


# Growth is Life



GROWTH IS **ENERGY** | GROWTH IS **VALUE** | GROWTH IS **HAPPINESS** | GROWTH IS **LIFE**

# Growth is **Energy** | Growth is **Value** Growth is **Happiness** | Growth is *Life...*

At Reliance, we are on an unceasing endeavour to maintain our position as India's leading private enterprise. Growth is often defined as the cornerstone for success in any organisation and at Reliance growth is perceived as a universal concept that percolates every facet of our decision making process and plays a pivotal role in our business strategy.

Concerns over energy security intensify as industrialisation and development of economies lead to a greater demand for energy. The deleterious effects of global warming and environmental degradation are changing the manner in which businesses conduct their operations. Environmental impacts are increasingly influencing market shifts which have the potential to affect business continuity. We have committed to embedding principles of sustainability in our growth model by undertaking various initiatives to help enhance energy security and conserve the natural environment.

Our philosophy envisions inclusive growth as a universal concept that is depicted in the way we conduct our business. Growth and development are often defined conventionally in terms of net profit, revenue, and other financial performance. While we realise this is important, our mission is to continue growing as a responsible organisation that believes in enriching the lives of those around us. We continue undertaking social initiatives in the areas of education, healthcare, community infrastructure, skill enhancement and social security.

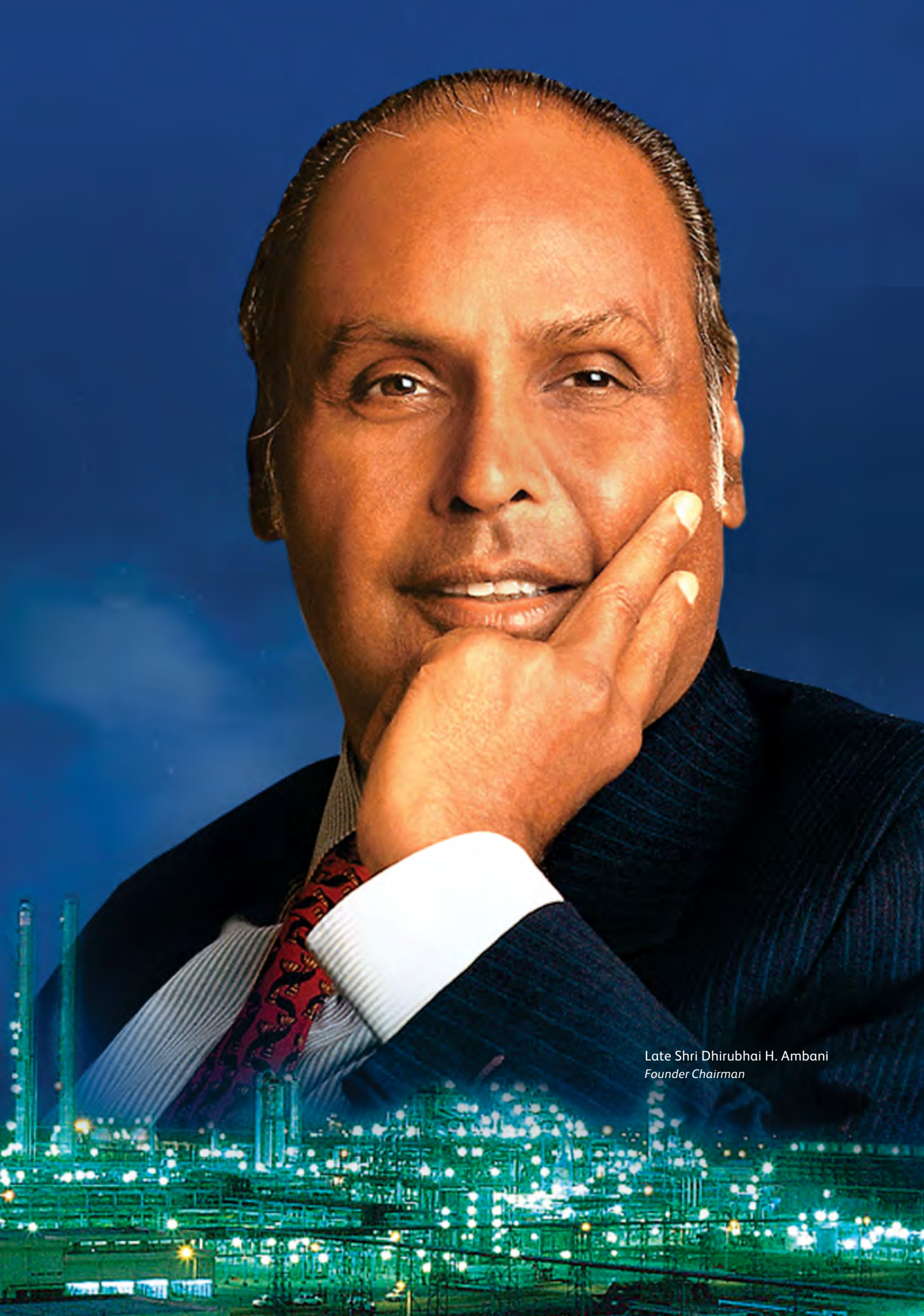
Our economic policies are formulated based on a number of factors including market conditions, consumer preferences, our past performance, government regulations and our corporate governance ethics. These policies also embrace the economic development of the society at large. We have contributed towards the growth of our value chain partners and local communities through capacity building and employment generation.

For us, innovation has never been more important than it is today. It is not just developing new products and services or improving their quality and performance, but rather creating sustainable solutions that enrich lives thereby generating value.

It is this drive for sustainable value creation that governs our business philosophy and resonates in every day of our existence. We live by the values that we espouse and in each of these values is ingrained our fundamental philosophy that Growth is Energy, Growth is Value, Growth is Happiness, Growth is Life...







Late Shri Dhirubhai H. Ambani  
*Founder Chairman*

Growth is **Energy**  
Growth is **Value**  
Growth is **Happiness**  
Growth is **Life...**

GRI Checked A+

06 From the CMD's desk  Statement from our Chairman and Managing Director explaining the relevance of Sustainability to our organisational strategy	16 Report Scope and Boundary  Report Scope and Boundary detailing out the range of entities whose performance is represented through this report	22 Vision, Mission and Values  Our internally developed ethos which guides our policies and practices
About Reliance Industries Limited  The scale of our operations and recent developments	Strategy and Roadmap  Our Strategy that has guided us in transforming into a Sustainable Business Environment	Awards and Recognitions  Awards and Recognition bestowed upon our organisation during the reporting year
12	18	24



28

## Corporate Governance

Management of ethical business practices and governance for sustainable development

38

## Disclosure on Management Approach

Our approach on the management of our impacts on the economic, environmental, labor practices, human rights, society and product responsibility aspects

48

## Performance on Commitments

An update on our environmental, social and economic impacts through our five strategic pillars for sustainable development

## Management Systems

Implementation of Management Systems to help us align our long term goals with aspects of quality, risk, environment and safety management

34

## Partnering with our Stakeholders

Our mechanisms that facilitate dialogue with our stakeholders

42

Performance Review.....	50
Economic Performance .....	56
Energy Management.....	60
Environmental Responsibility.....	64
Product Stewardship .....	68
Innovation at RIL .....	70
Occupational Health and Safety .....	72
Social Institution Building .....	80
Assurance Statement.....	94
GRI's Application Level .....	96
Content Index – GRI/IPIECA/UNGC/WBCSD/NVG .....	98
Business Responsibility Report linkage .....	112
Abbreviations .....	114
Annexure I - Energy Saving Initiatives .....	116
Annexure II - Key Areas of Research and Development .....	117

# FROM THE CMD'S DESK



At Reliance, growth is not just centered on profits; we place sustainable development at the core of our business decisions and align our sustainability strategy with our business goals

The life of tomorrow's generation is governed by the way we grow today

## Dear Stakeholders,

The global economic crisis remains unabated, but despite the continued economic turbulence we succeeded in retaining our position as the leading private enterprise in India. The FY 2013-14 was another record-setting year for us. Our refining business delivered the highest-ever profits with a sharp recovery in gross refining margins towards the end of the year. Petrochemical earnings grew significantly with a margin expansion across polymers and downstream polyester products.

At Reliance, growth is not just centered on profits; we place sustainable development at the core of our business decisions and align our sustainability strategy with our business goals. This means concern for safety, environment and communities percolates in our decisions to design, build and develop all our projects. We therefore take it upon ourselves to produce, provide and deliver in the right way.



**RIL achieved**  
its highest ever exports of  
**₹ 2,758.25 billion**

**Reliance Foundation**  
**Information Services**  
has reached over  
**5,000 Villages till date**

## Financial Performance

Despite global and domestic challenges, Reliance continued its growth path. Reliance achieved a record revenue of ₹ 4,013.02 billion (\$ 67.0 billion) and net profit of ₹ 219.84 billion (\$3.7 billion). We became the first company in the private sector to record revenues of over ₹ 4,000 billion. Reliance also achieved its highest ever exports of ₹ 2,758.25 billion (\$ 46.0 billion) during the year, contributing a record 69% of revenues. The continued growth of exports is an indicator of the growing demand for our products and services across the world.

## Sustainable Energy

The growing demand for energy is causing a strain on the finite resources especially in developing and emerging countries like India. We have therefore resolved to develop and grow in a responsible manner and meet the expectations of all our stakeholders. As the world population increases, the stress on the essentials of life – water, food and energy – becomes more critical. Our tenth Sustainability Report indicates how our progress contributes towards our long-term prospects as a company and to the society as a whole. Our focus on innovation is mingled with our desire to develop products that are aligned to our sustainability strategy. We are in the process of setting up a petcoke gasification project for converting by-product petcoke to syn-gas. The project is based on the “E-gas technology” and is currently in the construction stage.

## Safety Principles

Besides reducing costs, effective safety and health management promotes business efficiency. Attention to health and safety is not just about being socially responsible, it also makes good business sense and that is why at Reliance, the health and safety of our employees is paramount. All our manufacturing locations, E&P locations as well as major offices are equipped with occupational health centers. Employees are provided regular health check-ups to prevent any occupational and lifestyle related diseases. All the manufacturing divisions are certified for OHSAS 18001 safety management system and integrated with quality and environment management systems (ISO 9001 and ISO 14001).

## Creating Value

At RIL, business priorities co-exist with social commitments and our activities support inclusive growth. We firmly believe that sustainable business transformation can be achieved through creating value by empowering people, protecting the planet and investing in the innovation of products and processes. RIL believes in creating opportunities for the people around its operations to enable a sustainable future. RIL's CSR policy demonstrates its efforts towards social and economic development. Its community development activities focus on areas that foster sustainable growth and well-being of communities. Reliance Foundation Information Services (RF IS) has reached out to over 5,000 villages in the last 24 months since its inception, through different platforms like mobile phones and television to provide relevant, timely and accurate information to the end user. RF IS has even been used by the marine police of Andhra Pradesh.

As a member of the World Business Council for Sustainable Development (WBCSD), we are proud of the way we work and are constantly striving towards being better. Our stringent policies on human rights, labour practices, enhancement of stakeholder relationships, protection of the environment and business ethics, underpin our responsible growth story.

The life of tomorrow's generation is governed by the way we grow today. We aim to align our growth path to make tomorrow cleaner, greener and more sustainable.

Yours sincerely,

**Mukesh D. Ambani**

Chairman & Managing Director

18<sup>th</sup> June, 2014

A stylized world map in shades of green and blue, centered on the Atlantic Ocean, serves as the background for the entire page. A thick blue horizontal line is positioned above the main title, and a thick green horizontal line is positioned below it.

# The **4P** Growth Approach

a step ahead “Triple-Bottom-Line”

We believe that our growth path must be in line with our Sustainability agenda. Hence we have incorporated the ‘4P’ approach. Our sustainability approach lies on the foundations of innovating and investing in our products and processes, empowering people, protecting the planet and enhancing profitability. During FY 2013-14, we undertook several initiatives, key among which are:



## INNOVATE Products & Processes



**10** product  
patents during the year

Developed PP non-woven  
fabric for crop protection  
against extreme weather

## EMPOWER **People**



Average training man  
hours per employee **65.45**  
management staff

Reached  
out to over **5,000**  
villages through **RF-IS** till date

## PROTECT **Planet**



increased  
recycled material  
utilisation by **9.4%**

Reduced effluent  
discharged by **0.4%**

## ENHANCE **Profits**

Record Refining business

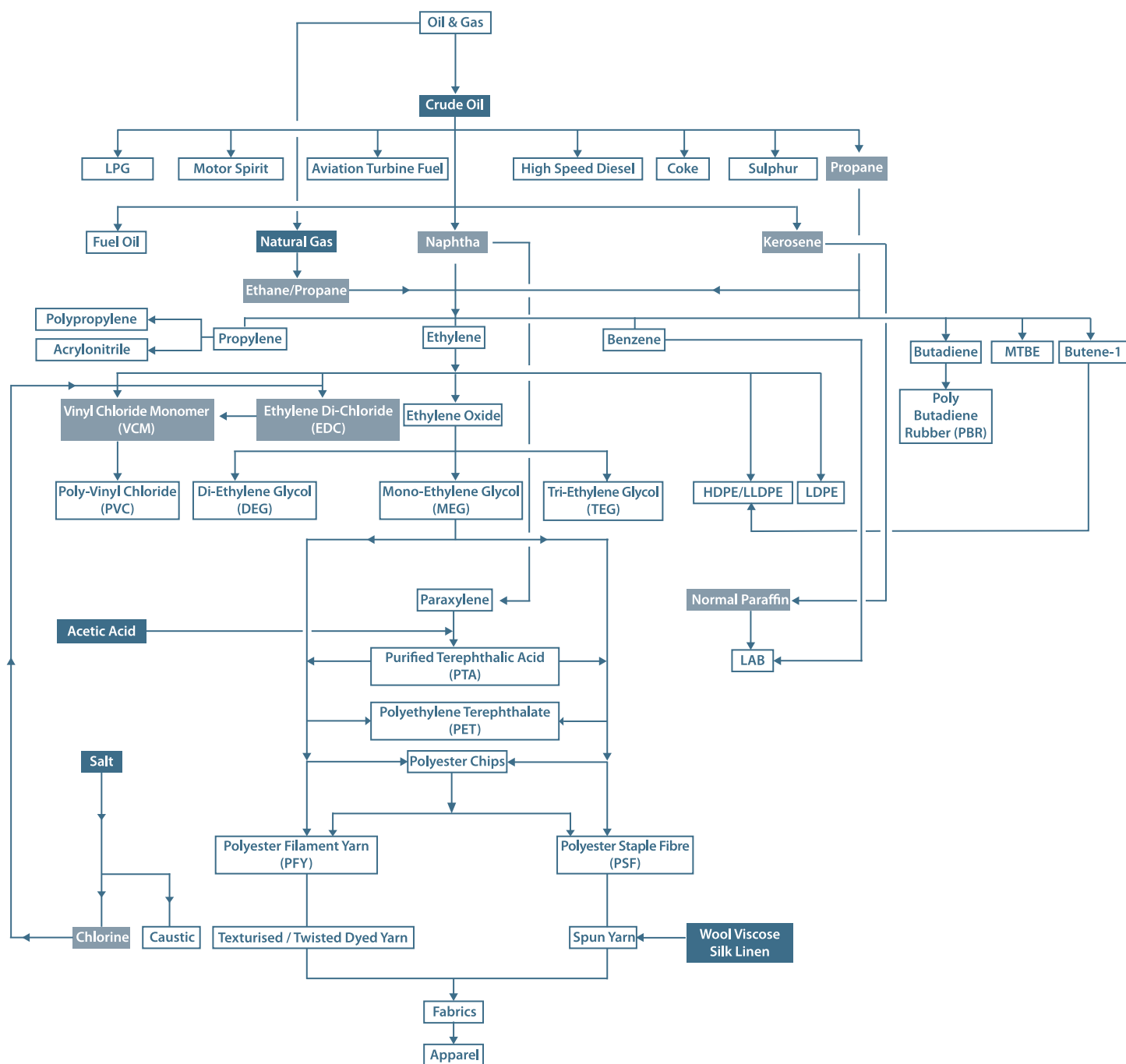
EBIT **132.20** billion

Achieved a recorded revenues of

**₹4,013.02** billion



# PRODUCT FLOW



□ Existing Products

■ Purchased raw materials

■ Partly purchased raw materials





Product display gallery at Hazira

# ABOUT RELIANCE INDUSTRIES LIMITED



At RIL, business priorities co-exist with social commitments and our activities support inclusive growth

Our activities span across the energy and materials value chain

Founded by Dhirubhai H. Ambani (1932-2002), the Reliance Group is one of India's largest private sector enterprise with an annual revenue of \$ 74.5 billion.

Reliance Industries Limited is the flagship Company of the Group and is featured in the Fortune Global 500 list of the world's largest corporations for the tenth consecutive year and was ranked 107<sup>th</sup> in terms of revenue and 128<sup>th</sup> in terms of profit in 2013. As per Newsweek's Green Rankings 2014, RIL is India's greenest and most environment-friendly company, ranking 185th among the world's largest 500 companies. The Company has expanded rapidly and integrated backwards into various industry sectors, most notably production of petrochemicals and refining of crude oil. RIL is a conglomerate headquartered in Mumbai, India and carries out its business activities in over 50 domestic locations with manufacturing facilities at Allahabad, Barabanki, Dahej, Hazira, Hoshiarpur, Jamnagar, Nagothane, Nagpur, Naroda, Patalganga,



## Jamnagar ‘Supersite’ processes around 1.4 MMBPD of crude

Silvassa and Vadodara. Our projects and operations help in value creation and the overall economic development of communities across multiple geographies.

Our businesses extend beyond domestic markets with the company having international presence through subsidiaries and associate companies, extending across North America, Australia, Europe, East Africa, Middle East and Asia. Along with undertaking business activity in USA, Malaysia, Kenya, Uganda, Rwanda and Tanzania, we also operate in over 16 international locations and have been involved in exporting to 123 countries across the world in the FY 2013-14.

With the three key products being transportation fuels, polymers and polyester fibre, our valued activities span across production of oil and gas, petroleum refining and marketing, petrochemicals (polyester, fibre intermediates, plastics and chemicals), textiles, retail and telecommunication.

### Our Upstream Business Operations

In our upstream operations we have a balanced portfolio of both conventional and unconventional hydrocarbon resources. The major ones include deep-water blocks off the east coast of India and the US shale gas regions of Eagleford and Marcellus. Exploration and production facilities are located at KG-D6 Gadimoga, Panna Mukta Tapti and CBM Blocks at Shahdol (Sohagpur East & Sohagpur West).

### Our Downstream Business Operations

Our downstream operations primarily constitute of refining and marketing, petrochemicals, polymers, polyester and fibre intermediates and textiles businesses. During FY 2013-14, we further consolidated leadership position in India in the production of synthetic rubber. We also maintained our leadership in the polymer industry with a domestic market share of around 40%. We lead the



domestic market for Poly Propylene (PP) with a market share of around 60%. In Poly Ethylene (PE) production, our focus was mostly on high-value sectors in High Density Poly Ethylene (HDPE) as well as Low Density Poly Ethylene (LDPE) production. Our Poly Vinyl Chloride (PVC) production witnessed the introduction of several new grades, including value-added products such as C-PVC pipes and fittings compounds.

In the refining and marketing business, our Jamnagar ‘Supersite’ processes around 1.4 MMBPD of crude. It is among the world’s largest and most complex refining assets and is composed of two refinery systems. Jamnagar has developed a reputation for its ability to process almost all grades of crude oil produced.

**We maintained our leadership in the polymer industry with a domestic market share of around 40%**

**We lead the domestic market for Poly Propylene (PP) with a market share of around 60%**

## Major Subsidiaries & New Businesses

As on 31<sup>st</sup> March 2014 the number of our subsidiary companies stands at 103. The major subsidiaries and new businesses are listed below:

### Reliance Retail

Established in 2006, Reliance Retail Limited (RRL) has become India's largest retailer by revenue. It caters to millions of customers while at the same time reaching out to thousands of farmers and vendors. RRL's core growth strategy of backward integration has made rapid progress towards building an entire value chain starting from the farmers to the end consumers. The company enhanced its presence across various format sectors and now operates 1,691 stores across 146 cities.

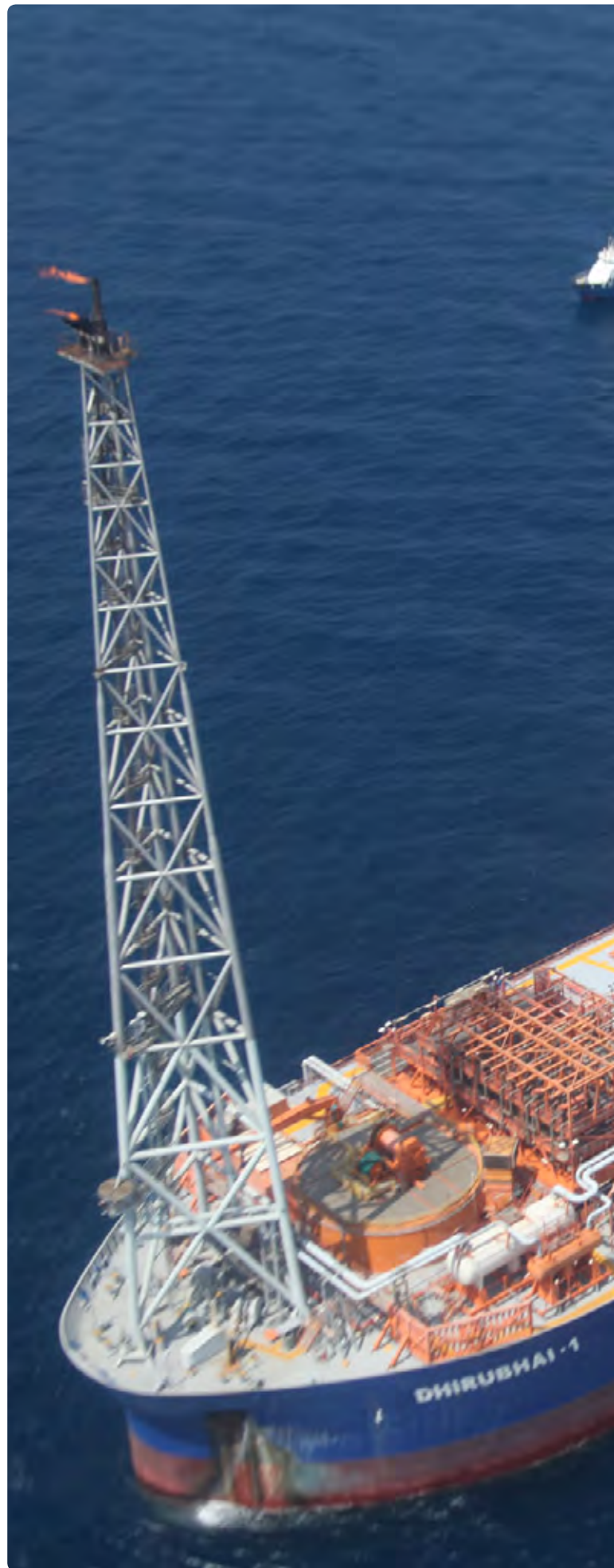
---

**Reliance Retail**  
enhanced  
its presence through  
**1,691** stores  
across **146** cities

---

### Reliance Jio Infocomm

In a major technological advancement, our subsidiary Reliance Jio Infocomm Limited (RJIL), is introducing the Broadband Wireless Access (BWA) spectrum across all the 22 telecom circles of India. With the acquisition of the 1800 MHz band in 14 key circles across India, RJIL will be the holder of the largest quantum of liberalised spectrum. Our goal is to provide reliable high-speed internet connectivity across the country.







#### Dhirubhai-1

The Floating Production, Storage & Offloading (FPSO) facility with capability of oil and gas processing, oil and condensate storage, offshore offloading and gas evacuation to the onshore terminal.

# REPORT SCOPE AND BOUNDARY

For FY 2013-14 we have included the manufacturing divisions at Allahabad, Barabanki, Dahej, Hazira, Hoshiarpur, Jamnagar, Nagothane, Nagpur, Naroda, Patalganga, Silvassa and Vadodara in our reporting boundary. Apart from these manufacturing units the report boundary also covers oil and gas exploration and production units at Gadimoga and Shahdol (Sohagpur East & Sohagpur West). The boundary covers our businesses in Chemicals, Fibre Intermediates, Polyester, Polymers, Petroleum, Supply & Procurement, and other entities: Reliance Foundation, Dhirubhai Ambani Foundation, Reliance Rural Development Trust and Reliance Corporate Park (RCP).

## Report Boundary



We are proud to present our 10th report in our journey towards attaining the sustainable future. In this report we aim to showcase the key highlights of our performance during FY 2013-14 whilst reporting on our future action plans.



## Standards and Guidelines Used to Develop this Report

This report has been developed according to nationally and internationally recognised guidelines and is aligned to the 5 strategic pillars which form the core of our sustainability strategy. The materiality of specific topics and indicators has been determined by using internal and external protocols/frameworks including:

- GRI G3.1 Guidelines including the Oil and Gas Sector Supplement
- National Voluntary Guidelines on Social Environmental and Economic responsibilities of business (NVG-SEE)
- United Nations Global Compact Principles on Environment, Human Rights, Labour and Corruption
- Industry standards, such as those promoted by the American Petroleum Institute /International Petroleum Industry Environmental Conservation Association (IPIECA)
- Focus areas of World Business Council for Sustainable Development (WBCSD)
- Sustainability challenges facing our business identified through our risk management processes

---

Conforming to 'A+'  
Application Level Check criteria of  
**GRI G3.1** Guidelines including  
the Oil & Gas Sector Supplement

---

## Global Reporting Initiative (GRI) Guidelines

The report has been developed according to the GRI G3.1 guidelines (including the Oil and Gas Sector Supplement) and conforms to GRI A+ application level check criteria. The report has been independently assured by KPMG, India.

## National Voluntary Guidelines for Social, Environmental and Economic Responsibilities of Business (NVG-SEE)

We continue to align the report to the 9 core principles<sup>1</sup> as detailed in the NVG-SEE released by Ministry of Corporate

Affairs, Government of India. We have also formally published our Business Responsibility Report as per SEBI's mandate (Clause 55 of listing agreement) as part of our Annual Report this year.

## United Nations Global Compact (UNGC) Principles on Human Rights, Labour, Environment and Corruption

We continue to report on our progress against the 10 principles of UNGC in our sustainability report.

## Oil and Gas Industry Guidance on Voluntary Sustainability Reporting by IPIECA/API and OGP

The second version of API/IPIECA/OGP's Oil and Gas Industry Guidance on Voluntary Sustainability Reporting was released in 2010. Our report adheres to the requirements of this guidance and provides necessary linkages with respect to GRI Guidelines.

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

We are one of the 5 companies from India to be members of the WBCSD, reflecting our commitment to play an active role in transforming business and shaping society. The report refers to the WBCSD four focus areas viz. Energy & Climate, Development, Business Role and Ecosystems.

