

RIL's Sustainability
Report 2015-16

Crude Oil



Refinery



Polymer



Chemical



Petroleum



Textile




Jio



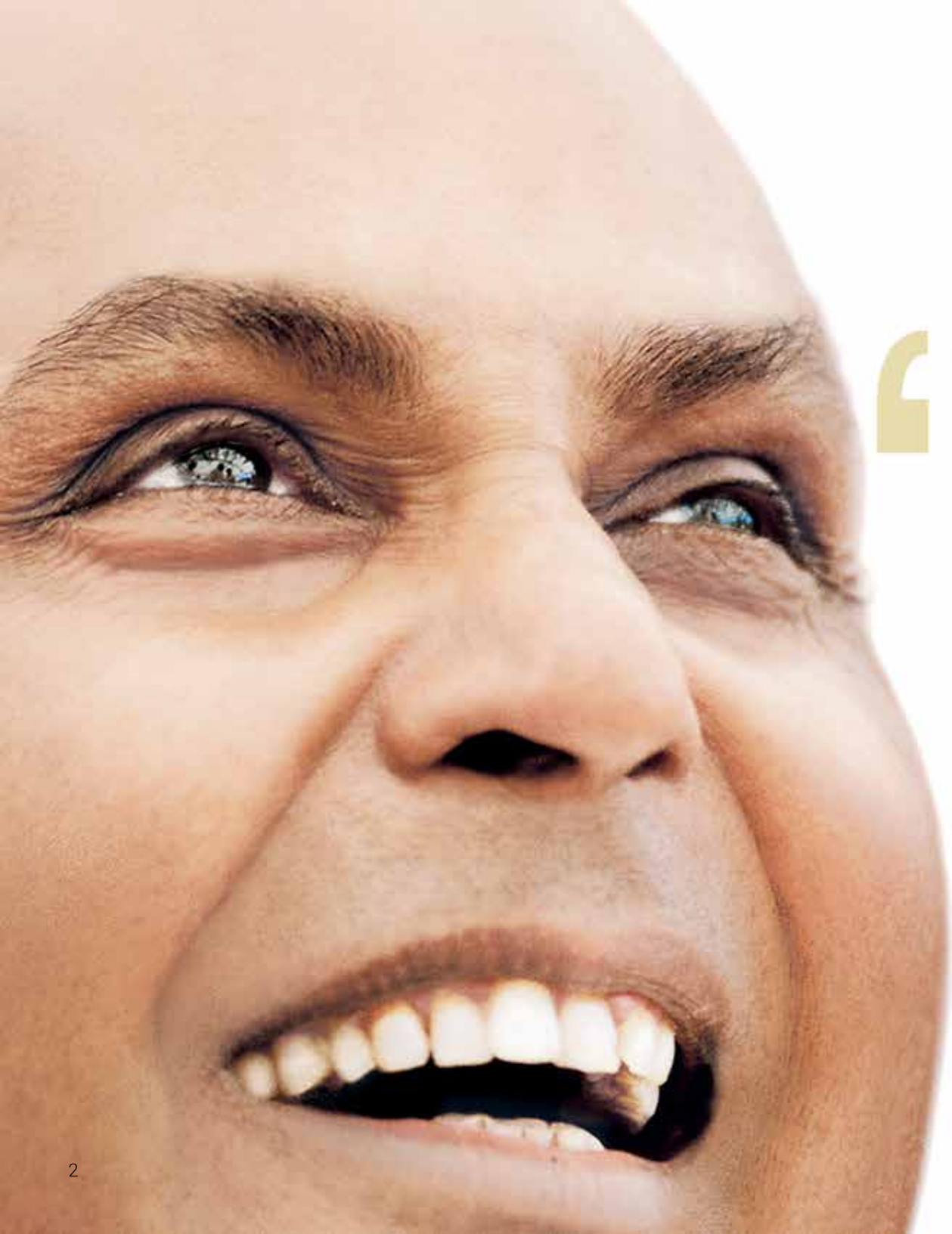
Retail



Polyester



Enhancing the quality of life.
Starting up to a digital life.



“Our dreams have to be bigger.
Our ambitions higher.
Our commitment deeper.
And our efforts greater.
**This is my dream
for Reliance and for India.**”



PADMA VIBHUSHAN

SHRI DHIRUBHAI H. AMBANI

FOUNDER CHAIRMAN

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VISION, MISSION & VALUES





Vision

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

Mission

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

Values

Our growth and success are based on the six core values of Customer Value, Ownership Mindset, Respect, Integrity, One Team and Excellence.



From the CMD's Desk

Our commitment to sustainable development goes beyond our operating boundaries, as we continuously aim to add value to our stakeholders by advancing knowledge and improving lives.

Dear Stakeholders,

We are living in an age of disruptive innovation. Digital technology is driving the way businesses perform. In most of the cases, this has led to enhanced efficiencies and sustainable operations. The onset of the digital age has paved the way for taking progress to the doorsteps of the most marginalised sections of the society, even in the remotest parts of the country.

Our continued efforts to align ourselves to the nation's growth path have led us to invest heavily in the digital space. We invested over ₹ 1,12,000 crore (\$17 billion) in FY 2015-16, the highest-ever by any corporate in Indian history in creating growth engines for the future. A large portion of this investment has gone into building a brand new business of digital broadband telecom services under the name Jio. It is one of the largest transformational green-field digital initiatives anywhere in the world. Apart from being present in all 29 states of the country, Jio's wireless footprint extends even further and covers over one lakh villages.

It is through this drive of digital transformation that we have been able to make our businesses more efficient, greener

and more beneficial for the society at large. Our ambition of propelling India into global leadership the digital economy is being supported by the strong pillars of our strategic framework, which draw their strength from our unwavering belief in the concept of sustainable development. Our endeavour of enhancing the nation's quality of life through sustainable measures is being met through deployment of technology-enabled platforms which are enabling us to bridge the rural-urban divide. We believe that it is this technology-enablement that will make our company more sustainable in the long run.

We have also realigned our focus areas with a global outlook and gone beyond the statute to adopt principles which are relevant and current with international developments. Last year, the United Nations redefined its approach and evolved from existing 'Millennium Development Goals' to 'Sustainable Development Goals' (SDG). We were prompt to reassess our sustainability strategy and quickly evolved from a '4-P' growth approach to a '5-P' growth approach. Our business approach now

aims to maximise value creation across the five dimensions of Planet, People, Products & Processes, Prosperity and Peace & Partnerships. This approach has been inculcated into every aspect of the way we conduct our business.

Planet

It is our conscious endeavor to ensure that our operations are ecologically efficient. We have designed our plants and facilities in a way that reduces their environmental load to the maximum extent possible. Wherever possible, we have taken steps to maximise our positive environmental impacts and look to continuously enhance operational efficiencies, thereby reducing our environmental footprint.

During the year, we have reduced emissions of oxides of Sulphur from our manufacturing operations by more than 12% compared to the previous year. We have also enhanced material recycling by nearly 14% and water recycling by nearly 5%.

Being in the energy value-chain, we take cognizance of the dwindling reserves of the non-renewable fossil fuels. Through our concerted efforts we aim to reduce the stress on these reserves and also, in the process, combat the related issue of climate change. It is our aim to reduce the carbon intensity of our energy mix on an ongoing basis. This is reflected in our long-term aspirations and targets.

During FY 2015-16, we managed to reduce the emission of greenhouse gases by nearly 2.4% per tonne of product.

People

Human capital is one of the most important resources for any company, society or nation. Our belief in building sustainable societies emanates from our people policies which aim at creating sustainable value for both our internal as well as external stakeholders.

We have put in significant efforts to enhance the learning and development opportunities for our workforce. We look at learning from a holistic development perspective. The learning environment in our organisation has been

continuously evolving and has now taken the form of an organisation in its own right. The 'R-university' which is a unified employee learning entity has been set up to take the quality of our learning and development programs to the next level. The objective is to enable talent development through technology deployment.

We also commit ourselves to provide our workforce a safe and healthy working environment. We believe that the safety of our people supersedes all production targets. We ensure the safety of our employees, contractors, suppliers and vendors, as well as communities in which we operate. A fully equipped and well-qualified HSE organisation is in place at all our locations providing necessary governance, documentation and HSE assurance. 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).

We have also used our technological prowess to benefit the society at large. Our CSR initiatives are a testimony to our commitment to enhance rural India's quality of life. Through our Bharat India Jodo (BIJ) initiative, we have been tirelessly working to uplift the marginalised farmers and also fight the scourge of hunger and malnutrition. Through our Information Services initiative, we have used the benefits of information technology to save lives while at the same time benefiting the fisher-folk and the farmers by providing crucial information regarding weather and high-potential fishing zones. During the year, we disseminated more than 40,000 weather advisories to farmers and fisher-folk.

Products and Processes

We have, over the years, moved on from being a smart buyer of technology to a fast customiser of technology. We have focused our energies to develop innovative products, processes and catalysts to increase and sustain the profitability and growth of Reliance in a compliant, safe and reliable manner.

Eco-sustainability is at the heart of our new product development and a number of our products and processes

inculcate the principles of eco-sustainability in the design phase itself. We have also pioneered the use of light emitting diodes (LEDs) for CPVC manufacture.

Prosperity (Profit)

FY 2015-16 saw oil prices continuing their decline, as the oversupply situation continued in global oil markets. Organisation of the Petroleum Exporting Countries (OPEC) decided not to cut production even in the face of persistent US production, as operational break-evens declined further.

Global oil demand of 1.8 million barrels per day (mb/d) in Calendar Year (CY) 2015 was at a 5-year high as low prices and demand for light distillates continue to fuel demand growth.

The benefits of low commodity and crude oil prices for our downstream business outweighed the impact of these factors on the upstream segment during FY 2015-16. The refining business delivered a standout performance with record profits underpinned by a multi-year high Gross Refining Margin (GRM) and a record crude throughput. The petrochemical business also delivered a steady performance aided by strong polymer markets and better volumes. The retail business continued on its high growth trajectory – scaling annual sales of ₹ 216.12 billion, up 22.5% y-o-y.

We recorded more than 18% increase in our PBDIT which stood at ₹ 477.21 billion and our PAT increased by 20.7% to ₹ 274.17 billion. This was despite a decrease of 26.2% in our turnover which was recorded at ₹ 2,512.41 billion. We declared a dividend of 105% with the total payout of ₹ 30.95 billion alongwith the successful monetisation of investments in Eagle Ford Midstream JV.

Peace and Partnerships

We have an inclusive approach to growth and believe that the progress should reach all corners of the society. We aim to achieve this by including our stakeholders in our growth story. We engage with our stakeholders on an ongoing basis to gauge their expectations and concerns. We have

gone one step further by using their inputs to identify our focus areas and business priorities. We, along with nine other companies, will collaborate in a number of areas to reduce the GHG intensity of our energy mix.

The voice of our internal stakeholders is registered through various avenues which have been designed especially to reach out to our entire workforce. Our Human Resources (HR) policies provide them with all required opportunities to voice their concerns and expectations.

We have focused our energies to collaborate with our external stakeholder groups and instil in them a culture of entrepreneurship and innovation. This initiative aims to help high-growth startups scale up fast through mentoring, funding and other resources.

As we continue to grow and evolve, we also stay attached to our core values which guide us to continue being a responsible corporate and a catalyst for India's growth story. All our efforts are aimed to help improve livelihoods, create large-scale employment opportunities, reinforce India as a manufacturing power, unleash entrepreneurial energy and create significant value for Indian society.

We will continue to work tirelessly to create and sustain a world-class enterprise.

Yours sincerely,

Mukesh D. Ambani

Chairman & Managing Director
September 12, 2016

Approach Towards Sustainable Growth

The 5P's

We have expanded our classic 4P growth approach to include Peace and Partnerships, in line with United Nation's 2030 Agenda for sustainable development. Our business approach is aligned to the 5P's of Sustainable Development which form the foundation of the United Nations Sustainable Development Goals (SDGs). The SDGs are a set of guiding principles which are meant for individuals, companies, economies and countries to promote the global goal of sustainable development.



Prosperity (Profit)

Material Topics

- Economic Performance

Performance

- ₹ 43,117 crore contribution to national exchequer
- 20.7% ↑ in PAT to ₹ 27,417 crore
- ₹ 652 crore CSR expenditure

Outcome

- Better standard of living
- Strengthening infrastructure
- Sustainable models of development



Products & Processes

Material Topics

- Asset Utilisation and Reliable operations
- Security and Asset Protection
- Raw Material Security
- Supply Chain Management

Performance

- ₹ 1,259 crore R&D expenditure
- 36 patents granted during the year

Outcome

- Innovation culture
- Product stewardship



Planet

Material Topics

- Energy efficiency of operations
Carbon Abatement and offsetting
- Managing Environmental Impacts

Performance

- **+5.4 lakh** saplings have been planted
- **1.1 lakh** metric tonnes of soil has been conserved
- **14% ↑** in materials recycled
- **2.4% ↓** in total GHG emissions per tonne of product
- **12.4% ↓** of air emissions (SOx)
- **4.7% ↑** in water recycling
- **+2,500 acres of greenbelt** at Jamnagar

Outcome

- Mitigating global warming
- Promoting use of eco-friendly fuels



People

Material Topics

- Ethics, Integrity and Compliance
- Talent Attraction and Retention
- Health and Safety

Performance

- **+15 lakh** training hours
- **12% ↑** in the number of women employees over last five years

Outcome

- Healthier and safer working environment
- Enhanced employee engagement
- Bringing inclusiveness in education



Peace & Partnerships

Material Topics

- Community Development
- Customer Satisfaction

Performance

- **+24,000** people benefited under skill-building training
- Reliance Industries along with nine other companies has committed to collaborate in a **number of areas to reduce their GHG footprint**
- Reliance joined hands with **Bill and Melinda Gates Foundation, MSD in India, Tata Trust** and the **United States Agency for International Development**, to develop Project ASMAN for improving maternal and child health outcomes

Outcome

- Global citizenship
- Building sustainable livelihoods

Organisational Profile



We are an Indian conglomerate with businesses spread across energy, petrochemicals, textiles, retail, digital services and media entertainment.

