RIL Annual Report FY 2009-10; page 67, 69	Full	

GRI Content Index

S. No.	Profile Disclosure	Reference	Extent of Reporting	Explanation
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	10 - 11, 14 - 16	Full	
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	14 - 16	Full	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	RIL Annual Report FY 2009-10, (pg 65-68)	Full	
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	12 - 13	Full	Our existing risk management processes go beyond the requirement of the precautionary principles and cover the three bottom-lines
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	08 - 09	Full	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: *Has positions in governance bodies; *Participates in projects or committees; *Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	76	Full	
4.14	List of stakeholder groups engaged by the organisation.	22 - 23	Full	
4.15	Basis for identification and selection of stakeholders with whom to engage.	20 - 21	Full	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	22 - 23	Full	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	22 - 23	Full	
Disclosure of Management Approach				
DMA EC	Disclosure on Management Approach EC	18	Full	
DMA EN	Disclosure on Management Approach EN	18	Full	
DMA LA	Disclosure on Management Approach LA	18	Full	
DMA HR	Disclosure on Management Approach HR	18	Full	
DMA SO	Disclosure on Management Approach SO	18 - 19	Full	
DMA PR	Disclosure on Management Approach PR	19	Full	

GRI Content Index

S. No.	Profile Disclosure	Reference	Extent of Reporting	Explanation
STANDARD DISCLOSURES PART III: Performance Indicators				
Economic Performance Indicators				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	34 - 35	Full	
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	38 - 39	Full	
EC3	Coverage of the organisation's defined benefit plan obligations.	31, 54 - 55	Full	
EC4	Significant financial assistance received from government.	34 - 35	Full	
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.		Full	Across locations, the minimum wage offered by us is more than the standard entry level wage as recommended by regulation.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.		Not Reported	We do encourage development of locally based suppliers, however, in FY 2009-10, there is no specific case of development of locally based supplier. We are committed to source materials from local based suppliers as and when possible.
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.		Full	Currently, we do not have any specific procedures for local hiring of senior management. The hiring is based on merits, irrespective of the location of the person.
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	32, 59	Full	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	32, 59	Full	
Environmental Performance Indicators				
EN1	Materials used by weight or volume.	48 - 49	Full	
EN2	Percentage of materials used that are recycled input materials.	48 - 49	Full	
EN3	Direct energy consumption by primary energy source.	37 - 38	Full	
EN4	Indirect energy consumption by primary source.	37 - 38	Full	
EN5	Energy saved due to conservation and efficiency improvements.	38 - 41	Full	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	37 - 38	Full	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	38 - 41	Full	
EN8	Total water withdrawal by source.	48 - 49	Full	

GRI Content Index

S. No.	Profile Disclosure	Reference	Extent of Reporting	Explanation
EN9	Water sources significantly affected by withdrawal of water.	48 -49	Full	
EN10	Percentage and total volume of water recycled and reused.	48 - 49	Full	
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	49	Full	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	49	Full	
EN13	Habitats protected or restored.	49		Full
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	49	Full	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	38 - 39	Full	No IUCN Red List species within area of operations based on latest EIA Report.
EN16	Total direct and indirect greenhouse gas emissions by weight.	38 - 41	Full	
EN17	Other relevant indirect greenhouse gas emissions by weight.		Not Reported	On account of spread of activities across regions, data related to indirect GHG emissions such as employee travel and emissions saved by tele' and video conferencing was tracked and captured. We are working on this and intend to address in the next 2-3 years.
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	38 - 41	Full	
EN19	Emissions of ozone-depleting substances by weight.	50	Full	
EN20	Nox, Sox, and other significant air emissions by type and weight.	50	Full	
EN21	Total water discharge by quality and destination.	48 - 49	Full	
EN22	Total weight of waste by type & disposal method.	49 - 50	Full	
EN23	Total number and volume of significant spills.	50	Full	
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of transported waste shipped internationally.		Full	Across locations we are not involved in any activity related to transporting, importing, exporting or treatment of waste deemed hazardous under Basel convention.
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff.	49	Full	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	49	Full	