Our vision for sustainable growth and development, mirrors WBCSD's position - "Business is good for development and development is good for business".

---

### 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.*

---

<sup>1</sup>[http://www.mca.gov.in/Ministry/latestnews/National\\_Voluntary\\_Guidelines\\_2011\\_12jul2011.pdf](http://www.mca.gov.in/Ministry/latestnews/National_Voluntary_Guidelines_2011_12jul2011.pdf)  
For further information please refer RIL's Annual Report 2014 Page No. 88-99  
[http://www.ril.com/rportal1/DownloadLibUploads/1400665256661\\_AR21052014.pdf](http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf)

# STRATEGY AND ROADMAP



All our projects undergo critical and stringent selection criteria and projects with a Sustainability Focus or a Socio Ecological Focus are undertaken

Cutting edge technology, shifts in demography, transformation of society and a volatile economic environment are factors that constantly shape the community in which we operate. In a world with diminishing carbon budgets, we aim at operating with high efficiency and developing strategies and policies which address climate change. In order to boost our stakeholder trust we intend to promote a transparent and accountable business environment. With fast depleting resources, we intend to focus our energies at resource efficiencies across all our operations.

## Sustainable Business Strategy

We have always aimed higher and committed to sustainable development that goes beyond our operating boundaries. Our continuous development has led us to grow into a more evolved organisation in terms of the way we select our projects. As we have been evolving over the years, so have been our processes. All our projects undergo

critical and stringent selection criteria and projects with a Sustainability Focus or a Socio Ecological Focus are undertaken. While a Socio Ecological project entails the development of the environment and well-being of the people, Sustainability Focus projects include economic gains as well. The impact that our projects have on the economic development, product development, society & natural environment plays a major role in deciding their selection and is in line with our evolution into the sustainable business environment.

Building a sustainable business strategy also requires us to identify key focus areas and make concerted efforts in those directions to ensure maximum positive impact. Based on our complex business environment as well as varied stakeholder expectations we have identified five strategic pillars which bolster our sustainability strategy. These include energy security, environmental responsibility, product stewardship, occupational health and safety and social institution building. These strategic pillars have helped us in achieving a sustainable and profitable growth.

## Five Strategic Pillars





## Energy Security

- One of the world's largest petcoke gasification project at Jamnagar to maximise value addition and provide sustainable long-term advantage
- New discoveries made in KG-D6 (MJ1) & Cauvery basin block (CY-D5)
- A record 68 MMT of crude processed at Jamnagar at 110% utilisation rate

## Environment Responsibility

- Emission Reduction initiative by eliminating flaring of Butadiene and recovering it leading to reduction in emission
- Carbon di-oxide foot print reduction initiative resulted in reduction of CO<sub>2</sub> emission to the tune of 40 to 50 TPD
- Vendor and Supplier Orientation conducted on Environmental issues
- Planted more than 11,00,000 saplings through Reliance Foundation
- 24 Million cubic meters of water harvesting facility created through Reliance Foundation
- Increased focus on managing spills and reducing hydrocarbon flaring





Tank Farm Jamnagar DTA Refinery

## Product Stewardship

- Initiative to make packing more innovative and reduce packing material consumption
- Initiative of reducing the packaging size leading to less natural resource consumption
- Promoting sustainable consumption by inculcating the 3 'R' (Reduce, Reuse & Recycle) philosophy
- Product design and innovation for minimizing health and safety impacts of products and services through their lifecycle

## Occupational Health & Safety

- Awareness sessions on employee psychological problem counseling, life style diseases like Hypertension, Stress, Diabetes, obesity issues, high cholesterol
- Cancer awareness and prevention drive conducted across RIL helping in sharing information on early detection through screening and provided prevention tips & measures
- A unique initiative called Task Based Health Risk Assessment (TBHRA) conducted across all sites to establish worker level risk profile, providing guidance for corrective actions leading to excellence in health and safety performance
- Training, awareness and capacity building for health and safety for internal and external stakeholders

## Social Institution Building

- Project Gift providing comprehensive care and support for HIV affected kids in and around Jamnagar district, in addition to nutritional support
- Conducting needs assessments for community investment programmes
- Launch of Voice SMS programme for pregnant women in Kakinada
- Khushi Clinic to prevent, counsel, diagnose and treat Sexually Transmitted Diseases
- Community awareness program for Villagers on Industrial Hazards

# VISION, MISSION & VALUES

## Vision

---

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 our core values of Corporate Citizenship, Customer Value, Respect, One Team, Ownership Mindset, Integrity, Safety and Excellence.

# AWARDS AND RECOGNITIONS

Some of the major awards and recognitions conferred on RIL are:

## Leadership

RIL's Chairman & Managing Director, Shri Mukesh D. Ambani, received the 'NDTV 25 Greatest Living Legends of India' Award from the Honourable President of India, Shri Pranab Mukherjee



---

Green tech Safety  
**Gold Award 2013**  
for safety performance

---

## CSR

- Oliver Kinross Asia Oil & Gas Award 2013 for Corporate Social Responsibility - Company of the Year (RIL KG-D6)
- "Best ART (Anti-Retroviral Therapy) Centre Award 2013" by Gujarat State AIDS Control Society (GSACS) on World AIDS Day (Hazira Manufacturing Division)
- Award for leadership excellence in corporate social welfare / CSR by "The Greatest Corporate Leaders of India" initiative (Hazira Manufacturing Division)
- 'Best corporate social responsibility practices' and 'Best use of CSR practices in manufacturing' awards (Hazira Manufacturing Division)



## Quality

- Par Excellence, Excellence and Gold Awards in Quality Circle by Quality Circle Forum of India (QCFI) (Dahej Manufacturing Division)
- Par Excellence, Excellent and Gold awards 2013 on quality concepts by Quality Circle Forum of India (QCFI) (Hazira Manufacturing Division)
- IMC Ramkrishna Bajaj National Quality Award 2013 (Jamnagar Manufacturing division)
- QualTech Prize 2013 under Manufacturing Category (Hazira Manufacturing Division)
- Three QCC (Quality Control Circle) "GOLD" awards and one Best Model awards at "24th Regional Convention on QCC- VCQCC 2013" (Hazira Manufacturing Division)
- Quality Impact Story board - ASQ (American Society for Quality) International Team Excellence Awards, ITEA 2013 (Hazira Manufacturing Division)
- Platinum awards for three projects at the lean six sigma convention 2013 by Concept Business Excellence Pvt. Ltd. (Hazira Manufacturing Division)
- One "PAR EXCELLENT" award, two "EXCELLENT" awards and one Best Model Award at the 27th National Convention on Quality Concepts (NCQC-2013) (Hazira Manufacturing Division)
- "Excellence Award" at the International Convention on Quality Control Circles (ICQCC'13) held in TAIPEI, TAIWAN (Hazira Manufacturing Division)
- Gold Trophy at State level Quality Circle Convention 2013 by Quality Circle Forum of India (Patalganga Manufacturing Division)
- CII Six-Sigma National Award for 2013 in the 'Continuous and Bulk Organisations' category (Vadodara Manufacturing Division)
- Platinum Award' in the 2nd Annual Convention of Concept Business Excellence Pvt Ltd (CBEPL) (Dahej Manufacturing Division)
- Quality Circle 'Challengers' won the highest award 'Excellence Award' in the International Convention on Quality Control Circles (ICQCC'13) (Dahej Manufacturing Division)
- 4 Gold awards in first annual Quality Circle Convention (ACCQC 2013) (Dahej Manufacturing Division)

## Projects

- Best Project of the Year - Small category at the Project Management National Conference, India 2013 (Hazira Manufacturing Division)

## Health, Safety and Environment

- Golden Peacock Environment Management Award 2013 (Hazira Manufacturing Division)
- 'Most Innovative Environmental Project Award 2013' organised by CII, Confederation of Indian Industry for the project on 'Reduction in Carbon Di-Oxide (CO<sub>2</sub>) emission by productive utilisation of recovered CO<sub>2</sub>' (Hazira Manufacturing Division)
- 12<sup>th</sup> Annual Greentech Safety Award 2013 gold category for the petrochemical sector (Nagothane Manufacturing Division)
- Greentech Safety Gold Award 2013 for safety performance (Silvassa Manufacturing Division)
- Golden Peacock National Award for Occupational Health & Safety 2012-13 in the petrochemical sector (Nagothane Manufacturing Division)
- Gold Award in the petrochemical sector in '14<sup>th</sup> Annual Greentech Environment Award 2013' (Nagothane Manufacturing Division)
- "International Safety Award 2014" with distinction for Health and Safety Management System performance for the year 2013 (Jamnagar Manufacturing Division SEZ refinery)



Golden Peacock National Award 2012-13 (Nagothane)



CII-ITC Sustainability Award 2013 (Hazira)

## Golden Peacock Award

for Sustainability 2013  
(Nagothane Manufacturing Division)

- SHRM HR AWARDS 2013 in the 'Organisational Awards' category for 'Employer with Best Employee Health and Wellness Initiatives'
- Greentech Environment Award 2014 – Gold Award for highest level of commitment to environment management (Dahej Manufacturing Division)

### Energy and Water Conservation / Efficiency

- Excellent Energy Efficient Unit Award at the CII National Energy (Hazira Manufacturing Division)
- Excellent Energy Efficiency Unit Award 2013 at CII Energy Summit (Nagothane Manufacturing Division)
- Excellence in Energy Conservation and Management under category Petrochemical sector by Maharashtra Energy Development Agency (MEDA) (Patalganga Manufacturing Division)
- International Green Apple Award 2013 by The Green Organisation, UK for optimisation of Gas turbines (Jamnagar Manufacturing Division – SEZ refinery)
- "Best energy efficient unit 2013" by CII (Jamnagar Manufacturing Division DTA refinery)
- Outstanding performance in energy conservation award by Southern Gujarat Chamber of Commerce and Industries (SGCCI) (Hazira Manufacturing Division)

### Technology, Patents, R&D and Innovation

- Best Practices - Improvements in Manufacturing in the 25th Qimpro Convention 2013 (Runners up) (Patalganga Manufacturing Division)
- Petrofed Innovator Award of the year 2012 (Reliance Technology Group)
- I.C.C. Award for Excellence in Chemical Plant Design and Engineering for the year 2012 (Reliance Technology Group)
- 3rd National award, 2013 for Technology Innovation in Petrochemical & Downstream Plastic Processing Innovation award from Ministry of Chemicals & Fertilisers, Government of India I(Reliance Technology Group)

### Sustainability

- CII-ITC Sustainability Awards 2013 - India's Most Sustainable Companies (Hazira Manufacturing Division)
- Golden Peacock Award for Sustainability 2013. (Nagothane Manufacturing Division)

# Asia Oil & Gas Award 2013

for Corporate Social Responsibility  
Company of the Year  
(RIL KG-D6)





# CORPORATE GOVERNANCE

---



*Reliance Corporate Park*



The quest to help elevate India's quality of life continues. It emanates from a **fundamental article of faith; 'What is good for India is good for Reliance'**. We believe, Corporate Governance is a means to constantly improve sustainable value creation. Corporate governance encompasses a set of systems and practices to ensure that the Company's affairs are being managed in a manner which ensures accountability, transparency and fairness in all transactions in the widest sense. These systems and practices help us in governing the duties and responsibilities of the board, understanding interests of the stakeholders, dealing with integrity and ethical issues as well as ensuring transparency and fair disclosure of the organisations dealings.

Responsible and efficient corporate governance is exceedingly important to us and this is achieved through a set of common values. At RIL, we base our corporate governance structures primarily on close and effective cooperation amongst the top management, the executive boards as well as the supervisory committees. We also base it on our shareholders' interests and encourage and create mediums for fair and open corporate communication systems. We lay importance on having responsible structures while dealing with risks. This is demonstrated in our shareholder returns, high credit ratings, governance processes and an entrepreneurial performance focused work environment.

At RIL, we believe in always having a competitive advantage and hence place efforts to benchmark our corporate governance structures on a global level. This not only helps us gain confidence in our existing systems and practices, but also ensures that we achieve our ambitions in a prudent and sustainable manner. We respect and adhere to all relevant corporate governance norms and regulations and are constantly involved in learning and imbibing emerging best practices into our culture. We account for stakeholders' interests and are keen in involving their views in our business decision making process.

Selected through an intensive process of stakeholder feedback, the Board at RIL oversees the firm and its management practices. The Board undertakes its full duty of directing the organisation and acting in the best interests of its stakeholders while achieving the organisational vision and mission.

Currently our Board consists of 14 Directors out of which 8 are Independent Directors.

## Board Composition and Category of Directors

In line with the Company's policy, we continue to sustain an optimum ratio of Executive and Non-Executive Directors. The composition of the Board and category of Directors is as follows:



# Board of Directors

1

2

3

4

5

6

7



1

**Shri P.M.S. Prasad**  
Executive Director

2

**Prof. Dipak C. Jain**  
Independent Director

3

**Shri Nikhil R. Meswani**  
Executive Director

4

**Dr. Dharam Vir Kapur**  
Independent Director

5

**Shri Ramniklal H. Ambani**  
Non – Executive  
Non – Independent Director

6

**Shri Mansingh L. Bhakta**  
Independent Director

7

**Shri Mukesh D. Ambani**  
Chairman & Managing Director  
(Promoter Director)



8

9

10

11

12

13

14



8

**Shri Yogendra P. Trivedi**  
Independent Director

9

**Shri Mahesh P. Modi**  
Independent Director

10

**Shri Hital R. Meswani**  
Executive Director

11

**Prof. Ashok Misra**  
Independent Director

12

**Dr. Raghunath A. Mashelkar**  
Independent Director

13

**Shri Adil Zainulbhai**  
Independent Director

14

**Shri Pawan Kumar Kapil**  
Executive Director

A total of 6 Board meetings were held during the year. A declaration is presented by all the Independent Directors of the Company at the time of their first appointment to the Board and thereafter at the first meeting of the Board in every financial year, which states that they meet with the criteria of independence as laid down under clause 49 of the listing agreement with stock exchanges.

Six standing committees were formed in the Board to facilitate in decision making and to help provide the path for RIL's sustainable future.

- Audit Committee
- Human Resources, Nomination and Remuneration Committee
- Corporate Social Responsibility and Governance Committee
- Finance Committee
- Health, Safety and Environment Committee
- Stakeholders Relationship Committee

## Policy Framework

In order to ensure integrity, transparency, independence and accountability in dealing with all stakeholders, we have in place a comprehensive 'Corporate Governance Manual' and 'Business Responsibility Policy Manual'. These manuals inter-alia cover the following policies:

- Code for Board of Directors and Board Committees
- Code of Business Conduct and Ethics for Directors / Management Personnel
- Code of Ethics and Business Policies
- Code of Conduct for Prohibition of Insider Trading
- Health, Safety and Environment (HSE) Policy
- Code of Financial Reporting, Disclosure & Transparency
- Policy document on Values and Commitments
- Human Rights
- Stakeholders' Policy
- Business Communication
- Personnel and Employee Benefits
- Sustainable Development Policy

## Transformation for Better Governance

We consider it vital to inculcate a framework within our practices so as to be able to better manage risks across the organisation. The framework helps us to incorporate all the necessary activities required to identify and control the exposures of all types of risks and opportunities that have the ability to impact the achievement of our Business goals and objectives. For this, we apply a common and systematic approach to the management of risks, controls and compliances in an integrated manner. We are currently in the process of developing a world-class integrated compliance framework to provide reasonable assurance to the Management and the Board of Directors regarding design and effectiveness of internal control framework of the Company.

Technological innovation is utilised to the maximum possible extent and it is ingrained within our systems and processes so as to ensure a higher level of business excellence and robustness be it in terms of financial reporting, internal controls, optimal use and protection of assets or to ensure compliance with statutory laws, regulations and Company policies.

## Handling Investor Grievances

We focus intently on listening to the voice of the investor as much as we focus on creating a shared value for them. In order to listen, record and act on investor grievances, we have a dedicated Stakeholder Relationship Committee which looks into these aspects. We received a total of 3,322 investor complaints during the reporting period, out of which only one complaint was outstanding, as on 31<sup>st</sup> March, 2014.

## Business Responsibility Report

To strengthen our commitment towards responsible business, the Board has adopted a 'Business Responsibility (BR) Policy Manual' based on the principles of National Voluntary Guidelines (NVG) on Social, Environmental and Economic Responsibilities of Business as issued by the Ministry of Corporate Affairs, Government of India. In sync with the NVG and Clause 55 of SEBI's listing agreement, a Business Responsibility Report (BRR)<sup>2</sup> formed part of our Annual Report for FY 2013-14. The Corporate Social Responsibility and Governance Committee is responsible for the implementation of the BR policies at RIL. This committee, comprising Shri Yogendra P. Trivedi (Chairman, Independent Director and BR Head), Shri Nikhil R. Meswani (Executive Director and Member), Dr. Dharam Vir Kapur

<sup>2</sup>The linkage of the NVG-SEE principles to the content of the sustainability report can be found at NVG-SEE content index on page 114

For further information please refer RIL's Annual Report 2014 Page No. 88-99  
[http://www.ril.com/portal1/DownloadLibUploads/1400665256661\\_AR21052014.pdf](http://www.ril.com/portal1/DownloadLibUploads/1400665256661_AR21052014.pdf)

(Independent Director and Member) and Dr. Ragunath A Mashelkar (Independent Director and Member) periodically assess our BR performance. Additionally, the Corporate Social Responsibility and Governance Committee undertakes the responsibility of addressing stakeholder concerns related to the BR policies.

## Public Policy Advocacy

In order to gain a more holistic understanding of our stakeholder concerns and their future demands, we continuously pool in resources from industry bodies, academia and other relevant organisations so as to both contribute to the knowledge sharing process, as well as gain crucial information that can help RIL in its future endeavors.

We work closely with the Indian Centre for Plastics in the Environment (ICPE) on a voluntary basis and provide technical and financial support to help the organisation

plan and implement initiatives identified by the chemical and petrochemical industries. We are a member of The World Economic Forum, The American Chemistry Council (ACC), Indian Chemical Council (ICC); The Chemicals and Petroleum Manufacturers Association (CPMA), Gulf Petrochemicals & Chemicals Association (GPCA); European Petrochemicals Association (EPCA), American Fuel & Petrochemical Manufacturers (AFPM), Association of Oil and Gas Operators in India (AOGO), Federation of Indian Chambers of Commerce and Industry (FICCI), Confederation of Indian Industry (CII), Associated Chambers of Commerce and Industry of India (ASSOCHAM), Association Of Synthetic Fibre Industry (ASFI) and the World Business Council for Sustainable Development (WBCSD).



Reliance Corporate Park



# MANAGEMENT SYSTEMS



Employees at RCP

To ensure alignment of our long term goals with the aspects of quality, risk, environment and safety management, we have established an approved set of Management Systems. The primary philosophy and objective of our systems is to continually achieve the highest possible level of integrity and professional standards.

## Making Management Systems Future Ready

In order to achieve our future goals, we embarked on one of the largest business transformation projects called STAR (Smart Transformation at Reliance) during FY 2012-13. The motive behind this initiative was to enhance project management skills by supplementing them with robust business process framework and best-in-class IT solutions. Further, the project would lead to increased productivity and enhanced organisational entrepreneurship leading to the creation of a world-class human resources framework. This project covers three businesses, Exploration &

Production, Refining & Marketing and Petrochemicals and support functions such as manufacturing, projects, procurement & contracting logistics, human resources, finance shared services, IT, R&D and security. During FY 2013-14 progress has been made to integrate process models with the system solutions landscape to ensure integrated process change management. The key highlights include the following areas:

### Process

- Completed basic and detailed design, including business blueprinting for 265 end-to-end business processes.
- Detailed designing and integration of all key end-to-end improved business processes.
- Implemented the first SAP system which fully integrates processes has been successfully delivered for the Exploration & Production business.

### Data

- Designed and implemented a robust data architecture to support integrated business processes.

### People

- Implemented R-HR transformation embracing new business processes to achieve Reliance's vision of being: "A modern, progressive people environment, where purpose-driven talent is attracted and motivated by a consistent meritocratic HR framework and where high quality leaders capable of realizing RIL's business goals, are identified, encouraged, and rewarded."

## Risk Management

Owing to a very complex and diverse operational structure, we have put in place an integrated system for risk management and an internal controls framework which is tailored to specific segments and businesses, taking into account various factors such as the size and nature of the inherent risks and the regulatory environment of the individual business segment or operating Company. We have identified five core areas for our risk management framework:

- **Strategic:** To manage strategic risks in the pursuit of profitable growth in both mature and emerging markets. Given the volatile markets and economic climate in which we operate, the adaptability of our people, our service offering, and our infrastructure are key.
- **Operational:** To strive to minimise all people and safety risks and take a balanced approach to other operational risks, taking into account the risk and reward profile of key business decisions.

- **Financial:** To maintain a prudent financial strategy, even when undertaking major investments, and therefore taking controlled risks.
- **Reporting:** To provide accurate and reliable information thereby attaining a competitive advantage which is key to effective management of our business.
- **Compliance:** To comply with laws and regulation which is fundamental to maintaining our license to operate in the various industries that we operate in.

We identify health, safety, security and environmental (HSSE) risks as major operational risks. Given the diversity and complexity of the businesses we operate in, we are exposed to a number of HSSE risks. We believe that the safety of all our personnel overrides all our production targets.

## Audit and Controls

Project STAR has helped us to establish a roadmap for the implementation of an integrated system-based process transformation for risk management. This initiative was undertaken by us in order to be able to review our financial, health, safety, environment and social performance. In order to ensure the availability of relevant data we created internal quality controls and governance structures. Regular audits are also conducted internally so as to examine the compliance of the organisation with respect to the statutory requirements and other plans and policies. These audits are driven by competent personnel from RIL as well as by professional audit managers. The recommendations made by the statutory auditors, internal auditors and the Independent Audit Committee of the Board of Directors are taken up with utmost priority.

The Internal Audit and Risk Management functions report directly to the Chairman and Managing Director with direct access to the Chairman of the Audit Committee. The role of Internal Audit, including its mission and goals, are set out in the Company's Internal Audit Charter, which has been approved by the Audit Committee and Executive Committee.

## Health, Safety, Security and Environmental (HSSE)

As a certified RC14001:2008 company and a signatory to the 'Responsible Care ®' programme, RIL has engaged in multiple external third party HSE Management System audits. All RIL facilities are also ISO 14001:2004 certified for environmental management systems and OHSAS 18001:2007 certified for safety management systems. We have also been involved in engaging with world renowned third party resources for assessing the Crisis Management and Emergency Response systems and for providing guidance for improvement.

In line with the RIL Group Standards, we have been involved in conducting first party audits and second party audits in the areas of process safety management, workplace safety, contractor safety management as well as fire and distribution safety. With the conduct of environment five-star audit by BSC-UK for our onshore and offshore Exploration and Production operations at Gadimoga, all manufacturing divisions/locations have now been covered under this audit.

Regular environmental impact assessments are conducted to ensure environmental feasibility of new and upcoming projects while risk assessments of these projects are also conducted hand-in-hand. We have established effective structures for all our manufacturing units for the selection of projects, assessment of impacts on society and environment and mitigation of any adverse impacts. Apart from these structures we mandate impact analysis and risk analysis study of potential projects prior to commissioning.

During the year, RIL has also implemented a unique programme called 'Task Based Health Risk Assessment' (TBHRA) and 'REFERS' (Reliance Employee & Family Emergency Response Services) offers 24x7 assistance in case of any medical, accident, fire and security exigencies.

## Quality Management

Our Six Sigma processes have helped us achieve business excellence and hence we have standardised the methodology of implementation so as to ensure easy adoption across all our facilities. This has been classified into three sub-processes namely:

1. Performance Benchmarking and Gap Analysis
2. Idea Management
3. Knowledge Management

This year has seen 19,428 man hours of training being provided to employees on Six-Sigma. During the FY 2013-14, 78 six-sigma projects were executed, leading to annualised savings of ₹ 831 million.







#### Reliance Corporate Park

Our strategic plans help us in providing an overall direction to our management and also give us a specific direction in areas like organisational development, marketing, financial performance and human resources management in order to achieve the success that we envision. These plans also help us in addressing how to effectively manage the economic, environmental and social impacts.

# DISCLOSURE ON MANAGEMENT APPROACH



*Aromatics Complex at Jamnagar*

We are compliant with all the environmental laws of countries to which we export our products

We believe that our foundation rests on respecting the social and economic dignity and freedom, regardless of nationality, gender, race, economic status or religion

## Economic Indicators

We have time and again proven that we are not only a financially viable organisation but a responsible one and our contribution to the sustainability of the economic system in which we operate is an indication of our commitment to a sustainable future.

We have always focused on creating value for our internal and external stakeholders through our partnerships. We are cognizant of the impacts of natural capital on our economic growth. Our economic policies and structures are formulated not only on the basis of financial viability but also on market conditions, consumer preferences, our past performance, government regulations and our corporate governance ethics, amongst others. We understand our responsibility towards the society and hence are focused towards increasing employment opportunities. To help the lesser privileged, we have supported multiple initiatives so as to help uplift the community and enhance quality of life.

## Environmental Indicators

Through certifications of ISO 14001:2004 environmental management systems for all our manufacturing divisions and Exploration & Production (E&P) Gadimoga operations we have developed internal structures that are robust enough to support our mission towards environmental sustainability. We also maintain high standards of Health, Safety and Environment (HSE) performance through well-established systems and policies. We have constituted a HSE committee which is responsible for reviewing and monitoring the implementation of HSE management systems.

We continue to adopt renewable and alternative sources of energy at our manufacturing plants. Biodiversity is a crucial element in our environmental systems and hence we have put in place biodiversity management plans for locations which are sensitive and we have also taken efforts to use materials that are environmentally benign in our processes and products. We are also compliant with all the environmental laws at the locations where we operate and to which we export our products.

## Labor Practices and Decent Work Indicators

We not only consider industry best practices in India, but also adopt best practices globally so as to create policies and procedures that ensure the welfare and well-being of our employees. We recognise that our employees are our biggest asset and we strive to become their employer of choice. We have policies set in place which empower these employees to gain the attention of the relevant management and voice their opinion without fear of reprisal in cases of distress. We not only focus on improving the competency of our employees but also lay equal importance on their lifelong learning which includes specialised career development and succession planning systems and amply reward employees with performance incentives and recognition in improving the skill sets across all levels. The safety of our employees is of highest priority to us and The Process Safety Management (PSM) approach has helped us to adopt best-in-class safety practices and management systems. We have also established consistent audit protocols for our safety management. Our manufacturing divisions and E&P Gadimoga operations have received OHSAS 18001:2007 certification.

## Human Rights Indicators

Our commitment to respecting human rights forms the foundation of our approach towards community engagement practices and development. We believe that we must behave in a manner that respects the human rights of employees, communities and business partners. We believe that our foundation rests on respecting the social and economic dignity and freedom, regardless of nationality, gender, race, economic status or religion.