Our upstream activities consist of **exploration, appraisal, development** and **production** of oil and gas.

Our downstream business focuses mainly on **refining and marketing, petrochemicals, polymers, polyester** and **fibre intermediates** and **textiles** businesses.

Presence in **8 international** and more than **50 domestic locations**

Reliance Industries Ltd. is the flagship company of Reliance Group, the largest private sector company in India with an annual revenue of \$ 44.7 billion. We are the first private sector company from India to feature in Fortune's Global 500 list of '**World's Largest Corporations**'. We are ranked 215th in terms of revenue and 126th in terms of profit in Fortune Global 500 list of '**World's Largest Corporations**'.

Our businesses range across exploration and production of oil and gas, petroleum refining and marketing, petrochemicals (polyester, fibre intermediates, plastics and chemicals), textiles, retail, digital services and media entertainment. We have business activities in more than 50 domestic locations, with manufacturing facilities at Allahabad, Barabanki, Dahej, Hazira, Hoshiarpur, Jamnagar, Nagothane, Nagpur, Naroda, Patalganga, Silvassa and Vadodara. Our exploration and production facilities are located at KG-D6 – Gadimoga, Panna Mukta Tapti and CBM Blocks at Sohagpur (East and West). Along with strong domestic presence, we expanded internationally to regions like North America, Australia, Europe, East Africa, Middle East and Asia. Our business activities are also carried out in eight international locations, the major ones being Turkey, Malaysia, China,



UK, USA and Netherlands. We exported to 110 countries across the world in FY 2015-16. There are no significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain.

Our upstream activities consist of exploration, appraisal, development and production of oil and gas. The major upstream activities are carried out in 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). In our upstream business we work closely with various partners.

The downstream business focuses mainly on refining and marketing, petrochemicals, polymers, polyester and fibre intermediates and textiles businesses. We have a large variety of products in our downstream business having a number of applications. During FY 2015-16, we further consolidated our leadership position in India in the production of synthetic rubber. We lead the domestic market for Poly Propylene (PP) with a market share of around 51%. 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. Last year, we commissioned a fully automated plant at Silvassa, thereby strengthening our position in the global polyester market. Our Jamnagar refinery complex has the capability of processing the most challenging crudes.

As of 31st March 2016, the number of our subsidiary companies stands at 95. The two major subsidiaries are elaborated below:

Reliance Retail is one of the largest revenue retailers in India with more than 3,000 stores across the country. The retail outlets offer value-based and specialty-based

products. The relentless focus of continuous improvement and strong controls has led to maintenance of margins while undertaking extensive expansion of retail stores. Store opening continued during this period and Reliance Retail added 624 stores and attained the distinction of operating 3,245 stores during FY 2015-16 with presence in over 500 cities and towns with 12.8 million square feet of space giving it ubiquitous presence across the country. It is currently operating 3,383 stores.

Jio is the first telecom operator to hold pan India Unified License. It holds 846.1 MHz of liberalised spectrum across the 800MHz, 1800MHz and 2300MHz bands. Jio has entered into agreements with Reliance Communications Group

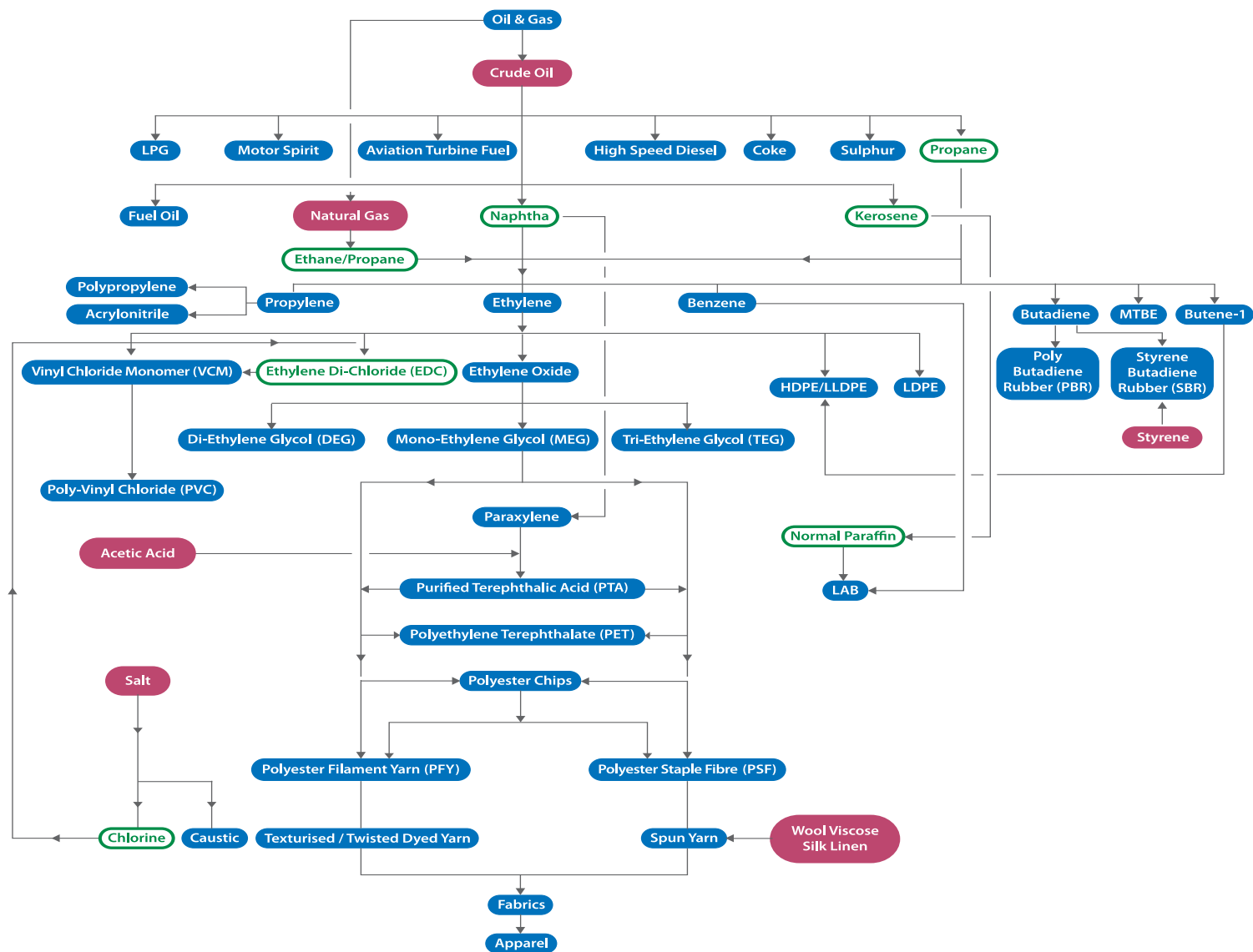
(RCOM) for change in spectrum allotment in the 800MHz band from RCOM to Jio across 13 circles and sharing of spectrum in the 800MHz band across 21 circles (4 Circles are still awaiting regulatory approval). In addition to 2300MHz band, now Jio also has pan India spectrum in the 800MHz band. Jio is the only operator using sub-GHz spectrum band for LTE services in the country today.

Jio has set-up a next generation network which is amongst the best in the world. The network has advanced features such as Software Defined Networking (SDN) and Network Functions Virtualisation (NFV). It is ready for future evolution of technology including transition to 5G with minimal additional capital expenditure in the network.

Jamnagar manufacturing division



Product Flow



● Purchased raw materials

○ Partly purchased raw materials

● Existing Products



ALKYLATE

Usage:
Octane Booster
Blended in Gasoline

GASOLINE (USEC) US CONVENTIONAL

Usage:
Gasoline for vehicles
(US, ME, EA, SEA)

GASOLINE (EURO-IV) -95 RON OXY FREE

Usage:
Gasoline for vehicles

GASOLINE (E-I)-90 RON OXY FREE

Usage:
Gasoline for vehicles

GASOLINE (KROB)- REFORMULATED REGULAR GASOLINE BLEND STOCK

Usage:
Blendstock for US Market
Blends in Gasoline
and other products

PER (PETROCHEMICAL NAPHTHA)

Usage:
Blendstock in Gasoline

JAN (HYDRAULIC FLUID)

Usage:
Hydraulic Fluid
and other products

MT (HYDRAULIC FLUID TYPIC)

Usage:
Hydraulic Fluid
and other products

MT (HYDRAULIC FLUID TYPIC)

Usage:
Hydraulic Fluid
and other products

Report Scope and Boundary



Employee working at Jamnagar Refinery

**Our sustainability report is an integral part
of our corporate reporting and disclosure,
published annually.**

Reporting Period	Financial Year 2015-16
Reporting Cycle	Annual
Date of the most previous report	December 2015
Report Scope and boundry	The data relate to all domestic operations of our Oil and Gas, Petrochemical and Refinery businesses including our office location at Reliance Corporate Park in Navi Mumbai.
Report Criteria	The report has been developed according to the GRI G4 guidelines (including the Oil and Gas Sector Disclosures) 'In accordance - Comprehensive' option.
Report Content	The content of this report is based on our performance and the principles of materiality, stakeholder inclusiveness, sustainability context and completeness as defined by the Global Reporting Initiative G4 requirements.
Assurance	The report is externally assured by an independent external assurance provider, KPMG India and their assurance statement is available in 'Independent Assurance Statement' section of this report.
Contact	Please email your suggestions/views/opinions at sustainability.report@ril.com

'In accordance - Comprehensive' option as per Global Reporting Initiative (GRI) G4 Guidelines

Report content based on principles of **materiality**, **stakeholder inclusiveness**, **sustainability context** and **completeness**



Jamanagar Refinery Panorama View

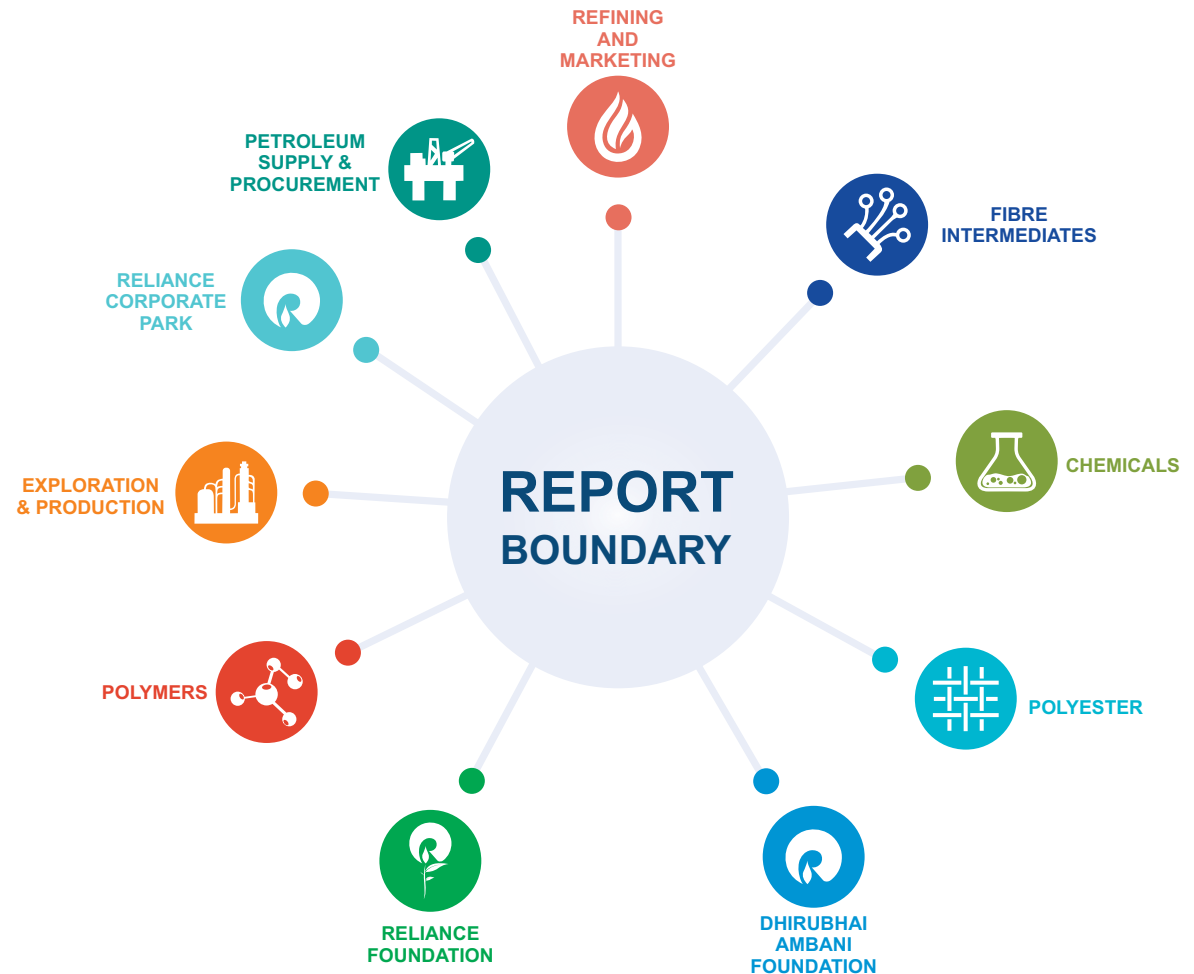
Alignment with Sustainability Reporting Principles