GRI Content Index

S. No.	Profile Disclosure	Reference	Extent of Reporting	Explanation
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.		Not Reported	Products sold are hydrocarbon derivatives, in the form of upstream oil and gas, refined products polymers, polyesters and bulk chemicals- used as feedstock and are not reclaimable. Most of the products are transported through ships/tanker and pipelines, however, we have initiated the process to capture the reclaimed packaging material wherever possible and we intend to report in the FY 2012 - 2013 report.
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.		Full	No monetary fine of any significant value has been imposed on any manufacturing locations of our company during FY 2009-10 neither non-monetary sanctions for non-compliance with environmental laws and regulations imposed on the company.
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	46 - 47	Full	
EN30	Total environmental protection expenditures and investments by type.	31, 45	Full	
Social: Labour Practices and Decent Work				
LA1	Total workforce by employment type, employment contract, and region.	31, 55	Full	
LA2	Total number and rate of employee turnover by age group, gender, and region.	31, 55	Full	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	31	Full	
LA4	Percentage of employees covered by collective bargaining agreements.	55	Full	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	55	Full	We follow the requirements of the Industrial Disputes Act, India, 1947 for issuing minimum notice period (s) regarding significant operational changes.
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	45 - 46	Full	We have established joint safety committees at all our manufacturing locations with equal representation from management and non-management staff.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	47	Full	
LA8	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	45 - 46, 58	Full	
LA9	Health and safety topics covered in formal agreements with trade unions.	45 - 46	Full	All our wage settlement agreements with unions contain topics of health and safety such as use of PPEs.
LA10	Average hours of training per year per employee by employee category.	57	Full	

GRI Content Index

S. No.	Profile Disclosure	Reference	Extent of Reporting	Explanation
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	54 - 55	Full	
LA12	Percentage of employees receiving regular performance and career development reviews.		Full	All eligible employees receive regular performance and career development reviews.
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	14 - 15	Full	
LA14	Ratio of basic salary of men to women by employee category.		Full	There is absolutely no difference between the basic salaries of men to women. We are firm believer of equal opportunity principle.
Social : Human Rights				
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	55	Full	India has ratified more than 39 conventions of the ILO that are covered in the nine chapters and 120 sections of The Factories Act, 1948 (Act No. 63 of 1948), as amended by the Factories (Amendment) Act, 1987 (Act 20 of 1987) Factories Act 1987, which covers various aspects of human rights. We have a screening process for our investment agreements based on the requirements of this Act.
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	55	Full	India has ratified more than 39 conventions of the ILO that are covered in the nine chapters and 120 sections of The Factories Act, 1948 (Act No. 63 of 1948), as amended by the Factories (Amendment) Act, 1987 (Act 20 of 1987) Factories Act 1987, which covers various aspects of human rights. We follow our internal guidelines in selection of suppliers and contractors which include compliance to local regulations including this Act.
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.		Full	We do not have specific training modules on human rights but our existing induction programmes cover the basics of human rights.
HR4	Total number of incidents of discrimination and actions taken.		Full	This year there was no incident of discrimination across our locations
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.		Full	This year there was no operation identified in which the right to exercise freedom of association and collective bargaining was at significant risk
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.		Full	This year there was no operation identified as having significant risk for incidents of child labor
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination		Full	This year there was no operation identified as having significant risk for incidents of forced or compulsory labor

GRI Content Index

S. No.	Profile Disclosure	Reference	Extent of Reporting	Explanation
HR8	of forced or compulsory labour. Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	47	Full	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.		Full	This year there were no incident of violation involving rights of indigenous people across locations
Social :Society Performance Indicators				
SO1	Nature, scope, and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	55	Full	
SO2	Percentage and total number of business units analysed for risks related to corruption.	14 - 15, 55	Full	
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.	14 - 15, 57	Full	
SO4	Actions taken in response to incidents of corruption.		Full	There were no incidents involving acts of corruption
SO5	Public policy positions and participation in public policy development and lobbying.	52, 78	Full	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.		Full	We do not support any specific political party.
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.		Full	No legal action initiated against RIL for anti-corruption behaviour, anti-trust and monopoly practices.
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.		Full	No fine or non-monetary sanction imposed against RIL for non-compliance with laws and regulations.
Social: Product Responsibility				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	13, 52 - 53	Partial	<p>All our significant products and services follow applicable health and safety regulatory requirements of Bureau of Indian Standards, and conform with relevant Material Safety Data Sheets for various chemicals. We have also received Oekotex certification for our key textile products. Additionally, we are supporting life-cycle assessment study being done by ICPE and we are also working with Bureau of Indian Standards for formulating standards and guidelines. This is an on-going exercise.</p> <p>At RIL, we also intend to register our product for meeting European Union REACH Regulatory requirements and in the FY 09 -10, the number of registration's were under process and hence the information was not reported. We will commence reporting on this information in our subsequent sustainability reports starting from FY10-11 onwards.</p>