To ensure that our practices are fair to our foundation, we have covered issues related to bribery and corruption, fraud, insider trading, human rights and discrimination & their corrective measures in to our code of conduct and ethics policies. We conduct our businesses in an ethical manner with due regard to the interests of our stakeholders & the environment. We ensure the freedom of association, prohibition of child labour, protection of indigenous rights and prohibition of forced & compulsory labour.

---

## Obtained certifications of ISO 14001:2004 environmental management systems

for all our manufacturing divisions  
and E&P Gadimoga operations

---



---

**We conduct our  
businesses in an ethical manner  
with due regard to the  
interests of our stakeholders  
and the environment**

---



## Society Indicators

We believe that contributing to the society helps us grow and flourish. We have well-defined processes to execute our CSR policy and this helps us to demonstrate our approach towards the needs of communities.

Our technological investments are directed toward providing benefits to the customer and the environment by being a more socially responsible and sustainable enterprise. Ethical business conduct is ensured through our policies and procedures and also regular interaction with stakeholders. We learn and contribute through our collaborations with academia and industry bodies to participate in the policy-making process and engage in dialogue on public policy issues.

Our community development initiatives focus on education, healthcare, skill enhancement, infrastructure development, promoting sportsmanship, women empowerment, among others.

---

## Through the RIL Innovation Leadership Centre (RIL-C) we implement our agenda towards innovation

---

## Product Responsibility Indicators

Creating sustainable products is a part of our endeavor towards responsible product stewardship. Our procedures with regard to finalizing vendors emphasises on environmental practices, existing certifications, safe working conditions, prevention of child labor and general housekeeping. We engage with our vendors periodically and also offer technical assistance whenever required. Reliance Technology Group (RTG) is working as a focal point to integrate Research and Technology (R&T) initiatives across the organisation. Research & Development (R&D) continues to drive our business and helps reduce our environmental impact by developing cleaner and safer products and alternatives. We implement our agenda towards innovation through the Reliance Innovation Leadership Centre (RIL-C). It is our constant endeavor to minimise the adverse health, safety and environmental impacts of our products across our value chain. By partnering with agencies across the country we have promoted and improved the end-of-life recycling and reuse of our products. We adhere to all relevant Indian laws related to marketing communications including advertising, product labeling, promotion and sponsorship.

### Fluid Catalytic Cracking Unit at Jamnagar Refinery

The Jamnagar supersite, which processes close to 1.4 MMBPD of crude is among the largest and most complex refining assets in the world. It is composed of two refinery systems, one of which caters to domestic and export demand while the other is dedicated to the export market. The configuration of the refinery gives us the technical ability to process almost all grades of crude oil produced and meet the increasingly differentiated and more demanding product specifications.







# PARTNERING WITH OUR STAKEHOLDERS

We play multiple roles, be it as an energy provider, an organisation which helps boost local economies or as an employer. Though we have a complex value chain and interact with a wide range of stakeholders, we have identified eight key stakeholder groups with whom we discuss common solutions through strategic dialogue. These stakeholders are either affected by our activities or affect our activities in many ways. Engaging with these stakeholders helps us establish good lines of communication and maintain a constructive relationship with them. Through this relationship, stakeholders can have their say and we can listen and respond. Fostering relationships with these stakeholders helps in achieving a range of objectives such as in business and strategic planning, innovation and new product development, defining key issues critical to the business.

During the year FY 2013-14, we strengthened our stakeholder engagement with the implementation of our five step stakeholder engagement process to identify, prioritise and engage with our key stakeholders. The main criteria considered for this exercise was our impact on the respective stakeholder groups and their influence on our operations.

Our stakeholder engagement process highlights the willingness of the organisation to listen, to discuss issues, to implement the changes and to make sure the changes are delivered to the stakeholders. The process is a circular loop with no open ends in order to achieve the most effective results.

## Government and Regulatory Authorities

Being one of the largest organisations in the country we have regular engagement with the Government on multiple fronts. We have policies and practices in place which ensure honest and responsive interactions with Governments and regulatory authorities.

We are one of India's largest contributors to the national exchequer primarily by way of payment of taxes and duties to various government agencies. During the year, a total of ₹ 313.74 billion (\$ 5.2 billion) was paid in the form of various taxes and duties.

## Employees

The lifeline of RIL, we have 23,853 employees working at RIL, all of who are critical to the success of the organisation. We use multiple internal communication channels to keep all employees informed and updated. We also take regular feedback from all employees in order to be able to aid them to perform better.

## Customers

Regular customer surveys give us trends on customer satisfaction whilst giving us areas on which we can improve. We believe in continually developing ourselves so as to meet the growing customer demands.

## Local Communities

Local community engagement and initiatives are important for our overall success. We engage with them by conducting various camps, meetings, public consultations etc. Though our community relationship is crucial for all our activities we lay particular importance on the impact that our new projects cause on the local community and ensure that our new establishments bring about positive changes such as community development, increased availability of fresh water, increased job opportunities etc.

## Investors and Shareholders

We use the annual general meeting to communicate achievements, issues and plans with our shareholders. We take in their views on the functioning of the management to stay on our journey of continual improvement.



## Suppliers

We communicate our strategies and code of conduct to our suppliers in order to promote them on their sustainability journey. We engage in a rigorous two way communication with them so as to streamline issues causing conflict and ensure efficient business functioning.

## Trade Unions

Trade unions are a critical cog in our operations since they help in effective communication with our workforce, in discussions regarding major changes at the workplace and in further understanding concerns that the employees might have.

## NGOs

Both for our old and newly developed projects we ensure to consult with relevant NGOs and obtain their inputs as well. This is crucial since they aid us in providing expert opinion on managing change and impact.

## We aim to maintain constructive relationship with our stakeholders

To reach out to each of the eight key stakeholder groups, we have established effective routes to capture their expectations. We work with them to find acceptable solutions through constructive dialogue. As a result of this dialogue, we have developed links into defining the materiality of issues pertinent to our business and that forms a part of our overall sustainability strategy.

During FY 2013-14, we reached out to our key stakeholders to take their inputs on how to better meet their expectations. The following table presents the excerpts of their feedback and reference to our approach to meet these expectations.

## Five Steps Stakeholders Engagement Process



# STAKEHOLDERS ENGAGEMENT

## Government & Regulatory Authorities



### How do we engage them?

- Presentations
- Industry Bodies/Forums

### What are their key priorities?

- Regulatory compliance
- Enhancing energy security
  - Fuel pricing
- Community initiatives in
  - Education facilities
  - Sanitation facilities
  - Healthcare

### When do we engage with them?

- Annually
- Need based

### Report reference section

- Corporate Governance (Pg32)
- Social Institution Building (Pg80)

## Employees



### How do we engage them?

- Meetings
- Newsletters
- Email interaction
- Sustainability Report
- Trainings
- Employee Value Proposition

### What are their key priorities?

- Skill development
- Workplace Satisfaction
- Healthy & safe operations
- Employee engagement and involvement

### When do we engage with them?

- Annually
- Quarterly
- Monthly
- Need based

### Report reference section

- Occupational Health and Safety (Pg72)
- Social Institution Building (Pg80)

## Customers



### How do we engage them?

- Telephone
- Email
- Customer meets
- Personal visits
- Web based portals

### What are their key priorities?

- Pricing of product
- Availability of product
- Quality of product
- New grade developments
- Logistics
- Community Involvement of RIL
- Efficient Service
- Grievance redressal and transparency
- Information on the safe use of products

### When do we engage with them?

- Annually
- Monthly

### Report reference section

- Product Stewardship (Pg68)

## Local Communities



### How do we engage them?

- Visits
- Meetings
- Camps

### What are their key priorities?

- Health
- Education
- Operation of camps
- Indirect economic impacts
- Sanitation

### When do we engage with them?

- Annually
- Quarterly
- Need based

### Report reference section

- Social Institution Building (Pg80)

## Shareholders



### How do we engage them?

- Media
- Annual Report
- Investor meet / Analyst meet
- Contact through Investor service centres
- Annual General Meeting
- Internet

### What are their key priorities?

- Financial Performance
- CSR
- Business growth
- Sectoral policies
- RIL's business strategy
- Transparency
- Good governance practices

### When do we engage with them?

- Annually
- Half-yearly
- Quarterly
- Need based

### Report reference section

- Corporate Governance (Pg28)
- Economic Performance (Pg56)

## Suppliers



### How do we engage them?

- Personal Interaction
- Site visit
- E- communication/ telephonic conversation

### What are their key priorities?

- Timely payments
- Knowledge and infrastructure support
- Regular communication & updates on business plans
- Long term association

### When do we engage with them?

- Annually
- Quarterly
- Monthly
- Need based

### Report reference section

- Product Stewardship (Pg68)

## Trade Unions



### How do we engage them?

- Works committee
- Grievance committee
- Union meetings

### What are their key priorities?

- Brand name
- Good remuneration
- Employee friendly policies
- Strong business vision
- Suitable opportunities for employees
- Innovative business practices
- Health and safety standards
- Regular communication
- Community initiatives

### When do we engage with them?

- Annually
- Need based

### Report reference section

- Social Institution Building (Pg80)

## NGOs



### How do we engage them?

- Camps
- Telephonic discussions
- Site visits

### What are their key priorities?

- Medical facilities
- Environment
- Support in waste disposal
- Safety training of staff
- Employment generation for physically challenged.
- Education facilities
- Livelihood programs
- Support for Community Based Organisations (CBOs)
- Managerial support
- Evaluation of effectiveness of social programmes

### When do we engage with them?

- Annually
- Need based

### Report reference section

- Social Institution Building (Pg80)



# STAKEHOLDER QUOTES



EMPLOYEE

01

I have had a prodigious work experience at RIL due to the ample opportunities that have come my way. Seizing these opportunities has helped me grow in various facets. Management support has been a critical part of my growth path and continues to help me take up diverse initiatives and ensure their success. In my opinion, together we can lead RIL to become the world's best organisation which will act as the benchmark for all other organisations.

**Dr. Umang Kothari**



EMPLOYEE

02

At RIL, we have five values and thirty behaviors associated with these values. These values are inherited by each and every employee of Reliance Industries Limited. They form the foundation of the company's working culture. These values trickle down right from our senior management and reach the very core of our organisation. Our employees are taken care of and given utmost respect which is why our women employees feel that RIL is the best place to work. We are proud to be "One Team" and work together towards the success of our organisation.

**Ms. Shalaka Gurav**



CUSTOMER  
GOKULANAND PETROFIBRES

03

We are very pleased with the quality of service RIL provides. We sincerely appreciate your responsiveness and the way you conduct business. We would like to recommend your company to others because of our satisfaction with your service. RIL have always rendered us invaluable assistance in thick and thin times. We are very appreciative of your assistance and looking forward to continuing to work together.

**Mr. Deepak  
Gondalia**



SARPANCH,  
PADANA GRAM PANCHAYAT

04

Ever since the start of the Jamnagar refinery project, RIL has always been a company that has shown an interest and made multiple efforts in developing neighboring villages. Padana is one such village that has benefitted from the various socio-economic development initiatives that RIL has undertaken. Some of them being renovation of schools, setting up mobile eye clinics and medical vans, providing ambulance and multi-diagnostic services, providing drinking water and the creation of economic opportunities. While these are only a few of the multitude of initiatives that RIL has undertaken, we are always highly appreciative of being a neighbor to an organisation like RIL, one which cares.

**Ms. Rani Ben  
Mukesh Nakar**



LOCALLY DEVELOPED  
CONTRACTOR, JAMNAGAR

05

The support provided by Reliance has helped us grow from a vehicle supplier to a transport contractor. Reliance recognises talent and gives appropriate recognition. Apart from the regular contracts we have also received maintenance & housekeeping work contracts. Reliance has given us opportunities for growth and we proudly state that we are associated with the world's number one refinery.

**Mr. Pradeep Singh  
Jadeja**



SUPPLIER  
AKZO NOBEL

06

Akzo Nobel is leader in sustainability and is proud to partner with Reliance who has set high standards and benchmark in industry. Safety is number one priority and is continuously focussed on regular trainings/seminars, upgrading design of storage & handling of our products. It is our constant endeavour to exchange information and learn from each other setting new benchmarks for the industry.

**Mr. Shrikant  
Kulkarni**



SUPPLIER  
SODEXO FOOD SOLUTIONS

07

Safety is given utmost priority at reliance and is in line with SODEXO's philosophy of safety first. Their approach towards resolving issues reduces complexities in doing business with them. Immense guidance has been given by Reliance in the area of customer service which has thereby helped us go the extra mile.

**Mr. Subhash  
Chakraborty**



BAIF NGO  
PROGRAMME OPERATOR,

08

As associated NGO, we have been working with RIL since the last 26 years. In these years we have found that RIL has a genuine interest towards Community development programmes. The Company has always focused on need based programmes through the community participatory method. By giving preference to skill development programmes, RIL has helped empower many individuals in the surrounding community.

**Mr. Narayan Ture**

# PERFORMANCE ON COMMITMENTS

In order to gain a further insight on where we are compared to where our targets project us to be, we have tracked the performance on our commitments. The table below shows the progress made on our commitments.

Commitment	Performance
Controlling GHG emissions	<ul style="list-style-type: none"> <li>• Elimination of the flaring of 15MT of Butadiene per shipment leading to reduction in emission</li> <li>• Avoided GHG emissions through energy efficiency projects amounting to 0.16 million tonnes of CO<sub>2</sub>e</li> </ul>
Ensuring safety of people and assets	<ul style="list-style-type: none"> <li>• During the FY 2013-14 recorded an injury rate of 0.083 per 100 workers &amp; lost day rate was 5.26</li> <li>• Implementation of TBHRA initiative across all sites</li> </ul>
Training and Development of Workforce	<ul style="list-style-type: none"> <li>• 1.36 million man-hours of training provided to our workforce</li> <li>• Average training man hours imparted to management staff was 65.45 during FY 2013-14 compared to 55.62 during FY 2012-13</li> </ul>
Training of our supervisory staff in Six Sigma	<ul style="list-style-type: none"> <li>• 19,428 man hours of training provided to employees on Six-Sigma</li> <li>• 78 six-sigma projects executed, leading to annualised savings of ₹ 831 million</li> </ul>
Contributing to the clean energy mix of the nation	<ul style="list-style-type: none"> <li>• Consumed a total of 0.46 million GJ of renewable energy</li> <li>• Made two significant hydrocarbon discoveries in the KG-D6 block situated in the Krishna Godavari basin and in the exploration block CY-D5 in the Cauvery Palar basin</li> </ul>



### Jamnagar SEZ Control Room

In order to gauge the level of achievement of our goals and targets, we undergo several systematic processes for organisational assessments. These assessments help us to obtain valid information about the factors that affect our performance. Another aim of the assessments is to better understand what we can or should change so as to improve our ability to perform.



# PERFORMANCE REVIEW

## Environmental

Manufacturing Locations <sup>3</sup>	2013-14	2012-13	2011-12	2010-11
<b>Material Consumption</b>				
Raw materials ('000 tonnes)	77,828.60	77,774.37	76,159.78	74,086.83
Associated materials ('000 tonnes)	524.86	505.69	546.13	508.70
Intermediates ('000 tonnes)	30.23	32.84	39.21	44.44
Packaging materials ('000 tonnes)	79.44	65.26	64.61	97.54
Materials recycled ('000 tonnes)	69.15	63.22	64.90	73.43
Material recycled (%)	0.09	0.08	0.08	0.10
<b>Energy</b>				
Direct energy consumption ('000 GJ)	375,513	391,675	391,603	382,917
Indirect energy consumption ('000 GJ)	4,622	1,920	1,351	1,378
Total energy consumption (Direct & Indirect) ('000 GJ)	380,135	393,595	392,954	384,295
Renewable ('000 GJ)	464.33	481.71	483.18	463.48
Energy saved due to conservation ('000 GJ)	3,019.38	4,307.09	2,227.76	2,431.33
<b>Water</b>				
Total water withdrawal ('000 Cu.M)	121,298.19	118,884.54	120,127.44	120,302.41
Percentage of water recycled (%)	52.07	55.05	54.52	50.46
Total effluent discharge ('000 Cu.M)	21,141.31	21,227.12	21,977.98	22,390.69
<b>GHG Emissions</b>				
Direct emissions ('000 tonnes of CO <sub>2</sub> e)	25,485.91	25,084.85	24,702.94	23,647.65
Indirect emissions ('000 tonnes of CO <sub>2</sub> e)	1,110.69	547.42	387.88	391.50
Total emissions (Direct & Indirect) ('000 tonnes of CO <sub>2</sub> e)	26,596.60	25,632.27	25,090.82	24,039.15
Reduction in GHGs ('000 tonnes of CO <sub>2</sub> e) <sup>4</sup>	164.05	281.25	129.00	172.45



Air Emissions	2013-14	2012-13	2011-12	2010-11
TPM ('000 tonnes per year)	2.88	2.86	2.61	2.69
SOx ('000 tonnes per year)	11.61	10.84	10.14	11.39
NOx ('000 tonnes per year)	28.47	28.80	28.93	29.42
VOCs ('000 tonnes per year)	42.21	42.77	42.88	40.34
Waste disposed				
Hazardous waste ('000 tonnes)	35.39	47.07	58.74	51.34
Non-hazardous waste ('000 tonnes)	95.64	75.87	49.89	59.34

<sup>3</sup>All performance indicators include our office location at Reliance Corporate Park

<sup>4</sup>Includes ERUs for registered CDM projects as well as projects under validation/verification

## Social



Manufacturing Locations	2013-14	2012-13	2011-12	2010-11
Safety Performance <sup>5</sup>				
Injuries (nos.) <sup>6</sup>	64	81	73	64
Injury rate (per 100 workforce) <sup>7</sup>	0.083	0.095	0.099	0.090
Lost days (nos.) <sup>8</sup>	4,053	5,822	3,354	4,112
Lost day rate (per 100 workforce)	5.26	6.82	4.54	5.73
Man-hours worked (Million hours)	153.87	170.82	147.47	143.58
Fatalities (nos.) <sup>9</sup>	3	3	2	2


<sup>5</sup>For the FY 2013-14, the safety performance has been reported only for steady state operations. Due to a number of greenfield and brownfield project activities, the safety performance for construction related activities has been excluded. The safety performance of office location at Reliance Corporate Park has been included

<sup>6</sup>There were 2 cases of Lost Time Incidents involving women employees at our office location in Reliance Corporate Park. There were no cases of fatalities among female workforce.


<sup>7</sup>The injury rate and lost day rate have been calculated as per the methodology prescribed by GRI


<sup>8</sup>As 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

<sup>9</sup>One fatality occurred at Hazira due to a prior medical condition which manifested all of a sudden resulting in the fatality. The second fatal accident was at Nagpur which occurred due to exposure to high current while working with the ladder near the substation. The third fatality occurred at Naroda due to splash of hazardous material leading to fatal burn injury.

 International Green Apple Award 2013 by The Green Organisation, UK for optimisation of Gas turbines (Jamnagar Manufacturing Division – SEZ refinery)

 Excellent Energy Efficient Unit Award at the CII National Energy (Hazira Manufacturing Division)

 “International Safety Award 2014” with distinction for Health and Safety Management System performance for the year 2013 (Jamnagar Manufacturing Division SEZ refinery)

 12<sup>th</sup> Annual Greentech Safety Award 2013 gold category for the petrochemical sector (Nagothane Manufacturing Division)



## Environmental

E&P <sup>10</sup>	2013-14	2012-13	2011-12	2010-11
Associated materials (MT)	1,218.97	1,852.33	2,278.00	1,098.00
Casings and tubulars ('000 meters)	65.33	81.29	96.85	66.11
Chemicals - solid ('000 tonnes)	56.93	6.40	12.38	2.15
Chemicals - liquid ('000 KL)	5.71	4.60	15.90	43.54
<b>Energy</b>				
Diesel ('000 GJ)	423.71	297.01	10.34	2,466.44
Gas ('000 GJ) <sup>11</sup>	3,165.29	9,171.27	10,804.01	8,544.13
HFO ('000 GJ)	00.00	0.12	0.10	1.66
Total direct energy consumption ('000 GJ)	3,589.00	9,468.40	10,814.45	11,012.23
Indirect energy consumption ('000 GJ)	5.04	4.23	4.53	5.41
Total energy consumption (Direct & Indirect) ('000 GJ)	3,594.04	9,472.63	10,818.98	11,017.64
<b>Water</b>				
Water consumption ('000 Cu.M)	421.62	690.55	421.58	461.87
Produced water ('000 Cu.M)	1,894.01	6,457.15	6,169.72	-
<b>GHG and Air Emissions</b>				
Direct emissions ('000 tonnes of CO <sub>2</sub> e)	261.00	552.90	606.76	682.04
Indirect emissions (tonnes of CO <sub>2</sub> e)	1,149.07	868.77	942.70	1,128.00
TPM (tonnes per year)	0.58	0.56	0.20	16.63
SOx (tonnes per year)	2.50	295.20	446.58	319.25
NOx (tonnes per year)	5.91	1,877.1	1,466.15	1,253.92
<b>Waste</b>				
Hazardous waste (tonnes)	175.19	279.29	506.24	1,329.92
Non-hazardous waste (tonnes)	659.19	806.97	1,733.70	413.75

<sup>10</sup>The performance of our E&P business includes facilities owned and operated by RIL. As we are not the primary operator of the BG-PMT JV, we have excluded the performance for FY 2013-14

<sup>11</sup>The values are related to steady state operations facility at Gadimoga

## Social

E&P	2013-14	2012-13	2011-12	2010-11
<b>Safety Performance<sup>12</sup></b>				
Injuries (nos.)	0	5	13	5
Injury rate (per 100 workforce)	0.00	0.05	0.21	0.06
Lost days (nos.)	0.00	2,472	17	80
Lost day rate (per 100 workforce)	0.00	25.307	0.278	0.990
Man-hours worked (Million hours)	10.23	19.536	12.220	16.100
Fatalities (nos.)	0	0	0	1

<sup>12</sup>The performance of our E&P business includes facilities owned and operated by RIL. As we are not the primary operator of the BG-PMT JV, we have excluded the performance for FY 2013-14

## Social

### Across RIL

Workforce breakdown	2013-14	2012-13	2011-12	2010-11
Leader (nos.)	1,323	1,159	1,094	901
Manager (nos.)	8,672	8,236	7,937	7,624
Executive (nos.)	5,477	5,211	4,795	4,832
Trainees (nos.)	544	401	357	140
Apprentice (nos)	504	567	527	352
Retainers/Consultants (nos.)	6	-	-	-
Workers (nos.)	7,327	7,945	8,456	8,812
Total number of employees (nos.)	23,853	23,519	23,166	22,661
Attrition rate (%) <sup>13</sup>	11.24	8.06	7.57	7.91
HSE expenses (million ₹)	2,849.49	2,819.03	2,471.34	2,019.61
Benefits provided to employees (Million ₹)	4,928	4,286	4,284	4,449.60
Number of employees availing maternity leave (nos)	55	46	43	-
Number of employees availing maternity leave and completing 12 months after returning to work (nos)	51	42	37	-

<sup>13</sup>In FY2013-14, there were a total of 2914 new joiners out of which 300 left the organisation within the same year

Training	2013-14	2012-13	2011-12	2010-11
Leader (hours)	32,624	24,388	14,336	13,566
Manager (hours)	604,112	526,757	444,796	372,817
Executive (hours)	359,340	261,188	215,953	223,402
Non-supervisory (hours)	32,955	228,921	199,518	166,228
Contract Labour (hours)	338,787	262,808	298,001	410,291

Social Expenditure (Million ₹)	2013-14	2012-13	2011-12	2010-11
Education <sup>14</sup>	807.6	667.13	750.62	910.10
Health <sup>15</sup>	4,166.9	1407.16	910.30	469.90
Rural Development	1,657.2	731.04	216.88	283.47
Environment (Greening activities)	5.2	12.01	21.50	7.64
Others <sup>16</sup>	480.3	692.65	613.39	342.30
<b>Total</b>	<b>7,117.2</b>	<b>3,510.00</b>	<b>2,512.68</b>	<b>2,013.41</b>

<sup>14</sup>Education includes all education related aid, donations, scholarships across RIL including Jamnaben Hirachand Ambani Foundation, Hirachand Goverdhandas Ambani Charitable Trust and Dhirubhai Ambani Foundation

<sup>15</sup>Health includes medical aid & benefits extended across RIL including Sir HN Reliance Foudnation Hospital and Research Centre, Drishti and Dhirubhai Ambani Foundation

<sup>16</sup>Others include donations, sponsorship and awards instituted across RIL including Dhirubhai Ambani Foundation, UAA – Dhirubhai Lifetime Achievement Award





### The Jetty Port at Jamnagar

We have achieved 110 % capacity utilisation at our Jamnagar refinery against average utilisation rates of 85 % in North America, 76 % in Europe and 85 % in Asia. Our Jamnagar Complex has become the petroleum hub of the world and represents about 2 % of global crude processing capacity. This asset has placed us high on the world energy map.





# ECONOMIC PERFORMANCE



Our strong credit ratings  
are a reflection of  
our robust economic  
performance

We and our  
partners announced  
two significant  
hydrocarbon  
discoveries during  
the year

## Financial Performance

### Key Financial Indicators

- Total Assets: ₹ 3,675.83 billion (\$ 61.4 billion)
- PBDIT: ₹ 398.13 billion (\$ 6.6 billion)
- Cash Profit: ₹ 307.95 billion (\$ 5.1 billion)
- Net Profit: ₹ 219.84 billion (\$ 3.7 billion)
- Net Debt / Equity Ratio: 0.01
- Weightage in BSE Sensex: 8%
- Weightage in NSE Nifty Index: 6.7%
- Dividend of 95%, payout of ₹ 32.68 billion (\$ 545 million)
- Operating costs: ₹ 3405.55 Billions

This year, our turnover was ₹ 4,013.02 billion (\$ 67.0 billion), a growth of 8.1% over the previous year. Out of the 8.1% increase, higher prices accounted for 7.7% growth in revenue and increase in volumes by 0.4%. The net profit achieved for the year was ₹ 219.84 billion (\$ 3.7 billion).

During the FY 2013-14, our exports accounted for 14.7% of the country's total exports, with the quantum touching ₹ 2,758.25 billion (\$ 46.0 billion). Our exports this year increased by 15.3% as opposed to the year ended 31<sup>st</sup> March, 2013. In this financial year, we exported to 123 countries across the globe.

Refining business revenues increased by 8.4%, petrochemicals by 9.5% while oil & gas revenues decreased by 26.7% on account of lower production. The total economic value generated\* by us increased by 8.2% to ₹ 4,102.38 billion, while the total economic value distributed by us also increased by more than 8.8% to ₹ 3,827.11 billion. Our total economic value retained for FY 2013-14 was ₹ 275.27 billion. We have contributed ₹ 313.74 billion to the national exchequer in the form of various taxes and duties. Our Jamnagar refinery complex created a new record by consuming 68 MMT of crude at an average capacity utilisation of 110%, thus surpassing global peers.

We maintained a domestic market share of 40% in the polymer industry. Cracker operating rate stood at 96%. We produced 4.494 MMT of total polymers including PP, PE and PVC.