We use the reporting principles set out in GRI G4 Guidelines. In preparation of this report, we referred to the following frameworks and guidelines:

- GRI G4 Guidelines including the Oil & Gas Sector Disclosures (Page 150)
- National Voluntary Guidelines on Social, Environmental and Economic responsibilities of business (NVG-SEE) (Page 170)
- United Nations Global Compact Principles on Environment, Human Rights, Labour Practices and Anti-Corruption (Page 166)
- Industry standards, promoted by the American Petroleum Institute / International Petroleum Industry Environmental Conservation Association (IPIECA) (Page 168)
- Focus areas of World Business Council for Sustainable Development (WBCSD) (Page 169)
- Sustainable Development Goals (SDG) (Page 161)
- Sustainability challenges facing our business identified through our risk management processes (Page 40)

United Nations Global Compact (UNGC) principles on Human Rights, Labour Practices, Environment and Anti-Corruption

We continue to report 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 nine companies from India, who are members of the WBCSD, which are reflecting on our commitment towards playing an active role in transforming business and shaping society. The report refers to WBCSD's four focus areas viz. Energy & Climate, Development, Business Role and Ecosystems. Our vision of transformation and growth mirrors WBCSD's position: **'Business is good for development and development is good for business'**.

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

We continue to align the report to the 9 core principles¹ detailed in the NVG-SEE released by the Ministry of Corporate Affairs, Government of India. We have also formally published our fourth Business Responsibility Report, as per SEBI's mandate (As per clause (f) of sub regulation (2) of regulation 34 of Listing Regulations), as part of our Annual Report.

Sustainable Development Goals

We have aligned the report to the 17 Sustainable Development Goals (SDG) released at the United Nation Sustainable Development Summit in 2015 which embrace a universal approach to the sustainable development agenda. The Sustainable Development Goals set out by the United Nations have been interwoven within the 5P growth model.

Report interwoven with the 5P Growth Model of SDGs

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 our 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. We cannot guarantee that these assumptions and expectations are accurate or will be realised. Our actual results, performance or achievements could thus differ materially from those projected in any such forward-looking statements. We assume no responsibility to publicly amend, modify or revise any forward-looking statements, on the basis of any subsequent developments, information or events.

¹ http://www.mca.gov.in/Ministry/latestnews/National_Voluntary_Guidelines_2011_12jul2011.pdf

² http://www.undp.org/content/dam/undp/library/corporate/brochure/SDGs_Booklet_Web_En.pdf



Our Value Chain



The integrated energy value chain at RIL comprises of the three businesses: Refining and Marketing, Petrochemicals, Oil and gas exploration and production.



REFINING & MARKETING

Key Businesses

Refining, GAPCO,
Petroleum Retail



Panoramic view of Jamnagar refinery

R&M: Refining & Marketing (R&M) business segment is responsible for buying of crude and feedstock. It generates value by processing the most advantaged crudes, optimizing the refinery asset and placing its products in the highest netback markets. It manages high quality refining assets with advantaged design capacity for processing 1.24 million barrels per day of crude. Reliance's refinery & marketing products portfolio includes LPG, Motor Spirit, Aviation Turbine Fuel, High Speed Diesel, Coke & Sulphur.

Logistics and Supply Chain

Our state-of-the-art refineries are supported by an advanced logistics infrastructure, including a marine facility, giving access to berthing of ships, ranging from small chemical carriers to Very Large Crude Carriers (VLCCs), thus allowing it to benefit from strong crude and product freight economics, along with enhanced cost competitiveness.



Operational excellence

We excel in managing and utilising our assets most efficiently to generate superior returns. While maintaining highest standards of safety, we ensure high on-stream factor with focus on improving energy efficiency and reducing operating and maintenance cost.



Market access

Our global outreach, including trading offices at key locations like Houston, London, Singapore and Mumbai, gives us a broad coverage for crude supplies and product sinks. Tankages at major trading hubs allow us to move our selling point closer to consumption hubs and improve responsiveness to market needs.



Strategic Advantages and Competitive Strength for Refining & Marketing

Refinery configuration

Our refinery at Jamnagar is among the largest and most complex refining assets globally, with a design capacity for processing 1.24 million barrels of crude per day (MMBPD) and a Nelson Complexity Index of 12.7. The refinery's superior configuration gives us the ability to process a wide variety of crude and meet differentiated and stringent product specifications. Additionally, we have significant flexibility to alter the product mix, thereby capturing opportunities arising due to the evolving market dynamics.



Crude selection and sourcing

Our asset flexibility and logistics infrastructure allow optimisation of crude portfolio to tap the changing market conditions. With inherent design flexibility, we optimise the crude diet, sourcing the most advantageous crude globally. During FY 2015-16, we entered into a long-term supply contract for Basrah Heavy crude improving overall cover for heavy crude on long-term basis.



Other initiatives

We undertake regular initiatives focusing on debottlenecking, capacity enhancement and yield improvement to enhance our competitive strength.





PETROCHEMICALS

Key Businesses

Polymers, Chemicals, Polyester and Fibre Intermediates, Elastomers



Petrochemicals Manufacturing Site

Petrochemicals: Reliance is one of the most integrated petrochemicals producers globally, with operations ranging from the production of feedstock and intermediates to end products in both the polyester and polymer chain. Reliance has a balanced portfolio of naphtha and gas based crackers, along with matching downstream capacities. Reliance's petrochemical products portfolio includes polymers (PE, PP, PVC), fibre intermediates (PX, PTA, MEG), polyester products (PFY, PSF, PET), elastomers and solvents.

Global Scale

World's leading producer of petrochemicals with global scale capacities across polymers, polyester, fibre intermediates, elastomers and aromatics.



Integration

Integration between refining and downstream petrochemical products is among our key competitive advantages. The deep integration within each chain helps us mitigate the impact of price volatility in the global energy and chemical industry. We also have a diversified feedstock slate, with both naphtha and gas based crackers, which help mitigate risk involved with feedstock sourcing and margin volatility.



Leadership

A relentless focus on safety and continuous improvement helps us in achieving industry-leading profitability across business cycles.

The focus on technology leadership, cost efficiencies and responsible operational practices, while maintaining high operating discipline is key in maintaining domestic market leadership in our major product lines, and is a source of sustainable competitive advantage.



Strategic Advantages and Competitive Strength for Petrochemicals



OIL AND GAS EXPLORATION AND PRODUCTION

Key Businesses

Crude Oil and Natural Gas



On-shore terminal facilities at KG-D6

Oil & Gas, Exploration & Production: Reliance is one of the largest exploration and production players in India. RIL's upstream portfolio consists of onshore and offshore blocks in India as well as acreages in US Shale play. Reliance's E&P business has following business sectors:

1. Conventional – Comprising of NELP & Pre-NELP JV blocks in India & Abroad
2. CBM blocks in Sohagpur, Madhya Pradesh
3. Shale Gas in USA
4. Pipeline operations

Strong offshore capabilities in India

KG D6 fields commissioned in 2008 were the first green-field deep water oil & gas production facility developed in India. These fields have now completed over eight years of uninterrupted production. We have drilled over hundred exploratory wells in India's offshore basins.

Strategic partnership with BP in the domestic upstream business

We and BP formed a transformational partnership in the oil and gas business in 2011. The partnership aims to combine BP's deep-water exploration and development capabilities with our exceptional project management and operations expertise.

Materiality in the unconventional business

With the development of the Sohagpur Blocks in Madhya Pradesh, we are all set to become the biggest producer of Coal Bed Methane in India. Through our three non-operated JVs, we have significant presence in the US Shale gas business.



Strategic Advantages and Competitive Strength for Oil and Gas Exploration and Production

Leverage existing infrastructure, knowledge and experience

We have over 20 years of experience in the exploration and production business. Over the years, we have built a large knowledge base of different oil and gas basins across the globe. There has been significant infrastructure built up which will be leveraged upon for future development projects.

Balanced portfolio with growth potential

We have significant presence in both Conventional and Unconventional plays. The portfolio comprises of Blocks in various stages of the Asset Life Cycle across the globe. Value generation will be done through development projects in deep water for exploitation of discovered resources.

Dhirubhai-1 FPSO
Floating, Production, Storage
and Offloading facility



Strategy and Framework



Employee working at Hazira manufacturing division

Our sustainable development strategy draws on our proven technology and risk management framework and evolves from our materiality analysis.



Our strategy focuses on creating sustained value for our stakeholders whilst ensuring responsible business practices. We aim to become the global leader in the business segments we operate in. Our strategic objective is to build a sustainable organisation that remains relevant to our customers and also create a profitable growth for our shareholders. In all our operations, we adopt global best practices through safe operations, by adopting leading digital technology, capital productivity, operating efficiency, and ethics.

Through our existing experience and asset base and investments in upcoming prospects, we are strategising to leverage our current business with our future endeavours. The eminent effects of economic development in India prove to be beneficial in building competencies rolled out on a global scale.

We seek internal and external perspectives from all our stakeholders to identify and help us understand the risks and

opportunities associated with new and emerging issues. Overall objective of our strategy is to reinforce the necessity to contribute to emerging market demands. Through our existing potential and innovations, we aim to enhance the customer satisfaction and ensure inclusive growth and development in India. For achieving our sustainability objectives, we are streamlining our efforts into actionable measures for all our endeavours. In an effort to effectively address value creation of our Shareholders, Employees, Customers and Society, we have linked our material topics to our strategic levers in order to identify specific areas of improvement and address each of them effectively. Our sustainability strategy is interwoven into our overall business strategy and our commitment to this journey drives our sustainability agenda. Our Reliance Group strategy is represented in the adjacent figure:

Our sustainability strategy is interwoven into our overall business strategy.

Objective: Business Growth, Value Creation for Shareholder, Employees, Society and Customers

Ensuring Sustained Stakeholder Value					
Shareholder Value		Employee value	Customer value	Societal value	Our Group Strategy is founded on five enablers
Strategic levers	<ul style="list-style-type: none"> Portfolio management Shareholder Returns Long-term growth potential <i>(Pg. 34)</i>	<ul style="list-style-type: none"> Learning organisation Career progression Employee value proposition <i>(Pg. 34)</i>	<ul style="list-style-type: none"> Customer innovation Consumer experience Brand promise <i>(Pg. 35)</i>	<ul style="list-style-type: none"> Job creation Social innovation Ecology & Environment <i>(Pg. 35)</i>	Safe Operations: We believe that by ensuring safe and secure operation, we secure our right to operate across India and the world
	<ul style="list-style-type: none"> Economic performance <i>(Pg. 68)</i> Raw material security <i>(Pg. 74)</i> Asset utilisation and Reliable Operations <i>(Pg. 78)</i> Security and asset protection <i>(Pg. 84)</i> 	<ul style="list-style-type: none"> Talent attraction and retention <i>(Pg. 110)</i> Health and safety <i>(Pg. 118)</i> 	Customer Satisfaction <i>(Pg. 128)</i>	<ul style="list-style-type: none"> Energy efficiency of operations Carbon abatement and offsetting <i>(Pg. 96)</i> Managing environmental impacts <i>(Pg. 102)</i> Community development <i>(Pg. 134)</i> 	Digital Technology: We use these technologies to drive operating efficiencies, create seamless workflows in our value chains, and equip our employees with access to knowledge
	<ul style="list-style-type: none"> Ethics, Integrity and compliance <i>(Pg. 58)</i> Supply chain management <i>(Pg. 88)</i> 				Capital Productivity: We achieve this by selecting the best projects and investing in world class technology at scale with the necessary infrastructure to compete.
Material Topics					Operational Efficiency: We continuously challenge the efficiency and effectiveness as a means towards achieving and maximising customer satisfaction
					Ethics: We believe that ethical performance is a source of our strength, critical in sustaining our leadership position in the business we operate across the globe
Enablers	Safe operations Digital technology Capital productivity Operational efficiency Ethics	Our Advantage	<ul style="list-style-type: none"> India continues to be a major growth market and we are committed to India's growth story We are globally recognised for the speed of our project execution and our operational excellence Technology continues to play a pivotal role in business and economic growth Our focus on being an 'employer of choice' and our employee value proposition ensure the availability of skilled and proficient workforce 		

Strategic Framework and Outcome

DRIVING GROWTH, VALUE, INNOVATION AND TRANSFORMATION IN SOCIETY

We are pursuing our strategy to grow, by leveraging our existing know-how and asset base and investing in opportunities strategic to our existing businesses and those of the future. We initially focus on activities and investment in India to take advantage of the large domestic market, as we currently hold a leadership position in it. We build competencies that can be rolled out on a global scale. Our business creates value for our shareholders, employees, customers and society, and each new opportunity we pursue must meet these criteria or we do not invest in it.