GRI Content Index

S. No.	Profile Disclosure	Reference	Extent of Reporting	Explanation
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	52 - 53	Full	No significant incident of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	52 - 53	Partially Reported	Our core / major products are derived by processing hydrocarbon materials, which follow regulatory requirements and awareness is imparted on safe use of product and services. Since, our core raw material is hydrocarbon, which is sourced from various sources, globally; it is not feasible to inform consumers about its sourcing.
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.		Full	No significant incident of non-compliance with regulations and voluntary codes concerning product and service information and labelling
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	22 - 23	Full	
PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	53	Full	We are members of advertisement Standards Council of India (ASCI) and adhere to all laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.		Full	No significant incident of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.		Full	No significant complaint regarding breaches of customer privacy and losses of customer data.
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		Full	No significant fine for non-compliance with laws and regulations concerning the provision and use of products and services

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UNGC – Communication on Progress

Global Compact Principles		Our Response
Human Rights	Support and respect the protection of internationally proclaimed human rights within the business' sphere of influence.	We recognise and accept our responsibility to uphold human rights at the workplace and its sphere of influence. We comply with all labour laws formulated by the Constitution of India. Our grievance mechanism is equipped to address all employee grievances related to work environment and company policies.
	Ensure that the business is not complicit in human rights abuses	Our code of conduct is applicable to all employees and we do not have any instance of human right abuses in FY 2009-10.
Labour Standards	Uphold the freedom of association and effective recognition of the right to collective bargaining	We exercise freedom of association and comply with all the regulations enacted by Government of India developed to address labour issues. We have trade unions representing workers and disputes are dealt in accordance with Industrial dispute Act of 1947. There has been no loss of workdays during FY 2009-10 on account of any labour dispute.
	Uphold the elimination of all forms of forced and compulsory labour Uphold the effective abolition of child labour Uphold the elimination of discrimination in respect of employment and occupation	Forced Labour Convention (29) and the abolition of Forced Labour Convention (105) has been ratified by India and our company does not support any forced or compulsory labour in any form and adheres to all labour laws in this respect We respect human rights at work place and pursue global leading practices, which ensure freedom of association, prohibition of child labour, protection of indigenous rights and prohibition of forced and compulsory labour.

Global Compact Principles		Our Response
Environment	Support a precautionary approach to environmental challenges	<p>We recognise the challenges faced by our industry, be it in terms of depleting crude resources, climate change, or end-of-life of petroleum-based products. To address that we have a comprehensive environmental policy in place with a focus on conserving and improving environment.</p> <p>We ensure regulatory compliance and also conduct environmental impact assessment for all our expansion projects.</p> <p>Our manufacturing plants are ISO 14001:2004 certified and have specific goals and targets which are monitored at regular intervals.</p>
	Undertake initiatives to promote greater environmental responsibility	<p>We have a dedicated CDM cell which looks into opportunities of GHG reduction. Our efforts are also dedicated towards conserving and reducing material consumption and at the same time increasing the use of recycled material.</p>
	Encourage the development and diffusion of environmentally-friendly technologies	<p>We use energy efficient clean technologies. It is our constant endeavour to improve our specific energy consumption. We are also investing in alternate energy sources such as solar, bio-fuels including Jatropha plantation. <i>(Refer our environmental section for further details)</i></p>
Anti-corruption	Work against all forms of corruption, including extortion and bribery	<p>Our Code of Conduct defines our commitment of conducting business with due regard to the interests of our stakeholders and also the environment. Further, the Code of Conduct and also Ethics Policy cover such issues as bribery & corruption, fraud, insider trading and human rights & discrimination.</p>

Content Index - WBCSD



The World Business Council for Sustainable Development

The World Business Council for Sustainable Development (WBCSD) is a CEO-led, global association of around 200 companies dealing exclusively with business and sustainable development.

On invitation to Shri Mukesh D. Ambani, Reliance Industries Limited became a Council Member of WBCSD in 2007. Shri Ambani has been elected as Vice Chairman of the WBCSD Executive Committee in 2008.