We completed five years of operations of our KG-D6 production facility. The KG-D6 fields produced 178.3 BCF of natural gas and 2.3 MMBBL of crude oil and condensate in FY 2013-14, a reduction of 30% in case of crude oil / condensate and 47% in case of natural gas on Y-o-Y basis. The fall in production is mainly attributed to geological complexity, natural decline in the fields and higher than envisaged water ingress.

## Our Future Endeavors

### Petcoke gasification project

We are in the process of setting up a petcoke gasification project and aim to reduce energy and hydrogen costs substituting imported LNG with Coke /Coal. The project is based on the "E-gas technology" (owned by CB&I) and is currently in the execution stage. Engineering and procurement activities are nearing completion and construction activities are progressing rapidly. Delivery of key units has started at the site. Construction of the petcoke storage dome in the gasification complex is in the final stages of completion. We are aiming for a phased

start-up of the gasifiers. The coke gasification project is designed to run on both coal and petcoke, thereby giving the flexibility to optimise, based on relative economics. We are looking for various sourcing options for petcoke from refiners in India, Middle East and North America.

The gasification assets, delivered with our project execution capabilities, are expected to enhance our refining profitability significantly.

## Vendor Management and Business to Community

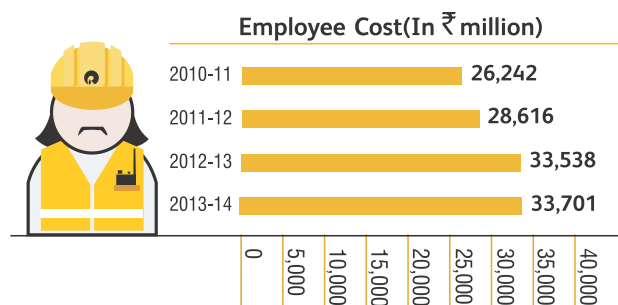
We prefer vendors who practice green initiatives. We have extended assistance towards the development of our vendors in the form of research, development and technical support. For example, at Hazira division, business opportunities have been provided to local community people and total contracts worth ₹ 191.3 million covering 1561 beneficiaries have been awarded in following areas –



We have also provided benefits to ex-servicemen by engaging them as contractors valuing approximately at ₹ 12.2 million with 82 beneficiaries. The Surat Technical Education & Research Society (STERS) imparts training to locals in various Textile Industry Trades through which we obtain trained manpower at a reasonable cost.

## Employee Benefits

During the year, we increased employee pay-out by 0.48% to ₹ 33.70 billion (\$ 562 million) vis-à-vis ₹ 33.54 billion for the year ended 31<sup>st</sup> March, 2013. Our basic Earnings



\*calculated as per GRI G3.1 guideline which is Net sales plus revenues from financial investments and sale of assets. Please note that Economic Value Added differs from commonly used term Total Value Added



Per Share (EPS) for the year ended 31<sup>st</sup> March, 2014 was pegged at ₹ 68.0 as opposed to ₹ 64.8 for the last financial year.

## Ratings

Our strong credit ratings over the years have reflected our credit worthiness. Moody's has rated our international debt at investment grade Baa2 with a 'positive' outlook (local currency issuer rating) which is one notch above India's sovereign rating. S&P has rated our international debt as BBB+ with a 'negative' outlook which is two notches above India's sovereign rating. 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. Our superior credit profile is reflected in our lending relationships with over 100 banks and financial institutions having commitments with the Company.

### Hydrotreater units in DTA refinery, ► Jamnagar

In addition to the market dynamics, our performance was driven by our operational excellence and well-executed strategies around crude sourcing and product placement





Hydrotreater units in DTA refinery,  
Jamnagar



# ENERGY MANAGEMENT



*Tank Farm Jamnagar DTA Refinery*

Made two significant hydrocarbon discoveries in the KG-D6 block situated in the Krishna Godavari basin and in the exploration block CY-D5 in the Cauvery Palar basin

---

Consumed  
**464.33** (000' GJ)  
of renewable energy

---

A report by the International Energy Agency states that the world's energy demand is set to grow significantly in the next decade. This highlights the crucial position of the industry that we are in along with the amplified responsibilities that we will hold in the years to come.

Though there is available energy to meet the growing demands of tomorrow, it is important to take actions which limit fossil fuel related greenhouse gas emissions. Ensuring the efficient use of energy resources is an important part of our energy management plan. The judicious use of these resources not only saves cost, but also helps in reducing the organisation's environmental impact. Backward integration into exploration and production of petroleum products and harnessing renewable sources of energy are some of the strategic initiatives that we have undertaken in order to address the burgeoning issue of securing energy resources for the nation.

Being one of the leading energy companies in India we have a significant role to play in enhancing the country's energy security.



## Investing in Upstream Opportunities

2013 witnessed a rebound in global oil demand and this demand is expected to further increase in 2014. At the same time India's gas demand is expected to treble over the next decade, rising from 150 million metric standard cubic metre per day (MMSCMD) to exceed 517 MMSCMD by 2022. This demand escalation would be driven by multiple factors: environmental concerns, convenience of use and cost advantage over other fossil fuels.

We and our partners channelise expertise and work tirelessly towards meeting the exponentially growing energy demand by high quality prospects and optimizing existing and future development plans. A large repository of data acquired over the last two decades of exploration and development supports an extensive knowledge base gathered through consistent investment in technology and people.

We have built strong partnerships in our exploration and production business. During FY 2013-14 we, along with our joint venture partners made two significant hydrocarbon discoveries in the KG-D6 block situated in the Krishna Godavari basin and in the exploration block CY-D5 in the Cauvery Palar basin.

During the year, we signed a joint study agreement with PDVSA, Venezuela for the joint evaluation of the development plan for Ayacucho block. We are also considering opportunities in East and West Africa, Iraq and other locations.

Table 1: Total production over the three years<sup>17</sup>

	Units	FY 2011-12	FY 2012-13	FY 2013-14
Crude oil	Million MT	0.93	0.602	0.160
Natural gas	Million m <sup>3</sup>	12824	6732	3030

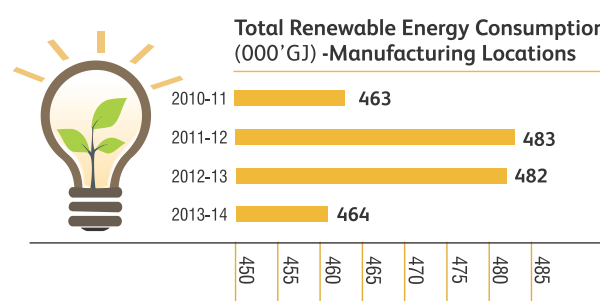
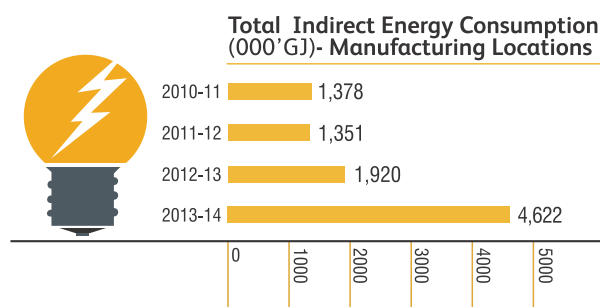
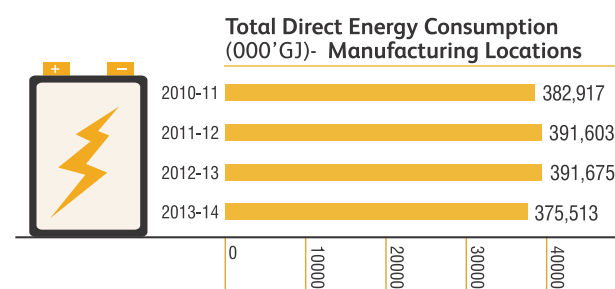
## Exploring Alternative Energy Avenues

The world currently relies heavily on coal, oil and natural gas for its energy. Renewable energy resources, such as wind and solar energy are constantly replenished. Though their contribution to the current energy mix is low, renewables are quickly evolving to become fast growing energy sources. Hence year on year our emphasis on investing in renewable energy strengthens.

During FY 2013-14, we consumed a total of 464.33 (000'GJ) of renewable energy at our manufacturing locations, out of which around 0.41 Million GJ was through biomass while the rest was through solar and wind power. In addition to this, we have also installed solar PV panels at our corporate offices.

## Investing in Energy Conservation

Irrespective of the form it is used in, energy is a scarce and valuable commodity. We ensure the deliberate practice and make continuous attempts to save electricity, fuel oil, gas or any other conventional resource. We engage in multiple energy conservation initiatives with the main aim of reducing environmental pollution per unit of industrial output.



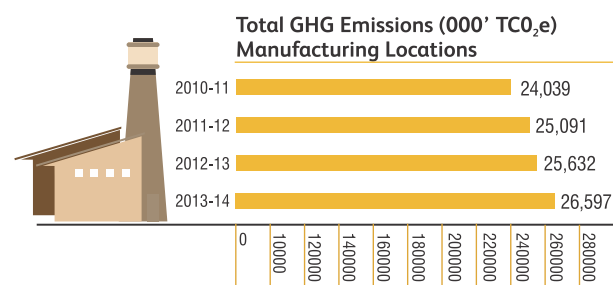
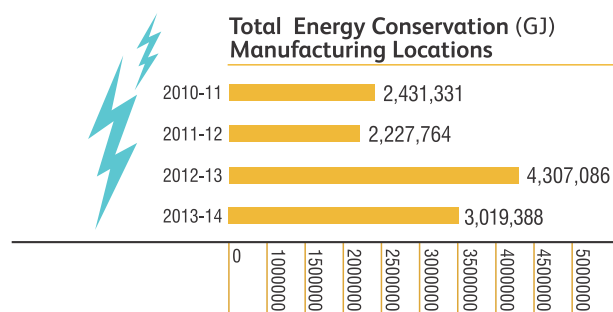
<sup>17</sup>The performance of our E&P business includes facilities owned and operated by RIL. As we are not the primary operator of the BG-PMT JV, we have excluded the performance for FY 2013-14

## Energy Conservation Six Steps Approach

In order to maximise the conservation achieved through our initiatives we follow a methodological approach.



During FY 2013-14, our energy efficiency improvement efforts led to energy savings of nearly 3.02 million GJ, subsequently leading to GHG emission reduction of 0.16 million tCO<sub>2</sub>e on account of these savings.



### Re-Engineering & Operation Optimisation of Gas Turbine (GT) at Hazira

At Hazira we have re-engineered the existing gas turbine to increase energy efficiency. Each of the 7 existing Turbines was uprated by 2.5MW. The initiative also included addressing the system reliability issues of the spinning reserve. This resulted in fuel saving through load reduction in the Steam Turbine Generators (STG's).

The risk of tripping one or more GT's due to lesser margin availability was mitigated through a reliable EMS system having a prompt load shedding function.

The initiative also resulted in a reduction in GT heat rate. This project has been awarded 'Best Energy Efficient Project Award' in the 14<sup>th</sup> National Awards for Energy Management in the CII Summit.

## Managing Our Carbon Footprint

During FY 2013-14, our manufacturing divisions emitted 26.59 million tCO<sub>2</sub>e of GHG (direct and indirect). It is our endeavour to maintain the emissions generated from our operations to a minimum level. To ensure this we undertake emission reduction as well as energy efficiency initiatives on an on-going basis.

We have 8 CDM projects registered at UNFCCC till date.

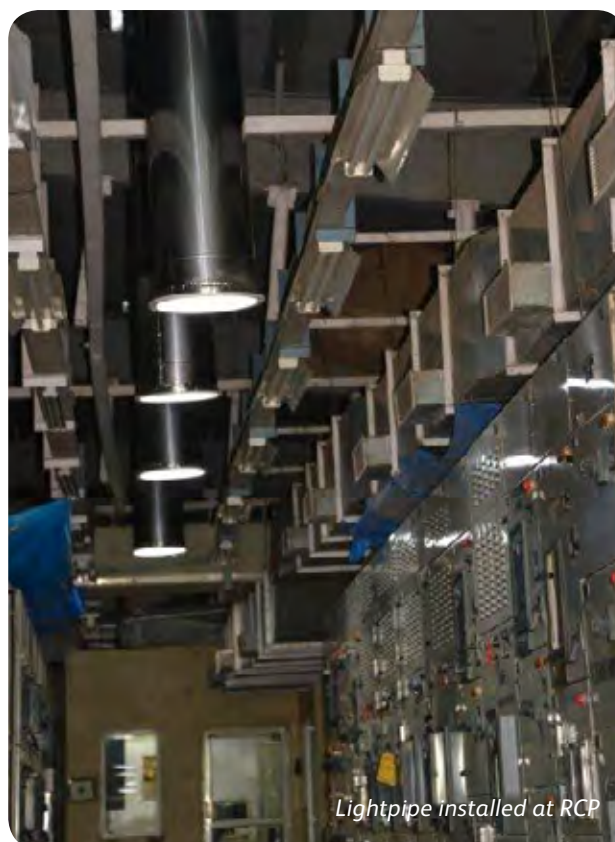
Table 3: CDM projects at RIL

Site Name	Description of CDM Project
Jamnagar	Reduction in steam consumption in stripper reboilers through process optimisation
Hazira	Energy efficiency through steam optimisation
Vadodara	Energy efficiency through heat recovery
Barabaki	Biomass based process steam generation
Khinswar	Solar power generation project
Dahej	Demand side energy conservation and reduction
Patalganga	Demand side Energy Efficiency Projects
Allahabad	Improvement in energy efficiency of steam generation and power consumption

### Reducing Carbon Footprint at Hazira

At Hazira we have installed a system to recover the CO<sub>2</sub> generated as a by-product in the Ethylene Oxide / Ethylene Glycol plants. The CO<sub>2</sub> gets recovered from the reactor effluent by diverting a part of reactor effluent to CO<sub>2</sub> recovery unit (CO<sub>2</sub>RU), where the CO<sub>2</sub> is absorbed using aqueous K<sub>2</sub>CO<sub>3</sub>. This initiative has been recognised and awarded by CII for Environmental Best Practice in 2013.

Hazira also received an award for the initiative of achieving zero wastage of Butadiene in Small Group Activity (SGA). The export of Butadiene is carried out by means of shipments through vessels. Earlier a significant amount of Butadiene was being flared leading to the generation of GHG emissions. We brought about modifications in the process to enable zero flaring of butadiene and pushed the entire product to the lighter vessel.





# ENVIRONMENTAL RESPONSIBILITY



*Migratory Bird at E&P Gadimoga*

We design our operations in a way that mitigates environmental impacts. We strive to achieve the highest standards when it comes to making our processes environment friendly. Our environment policy entails a systematic approach to environmental management planning to achieve continual performance improvement.

We give a high priority to ensure compliance with relevant laws and regulations at all our operating divisions. We emphasise on every employees responsibility in environmental performance and promote awareness among our value chain partners.

## Water

Increase in water recycling and reuse. Maintaining water quality & respecting other water users

## Material Stewardship

Reduction in use of primary materials. Promote use of recycled material

## Biodiversity

Minimise the environmental impacts of operations. Periodic monitoring of environmental impacts. Green belt development and Mangrove plantation

## Waste Management

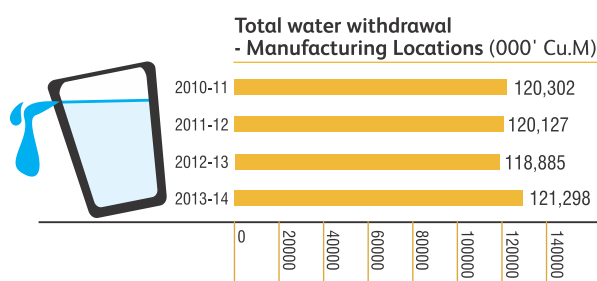
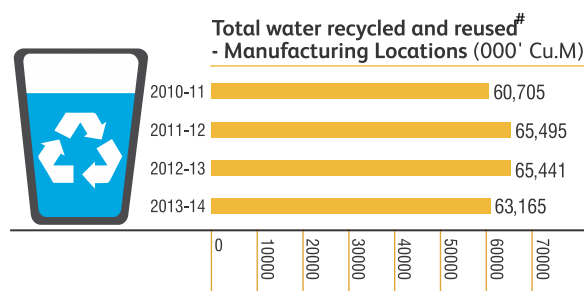
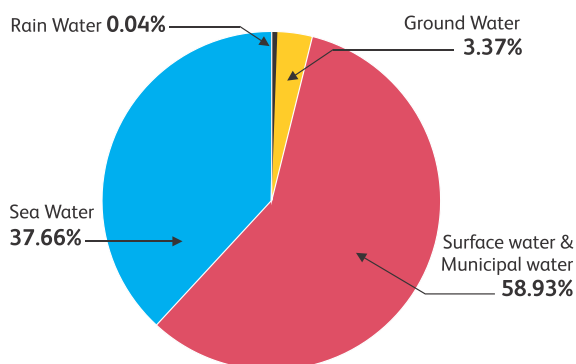
Re-engineering of processes to result in minimal waste generation. Working towards zero waste

## Water Conservation

Water scarcity in India is a fast emerging reality. We take cognizance of the fact that for stable operations, availability of fresh water is paramount. Hence, we lay focus on the conservation of water at our operations. At our manufacturing operations, we consumed a total of 121.29 million Cu.M of water in FY 2013-14, as compared to 118.88 million Cu.M of water in FY 2012-13. We also ensure that the quality of discharged water is well within permissible limits as per the local regulations before it goes out of our premises. In FY 2013-14, over 52% of our freshwater withdrawal was reutilised through recycle and reuse at our manufacturing locations. The water consumed at our operations is primarily sourced from surface water sources such as lakes, rivers and reservoirs through the local water utility departments. At Jamnagar, substantial quantity of water required for the refinery is obtained by desalination of sea water thereby saving the fresh water resources of the area which is generally arid. All the water after industrial use is recycled and used in greenbelt, mango groves etc. While some of our manufacturing divisions are already zero discharge sites, we aim to achieve a zero discharge status at all of our operational sites.

With the objective to conserve water, we are developing new standards for water management and implementing new water efficiency initiatives across all our operations. We have implemented rainwater harvesting facilities at most of our manufacturing locations as well as corporate office. During FY 2013-14, we have generated around 1.89 Million Cu.M of produced water at our E&P operations as a result of exploration activities and was treated to maintain the effluent quality within the stipulated limits before releasing back to the sea. We have also generated 23,214 tonnes of drill mud and cuttings with the use of aqueous and non-aqueous drilling fluid at our exploration activities.

Water Consumption - Source Wise



## Material Stewardship

It is our constant endeavor to reduce our impact on the availability of natural resources. We work towards achieving this by reducing our use of primary materials or increasing the use of recycled materials. We continue to use recycled materials in our production processes. In FY 2013-14, we consumed 69,147 tonnes of recycled materials which amounts to 0.09% of our total material consumption.

## Focus on Biodiversity

With a view to protect and conserve the environment around us, we have taken several initiatives towards biodiversity protection at our E&P Gadimoga location. Year on year we add more greenery to our surroundings. During FY 2013-14 we added 3,143 plants apart from 20,375 seasonal flowering shrubs in a cumulative area of 11 acres.

As a part of the sustenance of the greenery we have identified and developed 25 acres of degraded mangroves by the formation of main and branch canals from the creek and development of about 80,000 mangrove plants through plantation, seed dispersal and germination. The development of these mangroves has helped in the growth

# The decrease in recycled water percentage was due to a shutdown at the Jamnagar refinery and consumption of water for project activities including supply to labour colonies.

of vegetation around the water bodies which has helped attract birds native to the eco-system including migratory and aquatic species of birds such as ducks, waders, etc.

In addition to this, during FY 2013-14, we planted more than 19,000 saplings at our manufacturing divisions. During FY 2013-14, we added over 140 acres of green belt in our operations. During FY 2013-14, we added over 140 acres of green belt in our operations out of which 125 acres were added at our Jamnagar operations. As on 31<sup>st</sup> March 2014, we have developed 2,544 acres of green belt surrounding our Jamnagar facilities. The Jamnagar green belt has been cultivated using modern horticultural technologies and is a sterling example of a sustainable green belt. We have implemented controls at our operations to safeguard biodiversity from chemical exposure. At Naroda Manufacturing Division, we celebrated World Environment Day by adding Chikoo Orchard to its existing green cover of over 15 acres on 5<sup>th</sup> June, 2013. Senior leadership team members visited the staff mess to inspire everyone to take a pledge to develop a culture of zero food wastage, in line with United Nations' theme of the year 'Think, Eat & Save'.

11 of our manufacturing divisions are located in declared industrial development areas. Local and national laws guide us with respect to fulfilling regulatory requirements and managing biodiversity in our areas of operation, including those located in environmentally sensitive zones. We conduct environment impact assessments for all new and expansion projects and engage external experts to undertake periodic monitoring of our impacts on biodiversity. Based on the recommendations, we review our biodiversity management plans.

### Working Towards Zero Waste at Hoshiarpur

We generate approximately 90 MT of Polyester waste per month at our Hoshiarpur site. A densifier machine has been installed at the site to convert this waste into recyclable polyester fibre fill to be used in our products. This has led to a significant reduction in waste generation at Hoshiarpur along with the benefit of reducing operational cost and also freeing up the storage space that was earlier required for storing the waste.

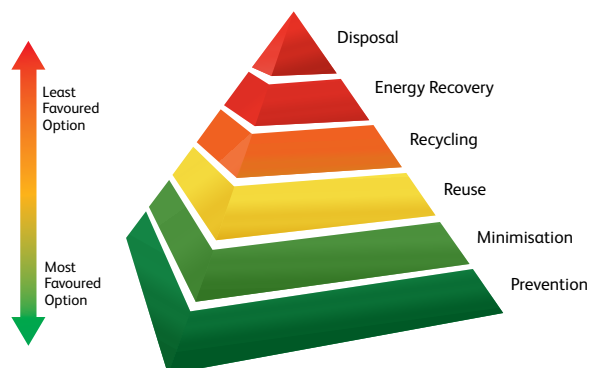
### Save the Sparrow Initiative

Vadodara Manufacturing Division (VMD) celebrated the World Environment Day in a unique way by distributing sparrow homes to residents of neighboring villages. More than 80 people attended the function and committed their best efforts to save the fast depleting house sparrows which are on the verge of extinction mainly due to loss of habitat.

## Waste Management

We follow the waste management hierarchy in order to minimise our environmental footprint to the maximum possible extent. Our approach for waste management is depicted below

### Waste Management Hierarchy



We have designed our processes in a way such that there is minimal waste generation. Further we reuse and recycle waste in certain areas of our operation thereby enabling minimised waste and reduced virgin material consumption. The waste generated from all our operations is disposed in a responsible manner in accordance with the norms of the respective State Pollution Control Boards.

We treat the effluent generated from our manufacturing processes to meet statutory norms and strive to minimise the amount of effluent discharged. In FY 2013-14, we discharged a total of 21.14 million Cu.M of treated effluent from our manufacturing divisions. During the FY 2013-14 disposal of hazardous waste of our manufacturing locations reduced by 24.8%.



## Controlling Air Emissions

Emissions are regularly monitored as it is a part of our environmental management plan. In addition to greenhouse gas emissions, we closely monitor the emissions of Total Particulate Matter (TPM), Oxides of Sulphur (SOx) and Oxides of Nitrogen (NOx). Along with these, we also monitor the emissions pertaining to Volatile Organic Compounds (VOCs) at our refinery in Jamnagar. In FY 2013-14 we have emitted 2.88, 11.61 and 28.47 thousand tonnes of TPM, SOx and NOx emissions respectively and 42.21 thousand Tonnes of VOC at our Jamnagar manufacturing division. Further we have emitted 0.58, 2.5 and 5.91 tonnes of TPM, SOx and NOx emissions respectively at our E&P operations.

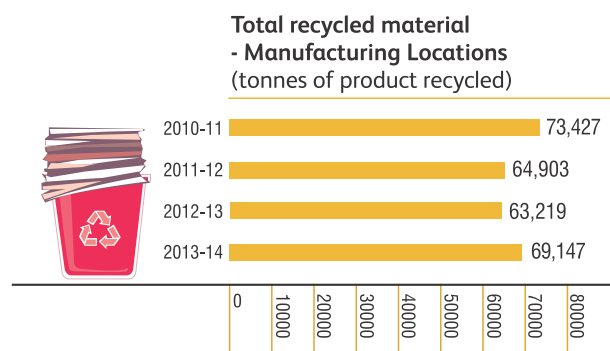
The total amount of flared and vented hydrocarbons at our manufacturing divisions during FY 2013-14 has been 53,599 Tonnes while the corresponding figure for E&P locations has been 9,728 tonnes.

## Spill Management

We take adequate measures to prevent spills during handling and transportation of materials. In the event of any spill, we take appropriate action to contain and recover the same. We monitor the spills at our manufacturing divisions through an online incident reporting system. This year, there have been no significant spills or leaks at our manufacturing divisions or E&P locations.

### Saving of potable water in Petcoke project at Allahabad Manufacturing Division

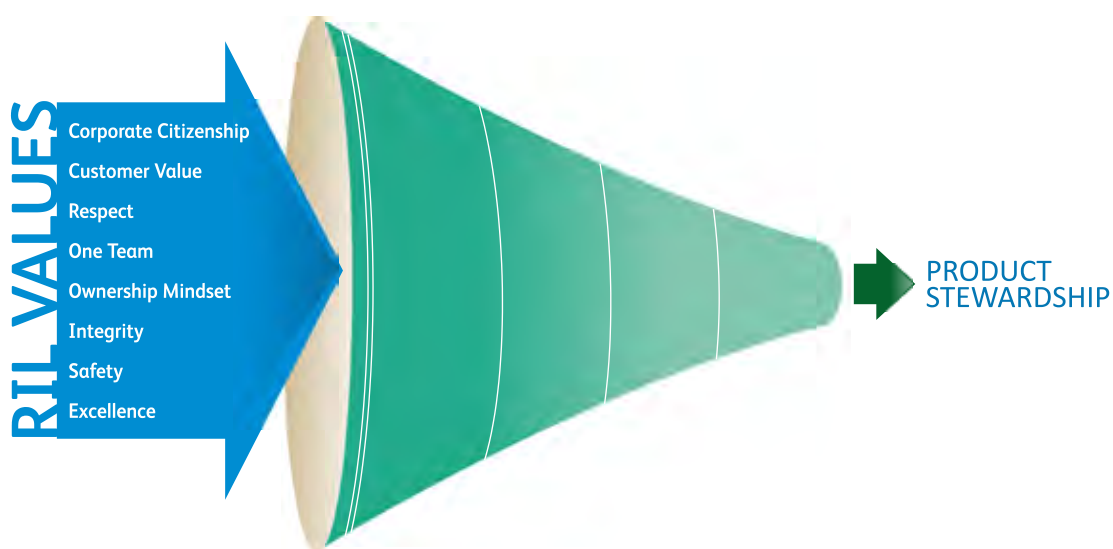
Water requirement for civil construction job was pegged at nearly 10 KL per day. Arrangements were made to utilise treated effluent water instead of potable water. A 10 KL tank with a transfer pump was installed and connected with a pipeline of treated effluent. This led to a saving of nearly 300 KL per month. Post project completion, this water has been used for floor cleaning purposes in petcoke handling area as a substitute for fresh water.