Leadership position in existing business

Revenue - **US\$37.9 billion**

Net profit - **US\$4.1 billion**

R&M: **World's largest refinery**

Petchem: Amongst **world's leading petrochemical producers**

E&P: One of the **largest exploration and production** players in India.

Taking RIL to a global scale

Provides approximately 1.5% of world's transportation fuel

2nd largest producer of polyester fibre and yarn in the world

Investing in new businesses

Investment in excess of **US\$35 billion** in existing and new businesses

Innovation

22 start-ups successfully graduated from GenNext Hub

SHAREHOLDER VALUE

We drive shareholder value through active portfolio management to continuously enhance the quality of our business portfolio, consistently deliver shareholder returns and maintain a focus on long-term growth potential.

Dividend declared - **105%**

Total payout - **₹ 3,095 crore**

Monetised investments in Eagle Ford Midstream JV

RONW (adj.) for FY 2015-16 - **16.3%**, 300 bps y-o-y

Market Capitalisation - by ₹ 71,856 crore

EMPLOYEE VALUE

We create value for our employees, by ensuring our prosperity as the organisation grows. Specifically, we create employee value through continuous learning, structured career progression opportunities and an industry-leading employee value proposition.

Launched the final wave of Reliance-Human Resource (R-HR) Transformation

Nurturing and managing talent

Launch of R-University

Imparted **>15 lakh** man hours of training

CUSTOMER VALUE

We drive customer value through our product innovation, application and service levels, ability to deliver a consistently high consumer experience and our overall reputation and brand promise in the markets we operate in.

R&M - Provides high value, clean transportation fuels

Petchem - Launched "Chemistry for Smiles" and "Transforming Life into Quality Life"

E&P - Field uptime of KG D6 is at par with or better than the global benchmark

SOCIETAL VALUE

Society provides us with a license to operate, and with this privilege comes a responsibility to create value. We drive societal value through job creation, both directly and indirectly, social innovation through products and services and our respect for ecology and environment.

3 core CSR commitments-
Scale, Impact and Sustainability

In conformity with the
Sustainable Development
Goals (SDGs)

Impact areas - rural
transformation, environment, health,
education, sports for development,
disaster response, arts, culture and
heritage

SAFE OPERATIONS, DIGITAL TECHNOLOGY, CAPITAL PRODUCTIVITY, OPERATIONAL EFFICIENCY & ETHICS

Our Group Strategy is founded on five enablers. These enablers are an integral part of all of our businesses.

Safety

Aim to achieve zero injuries and incidents in steady-state operations

Use of technology

R&M - Use of robots and drones to enhance safety

Petchem - Digitised logistics using radio-frequency identification

Capital productivity

ROCE (adj.) for FY 2015-16 - 20%, 700 bps y-o-y

Superior credit profile - RIL ratings two notches above sovereign bonds rating
Optimised financing cost

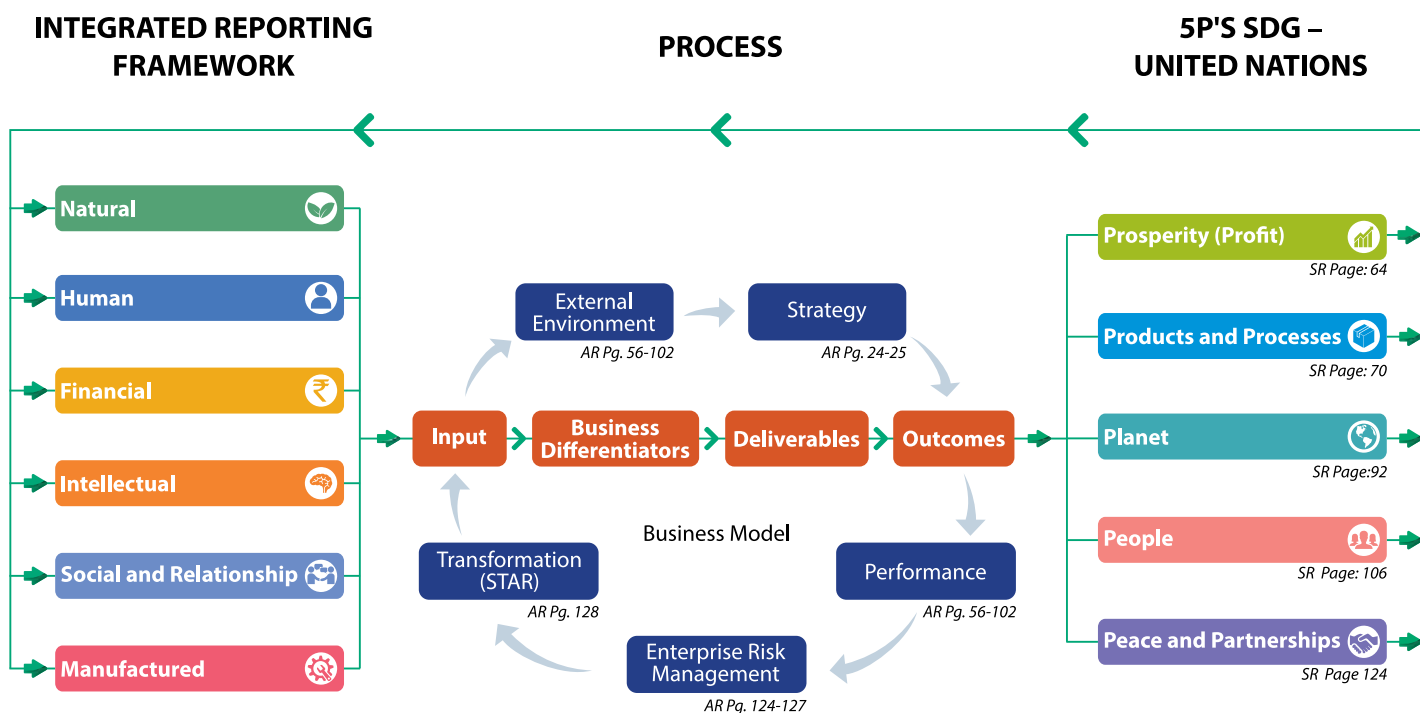
Ethics

Zero Tolerance - Vigil mechanism and robust governance and processes

Integrated Approach Towards Sustainable Growth - 5P's

Through sustainable measures, we 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.

RIL Growth for all



Value Creation - Our business model and outcomes are aligned with integrated reporting framework of IIRC (International Integrated Reporting Council) and United Nations SDGs.

SR - Sustainability Report | AR - Annual Report



Management Systems



Jamnagar SEZ Control Room

The Reliance Management System (RMS) is a holistic set of management systems, organisational structures, processes and requirements.



“Our Enterprise Risk Management manages risk through Risk Management framework to safeguard our stakeholders and to achieve the business objective. We have robust mitigation strategy in place to ensure continuity in an environment driven by Volatile, Uncertain, Complex and Ambiguous (VUCA) scenarios.

During the year, significant progress has been made across the three pillars of a) People, b) Process, Systems and Data and c) Governance. We have launched leadership development and an enterprise wide learning and governance framework for employees which is part of the R-HR transformation. We have completed world-scale and world-class integrated Systems. This year, it went Live for Hydrocarbons business and sites. At Reliance, we have a comprehensive Reliance Management System, a holistic set of management systems, organisational structures, processes, policies and governance framework. Our business transformation is in a state to cater next level of exponential growth in VUCA environment.”

**Nikhil R. Meswani | Harish Shah
Laxmidas V. Merchant**

Risk Management Systems

The Risk Management system (RMS) enables a more evolved governance and risk assurance framework through three core elements: Operating Management System (OMS), Financial Management System (FMS) and People Management System (PMS).

The RMS is designed to be a simple, consistent and clear framework for managing and reporting risks from our operations to the Board. The framework and related processes seek to avoid incidents and maximise business outcomes by allowing management to:

- Understand the risk environment, and assess the specific risks and potential exposure for our Company.
- Determine how to deal best with these risks to manage overall potential exposure.
- Manage the identified risks in appropriate ways.
- Monitor and seek assurance of the effective management of these risks and intervene for improvement where necessary.
- Report to the Board on a periodic basis about how risks are being managed, monitored, assured and the improvements that are being made.

The Reliance Management Frame Work covers risk management activities at three levels:

Day-to-day Risk Management

Risks are identified and mitigated by management and staff to promote safe, compliant & reliable operations. The management integrates requirements on health, safety, security, environment, social responsibility, operational reliability & related issues. These requirements, along with business needs and the applicable legal and regulatory requirements, underpin the practical plans developed to reduce risk and deliver a strong and sustainable performance.

Business and Strategic Risk Management

The Business Risk and Assurance Committee (BRAC) integrates risk into key business processes such as strategy, planning performance management, resource and capital allocation, and project appraisal. This is conducted through collating risk data, assessing risk management activities, reviewing near misses and incidents through root cause analysis and implementing improvements.

Oversight and Governance

The Board of Directors, along with Executive committees and Functional leadership are committed to ensure effective risk management and provide insight to identify and understand significant risks. Dedicated Executive sub-committees review and monitor group risks throughout the year.

The Risk team analyses our risk profile and maintains the Risk Management Framework. The Audit team provides an independent assurance to the Board, through its Committees, over whether the system of risk management and internal control is adequately designed and operating effectively to respond appropriately to the risks that are significant to us.

Operating Management System (OMS)

The Operating Management System (OMS) defines a set of operating requirements and sets out a systematic way to improve local business processes and deliver excellence. The OMS provides a consistent approach to ensure the following:

1. Reducing Health, Safety, Security and Environment (HSSE) risks in our operating activities
2. Continuously improving the quality of operating activities
3. Delivering competitive performance

All the manufacturing divisions are certified as per the ISO-14001 environment management system and integrated with quality and safety management systems (ISO 9001 and OHSAS 18001). In addition, all these sites have also been covered under the British Safety Council UK's environment five star audit. The periodic audits conducted as part of these management systems help us identify potential risks at our locations.

Safety and Operational Risk (S&OR)

We have a strong emphasis on checks and balances and use three lines of defense in order to manage safety and operational risks. The three lines of defense are self-verification, the safety and operational risk (S&OR) and audits. The S&OR process ensures that all operations across our operations are compliant and reliant.



People Management Systems

With our human capital expanding across global locations, it is crucial to have a robust Human Capital Management to support the organisation through a streamlined common platform. The R-HR transformation journey has been initiated to restructure our people processes and introduce world-class HR practices. Our leadership team has set a culture to inspire through six tenets:

1. Clearly communicate vision and purpose
2. Motivate & inspire employees to succeed & aspire for the best globally
3. Show passion to excel
4. Effective teamwork, trust and collaboration
5. Integrate diverse perspective
6. Develop capability through continuous learning

Smart Transformation at Reliance (STAR)

We have been working to deliver a large scale, multi-year business transformation programme called STAR.

The STAR programme is an integral part of our strategy to build competitive advantage and use technology to our advantage. This programme has seen concentrated efforts on three pillars:

- a) People – Create a new set of leaders who retain the best elements of what makes us distinctive and take our business forward with new energy and entrepreneurship.
- b) Processes Systems & Data – Create an integrated, end-to-end digital chain providing real time information and to extract full value from existing assets and quickly integrate and monetise new lines of business and acquisitions.
- c) Governance – To provide continuous assurance to all stakeholders.



Focus Areas for FY 2016-17

The focus for FY 2016-17 will be to further build upon the foundation that we have created through successful implementation of STAR Transformation projects.

Stakeholder Engagement



RIL's Annual General Meeting

Stakeholder engagement is aimed at ensuring that our approach towards sustainable growth is relevant and effective.

Stakeholder Engagement

At RIL, engaging with relevant stakeholders is an inclusive and continuous process that helps build sustainable relationships. It gives us an outside perspective facilitating us to grow our business considering the viewpoints of our key stakeholders.

Our approach

We communicate continuously with various stakeholder groups, including our employees as well as external groups and individuals, such as government and regulatory authorities, customers, local communities, investors and shareholders, suppliers, trade unions and NGOs. We aim to understand the different viewpoints of our stakeholders, address them properly, and ultimately also benefit from the knowledge gained. This helps us to build trust and deepen the partnerships. In order to determine our priorities, it is crucial that we analyse the issues which have a potential or actual high impact from our activities as well as those which are of critical importance to our stakeholders.