The Council's objectives are to:

- Be a leading business advocate on sustainable development
- Participate in policy development to create the right framework conditions for business to make an effective contribution to sustainable human progress
- Develop and promote the business case for sustainable development
- Demonstrate the business contribution to sustainable development solutions and share leading edge practices among members
- Contribute to a sustainable future for developing nations and nations in transition

As a member of WBCSD, we work with a mindset beyond corporate philanthropy, to build inclusive business models that create new revenue streams while serving the needs of the people of our country through sound commercial operations. We have presented many such examples in this report that clearly demonstrate a strong business case for sustainable development.

While developing this report we referred to WBCSD's four focus areas viz; Energy and Climate; Development; Business Role and Ecosystems.

- Energy and Climate has been identified as one of the material issues to us and we have taken numerous initiatives to mitigate our GHG emissions and minimise the impact of our activities on climate change.
- Our foundation focuses on Development area, and we have partnered with various NGOs and initiated various community related programmes for inclusive growth and empowering people to help them move into formal economic activities
- We aim to enhance to quality of life in society across the entire socio – economic spectrum through our various initiatives and also seek to define the Business Roles we will play in tomorrow's society by actively engaging with stakeholders
- We believe that Ecological balance is one of the three pillars of sustainable development and without it, business cannot function. Waste minimisation is one of the material issues and we have taken various initiatives to minimise its generation. We are also investing in various initiatives that will mitigate the impact on our ecosystem.

Glossary

5S	Sort, Set in order, Shine, Standardise and Sustain.	CCQC	Chapter Convention on Quality Circle	FRP	Fibre Reinforced Plastic
AAA	One of the highest credit rating of financial instruments given by Rating Agencies; reflects highest financial strength to meet repayment obligations	CCS	Carbon Capture and Storage	GDP	Gross Domestic Product
AC	Air Condition	CCT	Cold Condensate Tank	GHG	Greenhouse Gases
AFBC	Atmospheric Fluidised Bed Combustion	CDM	Clean Development Mechanism	GJ	Giga Joules
AGM	Annual General Meeting	CDU	Crude Distillation Unit	GIDC	Gujarat Industrial Development Corporation
AHU of CP 11	Air Handling Unit of Continuous Polymerization Unit 11	CEO	Chief Executive Officer	GINFS	Gujarat Industries Navratri Festival Society
AIDS	Acquired Immune Deficiency Syndrome	CERs	Certified Emission Reductions	GRI	Global Reporting Initiative
AIF	American India Foundation	CFC	Chlorofluorocarbons	GTPP	Gas Turbine Power plant
APH	Air Pre Heater	CFL	Compact Fluorescent Lamp	HCL	Hydro Chloric Acid
ARTI	Appropriate Rural Technology Institute	CHSEE	The Centre for Health, Safety & Environment Excellence	HCT	Hot Condensate Tank
API	American Petroleum Institute	CGSI	Corporate Governance and Stakeholder Committee	Hg	Mercury
ART Centre	Anti-Retroviral Treatment Centre	CII	Confederation of Indian Industry	HIV	Human Immunodeficiency Virus
ASCI	Advertising Standards Council of India	CIPP	Cambridge International Primary Program	HNHRC	Sir Hurkisondas Nurrotamdas Hospital and Research Centre
ASP	Air Separation Plant	CO ₂	Carbon Dioxide	HNMRS	Sir Hurkisondas Nurrotamdas Medical Research Society