Green Belt at Jamnagar

# PRODUCT STEWARDSHIP

## Product Stewardship Approach



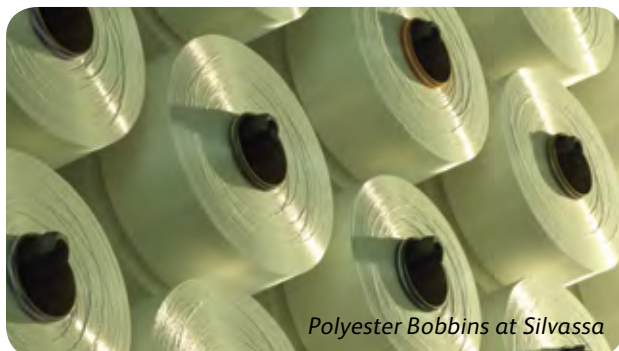
Our mission is to create value for the nation & enhance the quality of life through sustainable measures

We constantly assess the negative environmental, health and safety related impacts of our products and strive to minimise them. We work towards developing sustainable and environmentally friendly products by reducing resource consumption and increasing the recycling & reuse of materials, and there by inculcating the 3R philosophy in to our production process. We have a strategic approach towards product stewardship. Weaving our values to our product stewardship approach gives us a sense of focus and drive.

- We value our **customers** and continuously use their feedback for making improvements in our products & services.
- We work as one team by collaborating seamlessly, seeking and offering help as “**One Team**, One Vision”.
- Our mission is to create value for the nation and enhance the quality of life through sustainable measures. This mission gives us a sense of

**ownership mindset** which we percolate into our products. We strive to make our products safer to use and cleaner when used.

- We believe in **excellence** in everything we think, say and do. At every opportunity, we work towards making our products greener and cleaner. We strive to consume fewer resources and deliver more thereby working for the greater good of the nation.



- We believe in **integrity** of thoughts and actions & in building a spirit of trust with all our stakeholders.
- We believe in **corporate citizenship**, we not only consider it our duty but also our responsibility for our products to be more sustainable.
- We **respect** all our stakeholders and have always taken into account their views and opinions. Our endeavour to always place the customer first starts from the product development phase and is a never ending drive for betterment.
- We focus on the **safety** of our employees, customers, communities and all relevant stakeholders who come in contact with the manufacture of the product or the final product itself.

## Putting Customers First

Customer complaints are inevitable and our focus remains on minimizing the number of complaints along with effective redressal. At RIL, we do not perceive complaints in a negative light but we try to look at them as our opportunities to improve and develop. We believe that our ability to handle a complaint can be one of our most valuable assets.

We have a separate framework which we use to deal with our customer complaints. This framework takes into consideration 4 important aspects -

- To make it convenient for a customer to raise his / her concern
- To train our employees on how to handle the concern
- To encourage customers and other stakeholders to voice their concern

- To minimise the turnaround time of the process

As on 31<sup>st</sup> March, 2014, 98.8% of the customer complaints received were resolved.

## Collaborating with Business Partners

While we take on the responsibility to reduce the environmental footprint of our products, we believe that a faster and more effective change can occur when our vendors and suppliers join this journey and inculcate our approach on product stewardship. While the extent of their role and their initiatives vary, for the overall benefit of the environment, it is essential for them to engage and gain knowledge on our outlook toward Product Stewardship.

## Grievance Mechanisms

In order to effectively meet the expectations of our business partners (suppliers, vendors and contractors) we have adopted a formal grievance resolution mechanism. Along with conducting regular engagement exercise our mechanism helps us gain an in-depth understanding of our business partners' needs and their grievances. Concerns such as delivery issues, availability or product, infrastructure inadequacy can be brought to our notice through this mechanism. A dedicated email id [EProcurement.Helpdesk@ril.com](mailto:EProcurement.Helpdesk@ril.com) is also in place for them to direct their queries. This online system has been made user friendly for the business partner to log incidents and track the status of pending queries categorised by nature of complaints.

## Low Emission Fuels

The DTA refinery at Jamnagar is producing lead free Gasoline since its inception. We have plans to install the necessary equipment required to produce 100% Gasoline with 50 ppm sulphur and 1% Benzene content in the refinery.

### Vendor and Supplier Orientation on Environment and Safety Issues

Regulatory and legal compliance are of top priority for us and violation of any sorts is unacceptable. We conducted awareness programmes for vendors, suppliers, contractors about our philosophy towards Health, Safety & Environment. The 3 hour training program included a detailed presentation on the importance of Environment and Safety issues accompanied by a detailed presentation about the importance of safety & environment to vendors, suppliers, contractors.



# INNOVATION AT RELIANCE

We aim to improve India's energy security by leveraging large quantum of agro-residue

Research and development is the driving force behind our sustainability initiatives. We utilise our wide knowledge base to develop new and more sustainable technologies. During FY 2013-14 we were granted 10 patents. The details of the granted patents are listed below:



Employee working at Laboratory

Country	Title of Patent
INDIA	Polypropylene film based sheets
INDIA	An improved solid-state polymerisation process for the production of high molecular weight polyethylene terephthalate
USA	An integrated process for the preparation of fatty acid methyl ester ( biodiesel)
CHINA	Process and equipment for recovery of valuable materials from terephthalic acid manufacture
INDIA	Controlled branched polyester and process for making the same
INDIA	Polyolefin laminates having improved peel strength
USA	Process for recovery of propylene and LPG from FCC fuel gas using stripped main column overhead distillate as absorber oil
USA	Spheroidal particles for olefin polymerisation catalyst
INDIA	Method and quench apparatus for melt spinning of continuous polymeric filament yarns
INDIA	Method of making diacetal compound in aqueous medium

Innovation has always been a way of life at Reliance however, Reliance plans to take innovation to next level, with the aim of continuing to remain as one of the most innovative companies in the world.

Leading the charge is the Reliance Innovation Council – comprising of Nobel Laureates, global strategist and thought leaders – which provides direction to RIL's innovation agenda. The Reliance Innovation Leadership Centre (RIL-C) implements the innovation agenda by deploying best and next innovative practices that will impact not only Reliance, but the industry and country at large.

Through its innovation intelligence portfolio, RIL-C identifies innovation opportunities, designs and deploys programmes aimed at empowering every member of the Reliance family to be innovative. For example, the Leading Expert Access Programme (LEAP) aims to inspire employees by providing a platform for interaction with luminaries from diverse areas. Mission Kurukshetra is a step towards democratising innovation by providing a platform which allows people to submit ideas and track their progress. Tens of ideas aimed at improving energy efficiency and reducing Reliance's environmental footprint are submitted every day through this portal.

The Beyonders programme aims at creating innovation leaders at Reliance by linking opportunity with innovation training. Many participants have taken up projects related to massive energy savings and optimal utilization of key resources. D4 (Define-Discover-Develop-Demonstrate) is an action-oriented programme that allows participants to identify innovation opportunities and use cutting edge innovation tools to explore them.

Powered by the creative energies of its people, Reliance will surely succeed in creating exponential value while safeguarding our people, planet and prosperity.

Our mission of providing energy security to the nation drives our research and development efforts in the area of unconventional sources of energy. India's Agro-residue potential is only recently being recognised. Our bio based chemicals/fuels strategy aims to leverage the large quantum of agro-residue availability in India as a feedstock and thus help improve energy security for India. We have created a map of type and quantity of "surplus" biomass available around select locations of interest to us. Survey results indicate that sufficient quantity of biomass is available. Technologies for converting the agri-residue into fuel and chemicals are being developed. Development strategy comprises of partnerships as well as our own in-house efforts. We continue to develop Jatropha based biodiesel. Focus of the agronomy based development efforts is to develop high yielding and robust Jatropha cultivars that can be deployed over marginal lands. Through this effort we hope to provide better economic alternatives to farmers who today have limited cultivation options.

As the sole industry partner in the New Millennium Indian Technology Leadership Initiative (NMITLI) project with Council of Scientific and Industrial Research (CSIR) on indigenous "polymer electrolyte membrane" (PEM) Fuel Cell technology development, we are playing a major role in scale-up trials of PEM fuel cells after a recently successful, lab-scale demonstration of PEM fuel cell technology.

To further accelerate our research efforts, a new Research Centre has been recently commissioned at the Reliance Corporate Park (RCP) in Navi Mumbai. The facility will be the central hub of research and new technologies. It is a world-class facility providing state-of-the-art equipment for hundreds of RIL's scientists and engineers.

## Protection of Intellectual Property

We have a policy on intellectual property rights and The Central Intellectual Property Team (CIPT) plays a supporting role in protecting, utilizing and optimizing the innovations created by our scientists and technologists, by converting them into intellectual property (IP) assets. It also spreads IP awareness amongst the employees to underscore the criticality of IP in the organisation's journey from being an IP buyer to becoming an IP creator.

### Innovation in Packaging

During this year, several initiatives were taken to reduce the impacts of packaging. These include;

- Improving the utilisation of maximum container weight limit and reducing the packaging material consumption and transportation - one additional packing matrix of bobbins was introduced and the loading matrix in the container was optimised thereby increasing the average container weight leading to lesser emissions due to lesser number of shipments.
- Developing new designs for separator plates – Separator plates which are used to pack bobbins were redesigned thereby reducing the packaging material consumption. Through this innovation approximately 7.17 MT paper was saved during FY 2013-14.
- Changing the packaging size of the master batch chips – The packaging size of the chips that are exported was modified thereby increasing the net container weight from 16.0 MT to 21.0 MT. This has helped in less natural resources consumption and emissions per MT of master batch chips.

# OCCUPATIONAL HEALTH & SAFETY



Our 'Mission wellness' aims at ensuring the health and wellness of our entire workforce

IT-enabled tool 'Learning From Incidents' helps in preventing recurrence of safety incidents

Our priority is to ensure a safe and healthy workplace for our employees. Our efforts are channeled towards achieving the goal of having a zero accident workplace. Apart from safety we also focus on creating a work environment which fosters employee wellbeing.

## Employee Health and Well-Being

The safety of our workforce is our ultimate priority. By equipping all our manufacturing locations, E&P locations as well as major offices with occupational health centres, which are always attended to by qualified professionals in the field of safety and health practices, we ensure the well-being of our employees. These facilities are not restricted for the use for our on roll employees only but are also used by our contractual workforce. Our 'Mission wellness' is underway at all of our Manufacturing Sites, Exploration and Production locations as well as our office locations.



Irrespective of the employee cadre, medical examinations are conducted on a regular basis and the results of which are analysed, specific direction is given to the individual and targeted interventions are undertaken at individual and group levels.

The health of employees who work in hazardous areas wherein they are exposed to hazardous chemicals is examined on an on-going basis. This is done through regular health checkups which are aimed at preventing any sort of occupational and lifestyle related diseases. Hypertension, heart problems, diabetes levels, communicable diseases such as malaria, tuberculosis and HIV/AIDS are checked and employees are given measures to improve their health conditions.

## Securing our Operations

Ensuring the security of our operations is of immense importance to us. We have analyzed our security threats and taken all the necessary steps to secure our operations. Our security policy was formulated to ensure our preparedness to protect our people and assets. We have a large number of security staff and ensure that they are competent and efficient by training them periodically. The basic officer training is aimed at training the security professional on human rights, industrial and labour laws etc. Our security team imparts awareness training to employees and contractors to create a culture of individual responsibility in the prevention, detection and mitigation of security events.

We have identified the various threats that might result in personal injury, monetary loss, theft or damage to property, harm to our reputation or interruption of business operations. Our security policy has also made a provision for identification and reporting of security incidents and encourages our workforce to report any irregularities or non-compliance to security procedures. Our Global Corporate security assisted by Security Advisory Council advises management and employees on all aspects of security, including global threats and where appropriate, evacuation planning.

## Ensuring a Safe Workplace

Our intricate safety management systems monitor any incident or accident that occurs and also helps us to investigate, track and take the necessary corrective and preventive actions. We use our IT platform in order to investigate into these accidents thus arriving at all the contributing factors that lead up to it. We have formed a team of qualified specialists who provide recommendations based on these factors to prevent the accident from taking place in the future. The action plan is monitored through a comprehensive and robust tracking system to ensure complete adoptability of the plan. In order to ensure that such incidents do not occur at any site across the organization a tool on 'Learning From Incidents' (LFI)

helps sites to prepare documents used for sharing and future reference.

We have also formed a board-level HSE committee that conducts performance reviews and ensures the functioning of the HSE-MS systems. Regular root cause analysis is conducted to attain the cause of the problem and provide necessary recommendations.

## Managing Health, Safety and Environment

Our emphasis on safe operations is further driven by management commitment and is inculcated in our ways of working. Our Health, Safety and Environment Management system helps us bring our processes and procedures to life.

## HSE Management System

We benchmark ourselves against industry best practices, work with stakeholders and partners, and update our technologies to have the best health and safety standards. We have integrated the health, safety and environment processes with the other key business processes thus following the "One Reliance" concept. Safety first is always our primary goal and hence we strive at providing our employees with a workplace which is safe and contributes to their overall wellbeing.

While we address HSE risks in our all operational projects, we focus equally on addressing these risks in the new and upcoming projects. We put in place our Health, Safety and Environment Management systems in order to identify these risks beforehand to be able to mitigate them efficiently.



Security Personnel at RCP

This year, we implemented a unique initiative across all the sites named 'Task Based Health Risk Assessment' (TBHRA). This initiative focuses on identifying health and safety risks specific to the various tasks in our operations to arrive at an employee level health risk profile. The objective is to provide guidance for corrective actions to ensure excellence in occupational health and safety performance. Upon completion of the risk profiling, the results will be linked with the employees' periodic medical examinations (PMEs). The frequency of the PMEs and the examinations and tests conducted as part of the PMEs will be modified according to the risk profile.

Our Health, Safety and Environment Learning Academy has been the key driver which ensures that the organization always has competent personnel manning key positions. By building on the existing capacity of the operating people and assigning clear roles and responsibilities the goal of zero accidents can be achieved.

In order to keep a track on the implementation of our Health, Safety and Environment Policy, achievement of stakeholder expectations and effective functioning of the Safety and Environment Management System we have internal and independent assurance systems. These assurance systems also help us gain an insight into the industry best practices.

Centre for Chemical Process Safety, the American Institute of Chemical Engineers, American Chemical Council, and British Safety Council are some of the global industry institutions that we have collaborated with to share and access the best industry practices.

## Health and Safety Principles

Proactive hazard identification, risk management, internal controls, training, continual process improvement and robust assurance programme are a few factors that

### Provision of Flange guards for safety

Chemicals like  $H_2SO_4$  and Caustic lye (NaOH) are highly reactive and have chances of leakage leading to an increased risk of human exposure. To avoid this we are now using teflon cloth flange guards at the bulk chemical storage area, demineralisation unit, spent caustic unit, ETP and RO-II at the Jamnagar site. Advantages of these types of flange guards include: Flexibility, Durability & Reliability. This project has helped us in achieving 0 incidents, injuries and resulted in safer operations.

underpin our Health and safety principles. While we align all our business operations with our health and safety principles, we aim to have the highest standards on HSE aspects globally.

## Process Safety Management

We have maintained an integrated approach to Process Safety Management directed towards the elimination of incidents and the mitigation of risks. Process Safety Management is integrated in our Health, Safety and Environment Management Framework. We have focussed programmes to address process safety risks on a continuous basis in all the operations of our business.

We have a robust mechanism to monitor process related incidents and ensure necessary measures are undertaken to prevent reoccurrence. In FY 2013-14, there were 9 Tier 1 Process safety events and 27 Tier 2 Process safety events classified under American Petroleum Institute's API 754 standard.



Maintenance Engineer at off-shore terminal at Gadimoga

## Safety performance

During FY 2013-14, at our manufacturing divisions, we recorded an injury rate of 0.083 per 100 workers while our lost day rate was 5.26. For our E&P business, there were no reportable injuries. We had 3 fatalities during this year and we will continue to put in efforts to avoid any such occurrences in the future.

## Fostering Wellness

As part of our strategy for managing the wellness of our workforce, our top most priority is the prevention of diseases. Preventing serious diseases contributes to the health, satisfaction and stability of our workforce as well as of the organisation.

This year, we carried out a company-wide drive on heart health and nutrition with a special focus on women and children. We conducted a number of activities at all our sites.

We successfully ran a massive 'Cancer Awareness and Prevention Campaign' covering all our sites. The campaign shared information on early detection through screening and provided prevention tips and measures for cancer. At Hoshiarpur, a team of experts shared information on the causes of cancer and explained the importance of leading a healthy life style. They also carried out diagnostic investigations. A prostate cancer screening camp was organised for the dependents of employees at Jamnagar along with a session on 'Early Signs of Cancer'. At Hazira a leading Gynecologist had an interactive session on cervical cancer and its prevention with women employees. Apart from demystifying doubts and answering queries our doctors also conducted four sessions on prevention of lung cancer for contract workers at the Contract Safety Centre. At Gadimoga, a surgical oncologist gave an awareness speech which was delivered using video conferencing to both onshore and offshore locations. At Vadodara, a session was conducted for women on cancer prevention. Special lectures were arranged on Basal Metabolic Index (BMI) for those having BMI values higher than 28. At Patalganga, we organised a session on obesity and cancer prevention. An awareness session on cancer prevention was also conducted for security guards. At Dahej, we conducted two Cancer Awareness and Prevention sessions for employees at the plant. The doctor provided necessary guidance to two employees diagnosed with Sub Mucosal Fibrosis. Awareness efforts were supplemented by organising a programme for Drivers / Cleaner. At Silvassa, three sessions on 'Harmful Effects of Tobacco Leading to Oral Cancers', especially for newly recruited contract workers of the maintenance department were conducted. At Nagothane, we arranged for an HPV vaccination camp for girls aged between 9 and 25 years. At RCP, we organised an Oral Cancer Screening Camp in association with Asian Heart Hospital and at Nagpur an awareness

lecture on prostrate and oral cancer for the employees was conducted. A fortnightly AIDS awareness session was also conducted and supplemented by sharing of information on cancer due to tobacco products.

As part of our strategy for managing the wellness of our workforce our top most priority is the prevention of diseases. Preventing serious diseases contributes to the health, satisfaction and stability of our workforce as well as of the organization.

This year, we carried out a company-wide drive on heart health and nutrition with a special focus on women and children. We conducted a number of activities at all our sites.

### Stress management at RCP

In order to raise awareness among individuals regarding prevention of various lifestyle risk factors, target oriented health awareness sessions were conducted at RCP. The aim of the sessions was to create awareness on various lifestyle issues and thereby prevent various Diseases/problems like diabetes, overweight, high cholesterol, hypertension, stress etc. The workshop also helped to

- Improve work culture
- Reduce sickness and absenteeism
- Increased the number of employees coming forward for psychosocial problem counselling
- Receive overwhelming response from spouses, parents
- Improved employee morale
- Helped attain control on Life style disease like Hypertension, Stress, Diabetes

### Insulation floor painting for safety

As part of safe practice, floor mats are used for doing LDB/PDB/HVAC PM/ maintenance jobs. But the mobilisation of these floor mats requires manpower for lifting and shifting. To avoid this issue, insulation floor painting in place of floor mats has been done in front of field DB & HVAC panel. For the preparation of the paint Resin was added. Being insulated epoxy paint it helps increase the Safety level of the person working on LDB/PDB/HVAC by helping avoid electrical shock.



## Health Drive Across RIL

### JAMNAGAR

- Awareness program on topics like childhood nutrition awareness (by a dietician), gynaecology and paediatrician check-up, RBS and HB check-up
- 2D Echo test camp for employees and their dependents to diagnose cases of hypertension, diabetes and heart diseases

### HAZIRA

- Interactive Sessions on 'Healthy Diet for Heart' and another session which laid emphasis on the need to keep the body fit and active and demonstrated stretching exercises, which could be performed in offices
- Session for contract workers on Lifestyle Management

### GADIMOGA

- Awareness talk on 'Road to a Healthy Heart' for contract staff

### VADODARA

- Cardiac check-up camp for the agency staff of RGSS
- Lecture on 'Health and Ageing' titled 'Adyant' for potential retirees

### PATALGANGA

- Screening Camp for Diabetes and Hypertension for Security Guards
- Awareness program on Heart attack, Diabetes & Hypertension' for food handlers of LAB canteen and the PTA canteen

### DAHEJ

- Organised 10 sessions on 'Healthy Heart & Nutrition'
- A special session on tobacco deaddiction at the Site Labor Colony

### SILVASSA

- Awareness session on Prevention of Heart Disease and Diabetes
- Organised a documentary titled 'Kahin der na ho jaye' and the total number of beneficiaries were 574

### NAGOTHANE

- 2 'Lifestyle Modification' awareness sessions
- Awareness session on 'Healthy Cooking and Diet' for township ladies

### RCP, NAVI MUMBAI

- Session on 'Balanced Diet makes a Healthy Heart' for female employees
- Cardiac Screening Camp wherein employees went through tests

### NAGPUR

- General health check-up and gynaecology camp for female residents of the township

### NARODA

- Exhibition for employees and posters on heart diseases, risk factors, prevention of heart disease were displayed
- Screening camp for Heart Disease and Diabetes





#### The Aromatic complex Exchangers - Jamnagar SEZ

While establishing safety standards in steady state operations, we continue our efforts to augment the safety culture within the organisation. We have been focusing on FELT leadership programmes. This helps us empower individuals to contribute and intervene where it makes a difference. Our HSE assurance systems and processes are continually assessed to ensure their robustness.



# Various Initiatives Conducted by Reliance Foundation

Reliance Foundation BIJ:  
Farmers in Paddy field Balangir

Our RF BIJ programme supports small and marginal farmers. Launched in 2010, the RF BIJ programme has come a long way and has its presence in 19 agro ecological zones spread over 11 states in the country.





Urban Renewable



Health for All Initiative-Mobile Medical Unit



Education



Reliance Foundation Information Service - GPS training program Muthukuda-Pudukkottai



Abbaji Concert



# SOCIAL INSTITUTION BUILDING



*Sustainability Workshop at RCP*

Enhancing human capital is one of the essential pillars of our business strategy. We aim to build social capacity for a sustained growth. We can achieve this by providing a platform based on equal opportunity and avenues for holistic development. We continue to invest significantly in the personal and professional development of our own workforce. At the same time, we have aligned our developmental goals with that of the local communities to ensure that we can benefit the society at large.

## Human Resources Development

Our employees are the backbone of the organisation. They are instrumental in facilitating the accomplishment of goals and targets. Hence we take pride in ensuring high levels of employee satisfaction.

Our total workforce as on 31<sup>st</sup> March, 2014 stands at 23,853 comprising of 95.2% of male employees and 4.8% female employees. Our HR processes are undergoing continuous improvement and are aimed at making us the 'employer of choice'.

## Focus on Diversity

As global markets evolve, workforce diversity becomes an increasingly critical element for organisations to address. This has made the focus on diversity a business imperative.

We look upon employee diversity through 5 different aspects.

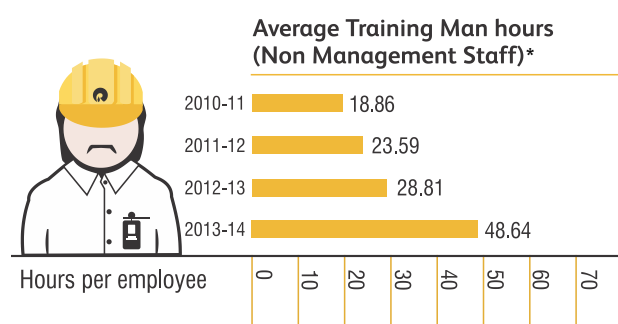
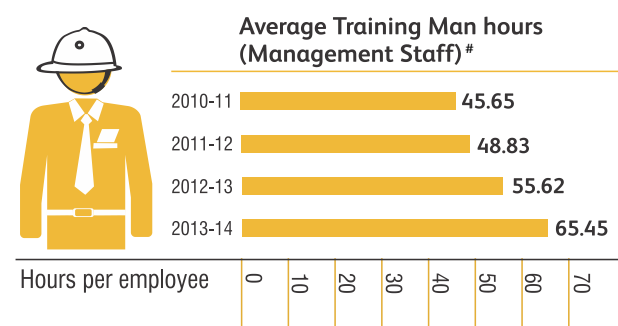
- Skill
- Nationality/race
- Qualification
- Age
- Gender

We encourage gender diversity by uplifting our women employees and enabling them to take on challenging and high profile roles. Apart from the regular trainings which they are involved in, we also provide them special trainings designed to boost their skills and capabilities.

In addition, we have a focus to provide equal opportunities to differently abled people. We have 61 differently-abled employees.

## Learning and Development

Emphasis on learning and development not only helps the organisation develop by having a skilled set of workforce, but also helps employees further enhance their capabilities and grow. We provide a multitude of opportunities for our workforce to benefit from. We believe that the success of the organisation in a dynamic environment depends on how well its people are able to adapt to change. We channel our training programs to help our employees adapt to today's fast moving world.

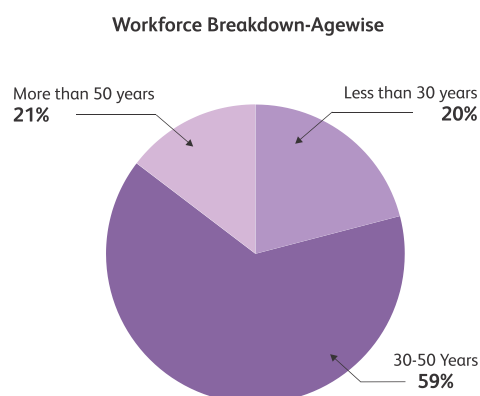
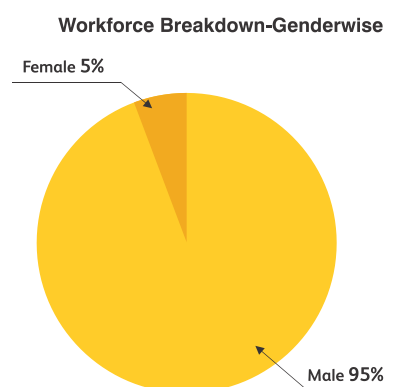
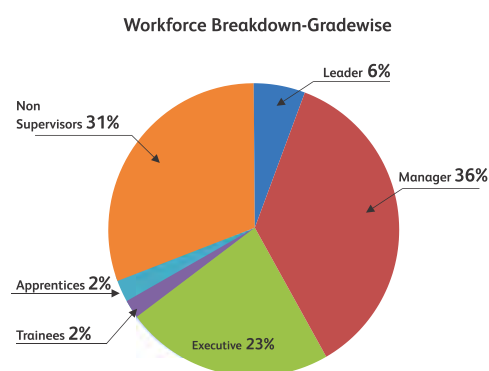


We have imparted a total of 1.36 million man-hours of learning to our workforce in the current year. From the total training hours, our male employees received a total of 1.32 million man-hours and our female employees received a total of 0.4 million man-hours. The roles and responsibilities of the employee govern the kind of training they are imparted, but trainings outside the job roles are open for all employees to avail. We provide internal trainings from our well established facilities, which we upgrade continually, as well as trainings from reputed institutions.