The primary objective of our stakeholder engagement process is to attain a better understanding on their perspectives on key issues as well as build a strong relationship with them. Feedback received during the engagement process has helped us identify our sustainability priorities. For the development of the sustainability report, we reached out to representatives from each group on an annual basis.



Government & Regulatory Authorities

Medium for Engagement

- Industry bodies/Forums

Key priorities derived out of the engagement process

- Regulatory Compliance
- Enhance energy security
- Community initiatives

Frequency of engagement

- Annually
- Need based



Employees

Medium for Engagement

- Meetings
- Newsletters
- Email interaction
- Sustainability report
- Trainings
- Employee satisfaction survey
- Townhalls
- Mobile Applications
- Induction Programmes

Key priorities derived out of the engagement process

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

Frequency of engagement

- Annually
- Quarterly
- Monthly
- Need based



Customers

Medium for Engagement

- Telephone
- Email
- Customer meets
- Personal Visits
- Web based reports
- Customer satisfaction reports
- Mobile Applications
- Marketing Communications

Key priorities derived out of the engagement process

- Pricing of the product
- Availability of the product
- Quality of product
- New grade developments
- Logistics
- Efficient service
- Grievance Redressal & Transparency
- Information on the safe use of products

Frequency of engagement

- Annually
- Monthly
- Need based



Local Communities

Medium for Engagement

- Visits
- Meetings
- Camps
- Need assessment surveys
- Impact assessment studies

Key priorities derived out of the engagement process

- Health
- Education
- Sanitation
- Indirect economic impacts
- Livelihoods

Frequency of engagement

- Annually
- Quarterly
- Need based



Suppliers

Medium for Engagement

- Personal Interaction
- Site Visit
- E-communication/telephonic conversation
- Mobile application

Key priorities derived out of the engagement process

- Innovations and collaboration opportunities
- Knowledge and infrastructure support
- Regular communication and updates on business plans
- Long term association

Frequency of engagement

- Annually
- Quarterly
- Monthly
- Need based



Trade Unions

Medium for Engagement

- Works committee
- Grievance committee
- Union meetings

Key priorities derived out of the engagement process

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

Frequency of engagement

- Annually
- Need based



Shareholders

Medium for Engagement

- Media Releases
- Annual report
- Investor meet/ Analyst meet
- Contact through investors service centres
- Annual General Meeting
- Company Website

Key priorities derived out of the engagement process

- Financial Performance
- Business growth
- Business strategy
- Future investments
- Transparency
- Good governance practices
- CSR

Frequency of engagement

- Annually
- Half-yearly
- Quarterly
- Need based



NGOs

Medium for Engagement

- Needs assessment surveys
- Impact assessment surveys
- CSR initiatives
- Telephonic discussions
- Site visits

Key priorities derived out of the engagement process

- Support for Community Based Organisations (CBOs)
- Medical facilities
- Education facilities
- Managerial support
- Evaluation of effectiveness of social programs

Frequency of engagement

- Annually
- Need based

Our Materiality Assessment Process



Jamnagar SEZ Refinery

Our approach for materiality assessment is aimed at identifying sustainability challenges and opportunities which are most relevant to us and our stakeholders.

Our Approach

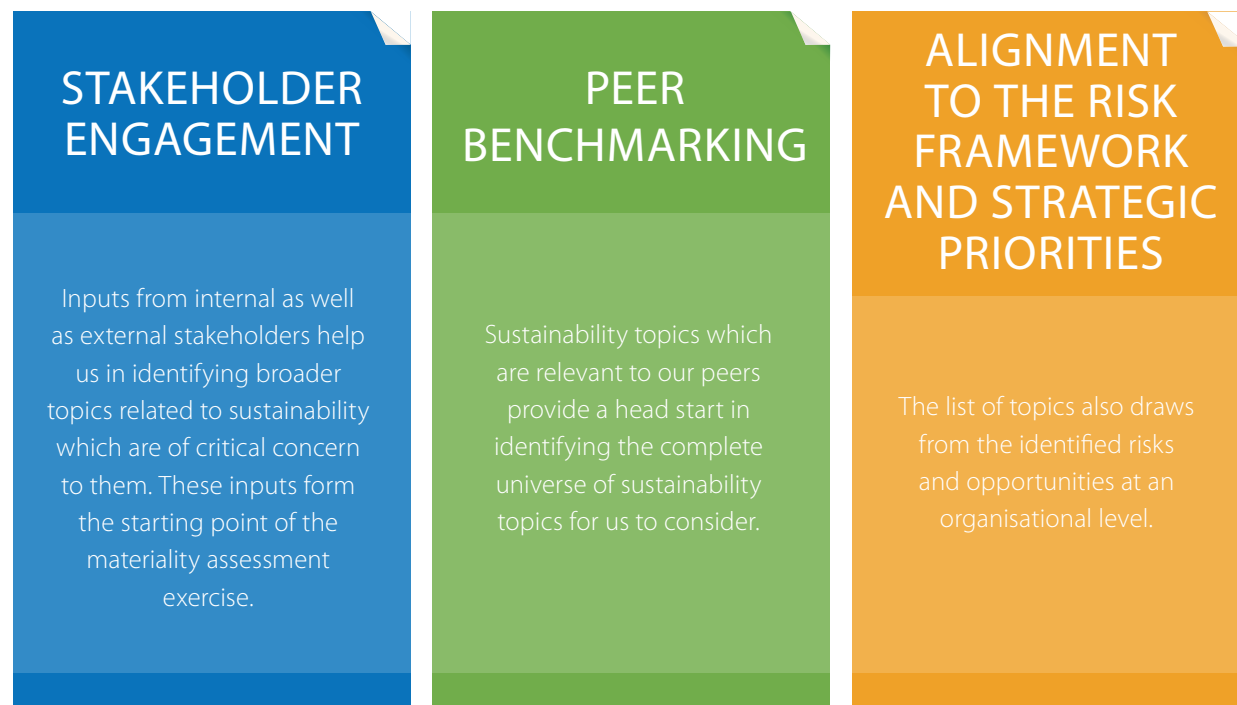
Material topics are relevant topics that may reasonably be considered important for reflecting the organisation's economic, environmental and social impacts or influence the decision of stakeholders. Materiality assessment is a vital element in our sustainability strategy, reporting, and target setting process. We look at the impacts of our business across the 5 P's (Planet, People, Products & Processes, Prosperity (Profit) and Peace and Partnerships) of sustainable development as the most significant to our business, and those that fundamentally influence the assessments and decisions of stakeholders. We have undertaken a detailed materiality exercise to identify topics that matter most to our business operations and stakeholders.

Our materiality assessment involves the process of refining, assessing numerous potential economic, environmental and social topics that could affect our business, stakeholders and prioritising them into key material topics that could provide a direction to our strategy, targets and reporting.

We identify our sustainability priorities through a structured process of materiality analysis. The materiality analysis process takes care of key concerns and priorities of all the relevant stakeholder groups. The process involves identification of topics using primary as well as secondary information as elaborated below:

We follow a structured approach **3-step approach consultative process** to identify and prioritise our material topics.

Material topics **most pertinent** to our business and operations are covered in the content of the report.



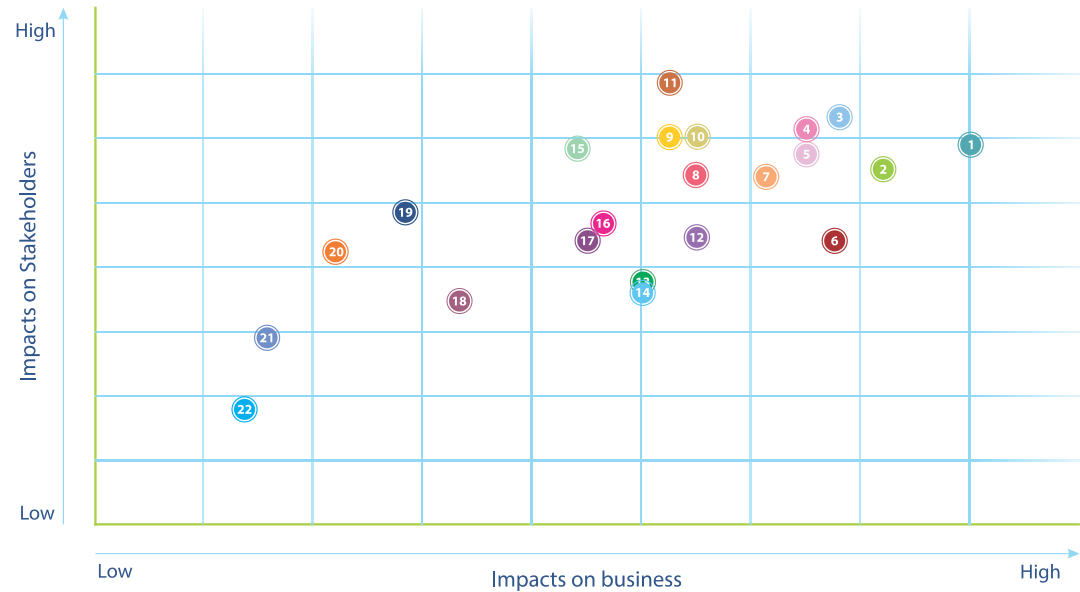
After identifying the universe of topics, they are filtered based on three key criteria, viz. impacts on our business, impacts on our stakeholders and impacts related to our value chain. The prioritisation process involves assessing the various business impacts associated with each topic and the level of importance of the topics for each stakeholder group.

There have been no restatements of data for any of the previous year's reports. We continue to report on all our domestic operations, downstream as well as upstream businesses including our office location at Reliance Corporate Park in Navi Mumbai.

Adjacent is the materiality matrix which reflects the material topics identified across our value chain:






















































Based on the identified material topics, we have developed this report to cover the set of topics which are most pertinent to our business and operations. The list of issues are covered in the Material topics and Aspect table:

Materiality Matrix




- | | |
|---|---|
| 1 Health and Safety (Page 118) | 12 Water management (Page 104) |
| 2 Raw Material Security (Page 74) | 13 Carbon abatement and offsetting (Page 100) |
| 3 Managing environmental impacts (Page 102) | 14 Pipeline security (Page 187) |
| 4 Asset Utilization and Reliable Operations (Page 78) | 15 Renewable and alternative energy (Page 98) |
| 5 Energy efficiency of operations (Page 96) | 16 Labour Management (Page 112) |
| 6 Customer Satisfaction (Page 128) | 17 Development of local economies (Page 93) |
| 7 Supply Chain Management (Page 88) | 18 Ecosystems and biodiversity (Page 105) |
| 8 Community Development (Page 134) | 19 Payment to governments (Page 70) |
| 9 Ethics, Integrity and Compliance (Page 58) | 20 Grievance Redressal (Page 64) |
| 10 Talent attraction and retention (Page 110) | 21 Employee diversity (Page 112) |
| 11 Security and asset protection (Page 84) | 22 Community Impact assessment (Page 138) |