ASTD	American Society for Training & Development	COMEE	Centre of Maintenance and Engineering Excellence	HRSG	Heat Recovery Steam Generator
ATU III	Amine Treating Unit	CP-6	Unit of Continuous Polymerization – 6	HSC	Higher Secondary School Certificate
ATSE	Australian Academy of Technological Sciences and Engineering	CPP	Captive Power Plant	HSE	Health, Safety and Environment
BAA2 (Moody's)	Moody's long-term obligation ratings are opinions of the relative credit risk of fixed-income obligations with an original maturity of one year or more. Obligations rated BAA are subject to moderate credit risk. They are considered medium-grade and as such may possess certain speculative characteristics	CRISIL	Credit Rating Information Services of India Limited	HT	High Tension
BBB	Standard & Poor's (S&P) is a division of McGraw-Hill that publishes financial research and analysis on stocks and bonds. It is of the top three companies in this business, along with Moody's and Fitch Ratings. BBB: medium class companies, which Are satisfactory at the moment	CRU	Condensate Recovery Unit	HVAC	Heating Ventilation and Air-Conditioning
BCG	Boston Consulting Group	CSIR	Council for Scientific & Industrial Research	HCTF	Habitat Conservation Trust Foundation
BPD	Barrels of oil per day	CTBD	Cooling Tower Blow Down	IB	International Baccalaureate Diploma
BG	British Gas Group	CSR	Corporate Social Responsibility	ICPE	Indian Centre for Plastics in the Environment
BIW	Business Information Warehouse	cu m	Cubic metres	ICSE	Indian Certificate of Secondary Education
BMT	Business Management Trainee	DAIS	Dhirubhai Ambani International School	ID	Induced Draft
BSC	British Safety Council	DAF	Dhirubhai Ambani Foundation	IFAC	International Federation of Accountants
BSE	Bombay Stock Exchange	DCS	Distributed Control Systems	IFC	International Finance Corporation
BSE SENSEX	Index for 30 large companies based on the free float market capitalisation on the BSE	DGFASLI	Directorate General Factory Advice Service & Labour Institutes	IGCSE	International General Certificate of Secondary Education
btoe	Billion tons of Oil Equivalent	DGH	Directorate General of Hydrocarbon	ILO	Indian Labour Organization
CAS	Creativity, Action and Service	DMA	Disclosure on Management Approach	IOP	Inter Offsite Plant
CASHe	Change Agents for Safety, Health and Environment	DM	Demineralized	IIM	Indian Institute of Management
CBFS	Carbon Black Feed Stock	DMDS	Di-methyl Di- Sulphide	IIT	Indian Institute of Technology
CBM	Coal Bed Methane	DNA	Deoxyribonucleic acid	IMS	Integrated Management System
CBSE	Central Board of Secondary Education	DOTS	Directly Observed Treatment Short-course	IPA	Isophthalic Acid
CCDT	Committed Communities Development Trust	DSG	Direct Steam Generation	IPIECA	International Petroleum Industry Environmental Conservation Association
		E&P	Exploration & Production	IPL	Indian Premier League
		EDC	Ethylene Dichloride	IRIS	Integrated Risk Information System
		ELP	Extended Learning Program	ISO	International Organization for Standardization
		EMP	Environmental Management Programmes	ISAE	Indian Society of Agricultural Engineers
		EPA	Environmental Protection Agency	ISAE – 3000	International Standard on Assurance Engagements 3000
		EPC	Engineering Procurement Construction	ITI	Industrial Training Institute
		ERP	Enterprise Resource Planning	IUCN	International Union for Conservation of Nature
		ESS	Employee Self Service	JNCAR	Jawaharlal Nehru Centre for Advanced Scientific Research
		ESOS	Employee Stock Option Scheme	KG-D6	Exploration Block in Krishna-Godavari Basin
		ETP	Effluent Treatment Plant	KMS	Kilometers
		FCC	Fluidised Catalytic Cracker	KL	Kilolitres
		FGRS	Flare Gas Recovery System		
		FPSO	Floating Production Storage and Offloading		