Our trainings broadly comprise of;

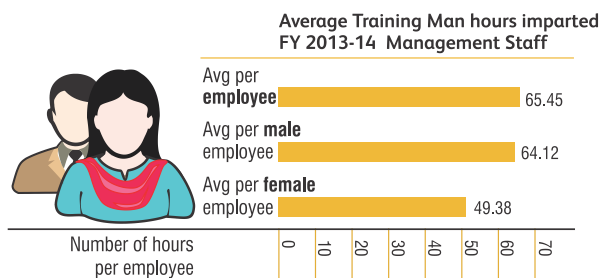
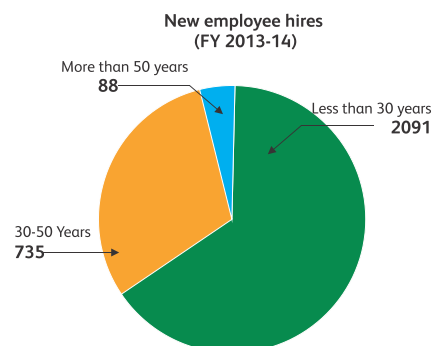
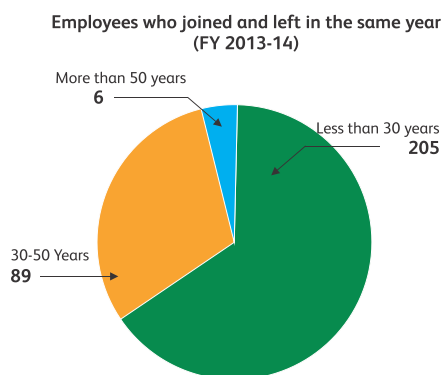
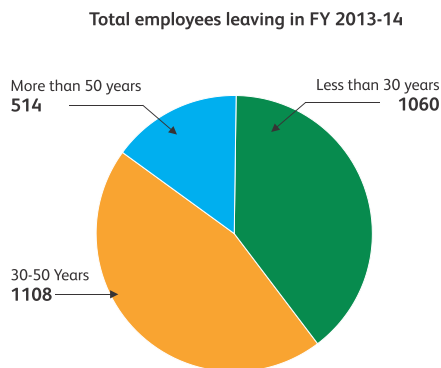
- Health, safety and environment training
- Function specific technical training
- Leadership training
- Cross-functional training
- Soft-skills training
- Site-specific training

We also provide training to our contractual workforce with a view to develop their capacity for handling semi-skilled and skilled jobs



\*Employees belonging to the non-supervisory category are termed as non-management staff.  
#Employees belonging to the leaders, managers, executives & trainees are termed as management staff.





## Performance Management and Compensation

Our performance management and appraisal system helps us in aligning the day to-day activities of an employee with the overall business objectives, in providing greater clarity and accountability in regard to expectations of employees on their performance, documenting the performance of individual employees along with supporting them in their career planning and establishing a focus for their learning and development activities. Our transparent systems are applicable to all our employees at all levels. The performance review is based on potential and competency of the employee and so are the rewards.

## Respecting Human Rights

The basic standards to which everyone, irrespective of nationality, gender, race, economic status or religion must be treated, can be termed as Human Rights. We treasure and attach high esteem to humanity which has been the fundamental driver for our functioning. As expectations regarding human rights increase around the globe, there is a proportionate increase in the awareness and business value of developing and implementing strategies and policies to ensure compliance with human rights. We at RIL uphold with honor all our practices in support of this change. We comply with India's Factories Act, which embodies human rights principles on child labour, forced labour and compulsory labour. Freedom of collective bargaining is given due respect and almost 100% of our non-supervisory permanent employees at our manufacturing locations are covered under collective bargaining agreements with trade unions. In order to reap the benefits of having these unions we carry out periodic interactions with them on matters pertaining to health and safety, employee benefits, wage settlements etc. Through these interactions we are able to obtain a deeper understanding of our employee needs and wants. We believe in providing benefits to all of the RIL family and hence extend several benefits to our contract employees including canteens, access to health centers and various avenues for skill development.

## Community Development

We believe in being a good corporate citizen by helping communities and being instrumental in cultivating their progress. We have a well established CSR policy which reflects our objective of economic and social development to create a positive impact.



#### Old Age Home at Yanam

Women inmates of the Old Age Home at Yanam leading a respectable life. RIL is a major sponsor of the recurring expenditure of the home.



### A training facility with a difference

We have created a unique hands-on training facility which is the first of its kind across all of our sites. Technical problems, which cannot be easily analysed on-line, can now be simulated and studied at this facility. The facility will primarily impart practical, on-field and control room instrumentation training to trainee engineers and personnel from the plant's operations group. Besides proving to be of immense help to new graduate engineer trainees, the facility also offers experiential and learning advantage to experienced engineers. We primarily used scrap and waste materials, along with some contribution from Mechanical, Electrical and Civil departments to build the facility.

### Our focus areas

It is our endeavor to ensure that the value creation through our operations benefits the society. To achieve this, we engage in various areas of community development and outreach programs. The goal is to aid in uplifting the local stakeholders and also address the socio-economic issues which they might have. We have identified our key thrust areas around which we centre our CSR strategy. They include -

- Education
- Community Healthcare
- Infrastructure Development
- Livelihood Support
- Women Empowerment
- Promoting Sports
- Skills Development
- Disaster Relief

We implement these initiatives in and around our manufacturing units and E&P locations.

### Stakeholder Needs assessment

Inclusive growth entails a constructive consultation process with our stakeholders. With our key focus areas in mind we identify the expectations of our local stakeholders and devise an implementation strategy which is in line with their requirements. This ensures that the programmes are well received by the communities and invites maximum participation and support from them. This further garners stronger relationship between us and the community by overcoming socio-economic challenges effectively.

We conduct needs assessment surveys at frequent intervals to keep our programmes updated with the needs of our stakeholders.

## Education

An essential building block which leads to a better quality of life and a key factor in the development of the community is Education. By propagating the need to be educated and helping provide access to better quality education, we believe that poverty across the country can be eradicated. We take up multiple initiatives in the field of education such as providing infrastructure, organizing workshops and awareness camps etc. so as to be a part of this change across our nation.

During the year, we continued our flagship programmes in the field of education and focused on enhancing the outreach of some of the programmes. A total of 178 meritorious students have been awarded with scholarships under the Reliance Dhirubhai Ambani Protsaham Scheme and have received a support of around ₹ 10 million. With this year's admissions, the total number of students supported under the scheme has reached 1,326.

The Dhirubhai Ambani International School Akanksha Centre supports the education of children from slum areas. The first batch of students from this centre passed the Class 10 board examinations in 2013.

Under Government of Gujarat's drive to promote girls' education, we have supported the initiative by distributing more than 1,500 kits across 42 villages of Jamnagar and Lalpur Talukas. Construction of girls' primary school at the Moti Khavdi village in the vicinity of Jamnagar complex was also undertaken during the year. A two-story building with the necessary facilities has been constructed. We



have also extended aid to schools in Jharkhand, Tripura and Assam in the form of financial assistance and infrastructure support.

At our Nagothane unit, we have instituted a unique initiative called the 'Sanskar Shibir'. Through this programme we impart improved life skills and also encourage the high moral and cultural values among school students. We also train school teachers on interactive teaching methods.



## Community Healthcare

While public and private healthcare centers run in parallel we believe it is our responsibility to bridge the gap for individuals and communities who do not have effective access to either. We reach out to our communities and try to understand issues at an individual level as well as conduct generic health camps and awareness workshops for everyone in the village/community to attend. We propagate good practices in terms of health and hygiene, prevention and cure as well as help provide services for individuals to understand and cure their illness.

Our Community Medical Centre at Moti Khavdi, with an average of 400 OPD patients per day, caters to the village and floating population mainly consisting of migrant labor staying in the nearby villages. We provide free-of-cost, round-the-clock comprehensive health services to about 45 villages. Our centre impacts health and hygiene needs of 1.5 million people. We extend emergency life saving services to accident victims on the Jamnagar-Dwarka highway. We provide ARV treatment for AIDS patients free-of-cost since October 2007. This is the first centre of its kind by a private sector company in this region.



Doctors and nurses from our centre visit 6 neighboring villages twice a week. Free check-up and treatments are done and free medicines are provided to around 150 to 180 patients per trip.

We also conduct audio-visual shows, poster exhibitions, Sunday clinic for HIV/AIDS awareness, pulse polio vaccination, multi-diagnostic camps and blood donation camps regularly.

A total of 22,250 patients (male 9,844, female 12,406) from Gadimoga and Bhairavapalem Panchayats have been treated during the year at static clinic Gadimoga and satellite clinic Bhairavapalem.

During the year we ran several programs to improve the quality of life in surrounding communities through the Dhirubhai Ambani Hospital. We arranged medical diagnostic camps in the nearby areas for providing medical consultation, diagnosis and medicines to the needy. During FY 2013-14, we conducted 13 such medical camps.

### Project Gift

With an objective to provide comprehensive care and support for HIV affected kids in and around Jamnagar, we initiated the "Project Gift" initiative with the help of Reliance Employees.

As part of this initiative our employees volunteer to provide HIV infected children with educational and nutritional support. Another objective of this project is to give emotional support to these kids as most of them have lost one or both of their parents and are subjected to stigma, loneliness, rejection, fear, depression etc. At present we have 88 children registered with us through this project.

In addition the following initiatives were taken for providing healthcare facilities to the local communities:

- Medical care was provided to 54 road accident trauma patients free-of-cost or at highly subsidised rates
- Medical care was provided to residents of surrounding villages. 1,014 patients were treated during FY 2013-14
- Free or highly subsidised medical care was provided to 76 patients belonging to economically weaker section of the society
- An Orthopedic camp for Osteoporosis patients was conducted at Dhirubhai Ambani Hospital, wherein 70 persons attended
- 3,552 HIV/AIDS patients were provided free consultation, counselling, investigation and treatment at the ART Clinic of Dhirubhai Ambani Hospital

Truck drivers and cleaners are known to have a high risk of exposure to HIV/AIDS infection. We have identified their requirement for access to medical facilities at their halt point and established Khushi Clinics at the loading areas of our plants. This initiative has six main components:

- 1. Clinical Management:** Diagnosis and treatment of sexually transmitted infections. The Khushi clinic is also equipped to treat general ailments.
- 2. Counseling:** Each trucker is counselled on basic facts about sexual health and safety.
- 3. Laboratory Testing:** Rapid HIV testing is conducted and report issued on the spot.
- 4. Confidentiality:** The information relating to the persons undergoing HIV/AIDS testing is kept completely confidential.
- 5. Behavior Change Communication:** Use IPC (inter personal contact), Game shows, Video shows etc. to encourage truckers to adopt safer sexual behavior and practices.
- 6. Condom Promotion:** 24,522 condoms have been distributed to truckers under this project.



*Dhirubhai Amabani Health Centre at Jamnagar*

We operate the clinic in partnership with a NGO, Indian Council of Social Welfare (ICSW) and provide infrastructure support such as office space, furniture, equipment, medicines, laboratory consumables and logistic support.

We also inculcate the awareness of public health and sanitation among villagers. We collaborate with Sulabh International to carry out scientific disposal of waste and have conducted a total sanitation drive at Moti Khavdi, Meghpar, Padana and Nani Khavdi villages in Gujarat.

Reliance Foundation is revamping 'Sir HN Reliance Foundation Hospital and Research Centre' and creating a world-class tertiary care hospital. This 19 storeyed, 800,000 square feet, new hospital has state-of-the-art infrastructure facilities, as well as advanced technologies and information systems, which are benchmarked with the best in the world.

The multi-speciality, tertiary care hospital shall offer the latest of clinical technology across core specialties, as well as imaging and diagnostics. The hospital aims to bring about a paradigm shift in the way health care is delivered in India, in step with the latest global practices, and to emerge as a world class health facility.

The hospital has an excellent team of doctors across all specialties, with experience in leading hospitals not only from all over India but also from across the world. This hospital is built as a unique centre of healing and care in the heart of Mumbai with the vision of providing 'Affordable International Healthcare for all'. The hospital is at advanced stage of completion and expected to commence operations shortly.

### Health check-up camp at Dadri Toy

We organised a health check-up camp at Dadri Toy village using medical experts of Apollo Health and Lifestyle Limited (AHLL). The Health Check-up Camp was primarily meant for school children in the area and examined more than 700 students from five primary and middle schools for potential health problems.

## Infrastructure Development

RIL believes in giving back to the community that it operates in. The role of infrastructure is key to the development of an economy since its non-availability results in limiting economic growth. India being a labor surplus developing economy, the role of good infrastructure for the development of the nation is even more crucial. By enhancing access to available infrastructure facilities as well as bringing in new and innovative facilities we at RIL believe in being active players in modernizing and developing the nation.

### FIBC for Silage Storage

We have developed the Flexible Intermediate Bulk Container (FIBC) for silage storage at our PP business with the objective of improvement in preparing and storing of fodder as compared to traditional silo digging. The PP Silage Bag, available in capacity of 100 to 9,000 kg is an ideal replacement of concrete and mud silos. It has unique advantages like being lightweight, foldable, portable and reusable.

The problem is that while food grain production has increased in the last two years, new warehouses are coming up slowly leading to millions of tons of crops being left out in the open, exposed to rain and rodents, or stored in makeshift spaces with only waterproof sheets to cover them. In order to tackle this issue we have taken up an initiative to promote Hermetic storage (HS) technology that has emerged as a significant alternative to other methods of storage that protect commodities from insects and molds. This technology, also termed as Sealed Storage, Airtight Storage, or Assisted Hermetic Storage, is a form of bio-generated modified atmosphere (MA).

We are working to convince end users like Govt. authorities/private retail chain owners towards the advantages of PVC based food grain storage structures on ease of installation, capability to withstand in open atmosphere as well as life cycle cost basis. We are working with technology providers as well as PVC processors to create awareness about these products among all involved in the value chain.

### Double Wall Corrugated Polyethylene Pipes

This is utilised in sewage systems for conveyance of municipal sewage and wastewater. The traditional pipes generally used in the sewage system, are made of concrete and possess major risks. These risks include breaks and leaks due to its brittle nature, corrosion and increased number of joints. It results in groundwater contamination, and in some cases contamination of potable water. These pipes are stronger and hence reduce occurrence of leakages.

## Livelihood Support

We have undertaken multiple initiatives in the sphere of community development and enhanced the lives of individuals in the communities. Our community support initiatives are targeted towards issues of high criticality in the respective community. While in some communities the initiatives are focussed on support provided to slums. All in all we aim to holistically support and uplift as many communities as we can for the improvement of quality of life.

With the aim of bridging the rural-urban divide, the rural transformation initiative RF BIJ supports marginal farmers by ensuring livelihoods and supporting them in their journey out of poverty.



Beneficiary of RF BIJ Initiative

## Transforming lives through RF Information Services

Rajesh Virutkar, 46, from Kotamba village with a family of six members used to struggle to buy daily needs due to low income from his agricultural land. He owns 8 acres of rain-fed land for agricultural purpose. He used to grow one crop in a season (3 crops in a year) on his owned land, which fetched him a profit of not more than ₹ 51,000/- per season. He wanted to increase the agricultural yield, but did not have the knowledge of the same.

Responding to the need of the hour, the regional universities had conducted localised research works to create higher yielding variety of seeds. But there was a lack of a proper channel to disseminate the information to the farmers regarding the new finds to improve the yield. Also it was a huge task to convince the farmers that the new higher yielding varieties of the crops will have equal demand in the market.

We filled that gap by sharing valuable inputs from the research institutions and providing them to the farmers in their own language to convince them on benefits that they would attain from the new varieties. We used different mediums like mobile advisory, cable TV bulletins and scrolls, audio conference, solving queries through help-line as well as through face-to-face interaction to disseminate the required information.

On an experimental basis, Rajesh planted the new variety of chickpea on a small portion of his land along with his old variety on the larger portion. He could see the miracle of research and technology when he saw the huge yield in that small portion of land leading to additional produce over his previous experience.

He used the information that we provided through RFIS and our expertise on diversified cropping and pest management through different advisories and the help-line. At the end of the season, he earned a whopping profit of more than ₹ 3,50,000 as compared to the ₹ 51,000 last year at the same time.



## Women Empowerment

Women empowerment aims at increasing the strength of a woman – socially, politically and economically. Our women empowerment initiatives aim at making women self sufficient, uplifting them, helping them make decisions for themselves and providing them access to information and

### Self defence training for women employees

We organised a self defence training for women employees in coordination with the Hazira Women Council. The training program was attended by 51 women employees and instructors from Reliance Group Security Services (RGSS) trained the participants in many self-defence skills, such as staying alert, awareness of vital points; attacking with punches and kicks; reacting to an attack; maintaining a healthy life style and a few other important tactics.

knowledge for effective decision making. The ultimate goal of these initiatives is to help make women think positively about their role and position in the society by supporting them and enhancing their skills and capabilities.

Reliance Foundation (RF) honors the role that women play in inspiring a change across the world. RF programs and interventions across health, rural transformation, education and other areas consciously address the challenges which women face in their daily lives. On the occasion of International Women's Day on 8th March 2014, Reliance Foundation organized a Health Mela in Mumbai. The key objective of the Health Mela was to reach out to women in the local communities and provide them with quality health care services including consultations with medical experts, diagnostic tests, medicines, counselling etc. The Mela received tremendous response and was attended by over 2,000 women and children.

## Skills Development

We aim at providing the facilities and the knowledge that helps the communities sharpen their skill set and use them in the most profitable and positive manner. The gap in the knowledge base of the communities is bridged with the help of our various awareness sessions and workshops. Sessions on first aid and industrial safety help communities understand the importance of safety while enhancing their ability to know how to react and what to do.

## Promoting Sports

To promote sports in India, we have instituted the 'IMG Reliance Scholarship for India' programme. During the year, 11 scholarships were awarded to aspiring Indian sportspersons for full-time training and coaching at one of the best sports training facilities in the world – The IMG Academy, Florida.

### Innovation and collaboration in farming

Upon conducting an analysis it was observed that in states like Rajasthan, Haryana and Uttar Pradesh farmers lose complete crops due to extreme cold & frost. To help farmers overcome this issue we developed PP Nonwoven Crop cover for vegetables. An assessment of the project showed that farmers benefit because of the following reasons –

- Crop is protected from extreme weather
- Zero or very little pesticide
- Faster crop harvesting period because controlled temperature
- Better quality and quantity of crop
- Higher profit to the farmers due to better yield and quantity.

### Launch of Voice SMS programme for pregnant women in Kakinada

The fisher women in coastal regions of East Godavari usually live in low hygiene conditions. To improve their living conditions, we provided them with information on health and hygiene, especially the pregnant women, through Voice SMS. There was a discussion on the health problems where more than 300 participants expressed their concerns on health issues. The RF-IS team and the experts informed the participants about different women and child welfare schemes from the government and explained their benefits. We also informed them about the other related RF activities and the RFIS helpline number which gives free advisories to the local people on health issues.

## Trusts and Foundations: Honoring Our Responsibilities

We have instituted registered Trusts and Foundations to cater to the pressing developmental needs of the country at large. A snapshot of the work under different focus areas and national footprint of these Trusts and Foundations is summarised below:

### Reliance Foundation (RF)

#### Comprehensive approach towards development

Reliance Foundation takes a comprehensive approach towards sustainable development with focus on five pillars of Rural Transformation, Education, Health, Urban Renewal and Arts, Culture and Heritage. Through various initiatives under these core areas, RF strives to bring a synergetic approach towards development.

The Foundation's activities have covered over 5,500 villages and various urban locations across all Indian states and union territories. More than one million lives have been touched by the RF initiatives during this year.

A brief narrative of the different initiatives of the Foundation is given below.

#### Reliance Foundation BIJ- Bharat India Jodo

With the aim of bridging the rural-urban divide, the rural transformation initiative RF BIJ supports marginal farmers by ensuring livelihoods and supporting them in the journey



out of poverty. While the programme aims at de-risking farming and making the community self-sufficient, it also aims at contributing towards conservation of nature and promoting sustainable farming practices. Launched in 2010, the RF BIJ programme has come a long way and has its presence in 19 agro ecological zones spread over 11 states in the country.

Working on the three core pillars of direct action, participatory approach and sustainable development,

RF BIJ reaches out to the most deserving communities characterised by low rainfall, rainfed agriculture, large tracts of cultivable wastelands and high poverty index. Today more than 460 Village Farmer Associations (VFAs) are being actively involved in the process of bringing about a change in the lives of nearly 40,700 farming households through its initiatives. Close to 15,600 hectares of land have been redeveloped under the Dharti farm initiative this year, taking the cumulative land development since inception of the programme to over 31,000 hectares. Another significant intervention under the RF BIJ initiative, Reliance Nutrition Garden has positively influenced the nutritional intake of nearly 12,100 rural households this year (16,292 since inception). Through its institution building processes, RF is trying to ensure empowerment at an individual household as well as community level so as to make the intervention inclusive as well as sustainable.

#### Information services

Information, knowledge sharing and technology have a significant role to play in the development process. RF Information Services (RF IS) addresses this crucial area and brings relevant, timely and accurate information to the end users in rural areas making use of different platforms like mobile phones and television. Through the RF IS initiatives and platforms, benefits of high-end technology have been delivered to those who need them the most at the most pertinent time. Revealing the significance of fast, accurate and timely information; RF IS platforms were used by the marine police of Andhra Pradesh in nine coastal districts during Phailin, Helen and Leher cyclones. RF IS has reached out to over 3,600 villages in 7 states and one union territory through its multiple mediums during this year (5,068 villages since inception of the programme).







Mrs. Nita M. Ambani with school children at Uttarakhand

We were one of the first organisations to respond to the disaster in Uttarakhand and to reach out to those who were cut off post the disaster. Through a team of doctors and development professionals, we reached out to more than 100 villages. We have also taken up reconstruction of some of the affected schools and building shelters in Uttarakhand.





Close to 11,59,700 successful calls were made to deliver key messages to the beneficiaries this year taking the total tally of successful calls made by the programme since inception to 1.26 million. The programme is a perfect example of how to use information and knowledge to empower the community to maximise their potential.

### Health Programmes

The 'Health for all' initiative focuses on the provision of good quality primary care through its mobile and static medical units and caters to the needs of the lower income group families in the area. It also aims at establishing an effective referral system to streamline the flow of patients to the higher centres of care. More than 350,000 individuals have enrolled for the services and nearly 52,600 patients have benefitted from the services within one and half years of initiating the programme. Similar mobile medical units are operating in Uttarakhand and Madhya Pradesh. More than 14,300 patients from nearly 150 villages in Madhya Pradesh and Uttarakhand have benefitted from the services of the mobile medical units in this year.

### Reliance Foundation Drishti

The Drishti programme aims at improving the lives of visually impaired. Implemented in association with the National Association for the Blind, the programme has transformed the lives of 1,200 cataract affected individuals through successful corneal transplants this year (12,839 cataract surgeries since inception). Other initiatives like the Braille newspaper and calendar and campaigns to promote eye donation are also integral aspects of the Drishti programme.

### The Dhirubhai Ambani Scholarship Scheme

Good education, without doubt, is one of the main cornerstones for building a successful and prosperous society. The merit cum means scholarship by RF ensures that students get an opportunity to follow their dreams without worrying about the financial implications of pursuing higher education. The scholarship programme supports the top scoring Higher Secondary students from financially weak backgrounds and physically challenged students from across all states and union territories of India to pursue education at college level. A total of 393 scholarships have been awarded this year of which nearly 50% were awarded to girls and 111 to students from the physically challenged category. The programme has positively influenced the lives of more than 10,000 young scholars and their families so far. RF organised the Dhirubhai Ambani scholarship award ceremony at Mumbai to award the scholarships to selected students in January 2014.

### Sports for Development

Recognizing the value that sports adds to education, RF has partnered with the National Basketball Association (NBA) to establish a comprehensive, school based youth basketball

programme in India called the Junior NBA Programme. Launched in the cities of Mumbai and Kochi, it has already reached 228 schools, 260 coaches and nearly 140,000 students. The programme aims at reaching one million youth in three years. Under this initiative 2,000 coaches and physical education instructors across India will be trained to sustain this effort over a longer period.

RF is also implementing a programme in 30 villages of Agar, Madhya Pradesh with the aim of empowering children and communities through the medium of sports. The programme is working towards creating an enabling environment for



improved educational status, gender inclusiveness and improved health outcomes through the active participation of children, parents, larger community and the local governance system.

## Arts, Culture & Heritage

Reliance Foundation focuses on preserving the rich heritage, arts and culture of India for its future generations and has made conscious efforts to contribute towards preserving the same. RF continues to support specific programs to support Indian art.



## Disaster Response

Reliance Foundation has a capacity to respond to disasters in a timely manner and engage directly with the affected communities using its experience of working closely with the communities. When Uttarakhand was affected by massive floods in June 2013, RF was one of the first



organisations to lend a supporting hand. RF relief efforts reached the unreachable who were cut off post the disaster. RF supported the rescue and relief operations by ensuring supply of relief material and prompt medical support. RF deployed a team of 20 doctors and 50 development professionals to reach out to more than 100 villages in Uttarakhand in the period following the disaster. RF constructed 50 family shelters, distributed more than 5,500 relief kits and conducted medical camps that benefitted more than 8,000 patients in the months following the calamity. RF is committed to continue the efforts in Uttarakhand and has deployed two full time teams to streamline its efforts at Rudraprayag and Uttarkashi. RF is also committed to reconstruct some of the affected schools and houses in Uttarakhand.

The use of Reliance Foundation Information Services platforms to deliver key alerts and messages to the public during the cyclone attacks in Andhra Pradesh is another instance where RF was of timely help and assistance in the times of need.

## Environmental Sustainability

RF is working towards environmental sustainability through its various initiatives. RF is promoting soil and water conservation measures through our work in the rural transformation space. 24 million cubic meters of water harvesting facility has been created so far and the intervention has helped to conserve 1,19,000 tonnes of soil.

More than 11, 00,000 saplings have been planted on individual and common lands to promote biodiversity.

Towards tapping natural resources of energy, we have been promoting the use of biogas plants and solar lamps. Close to 750 biogas plants have been constructed this year. RF distributed 1,500 solar lamps in Uttarakhand.

## Reliance Rural Development Trust (RRDT)

The RRDT, a unique Corporate NGO, set up in FY 2001-02 for implementing the Gokul Gram Yojana of the Government of Gujarat completed the prestigious assignment successfully. We also completed construction of 33 anganwadi buildings during the year at a cost of ₹ 7.3 million. It has been a matter of great honour for us to have been chosen to carry out the government mission to face-lift the rural scene of Gujarat. Cumulatively, from November 2001 till the closure date of Gokul Gram Yojana scheme, i.e. 20<sup>th</sup> September, 2013, we have created 7,902 village facilities in around 5,894 villages of Gujarat, across 25 districts and 218 talukas. The facilities constructed includes 1,603 cement concrete roads, 3,804 anganwadi buildings, 158 drinking water facilities, 741 panchayat office buildings, 1,507 community halls, 39 check-dams and 50 other facilities of village needs.