Material Topics & Aspects

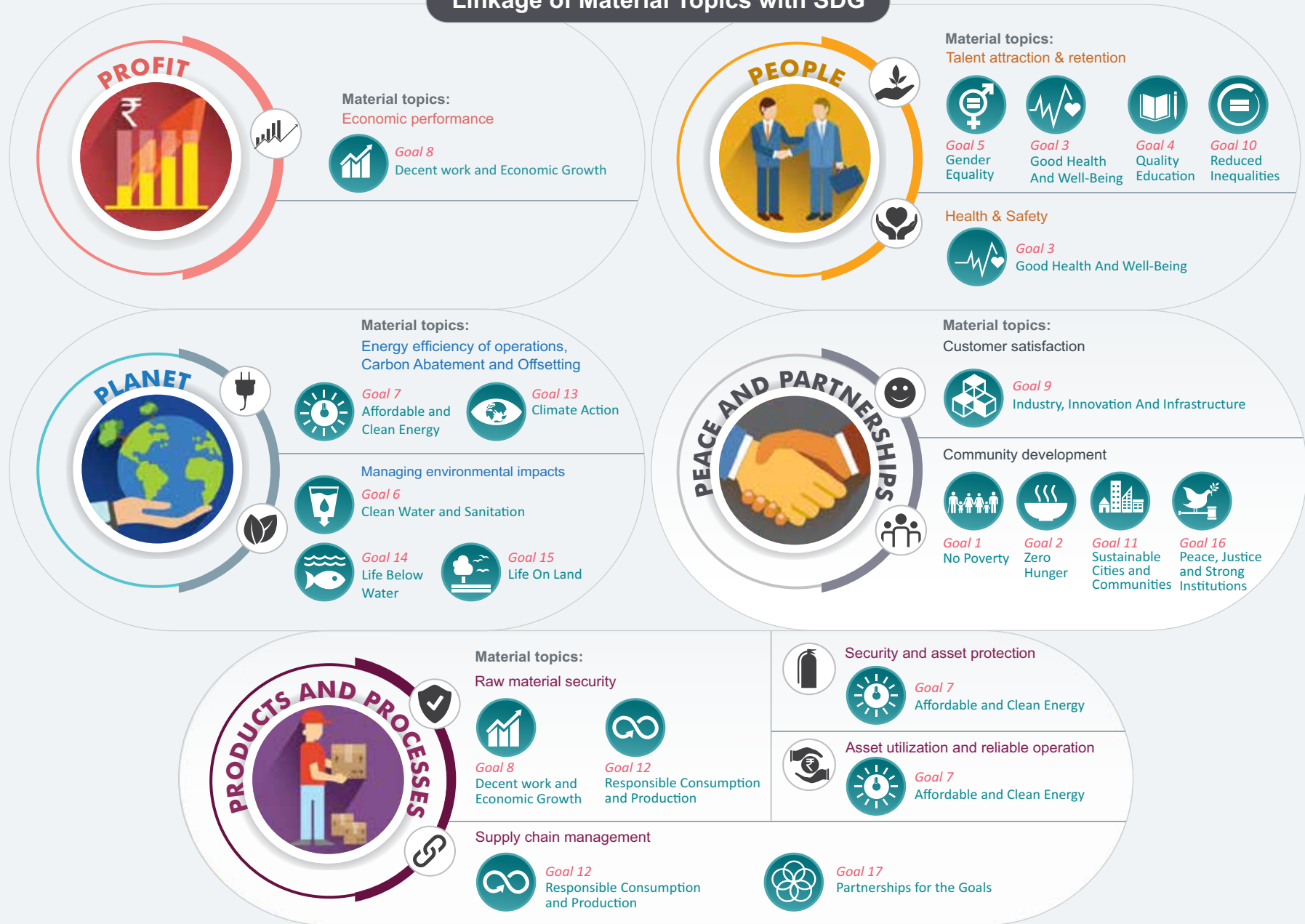
5P's	Material Topics	Material Aspects	Aspect boundary
PROSPERITY (PROFIT) 	Economic Performance	Economic performance	 
	Asset Utilisation and Reliable operations	Asset Utilisation and Reliable operations*	
PRODUCTS AND PROCESSES 	Security and Asset Protection	Security and Asset Protection*	
	Raw Material Security	· Materials	 
		· Fuel Security	 
	Supply Chain Management	· Investment	 
		· Supplier Human Rights Assessment	 
		· Procurement Practices	 
		· Child Labor	 
		· Forced or Compulsory Labor	 
PLANET 	Energy efficiency of operations, Carbon Abatement and offsetting	· Energy	
	Managing Environmental Impact	· Emissions	 
		· Emissions	 
		· Effluents and Waste	
		· Compliance	 
		· Water	
		· Biodiversity	 
PEOPLE 	Ethics, Integrity and Compliance	· Anti-corruption	 
	Talent Attraction and Retention	· Compliance	 
		· Employment	
		· Diversity and Equal Opportunity	
	Health and Safety	· Training and Education	
		· Labor/Management Relations	
		· Occupational Health and Safety	 
PEACE AND PARTNERSHIPS 	Community Development	· Training and Education	
		· Indirect Economic Impacts	 
	Customer Satisfaction	· Local Communities	 
		· Customer Health and Safety	 
		· Product and Service Labeling	 

* Non GRI Aspect

 Internal

 External

Linkage of Material Topics with SDG



DISCLOSURE ON MANAGEMENT APPROACH- MATERIAL TOPICS



HEALTH AND SAFETY

Creating a safe working environment not only promotes business efficiency but also aids in reducing financial costs owing to accidents & occupational ill health. Our efforts are channelled towards safety of our workforce and stakeholders. We also focus on creating a work environment which fosters employee well being. Safety is given the utmost priority in all our operations. The policy of safe operations is embedded in our way of working, driven by our management commitment and made functional through the elements of our Health, Safety and Environment Management system.

Refer page: 118



RAW MATERIAL SECURITY

We have invested in mega projects and operations in India. Our raw material providers are our long term vendors. Our refineries are equipped to refine multiple categories of crude. Also, our investments in coal gasification project will help us to achieve the same. Vertical integration from oil & gas to refining and downstream petrochemical products is among our key competitive advantage.

Refer page: 74



MANAGING OF ENVIRONMENTAL IMPACT

We believe that going beyond environmental compliance can bring business benefits. We strive to achieve the highest standards of environmental compliance by ensuring that our environment policy entails a systematic approach to environmental management planning to achieve continual performance improvement. Resources like air, water, bio-diversity, fossil fuels are the building blocks upon which a successful business is built. Water is a critical and valuable resource for our company's operations. We design and run our operations in ways that help reduce water use. We also take utmost care not to contaminate the ground water as a result of our operations.

Refer page:102



ASSET UTILISATION AND RELIABLE OPERATIONS

We at RIL, excel in managing and utilising our assets most efficiently to generate superior returns. While maintaining highest standards for safety, we ensure high on-stream factor with focus on improving energy efficiency and reducing operating and maintenance cost. Our refining business delivered a record profit with a healthy gross refining margin.

Refer page: 78



ENERGY EFFICIENCY OF OPERATIONS CARBON ABATEMENT AND OFFSETTING

Energy security has always been one of the key components of our business strategy and also one of the biggest challenges encountered globally. Our systems and processes ensure optimum energy usage by continuous monitoring of all forms of energy and increasing the efficiency of operations. We have undertaken various energy conservation initiatives to reduce the consumption and its associated emissions. By capitalising on our superior technologies and our ability to innovate, we strive not only to reduce the environmental impact of our business operations but deliver environmentally conscious products and services.

Refer page: 96



CUSTOMER SATISFACTION

Customers are one of the most important stakeholders and we consciously touch lives by providing solutions in a responsible manner. Building partnerships of trust with customers is of prime importance for us. The trust of our customers and other stakeholders is essential for us and critical to the value of our brand.

Refer page: 128



SUPPLY CHAIN MANAGEMENT

We believe that it is our extended responsibility to ensure that our supply chain partners grow along with us in a sustainable manner. At RIL, we work with leading global companies and have a rigorous screening process for registration, evaluation and performance management.

Refer page: 88



COMMUNITY DEVELOPMENT

We believe in creating opportunities for the people around our operations to enable a sustainable future and ensure inclusive growth. Our community development activities focus on areas that foster development and well-being of communities. Our CSR initiatives are aligned to aspects, such as rural transformation, healthcare, education, environment, protection of national heritage, art and culture, and disaster response.

Refer page: 134



ETHICS INTEGRITY AND COMPLIANCE

All our units maintain 100% compliance with local and national laws, regarding ethics and human rights. We believe that our organisation rests on a foundation of ethics and respect for human rights. Conducting business on the pillars of ethics and transparency fosters the trust of stakeholders. All our employees, suppliers and vendors are required to respect human rights of not only all individuals, but also of the community which we operate in.

Refer page: 58



TALENT ATTRACTION AND RETENTION

We believe that employees form the back bone of any organisation. We work assiduously towards developing and training our workforce. Our HR processes are undergoing continuous improvement and are aimed at making us an 'employer of choice'.

Refer page: 110



SECURITY AND ASSET PROTECTION

At RIL we are committed to conduct all our activities in such a manner so as to avoid harm to employees and the community. We strive to deliver safe, reliable and compliant operations. Our entities have put processes in place to maintain the security of the workforce, premises, facilities, equipment and information.

Refer page: 84



ECONOMIC PERFORMANCE

We are cognizant of the impacts of natural capital on our economic growth. We have always focused on creating value for our internal and external stakeholders through our partnerships.

Refer page: 68

Performance on Commitments



Clean energy

Performance during FY 2015-16

During FY 2015-16, our total renewable energy consumption was 0.47 Million GJ at our manufacturing locations.

Target

Ensure maximum use of clean energy in all the operations - collaborate with best-available technologies licensors. Ensure **benchmarking of energy consumption across all the sites** with best-in-class technologies and new emerging technologies.

Linkage to strategic values

Societal value



Opportunity & diversity

Performance during FY 2015-16

The total people strength was 24,121 which includes 1,238 females. Employed people from 19 nationalities.

Target

As an equal opportunity employer, promote a culture of transparency, empowerment and meritocracy. Empower women by advancing opportunities in the Company's activities and aspire to achieve **15% women workforce by 2030**.

Linkage to strategic values

Employee value



Community development

Performance during FY 2015-16

Contributed ₹ 6.52 billion on community engagement activities

Livelihoods of more than 19 lakh farmers and fisher folk enhanced with our support

Target

Empowering the underprivileged, enhancing their access to better amenities and increasing the outreach of community initiatives to **20 million people by 2030 with the minimum CSR expenditure at 2% of the net profit**.

Linkage to strategic values

Societal value



Supply Chain Management

Performance during FY 2015-16

100% automation of operating processes.

Target

Committed to build and maintain a **top-quartile supply chain** with focus on sustainability by collaborating with suppliers, helping them build their capacity and address sustainability issues through site-level training.

Linkage to strategic values

Societal value, Customer value



Product Stewardship

Performance during FY 2015-16

Collaborative project with some of the top universities and research institutions undertaken for producing algae and co-products for energy (PACE) Development of Hydrothermal Liquefaction (HTL) to convert biomass to biocrude under high temperature and pressure conditions

Target

Develop road-map for each product in our portfolio based on continuous engagement with customers to understand their current and future requirements and be **pace-setter in adapting new and emerging technologies**.

Linkage to strategic values

Customer value, Societal value



Water Management

Performance during FY 2015-16

45% of freshwater withdrawal was re-utilised through the process of recycle and reuse at our manufacturing locations.

Target

Deploy world-class technologies across all sites to **reduce fresh water consumption per unit of production** by maximising waste water recycle and minimising external discharge.

Linkage to strategic values

Societal value



Waste Management

Performance during FY 2015-16

Collaboration with ICPE (Indian Centre for Plastic in the Environment) to help develop newer technologies for plastic waste management.

Target

Ensure efficient use of solid catalysts including **investment in development of bio-catalysts** to replace solid catalysts.

Linkage to strategic values

Societal value



Health

Performance during FY 2015-16

"Mission Wellness" is a testimony to our comprehensive approach on promoting health and wellness.

Implemented an initiative, 'REFERS' (Reliance Employee & Family Emergency Response Services) which offers 24x7 assistance in case of any medical accident & fire.

Target

Committed to provide healthcare facilities to all people (on-roll employees and contract staff) working across all sites at par with **global standards** using latest technologies and practices including maintaining medical history for all.

Linkage to strategic values

Employee value



Safety

Performance during FY 2015-16

Zero fatality in steady state operations during FY 2015-16

Target

Work with Industry peers to define and upgrade standards on process safety and proactively promote safety for itself and across the industry. Committed to remain **top-quartile performer in all safety metrics across all operations**. Ensure implementation of best-in-class technologies for real-time monitoring of operational parameters for safe, reliable and efficient operations.

Linkage to strategic values

Employee value



Managing Environmental Impact

Performance during FY 2015-16

Reduction of total GHG emissions per tonne of product by 2.3%.

Increase in water recycling by 4.70%.

Reduced SOx emissions by 12.4%.

Target

Ensure industry-leading energy cells at each site working towards energy security with focus on **reducing consumption and increased use of clean energy to progressively reduce GHG emissions intensity**. Demand minimum level of HSE compliance from all stakeholders.

Linkage to strategic values

Societal value



Asset Utilisation

Performance during FY 2015-16

We have the ability to make superior grade refinery fuel products such as BS IV and Euro IV + grade gasoline and Diesel.

We have undertaken several initiatives focusing on debottlenecking, capacity enhancement and yield improvement to enhance our competitive strength.

Target

Efficient and maximised utilisation of the assets to optimise energy consumption through operational excellence ensuring safe and reliable operations.

Linkage to strategic values

Shareholder value



Customer Satisfaction

Performance during FY 2015-16

During FY 2015-16, we resolved 91.8% of our customer complaints received.

Target

Aspire to be the **most customer focused company with the highest customer loyalty**.