KPO	Knowledge Process Outsourcing	ONGC	Oil and Natural Gas Corporation Limited	S&P CNX Nifty	Index for 50 large companies based on market capitalisation on the National Stock Exchange of India
KSA	Knowledge, Skills and Attributes	OPA	Ortho-Phthalic Acid	SAP	Systemanalyse und Programmentwicklung
LAB	Linear Alkyl benzene	OPD	Out Patient Department	SBT	Segregated Ballast Tank
LED	Light-emitting diode	OSHA	Occupational Safety & Health Administration	SEBI	Securities & Exchange Board of India
LDPE	Low Density Poly Ethylene	P.T. Clinic	Purshottamdas Thakurdas Clinic	SEZ	Special Economic Zone
LIC	Life Insurance Corporation of India	PBDIT	Profit Before Depreciation, Interest and Tax	SGA	Small Group Activity
LKG	Lower Kindergarten	PBT	Polybutylene Terephthalate	SHG	Self-Help Groups
LLP	Low Low Pressure	PE	Polyethylene	Sox	Sulphur Oxides
LP	Low Pressure	PET	Polyethylene Terephthalate	SPM	Suspended Particulate Matter
LTC	Low-Temperature Chlorinationor	PFF	Polyester Fibre Fill	SR	Sustainability Report
LTS	Long Term Settlement	PFY	Polyester Filament Yarn	SRT	Short Residence Time
MADER	MGCC Area Development Research Foundation	pH	A measure of chemical activity of Hydrogen in a solution used to express acidity or basicity	SSC	Secondary School Certificate
MAPD	Methyl Acetylene and Propadiene	PGH – BZ	Pyrolysis Gasoline Hydrogentation - Benzene	sq/kms	Square kilometers
MBPD	Million barrels per day	PHC	Primary Health Centre	SVADES	Society for Village Development in Petrochemicals Area
MCGM	Brihanmumbai Mahanagarpalika (formerly known as Muncipal Corporation of Greater Mumbai)	PMT	Panna-Mukta and Tapti	SVNIT	Sardar Vallabhbhai National Institute of Technology
MDP	Management Development Programs	POY	Partially Oriented Yarn	SWAT	Internal team that implements best maintenance practices across all existing & future RIL manufacturing divisions
MEG	Mono Ethylene Glycol	PP	Polypropylene	TA	Terephthalic Acid
MGCC	Maharashtra Gas Cracker Complex	PPI	Plastic Pipe Institute	TB	Tuberculosis
MI	Mumbai Indians	PPP	Public-Private Partnership	tCO ₂	Total Carbon Dioxide
MITCICE	Monitor, Inform, Transact, consult, Involve,	PPR	Polypropylene Pipes	TPD	Tonnes per day
MMKcal	collaborate and impower	PRIA	Patalganga Rasayani Industrial Association	TLV	Threshold Limit Value
MNRE	Million Kilo Calorie	PRU	Propylene Recovery Unit	TMA	Trimellitic Acid
MP	Ministry of New and Renewable Energy	PSF	Polyester Staple Fibre	UAA	UDCT Alumni Association
MPRE	Medium Pressure	PSM	Process Safety Management	UDCT	University Department of Chemical Technology
MT	Management Programme for Reliance Engineers	PSF CP 11	Polyester Staple Fibre Continuous Polymerization Unit 11	UICT	University of Mumbai Institute of Chemical Technology
MUICT	Million Tonnes	PTA	Purified Terephthalic Acid	UHMWPE	Ultra high molecular weight polyethylene
MW	Mumbai University Institute of Chemical Technology	PV	Photo Voltaic	UNAIDS	The Joint United Nations Programme on HIV/AIDS
MWH	Megawatt	PVC	Polyvinyl Chloride	UNFCCC	United Nations Framework Convention on Climate Change
MWH	Megawatt hour	PX	Paraxylyene	UNGC	United Nations Global Compact
NAB	National Association for the Blind	QCC	Quality Control Circle	UGC	University Grants Commission
NASI	National Academy of Sciences, India	R&D	Research and Development	UK	United Kingdom
NCL	The National Chemical Laboratory	RCEC	Reliance Certified Engineering Course	USA	United States of America
NCQC-07	National Convention on Quality Circle – 07	ReSOP	Reliance Safety Observation Program	USD	US Dollars
NCPAH	National Committee on Plasticulture Applications in Horticulture	RIC	Reliance Innovation Council	VCM	Vinyl Chloride Monomer
NCAER	National Council of Applied Economic Research	RIL	Reliance Industries Limited	VFD	Variable Frequency Drive
NELP	National Council of Applied Economic Research	RIL-C	Reliance Innovation Leadership Centre	VGO	Vacuum Gas Oil
NELP	New Exploration Licensing Policy	RIC	Reliance Innovation Council	VGOHT1	Vacuum Gas Oil Hydrotreater - Unit 1
NMITLI	New Millennium India Technology Initiatives	RIM	Reliance Innovation Movement	VOC	Volatile Organic Compounds
NGOs	Non-Government Organizations	ROW	Right of way	WASMO	Water and Sanitation Management Organisation
NIO	National Institute of Oceanography	RPL	Reliance Petroleum Limited	WBCSD	World Business Council for Sustainable Development
Nox	Nitrogen Oxide	RPM	Revolutions Per Minute	WHRB	Waste Heat Recovery Boilers
NPBD	National Project on Biogas Development	RRDT	Reliance Rural Development Trust	WHO	World Health Organization
O&G	Oil & Gas	Rs.	Indian Rupees		
ODS	Ozone Depleting Substances	RSLS	Reliance School of Life Sciences		
OHC	Occupational Health Centre	RTG	Reliance Technology Group		
OHSAS	Occupational Health and Safety Assessment Series	RU	Returnable Unit		
OHSMP	Occupational Health and Safety Management Programmes	RWTP	Raw Water Treatment Plants		
		RWS	Reliance Rural Water Supply		



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