## Safety Initiatives for Community

We ensured the participation of our employees and local public in a workshop for traffic awareness conducted by the Hoshiarpur district administration. In the city, some specific areas are coping with heavy vehicular traffic resulting into chaos, accidents and traffic bottlenecks. Hence, proper infrastructure was built and safety gadgets were installed. Truck/tanker drivers were trained for 'Defensive Driving Techniques' at DSTC (Drivers Safety Training Centre), Hazira. As part of our safety initiative, we established a Truckers' Safety Training Centre at Hazira. This centre is fully equipped with audio-video equipment to impart training to truck drivers on safety rules, efficient driving techniques and emergency responses. More than 243,000 drivers have been trained through this initiative since its inception in 2005. During FY 2013-14, more than 23,000 drivers have been trained.

## Employee Involvement in Community Development

Our CSR policy encourages our employees to voluntarily participate in our community development initiatives. This year more than 800 volunteers joined hands to help the local communities around our operational sites. The contributions made by the volunteers has helped to support the communities with a wide range of initiatives spanning in the area ,either directly or through support to institutions already engaged in education, health (AIDS, Thalassemia, Diabetics), woman empowerment and monetary help to those not covered by social security.

Listed below are few of the initiatives undertaken so far.

1. Supplying food grains to institutions engaged in providing free food to the needy patients & family members at Civil hospital.
2. Total support to old age home by providing various required items.
3. Financial support to a Trust engaged in providing hospital equipment to the needy on no-charge basis.
4. Supporting an institution in the service of AIDS patients.
5. Women empowerment, self-employment and education.
6. Extending support to charitable trusts engaged in helping handicapped women and children and rehabilitation of the visually impaired.
7. Supporting school children from weaker sections by providing summer and winter uniforms, shoes, socks, stationery, notebooks.
8. Support to institutions engaged in providing treatment to Thalassemia patients and children suffering from diabetes etc.

### First Aid Training for village school teachers

As a part of our community engagement initiative: we organised a First Aid Training Programme for teachers at Vadodara. The event was organised at the township medical facility and doctors from Red Cross Society guided the teachers on emergencies they might face in school and how to provide first aid treatment to children to help avert situations which might become serious due to lack of such treatment. We also distributed First Aid kits to teachers. These teachers will receive Red Cross certificates, certifying them to carry out such treatment as and when required. We plan on covering teachers from the remaining schools in a phased manner.



# INDEPENDENT ASSURANCE STATEMENT



**KPMG (Registered)**  
7th Floor, IT Building No. 3,  
Nesco IT Park, Nesco Complex,  
Western Express Highway, Goregaon (East),  
Mumbai 400063  
India

Telephone : +91 (22) 6134 9200  
Fax : +91 (22) 6134 9220

Independent Reasonable Assurance Statement to Reliance Industries Limited on their Sustainability Report for FY 2013-14  
To the Management of Reliance Industries Limited, India

## Introduction

We have been engaged for the purpose of providing assurance on the Sustainability Report of Reliance Industries Limited ('RIL' or 'the Company') for FY 2013-14 ('the Report'). The Report has been prepared by RIL as per the G 3.1 reporting framework published by GRI. Our responsibility was to provide assurance on the Report developed by the Company.

## Reporting Criteria

RIL applies its own sustainability performance reporting criteria, derived from the Sustainability Reporting Guidelines (G3.1) of the Global Reporting Initiative including the oil and gas sector supplement, API/IPIECA guidelines, UNGC principles, WBCSD focus areas and National Voluntary Guidelines on Social Economic and Environmental responsibilities of business, as detailed in the 'Report scope and boundary'.

## Assurance standards and guidelines used

We conducted the assurance in accordance with

- Reasonable Assurance requirements of International Federation of Accountants' (IFAC) International Standard on Assurance Engagement (ISAE) 3000, Assurance Engagements Other than Audits or Reviews of Historical Financial Information, and
- Type 2, High level assurance requirements of AA1000 Assurance Standard 2008 by AccountAbility.
  - Under this standard, we have reviewed the nature and extent of adherence to the AA1000 AccountAbility Principles and the quality of publicly disclosed information as part of the Report limited to performance indicators/information required by GRI G3.1 Guidelines and Oil and gas sector supplement.

## Scope and limitations

- The scope of assurance covers the sustainability performance of RIL's manufacturing divisions, refineries, exploration and production in India; business divisions such as chemicals; fibre Intermediates; petroleum; polyester; polymers; Dhirubhai Ambani foundation; Reliance rural development trust; Reliance foundation and corporate office at Reliance corporate Park, for the period 01 April 2013 to 31 March 2014.
- The assurance scope excludes;
  - Aspects of the report other than those mentioned above;
  - Data and information outside the defined reporting period;
  - The Company's statements that describe expression of opinion, belief, aspiration, expectation, aim or future intention provided by the Company and assertions related to Intellectual Property Rights and other competitive issues;

## Assurance Procedures

Our assurance processes involve performing procedures to obtain evidence about the reliability of specified performance information. The nature, timing and extent of procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the performance indicators as well as standard disclosures whether due to fraud or error. In making those risk assessments, we have considered internal control relevant to the preparation [and presentation] of the Report in order to design assurance procedures that are appropriate in the circumstances.

Our assurance procedures also included:

- Assessment of RIL's reporting procedures for sustainability reporting regarding their consistency with the application of GRI G 3.1 guidelines and the AA1000APS principles of Inclusivity, Materiality and Responsiveness.
- Evaluating the appropriateness of the quantification methods and models used to arrive at the data presented in the Report.
- Verification of systems and procedures used for quantification, collation, and analysis of sustainability performance indicators included in the Report.
- Understanding the appropriateness of various assumptions, estimations and materiality thresholds used by RIL for data analysis.
- Discussions with the personnel responsible for the evaluation of competence required to ensure reliability of data & information presented in the Report.
- Discussion on sustainability with senior executives at the different plant locations and at the corporate office to understand the risk and opportunities from sustainability context and the strategy RIL is following.
- Assessment of the stakeholder engagement process through personal interviews and review of relevant documentation.
- Assessment of data reliability and accuracy.
- We have relied on the data and information related to RIL's financial performance, sourced from its audited annual report for the FY 2013-14 and included in the Report.

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.



- Verification of key performance data through site visits to Manufacturing units at Allahabad, Barabanki, Dahej, Hazira, Hoshiarpur, Jamnagar DTA, Jamnagar SEZ, Nagothane, Nagpur, Naroda, Patalganga, Silvassa and Vadodara; On-shore and off-shore exploration and production facilities at Gadimoga; Corporate office at Reliance Corporate Park, Navi Mumbai and review of key performance data from Shahdol.

Appropriate documentary evidence was obtained to support our conclusions on the information and data verified. Where such documentary evidence could not be collected on account of confidential information our team verified at RIL premises.

#### Conclusions

Based on our assurance procedures and in line with the scope and limitations, we conclude that

- The Report is in accordance with the GRI G3.1 guidelines and meets the application level 'A+' criteria and covers RIL's sustainability performance covering its operations as mentioned in the scope.
- The key performance indicators and standard disclosures presented in the report by RIL are fairly represented.

#### Key Observations

Without prejudice to all our conclusions mentioned above and KPMG's, under the prevailing scope of assurance, following are some of our key observations;

- **Principle of Inclusivity:** RIL has identified its significant stakeholder groups based on the level of influence & impact RIL has on these stakeholder groups. The Company has partnered with various external stakeholder groups to include them in its growth agenda.
- **Principle of Materiality:** Material issues that have impact on RIL and are of interest to its stakeholders have been highlighted in the report. The methodology of materiality determination used for the Report considers the perspectives of senior representatives from various functions at RIL. The Company has responded to the material issues through the disclosure of performance in the report. RIL also plans to validate the materiality exercise through a specific engagement with relevant stakeholders.
- **Principle of Responsiveness:** RIL has instituted a stakeholder engagement policy as part of its Business Responsibility Policy Manual through which it aims to engage with stakeholders and respond to their expectations and concerns. RIL has also developed a policy for grievance redressal which provides a structured process to stakeholders for voicing their grievances and seeking effective and timely redressal. Through this report RIL has identified its various stakeholder groups and the engagement mechanism for each of them. RIL has also reported on the specific priorities identified by each of its stakeholder groups and has provided information on specific actions through disclosure of performance.
- **Reliability:** On a monthly basis, RIL tracks the sustainability performance data across all sites and has plans to conduct periodic internal assurance.

#### Independence

Assurance procedures were conducted with a multidisciplinary team including specialists in ISAE 3000 and sustainability reporting assurance engagements. Our work was performed in compliance with the requirements of AA 1000AS and 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 development of the report. The Code also includes detailed requirements for practitioners regarding integrity, objectivity, professional competence and due care, confidentiality and professional behavior. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence.

#### Responsibilities

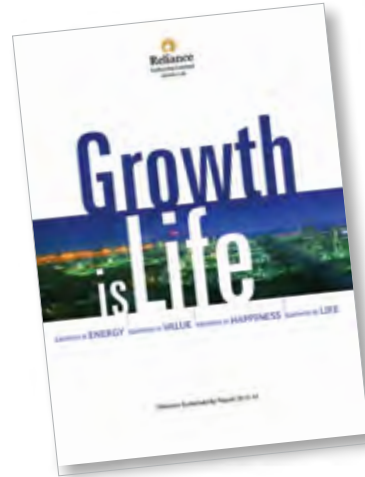
RIL is responsible for developing the Report, establishing and maintaining appropriate internal control systems and derivation of performance data reported. This statement is made solely to the Management of RIL in accordance with the terms of our engagement and as per scope of assurance. Our work has been undertaken so that we might state to RIL those matters for which we have been engaged to state in this statement and for no other purpose. 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 expressed in this independent assurance statement.

Santhosh Jayaram  
Technical Director, KPMG India  
June 20, 2014




AA1000  
Licensed Assurance Provider  
000-25

# GRI Application Level



To indicate that a report is GRI-based, report developer declares 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	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
	Disclosures on management approach OUTPUT	Not Required		Management Approach Disclosures for each Indicator Category		Management Approach disclosed for each Indicator Category	
	Performance indicators & Sector Supplement Performance Indicators OUTPUT	Report fully on a minimum of any 10 Performance Indicators, including at least one from each of: social, economic, and environment.**		Report fully on a minimum of any 20 Performance Indicators, at least one from each of: economic, environment, human rights, labor, society, product responsibility.***		Respond on each core 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

\*\*Performance Indicators may be selected from any finalised Sector Supplement, but 7 of the 10 must be from the original GRI Guidelines

\*\*\*Performance Indicators may be selected from any finalised Sector Supplement, but 14 of the 20 must be from the original GRI Guidelines

The RIL Sustainability Report for FY 2013-14,

**‘Growth is Energy, Growth is Value, Growth is Happiness, Growth is Life...’  
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 "Sustainability Report 2013-14" 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 G3.1 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 G3.1 Guidelines. For methodology, see [www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf](http://www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf)

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

Amsterdam, 22 July 2014

*Ásthildur Hjaltadóttir*

Ásthildur Hjaltadóttir  
Director Services  
Global Reporting Initiative



The "+" has been added to this Application Level because Reliance Industries Limited has submitted (part of) 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.*  
[www.globalreporting.org](http://www.globalreporting.org)

**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 14 July 2014. GRI explicitly excludes the statement being applied to any later changes to such material.

# GRI Content Index

STANDARD DISCLOSURES PART I: Profile Disclosures				
	Description	Reference	Extent of reporting	Explanation
<b>1. Strategy and Analysis</b>				
1.1	Statement from the most senior decision-maker of the organisation	6 - 7	Full	
1.2	Description of key impacts, risks, and opportunities.	18 - 21	Full	RIL Annual Report FY 2013-14, (Pg 78 - 81) <a href="http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf">http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf</a>
<b>2. Organisational Profile</b>				
2.1	Name of the organisation.	120	Full	
2.2	Primary brands, products, and/or services.	10 - 14	Full	RIL Annual Report FY 2013-14, (Pg 26 - 32) <a href="http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf">http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf</a>
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures.		Full	RIL Annual Report FY 2013-14, (Pg 78 - 80) <a href="http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf">http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf</a>
2.4	Location of organisation's headquarters.	120	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.	12 - 14	Full	
2.6	Nature of ownership and legal form.		Full	RIL Annual Report FY 2013-14, (Pg 130 - 131) <a href="http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf">http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf</a>
2.7	Markets served (including geographic breakdown, sectors served, and types of customers / beneficiaries).	12 - 14	Full	
2.8	Scale of the reporting organisation.	12 - 14, 53, 56 - 58, 61	Full	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	12 - 14, 56 - 58	Full	
2.10	Awards received in the reporting period.	24 - 27	Full	
<b>3. Report Parameters</b>				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	16	Full	
3.2	Date of most recent previous report (if any).		Full	RIL Sustainability Report FY 2012-13 <a href="http://www.ril.com/html/aboutus/ril_sr2012_13.pdf">http://www.ril.com/html/aboutus/ril_sr2012_13.pdf</a>
3.3	Reporting cycle (annual, biennial, etc.)		Full	Annual
3.4	Contact point for questions regarding the report or its content.	121	Full	
3.5	Process for defining report content.	17 - 21	Full	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	16-17	Full	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	16 - 17	Full	

## GRI Content Index

	Description	Reference	Extent of reporting	Explanation
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 our office location at Reliance Corporate Park in Navi Mumbai.
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.	16 - 17, 50 - 53	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).		Full	There has been no restatement of data for any of the previous year's reports.
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	16 - 17, 51 - 52, 61	Full	
3.12	Table identifying the location of the Standard Disclosures in the report.	98 - 100	Full	
3.13	Policy and current practice with regard to seeking external assurance for the report.	94 - 95	Full	
<b>4. Governance, Commitments, and Engagement</b>				
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.	28 - 33	Full	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	30 - 31	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.	30 - 31	Full	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	32, 38 - 39	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).		Full	RIL Annual Report FY 2013-14, (Pg 126 - 127) <a href="http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf">http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf</a>
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	28 - 33	Full	
4.7	Process for determining the qualifications & expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental, and social topics.		Full	RIL Annual Report FY 2013-14, (Pg 115, 124 - 125, 139 - 145) <a href="http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf">http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf</a>
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.	22 - 23, 32, 34 - 36	Full	



	Description	Reference	Extent of reporting	Explanation
4.9	Procedures of the highest governance body for overseeing the organisation's identification & management of economic, environmental, & social performance, including relevant risks & opportunities, & adherence or compliance with internationally agreed standards, codes of conduct, and principles.	28 - 33	Full	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	32	Full	RIL Annual Report FY 2013-14, (Pg 90, 117-126) <a href="http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf">http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf</a>
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	28 - 33, 109	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.	16 - 17, 32 - 33, 108 - 113	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.	33, 108 - 111	Full	
4.14	List of stakeholder groups engaged by the organisation.	42 - 47	Full	
4.15	Basis for identification and selection of stakeholders with whom to engage.	42 - 47	Full	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	42 - 47	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.	42 - 47	Full	

#### STANDARD DISCLOSURES PART II: Disclosure of Management Approach

DMA EC	Disclosure on Management Approach EC	38, 56-58, 84-93	Full	
DMA EN	Disclosure on Management Approach EN	39, 50 - 52, 60 - 67	Full	
DMA LA	Disclosure on Management Approach LA	39, 51 - 53, 72 - 82	Full	
DMA HR	Disclosure on Management Approach HR	39, 82	Full	
DMA SO	Disclosure on Management Approach SO	, 29, 39, 53, 83 - 93	Full	
DMA PR	Disclosure on Management Approach PR	40, 68 - 71	Full	

#### 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.	53, 56 - 58	Full	We have contributed a total of ₹ 313.74 Billion to the national exchequer in the form of various taxes and duties. We have paid out ₹ 39.07 Billion to providers of debt & ₹ 27.93 Billion to providers of equity capital.
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	62 - 63	Full	

## GRI Content Index

	Description	Reference	Extent of reporting	Explanation
EC3	Coverage of the organisation's defined benefit plan obligations.	53, 57 - 58	Full	RIL Annual Report FY 2013-14, (Pg 169) <a href="http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf">http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf</a>
EC4	Significant financial assistance received from government.	56 - 58	Full	During the year we did not receive any significant financial assistance from the government.
EC5	Range of ratios of standard entry level wage by gender 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.	57	Partial	The nature of our products demands high quality input materials and services that can be manufactured only by technically & financially competent suppliers/ contractors. We continue to source materials & services from local (India-based) suppliers as & when feasible from a technical, competency, quality and commercial perspective. Hence we do not feel the aspect is material.
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.	53, 82 - 88	Full	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	82 - 93	Full	
<b>Environmental Performance Indicators</b>				
EN1	Materials used by weight or volume.	50, 52	Full	
EN2	Percentage of materials used that are recycled input materials.	50	Full	
EN3	Direct energy consumption by primary energy source.	50, 52	Full	
EN4	Indirect energy consumption by primary source.	50, 52	Full	
EN5	Energy saved due to conservation and efficiency improvements.	50	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.	50, 60 - 63	Full	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	50	Full	
EN8	Total water withdrawal by source.	50, 52, 65	Full	We have not sourced waste water from any other organization for our operations.
EN9	Water sources significantly affected by withdrawal of water.	65	Full	
EN10	Percentage and total volume of water recycled and reused.	50	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.	65 - 66	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.	65 - 66	Full	

	Description	Reference	Extent of reporting	Explanation
EN13	Habitats protected or restored.	65 - 66	Full	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	65 - 66	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.		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.	50, 52	Full	WRI's GHG protocol tool has been used for calculation of direct emissions based on fuel consumption and the CEA (Central Electrical Authority - Government of India) grid emission factors have been used for Indirect emissions.
EN17	Other relevant indirect greenhouse gas emissions by weight.		Not Reported	We are in the process of Estimating of our GHG emissions resulting from business travel & employee commuting & the same will be reported in our next report for FY 2014-15.
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	50	Full	
EN19	Emissions of ozone-depleting substances by weight.		Full	We do not use ODS in our production processes
EN20	NOx, SOx, & other significant air emissions by type & weight.	50, 52	Full	
EN21	Total water discharge by quality and destination.	50	Full	
EN22	Total weight of waste by type and disposal method.	51, 52	Full	
EN23	Total number and volume of significant spills.	67	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	There was no transboundary dispatch of hazardous materials from any of our locations.
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water & runoff.	65 - 66	Full	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	68 - 71	Full	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.		Not Reported	Our products include hydrocarbon derivatives, in the form of upstream oil and gas, refined products polymers, polyesters and bulk chemicals used as feedstock and are transported through ships, tankers and pipelines. Products that use packaging material constitute an insignificant part of our overall production and hence we have not captured or reported the same.
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 2013-14 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.	60 - 63, 70 - 71	Full	



## GRI Content Index

	Description	Reference	Extent of reporting	Explanation
EN30	Total environmental protection expenditures and investments by type.	53	Full	
<b>Social: Labour Practices and Decent Work</b>				
LA1	Total workforce by employment type, employment contract, gender and region.	53, 80 - 81	Partial	At RIL, we do not make distinction between geographical areas within India and consider India as one region. The employment information is monitored as people of Indian origin and expatriates. As on March 31, 2014, we have 23,853 employees belonging to 23 different nationalities. As on March 31, 2014, we have 23,805 persons of Indian origin and 48 expatriates. Currently we do not extensively track the gender wise information of our contract workforce. However we are putting in systems in place to strengthen our response to the same.
LA2	Total number and rate of employee turnover by age group, gender, and region.	53	Full	At RIL, we do not make distinction between geographical areas within India and consider India as one region. The employment turnover information is monitored as people of Indian origin and expatriates. During FY 2013-14 2,678 employees of Indian origin and 04 expatriates separated from the organisation. The employee turnover includes 2511 males and 171 females. The new employee hires includes 2,899 of Indian origin and 15 expatriates. Number of new employee hires includes 2756 male & 158 female employees.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	53	Full	
LA4	Percentage of employees covered by collective bargaining agreements.	82	Full	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.		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.	72 - 76	Full	We have established joint safety committees at all our manufacturing locations with equal participation from management and non management staff.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and gender.	51 - 52, 75 - 76	Full	
LA8	Education, training, counseling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	72 - 76	Full	
LA9	Health and safety topics covered in formal agreements with trade unions.	75 - 76	Full	All our wage settlement agreements with unions contain topics including health and safety such as use of PPEs.
LA10	Average hours of training per year per employee by employee category and gender.	53, 81 - 82	Full	
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	81 - 82	Full	

	Description	Reference	Extent of reporting	Explanation
LA12	Percentage of employees receiving regular performance and career development reviews by gender.	80 - 81	Full	All eligible employees receive regular performance & 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.	29 - 31	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 and women. We are firm believer of equal opportunity principle. The ratio of basic salary of men to women is 1:1.
LA15	Return to work and retention rates after parental leave, by gender	53	Full	
<b>Social : Human Rights</b>				
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.		Full	India has ratified more than 39 conventions of the ILO that are covered in the nine chapters (excluding penalties and supplemental) 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), which covers various aspects of human rights. We have a screening process for our investment agreements based on the requirements of this Act. All our significant investments in India go through a due diligence process. This process covers all the laws of the land including compliance to the above said acts/ rules. During the financial year, the company has continued to enhance investments in its subsidiaries and business joint ventures in the usual course of its business. There were no other significant investments made by the company. For the details, please refer to the statement of cash flow in the annual report page 171 and 172 <a href="http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf">http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf</a>
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.		Full	India has ratified more than 39 conventions of the ILO that are covered in the nine chapters (excluding penalties and supplemental) & 120 sections of The Factories Act, 1948 (Act No. 63 of 1948), as amended by the Factories (Amendment) Act, 1987 (Act 20 of 1987), which covers various aspects of human rights. We follow our internal guidelines in selection of suppliers & contractors which include compliance with local regulations including this Act. All our significant contracts require adherence to the laws of the land including the above stated rules and are agreed upon by our business partners entering into contract with us
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.	82	Full	Our existing induction programmes covers a half hour module on the basics of human rights and all our new employees undergo an induction program.
HR4	Total number of incidents of discrimination and corrective actions taken.		Full	This year there was no incident of discrimination across our locations.
HR5	Operations and significant suppliers 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 the 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 risk for incidents of child labour.

## GRI Content Index

	Description	Reference	Extent of reporting	Explanation
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.		Full	This year, there was no operation identified as having significant risk for incidents of forced or compulsory labour.
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	82	Full	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.		Full	This year there were no reported incidents of violation involving rights of indigenous people across locations.
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments		Full	We follow the laws in India pertaining to human rights and conduct human rights reviews on an ongoing basis. All our operations are subjected to this review.
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms		Full	None during the reporting period.
<b>Social :Society Performance Indicators</b>				
SO1	Percentage of operations with implemented local community engagement, impact assessments and development programs.	83 - 93	Full	All our operations have implemented local community engagements and development programs.
SO2	Percentage and total number of business units analysed for risks related to corruption.	28 - 33	Full	RIL Annual Report FY 2013-14, (Pg 91) <a href="http://www.ril.com/rportal1/DownloadLib Uploads/1400665256661_AR21052014.pdf">http://www.ril.com/rportal1/DownloadLib Uploads/1400665256661_AR21052014.pdf</a>
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.	28- 33	Full	
SO4	Actions taken in response to incidents of corruption.		Full	This year, there were no reported cases involving acts of corruption
SO5	Public policy positions and participation in public policy development and lobbying.	33	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 behavior, anti-trust, and monopoly practices and their outcomes.		Full	This year, there was no legal action initiated against RIL for anti competitive 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	This year there was no fine or non-monetary sanction imposed on RIL for non-compliance with laws and regulations.
SO9	Operations with significant potential or actual negative impacts on local communities		Full	During our community engagement programs & assessments, we have not come across any significant negative impacts on the community due to our presence in the area.
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative Impacts on local communities		Full	None
<b>Social: Product Responsibility</b>				
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.	68 - 69	Partial	All our significant products and services comply with health and safety related regulatory requirements. Additionally, we are supporting a life cycle assessment study being done



	Description	Reference	Extent of reporting	Explanation
				by ICPE and we are also working with the Bureau of Indian Standards for formulating standards and guidelines. This is an on-going exercise. Further more, several of our products form the base or intermediate products, which are then converted into various final products using incremental materials and / or processes. Given the heightened degree of intermediation and the involvement of technical convertors, it is not feasible for us to track final products made from our products and hence, we are not in a position to conduct comprehensive health and safety impact assessments at the use and service, disposal and recycle stages of the product life cycle. In so far as our products are concerned, we comply with all regulatory health and safety impact mandates.
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.		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.	68 - 69	Partial	Our core/major products are derived by processing hydrocarbon materials including crude oil, condensates and natural gas. These follow all regulatory requirements for product and service information. Awareness is imparted to customers on safe use of product and services. Since, our core raw material is hydrocarbon, which is sourced globally; it is not feasible to inform consumers about its sourcing. Our products are provided with Material Safety Data Sheets which clearly delineate information on environmental impacts on the content of the substance, safe handling and disposal of the products.
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, 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.	69	Full	
PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		Full	We are members of the 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 & 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.

## GRI Content Index

	Description	Reference	Extent of reporting	Explanation
<b>Oil and Gas Sector Supplement</b>				
OG1	Volume and type of estimated proved reserves and production	61	Full	As on 31 <sup>st</sup> March 2014, our proved and developed reserves for oil and gas stood at 1.47 Million Tonnes and 94,215 Million m <sup>3</sup> respectively.
OG2	Total amount invested in renewable energy		Full	In FY 2013-14 we have not invested significant capital towards enhancing our renewable energy capacity
OG3	Total amount of renewable energy generated by source	61	Full	
OG4	Number and percentage of significant operating sites in which biodiversity risk has been assessed and monitored	65 - 66	Full	
OG5	Volume and disposal of formation or produced water	52	Full	
OG6	Volume of flared and vented hydrocarbon	67	Full	
OG7	Amount of drilling waste (drill mud and cuttings) and strategies for treatment and disposal.	65	Full	
OG8	Benzene, lead and sulfur content in fuels	69	Full	
OG9	Operations where indigenous communities are present or affected by activities and where specific engagement strategies are in place		Full	None of our operations are present in areas having population of indigenous people. There were no instances of them being affected during the year.
OG10	Number and description of significant disputes with local communities and indigenous peoples		Full	There were no significant disputes with local communities and indigenous people during the year 2013-14.
OG11	Number of sites that have been decommissioned and sites that are in the process of being decommissioned.		Full	None of our sites have been decommissioned or were in the process of decommissioning during the year 2013-14
OG12	Operations where involuntary resettlement took place, the number of households resettled in each and how their livelihoods were affected in the process.		Full	No resettlement took place during the year 2013-14 at any of our operational sites.
OG13	Number of process safety events, by business activity	74	Full	
OG14	Volume of biofuels produced and purchased meeting sustainability criteria		Full	We did not produce or purchase any bio-fuels during the reporting period.