Linkage to strategic values

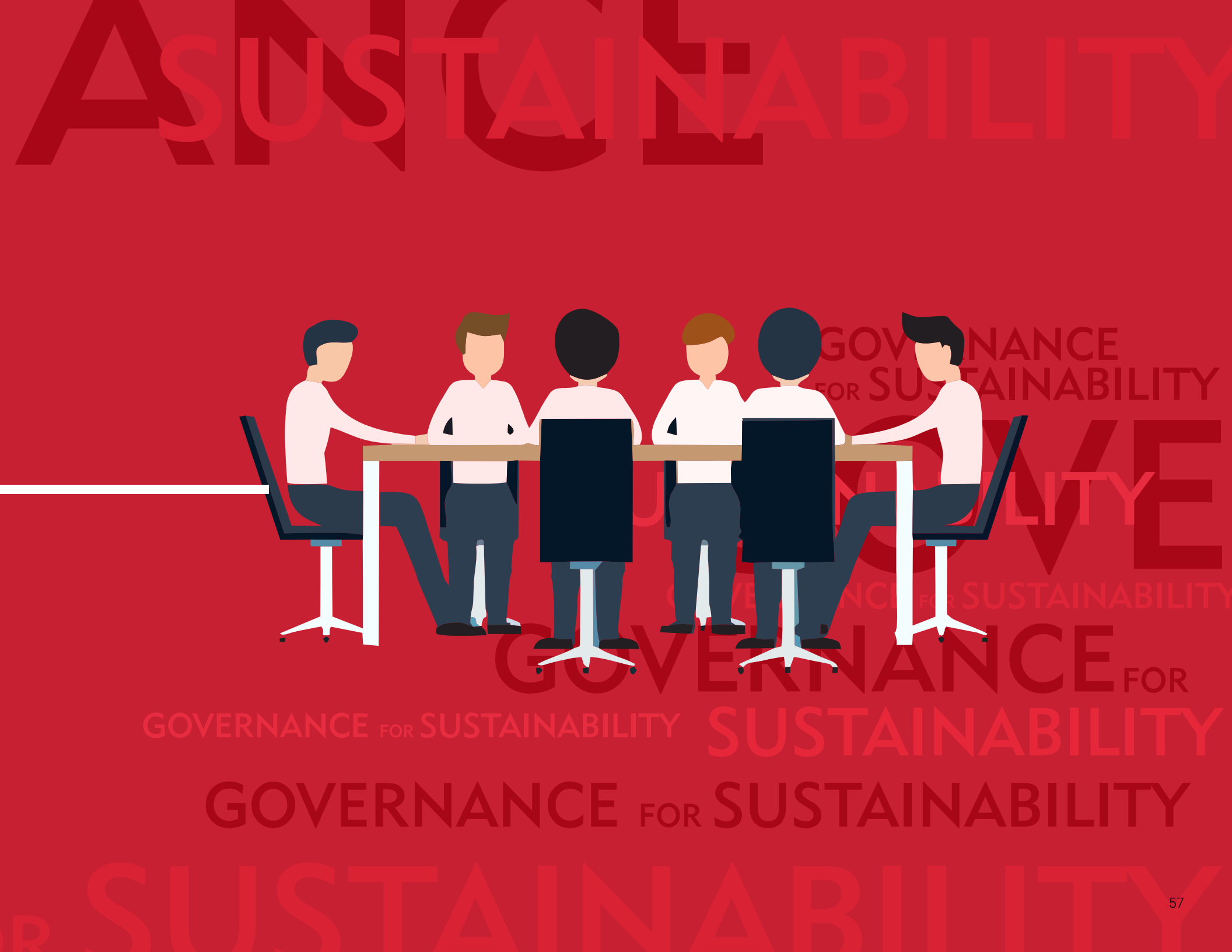
Customer value

GOVERN

GOVERNANCE FOR SUSTAINABILITY

AT RIL, CORPORATE GOVERNANCE IS ALL ABOUT MAINTAINING A VALUABLE RELATIONSHIP AND TRUST WITH ALL STAKEHOLDERS. WE BELIEVE THAT ANY BUSINESS CONDUCT CAN BE ETHICAL ONLY WHEN IT RESTS ON THE SIX CORE VALUES OF CUSTOMER VALUE, OWNERSHIP MINDSET, RESPECT, INTEGRITY, ONE TEAM AND EXCELLENCE.

GOVERNANCE FOR



Ethics, Integrity and Compliance



We believe in practicing our business with complete transparency and accountability. We live by our ethos and strive to make ethical business practices a way of life.

Steps Towards Digitisation

- Reliance Compliance Management System



We believe that business conduct can be ethical when it rests on our six core values

Responsible and efficient corporate governance is exceedingly important to us. We believe that business conduct can be ethical when it rests on the six core values of Customer Value, Ownership Mindset, Respect, Integrity, One Team and Excellence.

We have put in place an internal governance structure with defined roles and responsibilities of every constituent of the system. Our shareholders appoint the Board of Directors, which in turn governs our Company. The Chairman and Managing Director (CMD), appointed by the Board with the approval of shareholders, provides overall direction and guidance to the Board. The CMD is assisted by four executive directors and a core group of senior level executives in the operations and functioning of our Company.

Board of Directors

In line with our policy, we continue to maintain an optimum ratio of Executive and Non-Executive Directors. Our Board of Directors consists of 14 Directors, of which 8 are Independent Directors. We have defined guidelines and an established framework for the meetings of the Board and Board Committees. These guidelines seek to systematise the decision-making process at the meetings of the Board and Board Committees in an informed and efficient manner.

The management of our Company's business is vested in the Board, which exercises powers for and on behalf of our Company. Every Independent Director, at the time of his/her first appointment to the Board and thereafter, at the first meeting of the Board in every financial year, gives a declaration that he/she meets the criteria of independence.

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



Nita M. Ambani
Non-Executive,
Non Independent Director



Shri Nikhil R. Meswani
Executive Director



Shri Mansingh L. Bhakta
Independent Director



Prof. Ashok Misra
Independent Director



Shri Hital R. Meswani
Executive Director



Shri Yogendra P. Trivedi
Independent Director



Dr. Raghunath A. Mashelkar
Independent Director



Shri P.M.S. Prasad
Executive Director



Dr. Dharam Vir Kapur
Independent Director



Shri Adil Zainulbhai
Independent Director



Shri Pawan Kumar Kapil
Executive Director



Prof. Dipak C. Jain
Independent Director



Raminder S. Gujral
Independent Director





Constitution of CSR&G committee to evaluate sustainability performance.

The Board has established seven committees to discharge its responsibilities in an effective manner. Our Company Secretary acts as the Secretary to all seven Committees. The seven committees are as listed below:

1. Audit Committee
2. Human Resources, Nomination and Remuneration Committee
3. Corporate Social Responsibility and Governance Committee
4. Stakeholders' Relationship Committee
5. Health, Safety & Environment Committee
6. Finance Committee
7. Risk Management Committee

Corporate Social Responsibility & Governance Committee and Sustainability Council

We have constituted a Corporate Social Responsibility and Governance committee to oversee our sustainability performance on an ongoing basis. This committee comprises of Shri Yogendra P. Trivedi (Chairman, Independent Director and BR Head), Shri Nikhil R. Meswani (Executive Director and Member), Dr. Dharam Vir Kapur (Independent Director and Member) and Dr. Raghunath A. Mashelkar (Independent Director and Member). The committee reviews our policies and practices aligned to our sustainability strategy. It also reviews and approves short, medium and long term aspirations and objectives.

The key performance indicators are subjected to a monthly review through the sustainability council which advises on improvement measures and action plans for the future. The annual performance is reviewed by the Board committee and specific action points are recommended to enhance sustainable performance.

Policy Framework

Our Code of Conduct (the Code)² is applicable to all employees and members of the Board. The Code provides guidance and support on conducting business in a dignified, distinctive and responsible manner and ensures compliance with the law. We adhere to high ethical standards to ensure integrity, transparency and accountability in dealing with all stakeholders. We have adopted various codes and policies to carry out our duties in an ethical manner. Some of these codes and policies are:

- Code of Conduct
- Code of Conduct for Prohibition of Insider Trading
- Health, Safety and Environment (HSE) Policy
- Vigil Mechanism and Whistle Blower Policy
- Policy on Materiality of Related Party Transactions and on Dealing with Related Party Transactions
- Corporate Social Responsibility Policy
- Policy for Selection of Directors and determining Director's Independence
- Remuneration Policy for Directors, Key Managerial Personnel and other Employees
- Policy for determining Material Subsidiaries

Risk Management System

As a part of our transformation agenda, we have established the Reliance Management System (RMS). The RMS incorporates an integrated framework for managing risk and internal controls. The internal financial controls have been documented, embedded and digitised in the business processes. Internal controls are regularly tested for operating effectiveness and design. As part of our operational as well

as organisational level risk identification and management process, all our locations undergo assessment for risks related to corruption. There were no reported cases of corruption during FY 2015-16.

Internal Control Systems

In addition to external firms, we have developed the following internal control systems to help us achieve our objectives of accountability, transparency and fairness:

- We have developed an Internal Audit Cell, which serves the purpose of an independent internal auditor. The cell reviews internal controls, operating systems and procedures.
- We have established a Legal Compliance Cell to ensure business is conducted with the highest standard of legal compliance.
- We have instituted a Legal Compliance programme in conformity with the best international standards, supported by a robust online system that covers our manufacturing units as well as subsidiaries. The purview of this system includes various statutes, such as industrial and labour laws, taxation laws, corporate and securities laws and health, safety and environment regulations.

Through the use of technology, we strive to ensure robustness and integrity of financial reporting and internal controls, asset protection and optimisation, accurate and timely compilation of financial reporting and compliance with statutory laws, regulations and company policies.

Best Corporate Governance Practices

Governance mechanisms evolve to warrant the highest standards of accountability, transparency and fairness. We constantly strengthen our processes and systems by adopting emerging best practices being followed worldwide. Some of the prominent changes we have implemented include:

- A designated Lead Independent Director with a defined role.
- A review of all securities related filings with Stock Exchanges and SEBI, conducted by the Stakeholders' Relationship Committee each quarter.
- Quarterly secretarial audits conducted by an independent company secretary, who is in full-time practice.
- Independent Board committees for matters related to Corporate Governance and stakeholders' interface and nomination of Board members. An internal audit is also conducted by independent auditors.
- A Sustainability Council to integrate sustainability considerations in decision making and improve performance on sustainability indicators. The major responsibilities of the council are to identify material topics, risks & opportunities and define broad strategies and initiatives. The council meets periodically to review performance metrics, sustainability initiatives and results.



"We believe good governance is essential to business integrity and maintaining investors' trust. At RIL, fairness and transparency are the key drivers of the Corporate Governance process, with stakeholders' interest being its topmost priority. We have been guided by these principles even before Corporate Governance norms were codified in India. We constantly strives at benchmarking its Corporate Governance practices with global standards. The Shareholders' Referencer in the Annual Report, which provides investor education to our 3 (three) million shareholders, distinguishes the Company in the era of investors' engagement".

K Sethuraman

²Code of Conduct: http://www.rcom.co.in/Rcom/aboutus/overview/pdf/final_code%20_2.09.11_.pdf



Published 4th Business Responsibility Report as a part of the Annual Report

Working Towards the 5P Growth Approach

At Reliance, we frame our goals around not just profitability of our business, but also to nurture our people, the environment and society around us. Our business strategy encompasses acting responsibly towards all. We are committed to reducing our negative impacts and enhancing our positive impacts.

We believe that Corporate Social Responsibility extends beyond the ambit of business and should focus on a broad portfolio of assets: human, physical, environmental and social. We give utmost importance to the conservation of environment at our operations. We are committed to responsible stewardship of the natural resources and conduct our operations in a sustainable manner.

This year, we have aligned our growth objectives with the United Nation's 2030 goals for sustainable development and redefined our strategic pillars for sustainability. We focus our energies on value creation for all our stakeholders by efficiently managing our impacts across the 5 P's, viz. Planet, People, Products & Processes, Profit (Prosperity) and Peace & Partnerships. Our existing risk management processes go beyond the requirement of the precautionary principles and cover the 5P's.

Business Responsibility Report

The Board has adopted a Business Responsibility Framework based on the principles of National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG) as issued by the Ministry of Corporate Affairs, Government of India. Our governance codes and policies have adopted the principles of the NVG. In sync with this and clause (f) of sub regulation (2) of regulation 34 of Listing Regulations, a Business Responsibility Report is published as a part of the Annual Report. The CSR&G committee periodically assesses the BR performance and is responsible

for addressing stakeholder concerns related to the BR policies.

Handling Investor Grievances

While we continue to create shared value for our investors, we believe that it is also important for us to understand their concerns and handle their grievances on priority. 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 14,730 investor complaints during the reporting period, out of which no complaint was outstanding, as on 31st March, 2016.

Public Policy Advocacy

We have representation across business and industrial associations such as 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), World Business Council for Sustainable Development (WBCSD), 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) and Association Of Synthetic Fibre Industry (ASFI). Through these platforms, we engage with policymakers to influence policy decision making constructively. We continuously share ideas and best practices with industry peers, academia and other relevant organisations.

Leading Sustainable Operations

RIL's Manufacturing Locations – Sites Presidents



Surinder Saini
Jamnagar



Sanjeev Sareen
Allahabad



Vikas P Rane
Barabanki



Pavan K Jain
Dahej



Neelam K Valecha
Hazira



T Karunanithi
Hoshiarpur



Avinash Shrikhande
Nagothane



Hemant Raje
Nagpur



Hemant Bal
Patalganga(Poly)



Ashu Garg
Patalganga(Petro)



Vasant Patil
Silvassa



Kuddallur Seshadri
Vadodara



Mandava Subbarao
Gadimoga



Anand Parekh
Naroda

Our manufacturing and E&P sites are a hallmark of sustainable operations. Not only have they been designed for delivering competitive, and in some cases, sector leading performance but they also integrate the tenets of environmental and social sustainability to the core of their business. At the helm of these operations is the leadership at each of these locations which guides their individual operations to a sustainable growth. The site leadership is instrumental in aligning activities and operations to the organization level aspirations and objectives of sustainable development.

As part of the broader framework of the Reliance Management System, our Operating Management System sets out our principles for operating and provides a framework to deliver and sustain conformance to the essentials, followed by excellence, in operating activities and processes.