# 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 2013 -14.
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 the Industrial Disputes Act of 1947. There has been no loss of workdays during FY 2013-14 on account of any labour dispute.
	Uphold the elimination of all forms of forced and compulsory labour	The Forced Labour Convention (29) and the abolition of Forced Labour Convention (105) has been ratified by India and our company does not support forced or compulsory labour in any form and we adhere to all labour laws in this respect
	Uphold the effective abolition of child labour	We respect human rights at the work place and pursue leading global practices, which ensure freedom of association, prohibition of child labour, protection of indigenous rights and prohibition of forced and compulsory labour.
	Uphold the elimination of discrimination in respect of employment and occupation	



Global Compact Principles		Our Response
Environment	Support a precautionary approach to environmental challenges	<p>We recognise the challenges faced by our industry, whether in terms of depleting crude resources, climate change, or end-of-life of petroleum-based products. To address these, we have a comprehensive environmental policy in place with a focus on conserving and improving the environment. We ensure regulatory compliance and also conduct environmental impact assessments 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>To reduce our environmental footprint, our efforts are focused on reducing GHG emissions. We have a dedicated CDM cell which looks into opportunities for 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. (Refer our environmental section for further details)</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 Ethics Policy cover such issues as bribery &amp; corruption, fraud, insider trading and human rights &amp; discrimination.</p> <p>Our policy covers all individuals worldwide working with RIL and its subsidiaries at all levels and grades, including directors, senior executives, officers, employees, consultants, contractors or any other person associated with RIL. The policy lists tenets on ethical business conduct, definitions and the framework for reporting concern</p>

# CONTENT INDEX – IPIECA / UNGC / NVG-SEE

Report Section	IPIECA/API	UNGC	NVG-SEE <sup>27</sup>	Page No.
Growth is Energy, Growth is Value Growth is Happiness, Growth is Life...				02
From the CMD's desk				06
About Reliance Industries Limited				12
Report Scope and Boundary				17
Strategy and Roadmap				18
RIL's Vision, Mission and Values				22
Awards and Recognition				24
Corporate Governance	SE11, SE12, SE14	Principle 2 Principle 10	Principle 1 Principle 7	28
Management systems		Principle 7		34
Disclosure on Management Approach		Principle 1		38
Partnering with our Stakeholders	SE1, SE16		Principle 4	42
Performance on Commitments				48
■ Performance Review	E1, E2, E7, E10, HS3, SE4			50
■ Economic Performance				56
■ Energy Management	E1, E2, E3, E4	Principle 8 Principle 9		60
■ Environmental Responsibility	E5, E6, E7, E8, E9, E10	Principle 7 Principle 8		64
■ Product Stewardship	HS4	Principle 8 Principle 9	Principle 2 Principle 9	68
■ Innovation at RIL				70
■ Occupational Health & Safety	HS1, HS2, HS3, HS5			72
■ Social Institution Building	SE1, SE4, SE8, SE9, SE10, SE15, SE16, SE17, SE18	Principle 3 Principle 4 Principle 5 Principle 6	Principle 3 Principle 5 Principle 8	80
Assurance Statement				94
GRI Application Level				96
Content index – GRI/IPIECA/NVG-SEE/ UNGC/ WBCSD	SE2, SE3, SE5, SE6, SE7, SE13			110
Abbreviations				114

<sup>27</sup>RIL has published Business Responsibility Report this year along with its Annual Report. Further information against each NVG-SEE Principle can be accessed in RIL's BRR in its Annual Report 2013-14 (Page 103) <http://ril.com/rportal/jsp/eportal/ListDownloadLibrary.jsp>



## 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 Mr. Mukesh D. Ambani, Reliance Industries Limited became a Council Member of WBCSD in 2007. Shri. Mukesh D. Ambani was re-elected as vice chairman of WBCSD executive committee for a second consecutive term in 2010.

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 India 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 holistic community development, and we have partnered with various NGOs and initiated various community related programmes. These programmes are aimed at 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. Environmental excellence is one of the pillars of our sustainability strategy. We are also investing in various initiatives that will mitigate the impact on our ecosystem.



# Business Responsibility Report (BRR) 2013-14 linkage

RIL has published Business Responsibility Report this year along with its Annual Report<sup>28</sup>. The following is a mapping of this report's contents against the BRR disclosure.

Business Responsibility Report Disclosure	Page reference	Direct reference / Explanation
<b>Section A</b>		
Corporate Identity Number (CIN) of the Company		L17110MH1973PLC019786
Registered address, Website, email id		
Sector(s) that the Company is engaged in (industrial activity code-wise)		Industrial Group Description 061 Extraction of crude petroleum 062 Extraction of natural gas 131 Spinning , weaving and finishing of textiles 139 Manufacture of other Textiles 192 Manufacture of refined petroleum products 201 Manufacture of basic chemicals , fertiliser and nitrogen compounds, plastics and synthetic rubber in primary forms 203 Manufacture of man-made fibres
Key products/services, Locations of business activity (National and International), Markets served	10 - 13	
<b>Section B</b>		
Paid up Capital, Total turnover, Total profit	57	
Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax ( % ) and list of activities under which expenditure has been incurred	53	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax was 3.24 %
<b>Section C</b>		
Subsidiary Companies and their participation in BR initiatives		We encourage our subsidiary companies to participate in our group-wide Business Responsibility (BR) initiatives on several topics. All subsidiaries are aligned to the activities under the aegis of Reliance Foundation. Our subsidiaries like Reliance Retail Limited and Reliance Trading Limited have taken part in initiatives across several areas during FY 2013-14. The areas are farm engagement activities, training & skill development of youth, community connect activities & promotion of education, etc.
Participation of other entities that the Company does business with, in the BR initiatives of the Company		We collaborate with all relevant stakeholders as part of our BR initiatives. This includes suppliers, distributors, local communities, government and other entities in the value chain. Considering the spread of our value chain, at present the number of entities who directly participate in the BR initiatives would be less than 30 %.
<b>Section D</b>		
Details of Directors responsible for BR	32	The Corporate Social Responsibility and Governance (CSR&G) Committee of the Board of Directors is responsible for the implementation of the BR policies. The following are the committee members: <ul style="list-style-type: none"> <li>• Shri Yogendra P. Trivedi, Independent Director, BR Head (DIN Number: 00001879) Phone : 022 - 2363 3600, Email: trivedi_yogendra@yahoo.co.in</li> <li>• Shri Nikhil R. Meswani, Executive Director (DIN Number: 00001620)</li> <li>• Dr. Dharam Vir Kapur, Independent Director (DIN Number: 00001982)</li> <li>• Dr. Raghunath A. Mashelkar, Independent Director (DIN Number: 00074119)</li> </ul>

<sup>28</sup>RIL's BRR in its Annual Report 2013-14 (Page 103) [http://ril.com/rportal1/DownloadLibUploads/1368015904301\\_AR08052014.pdf](http://ril.com/rportal1/DownloadLibUploads/1368015904301_AR08052014.pdf)

Business Responsibility Report Disclosure	Page reference	Direct reference / Explanation
Whether: There are policies for all 9 principles which are approved by the Board and signed by MD/owner/CEO/appropriate Board Director;		Yes The policy under principle 2 is embedded in the Environment policy, Business communication policy and CSR policy
Whether the nine policies are formulated in consultation with the relevant stakeholders		Yes
Conformance of the policies to any national /international standards		Our policies under principles 3,5 and 6 of NVG-SEE conform to national/international standards. The policies are based on the NVG-guidelines in addition to conformance to the spirit of international standards like ISO 9000,ISO 14000, OHSAS 18000, UNGC guidelines and ILO principles
Communication of policies to all relevant internal and external stakeholders		The BR policies have been communicated to our key internal stakeholders. The policies are communicated through this report and the link provided below. We will also explore other formal channels to communicate with other relevant stakeholders.  Link for BR Policy Manual: <a href="http://www.ril.com/html/aboutus/sustainability_report.html">http://www.ril.com/html/aboutus/sustainability_report.html</a>
Governance related to BR. Committee for implementation of BR policies and grievance redressal mechanism related to the policy/policies	32	
Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency		The BR policy manual has been evaluated internally. Policies pertaining to health, safety and environment have also been audited by external agencies, viz. DNV, LRQA and BVQi.
Existing sustainability report of the organisation		<a href="http://ril.com/downloads/pdf/ril_sr2012_13.pdf">http://ril.com/downloads/pdf/ril_sr2012_13.pdf</a>
<b>Section E</b>		
Principle 1	30 - 33	Our policy on bribery and anti-corruption covers all individuals working with it, and its subsidiaries at all levels and grades. This mechanism includes directors, senior executives, officers, employees (whether permanent, fixed-term or temporary) and third parties including consultants, contractors or any other person associated with us. The well-defined policy lists tenets on ethical business conduct, definitions and the framework for reporting concerns.
Principle 2	65, 66, 68-71	
Principle 3	80-82	
Principle 4	42-45	
Principle 5	42-45	
Principle 6	64-67	Our emissions / waste generated reports are regularly submitted to CPCB/SPCB and no non-conformances have been observed  There are no pending or unresolved show cause/ legal notices received from CPCB/SPCB as on end of the FY 2013-14
Principle 7	33	
Principle 8	82-93	
Principle 9	69, 106	

# ABBREVIATIONS

AAA	One of the highest credit ratings of financial instruments given by rating agencies, reflects highest financial strength to meet repayment obligations	CMD	Chairman & Managing Director
ACC	American Chemistry Council	S&P CNX	Standard & Poor's CRISIL NSE Indices
AFGM	American Fuel and Petrochemical Manufacturers	CO <sub>2</sub> e	Carbon Dioxide Equivalent
AGM	Annual General Meeting	CPR	Cardiopulmonary Resuscitation
AIDS	Acquired Immune Deficiency Syndrome	CRISIL	Credit Rating Information Services of India Limited
ANAB	American National Accreditation Board	CSR	Corporate Social Responsibility
AOGO	Association of Oil and Gas Operators in India	CY D5	Cauvery Polar Basin
API	American Petroleum Institute	DAF	Dhirubhai Ambani Foundation
ART	Anti-Retroviral Treatment	DMA	Disclosure on Management Approach
ASCI	Advertising Standards Council of India	DNV	Det Norske Veritas
ASCU	Arsenic Copper Mixture	DSIR	Department of Scientific & Industrial Research
ASFI	Association of Synthetic Fibre Industry	E&P	Exploration & Production
ASSOCHAM	Associated Chambers of Commerce and Industry of India	EBITDA	Earnings Before Interest, Tax, Depreciation & Amortization
ASTD	American Society for Training & Development	EC	Economic Indicators
Baa2	Moody's long term obligation ratings are opinions of the relative credit risk of fixed income obligations with an original rating of one year or more.	EMP	Environment Management Process
BBB+	Standard & Poor's is a division of McGraw Hill that publishes financial research & analysis stocks & bonds. It is one of the top three in this business, along with Moody's and Fitch Ratings. BBB denotes medium class companies, which are satisfactory at the moment.	EN	Environmental Indicators
BCF	Billion Cubic Feet	EU-REACH	European Union – Registration, Evaluation, Authorisation and Restriction of Chemicals
BCG	Boston Consulting Group	FC&A	Finance, Control and Accounting Academy
BIJ	Bharat India Jodo	FCC	Fluidized Catalytic Cracking
BMCI	Bureau of Mining Correlation Index	FY	Financial Year
BMI	Basal Metabolic Index	G3.1 Guidelines	The new set of Sustainability Reporting Guidelines, launched by GRI in 2010
BP	British Petroleum	GET	Graduate Engineering Trainee
BSC	British Safety Council	GHG	Green House Gases
BSE	Bombay Stock Exchange	GIDC	Gujarat Industrial Development Corporation
CARD	Capacity, Achievement, Relations and Domain	GJ	Giga Joules
CBSE	Central Board of Secondary Education	GRI	Global Reporting Initiative
CCPS	Centre for Chemical Process Safety	GT	Gas Turbine
CCR	Continuous Catalytic Regeneration	HIV	Human Immunodeficiency Virus
CDM	Clean Development Mechanism	HR	Human Resources Indictors
CERs	Certified Emission Reductions	HSSE	Health, Safety, Security and Environment
CGSI	Corporate Governance and Stakeholders' Interface	HSE-MS	HSE Management System
CHT	Centre for High Technology	HVAC	Heating, Ventilation and Air Conditioning
CII	Confederation of Indian Industries	ICC	Indian Chemical Council
CIPT	Central Intellectual Property Team	ICPE	Indian Centre for Plastics in the Environment
CO <sub>2</sub>	Carbon Dioxide	ICQCC	International Convention for Quality Control Circles
		ILO	International Labour Organisation
		INR	Indian National Rupee
		IP	Intellectual Property
		IPIECA	International Petroleum Industry Environment Conservation Association
		IQPC	International Quality & Productivity Center





ISO	International Organisation for Standardisation	PX	Paraxylene
IT	Information Technology	QCFI	Quality Circle Forum of India
IUCN	International Union for Conservation of Nature	R&D	Research and Development
KG-D6	Exploration Block in Krishna-Godavari Basin	R&T	Research and Technology
KPIs	Key Performance Indicators	RC	Responsible Care, an Initiative of the Chemical Industry
LA	Labour Indicators	RCP	Reliance Corporate Park
LAB	Linear Alkyl Benzene	REFERS	Reliance Employee and Family Emergency Response Services
LEAP	Leading Expert Access Program	RF	Reliance Foundation
LNG	Liquefied Natural Gas	RF IS	Reliance Foundation Information Services
MEG	Mono Ethylene Glycol	RGSS	Reliance Group Support Services
MENA	Middle East & North Africa	RIC	Reliance Innovation Council
MMBPD	Million Barrels Per Day	RIL	Reliance Industries Limited
MMCFPD	Millions of Cubic Feet Per Day	RIL-C	Reliance Innovation Leadership Center
MMSCMD	Million Metric Standard Cubic Metre Per Day	RJIL	Reliance Jio Infocomm Limited
MMT/MT	Million Metric Tons	RRDT	Reliance Rural Development Trust
MoPNG	Ministry of Petroleum and Natural Gas	RRL	Reliance Retail Limited
MSDS	Material Safety Data Sheet	RSCC	Reliance Sports and Cultural Centre
MT	Million Tonnes	RTG	Reliance Technology Group
MW	Mega Watts	S&P	Standard & Poor's
NAB	National Association for the Blind	SBT	Segregated Ballast Tank
NGOs	Non-Government Organisations	SCM	Supply Chain Management
NIO	National Institute of Oceanography	SEBI	Securities & Exchange Board of India
NMITLI	New Millennium Indian Technology Leadership Initiative	SEZ	Special Economic Zone
NOx	Oxides of Nitrogen	SMS	Short Message Service
NVG-SEE	National Voluntary Guidelines for Social, Environmental & Economic Responsibilities of business	SO	Social indicators
OGP	International Association of Oil and Gas Producers	SOx	Oxides of Sulphur
OHC	Occupational Health Centre	TPM	Total Particulate Matter
OHSAS	Organisational Health & Safety Assessment Series	STAR	Smart Transformation at Reliance
OISD	Oil Industry Safety Directorate	STERS	Surat Technical Education and Research Society
OS	Organisational Stakeholders	STG	Steam Turbine Generator
OSHA	Occupational Safety and Health Administration	TB	Tuberculosis
P&C	Procurement & Contracts	TBHRA	Task Based Health Risk Assessment
PBDIT	Profit Before Depreciation, Interest and Tax	TEAL	Aluminium Triethyl
PDVSA	Petroleos de Venezeula	TPD	Tonnes Per Day
PEM	Polymer Electrolyte Membrane	TQM	Total quality management
PET	Polyethylene Terephthalate	UNFCCC	United Nations Framework on Convention for Climate Change
PME	Periodic Medical Examination	UNGC	United Nations Global Compact
PR	Product Responsibility Indicators	US/USA	United States of America
PSF	Polyester Staple Fibre	WBCSD	World Business Council for Sustainable Development
PSM	Process Safety Management		
PTA	Purified Terephthalic Acid		

# ANNEXURE – I

## Energy Saving Initiatives

### Dahej Manufacturing Division

- Conversion of second generation electrolyzers to energy efficient electrolyzers in Chlor Alkali Plant
- Centrate Water Heat Recovery Scheme in Poly Vinyl Chloride Plant
- Application of energy efficient insulation wrap on VHP steam line from Captive Power Plant to Ethane Propane Recovery Unit leading to steam savings
- Evaporator Bypass in High Density Poly Ethylene II Plant leading to steam savings
- Stoppage of Ammonia Compressor via optimisation leading to power savings
- Usage of Hexane stream from distillation column bottom products to preheater in Hexane recovery section
- Steam saving by tube leak attending in surface condenser plant in Ethane Propane Recovery Unit

### Hazira Manufacturing Division

- Power Import through Grid-Synchronisation based on Power Import cost in CPP&U Plant

### Hoshiarpur Manufacturing Division

- Installing new Diesel Rotary UPS in Diesel Generation Plant
- Fuel change over from liquid fuel to pet coke by installing new pet coke based Thermic Fluid Heater

### Jamnagar Manufacturing Division (DTA)

- Use of chiller-2 as first stage chilling for propane instead of chiller-3 in Marine Tank farm to improve efficiency
- Medium Pressure steam generation by pre-heating Boiler feed water in isomar train 1(271 unit) heater stack improving efficiency from 86 % to 92 %
- Internal Ceramic coating for heater in Parex train to reduce Radiation loss
- High pressure steam reduction in reboiler of stripper through process modification

### Jamnagar Manufacturing Division (SEZ)

- Operating 2 Aux boiler instead of 3 to maximise efficient steam generation from Waste heat recovery boiler
- Crude Column Overhead vapor heat recovery in Crude Distillation unit to reduce steam consumption
- Medium Pressure Steam generation from Light Coker Naptha Oil Product circuit in Vacuum hydrotreater units
- Internal ceramic coating in Crude Distillation unit furnaces to reduce radiation losses
- Velocity steam reduction in Coker heater
- Use of Low Pressure Steam in Deisohexaniser Reboiler in place of Medium Pressure steam
- Medium Pressure steam recovery from flashing hot condensate in Tail Gas Treating Unit
- Medium Pressure steam reduction in column reboiler of Coker unit

### Nagothane Manufacturing Division

- Uprate of Gas Turbine Generating resulting to improved heat rate and higher efficiency.
- Installing smaller air compressor for avoiding 4000 Nm<sup>3</sup>/hr air venting from existing bigger compressor.
- Steam turbine overhauling.
- Antisurge control system for gas cracker and compressor

### Patalganga Manufacturing Division

- Uprate of Gas Turbine Generating resulting to improved heat rate and higher efficiency
- Installing smaller air compressor for avoiding 4000 Nm<sup>3</sup>/hr air venting from existing bigger compressor
- Steam turbine overhauling
- Antisurge control system for gas cracker and compressor

### Vadodara Manufacturing Division

- Improvement of Ethylene Di Chloride furnace performance by adding two coils.
- Replacement of Waste Heat Boiler De mineralised water bank.

# ANNEXURE – II

## Key Areas of Research and Development

- Coking research facilities to carry out research projects for upgrading refinery residue streams into value-added products.
- Development of a new coking additive to increase liquid product yields.
- A new process for total acid number (TAN) reduction in crude and kerosene products.
- Addition of facilities like desalter pilot plant and extractive distillation pilot unit to boost crude processing research capability.
- New analytical techniques for rapid crude characterisation and molecule-based modeling and optimisation of intra-refinery streams and processes.
- Carbon dioxide (CO<sub>2</sub>) capture from refinery flue gases and its utilisation to make value added chemicals.
- Development of catalyst and processes for gasification of petroleum coke/biomass at low temperature.
- In fluid catalytic cracking (FCC), a new process technology for generating very high olefin yields from lower-value feedstock.
- High stability catalyst additive for maximizing petrochemicals co-production in FCC.
- Extraction of relatively hydrogen-rich stream from a low-quality refinery stream.
- The use of feed properties and operating conditions to optimise petroleum coke quality.
- Separation of olefins from coker gas oil for linear alkyl benzene (LAB) production.
- Determination of crude corrosion potential and requisite mitigation.
- Removal of heat stable salts and sodium from refinery streams.
- Hydroisomerisation catalyst for diesel production and low pressure, ultra-low sulphur diesel hydrotreating catalyst.
- Technology development to process low-cost, heavy crudes.
- Computational fluid dynamics studies for trouble shooting plant operations.
- In house research and external technology for converting abundantly available cellulosic biomass in India to fuels and chemicals.
- Development of high yielding, waste land based non-edible crops for large scale cultivation for production of biofuels/chemicals.
- Hydroprocessing kinetic model development including deactivation kinetics, and mechanistic model with catalyst parameters.
- Impact Copolymer (ICP) grades of gas phase Polypropylene (PP) through in house catalyst technology.
- Biaxially Oriented Polypropylene (BOPP) grades of gas phase PP through in-house catalyst donor technology.
- Homo grades of gas phase PP through in- house monoester catalyst technology.
- High melt flow ICP grades of gas phase PP through advanced catalyst system.
- Discovery of novel class of superacid catalyst.
- Development of non-HF process for LAB production.
- Synthesis and characterisation of noble metal nano-particles and their deposition on commercial catalysts.
- Lab-scale development of superabsorbent polymers.
- Lab-scale development of microbial for effluent treatment in purified terephthalic acid (PTA) plant.
- New product development from ultrahigh molecular weight polyethylene.
- Value addition of sulphur from refineries.
- Identification of novel materials for catalytic applications.
- Catalyst development for removal of unsaturates from hydrocarbon streams.
- Novel catalyst system for 1,3-butadiene.
- Naphtha reforming catalyst development.
- Identification of environment friendly process for PTA manufacture.
- Development of catalyst and process for styrene.
- Development of process for chlorinated polyvinylchloride.
- Development of barrier polyethylene terephthalate (PET) resin for packaging oxygen sensitive foods and beverages.
- Cobalt free PET resin commercialised on continuous PET plants.
- PET resin with high Tg and high impact strength.
- Catalyst for polyester productivity enhancement and colour improvement.
- Development of UV blocking PET resin for packaging applications.
- Development of PET resin for thin walled injection moulding applications.
- Development of extrusion blow mouldable grade of PET having high melt strength.
- Development of UV resistant fiber.
- Asbestos fibre replacement with polyester fibres.
- Development of fiber for filtration application.
- Development of fiber for paper application
- Indigenous development of catalyst for heavy metal catalyst replacement.
- Development of bi-shrinkage yarns for improved fabric feel
- Polyester recycling initiatives for diverse end uses & Polyester waste recycling to improve carbon foot print.

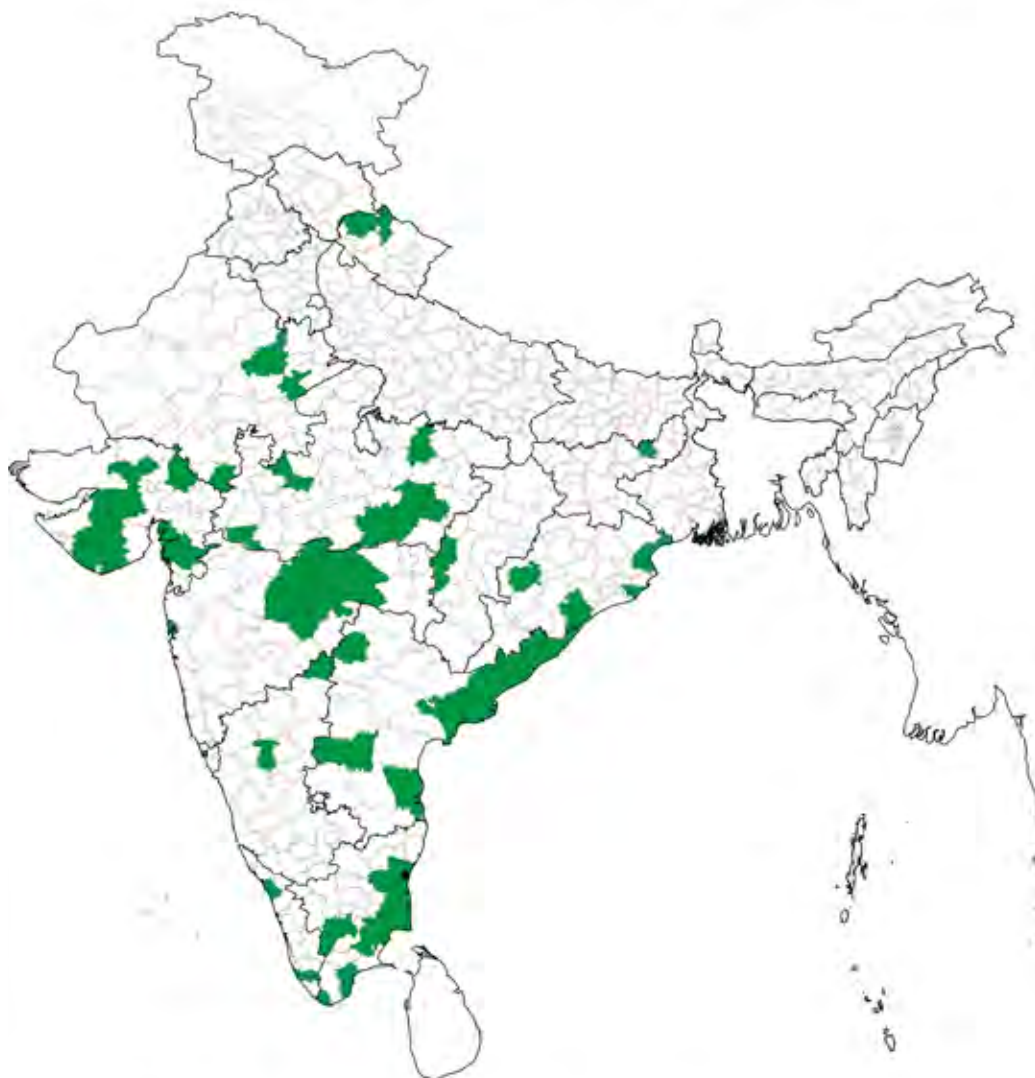


Growth is Energy  
Growth is Value  
Growth is Happiness  
Growth is Life...



Rural Transformation | Education | Health | Urban Renewal | Arts, Culture & Heritage

## Project Locations of Reliance Foundation



*\*Dhirubhai Ambani Scholarship Programme of Reliance Foundation has a pan India presence*

### Feedback

- The current Sustainability Report, previous editions of our report and additional information can be found at [www.ril.com](http://www.ril.com).
- We value your suggestions and invite your feedback on this report.
- Please e-mail your suggestions / views / opinions at [sustainability.report@ril.com](mailto:sustainability.report@ril.com)



<http://www.ril.com>

Registered Office: 3rd Floor, Maker Chambers IV, 222, Nariman Point, Mumbai 400 021, India.

Tel.: +91-22-2278 5000 Fax: +91-22-2278 5111