PROSPERITY

WE ARE DEDICATED TO OUR VISION OF PARTNERING
INDIA'S ECONOMIC GROWTH AND SOCIAL WELLBEING.
WE STRIVE TO BE A PRODUCT AND SERVICE LEADER
ACROSS OUR INDUSTRY, A GREAT PLACE TO WORK AND
ABOVE ALL, CREATE VALUE FOR ALL OUR STAKEHOLDERS.



Economic Performance



Refinery Off Gas Cracker

Sustainable value creation depends on a sound economic performance. FY 2015-16 has been a year of outstanding achievement for our downstream hydrocarbon businesses.

Steps Towards Digitisation

- Adopted Vendavo for price & margin optimization
 - Digitization of internal financial controls
- Our visibility center dashboard provides real time KPI data for informed decision making

Key Financial Indicators

TOTAL ASSETS

₹ 4,577.20 billion (\$ 69.1 billion)

PBDIT

₹ 477.21 billion (\$ 7.2 billion)

CASH PROFIT

₹ 374.65 billion (\$ 5.7 billion)

NET PROFIT

₹ 274.17 billion (\$ 4.1 billion)

OPERATING COSTS

₹ 1,691.94 billion (\$ 25.5 billion)

Dividend of 105%, payout of

₹ 30.95 billion (\$ 0.47 billion)

CSR Expenditure

₹ 6.52 billion (\$ 0.10 billion)

In order to meet the aspirations of millions of Indian consumers, we have invested over ₹ 1,120 billion in FY 2015-16 for creating growth engines of the future. This has spurred momentous economic activity across the country leading to large scale job creation and implementation of mega-scale projects. Our contribution has fostered globally competitive petrochemical and refining businesses with a new-age India-centric consumer businesses.

Our focus on enhancing operating efficiencies has yielded significant positive results, further enhancing our profitability. During the year, our PBDIT was ₹ 477.21 billion, an increase of 18.3% against previous year. Profit after tax was higher by 20.7% at ₹ 274.17 billion as against ₹ 227.19 billion in the previous year. This was despite a decrease of 26.3% in our turnover which was recorded at ₹ 2,512.41 billion. The decline in turnover reflects a sharp fall in feedstock and product prices during the year, partially offset by record crude throughput and higher petrochemicals volumes. Crude oil price (brent) averaged at \$ 47.4/bbl in FY 2015-16, a fall of 45% on y-o-y basis. With decrease in oil and product prices, exports from India were lower by 35.8% at ₹ 1,468.55 billion (\$ 22.2 billion) as against ₹ 2,286.51 billion in the previous year.

The total economic value generated by us decreased by 26% to ₹ 2,588.22 billion, while the total economic value distributed was at ₹ 2250.74 billion. Our total economic value retained for FY 2015-16 was ₹ 337.47 billion. We have contributed ₹ 431.17 billion to the national exchequer in the form of various taxes and duties. During the year we did not receive any significant financial assistance from the government.

During FY 2015-16, revenue from the Refining and Marketing segment decreased by 30.9% y-o-y to ₹ 2,349.46 billion (\$ 35.5 billion), including inter segment transfers, reflecting a sharp fall in average crude oil prices during the year. Refining

EBIT increased by 49.1% to a record level of ₹ 235.98 billion, (\$ 3.6 billion) supported by seven year high GRM and record crude throughput of 69.6 MMT. A strong GRM was further aided by light product cracks, lower energy costs and advantageous crude sourcing opportunities provided by over-supplied crude markets. Our GRM for the year stood at \$ 10.8/bbl as against \$ 8.6/bbl in the previous year. Our GRM outperformed Singapore complex margins by \$ 3.3/bbl, highest level achieved in the last seven years. EBIT margin for FY 2015-16 has improved to 10.0% from 4.7%

Revenue from the Petrochemicals segment for FY 2015-16 decreased by 14.9% y-o-y to ₹ 824.10 billion (\$ 12.4 billion), reflecting lower product prices resulting from sharp decline in crude and feedstock prices. This was partially offset by higher volumes mainly on account of start-up of new PTA and PET capacities during the year. Petrochemicals segment EBIT was at a record level and increased by 23.3% y-o-y to ₹ 102.21 billion (\$ 1.5 billion), supported by strong polymer deltas, favourable naphtha cracking economics and rebound in MEG and PX deltas. Petrochemicals EBIT margins improved to 12.4% as product deltas held up well in a lower price environment. Our overall petrochemicals production in India was at a record level of 24.7 MMT for the year. We also recorded the highest ever polymer production of 4.6 MMT in FY 2015-16.

Revenue from the Oil & Gas segment for FY 2015-16 decreased by 34.7% y-o-y to ₹ 75.27 billion (\$ 1.1 billion), including inter segment transfers, reflecting the low commodity price environment. The segment EBIT for the year declined sharply by 88.1% to ₹ 3.78 billion (\$ 57 million). The segment profitability was impacted by lower oil and gas price realisations and decrease in domestic upstream volume.

Our Petcoke gasification project using 'Bottom-of-the barrel' up gradation is under fast-track implementation. Petcoke gasification project uses low value petroleum coke

as feed and converts it into high value syngas. This syngas is used to produce hydrogen, fuel for power and steam and heater fuel. Syngas will also be used directly as a fuel in some furnaces to meet energy requirements.

With the commissioning of gasification project, the Jamnagar site would significantly reduce its external fuel dependency, thereby increasing the self-sufficiency for most of the energy requirement. Additionally, gasification project would lay foundation to manufacture various other value-added chemicals like acetic acid. Based on the '**E-gas technology**', (Licensor - CB&I) it has operational flexibility to use coal and petcoke as feedstock, providing competitive energy costs for the integrated refining complex, thus reducing volatility in earnings. We have undertaken the single largest expansion in the petrochemicals sector in the world. We are also creating a larger and more diversified portfolio of products.

India's PE demand growth has been robust and expected to grow by 8-10% in the medium term. Even with new capacities being added, domestic demand would ensure that the market remains supply-constrained. We are setting up new Refinery Off Gas Cracker (ROGC) with Ethylene capacity of 1.5 MMTPA along with matching downstream PE and MEG facilities and incremental PP output at Jamnagar. These additional capacities bolster our commitment towards "**Make in India**" mission. The cracker will use low-cost off gases from our refinery as feedstock to produce Polyethylene and MEG. This will lead to a manifold increase in value. This not only provides competitive cost advantage but also gives additional feedstock flexibility to the petrochemicals businesses.

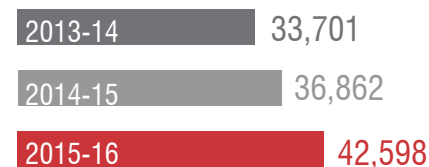
Digitisation will position us in a very competitive position in terms of cost reduction, transparency, real time analysis, advanced planning & optimisation and cohesive customer engagement. We have adopted a pricing B2B software called Vendavo for price and margin optimisation. The

internal financial controls have been documented, embedded and digitised in the business processes. Internal controls are regularly tested for design and operating effectiveness. Our management systems, organisational structures, processes, standards, code of conduct and behaviours together form the RMS that governs how we conduct our businesses and manage associated risks.

Employee Benefits

At RIL, we increased employee pay-out by 15.56% to ₹ 42.59 billion vis-à-vis ₹ 36.86 billion for the year ended 31st March, 2015. In addition, we continue to provide our employees with other intangible benefits. Our basic Earnings per Share (EPS) for the year ended 31st March, 2016 was pegged at ₹ 84.66 per share as opposed to ₹ 70.25 for the last financial year.

EMPLOYEE COST (RIL) (million ₹)



Ratings

Our strong credit ratings over the years reflect our financial prudence and discipline. S&P has rated our international debt as BBB+ with a 'stable' outlook which is two notches above India's sovereign rating. Moody's has rated our international debt at investment grade Baa2 with a 'stable' outlook which is one notch above India's sovereign rating. Our long-term debt is rated 'CRISIL AAA' and 'Ind AAA' by India rating, the highest rating awarded by both these agencies.



"We achieved strong results in a falling oil prices environment which benefited its downstream businesses significantly. This accomplishment came on the back of improved operational performance and prudent risk management. Growth is a key part of our strategy, and we are in the final leg of the largest ever capital expenditure programme in India's corporate history. We have successfully funded this capex while maintaining investment grade credit ratings. Our focus is on improving shareholder returns and maintaining an optimal capital structure."

Alok Agarwal
Srikanth Venkatachari

Investment of ₹ 1,120 billion for creating growth engines of the future.

PRODUCTS & PROCESSES

RESEARCH AND DEVELOPMENT IS THE DRIVING FORCE BEHIND OUR SUSTAINABILITY INITIATIVES. INNOVATION FOR US IS NOT ONLY DEVELOPING PRODUCTS AND SERVICES OR IMPROVING THEIR QUALITY AND PERFORMANCE, BUT ALSO CREATING SUSTAINABLE SOLUTIONS THAT ENRICH LIVES THEREBY GENERATING VALUE.



Raw Material Security



Jetty port at Jamnagar

Availability of input materials in the right quantity and quality at the right time is paramount for the sustainability of our operations.

Steps Towards Digitisation

- Enabled logistics process digitization and advance planning for Raw material security



We are unremittingly working to utilise raw materials in an efficient manner. Our key competitive advantage lies in vertical integration from oil & gas to refining and downstream petrochemical products. Refining & Marketing (R&M) business segment sources crude and feedstock from the international markets, processes it at Jamnagar refinery complex and sells high value petroleum products globally. We generate value by processing the most advantageous crudes, optimally utilising refinery assets and placing products in the highest net-back markets. We manage high quality refining assets with advantageous design capacity for processing 1.24 million barrels per day (MMBPD) of crude, fully utilising the range of options and flexibility that is built into them.

**TOTAL RECYCLED MATERIALS AT
MANUFACTURING LOCATIONS
(000'tonnes)**



Our asset flexibility and logistics infrastructure allow optimisation of crude portfolio to suit the changing market conditions. With inherent design flexibility, we optimise the crude diet, sourcing the most advantageous crude globally. During FY 2015-16, new initiatives were launched to enhance the flexibility of our assets and enable them to process even heavier and higher contaminant content crude. We entered into a long-term supply contract for Basrah Heavy crude improving overall cover for heavy crude on long-term basis. We re-established crude sourcing from Iran post lifting of sanctions.

Relative performance against benchmarks was underpinned by our ability to secure higher value product yields, using a wider selection of crudes and focus on operational

efficiencies. Flexibility in crude processing and product slate with robust risk management helped in posting record margins during the year.

Overall, effective utilisation of secondary processing units, innovative approach to optimise logistics cost and utilisation, production flexibility to swing to higher net-back products and sourcing of best-value feed stock enabled us to sustain our performance even in a challenging margin environment.

Our global outreach, including trading offices at key locations like Houston, London, Singapore and Mumbai, International tankages and presence in East Africa through GAPCO gives us a broad coverage for crude supplies and product sinks. Tankages at major trading hubs allow us to move our selling point closer to consumption hubs and improve responsiveness to market needs.

We understand the importance of the availability of natural resources and strive to reduce the impact of our operations on the environment. We emphasise on the usage of recycled materials within our operations and production processes. In the reporting year, we have increased the recycled materials usage by 14%.

Our upstream business encompasses the complete chain of activity from acquisition to exploration, development and production of hydrocarbons. Our portfolio includes conventional operations on land, shallow water and deep-water acreages. This places us in an advantageous position of having strong offshore (deep-water) capabilities combined with the knowledge of operations in unconventional areas, such as CBM. Our assets include KG-D6, Panna- Mukta, Tapti and two CBM blocks in addition to several domestic and international blocks. Additionally, we have three joint ventures in North America – one in the Eagle Ford play and two in Marcellus play. Our upstream domestic production was lower due to natural decline in

Increase in the recycled materials usage by 14%

the producing fields. We, along with our partners, have made investments in order to augment production through interventions to partly offset the natural decline.

Table 1: Total production over the three years

	Units	FY 2015-16	FY 2014-15	FY 2013-14
Crude Oil	Million MT	0.140	0.160	0.160
Natural Gas	Million m ³	2,364	2,678	3,030

Manufacturing Locations

Material Consumption

	2015-16	2014-15	2013-14	2012-13	2011-12
Raw materials (000' tonnes)	78,734.96	76,131.77	77,828.60	77,774.37	76,159.78
Associated materials (000' tonnes)	291.41	457.22	524.86	505.69	546.13
Intermediates (000' tonnes)	26.84	29.75	30.23	32.84	39.21
Packaging materials (000' tonnes)	93.48	90.34	79.44	65.26	64.61
Materials recycled (000' tonnes)	82.02	71.99	69.15	63.22	64.90
Material recycled (%)	0.10	0.09	0.09	0.08	0.08
Increase in Materials recycled(%)	14%	4.10%	9.3%	-2.5%	-11.6%

E&P

Material Consumption

Associated materials (MT)	440.50	1,294.12	1,218.97	1,852.33	2,278.00
Casings and tubulars (000' meters)	576.09	353.35	65.33	81.29	96.85
Chemicals - solid (000' tonnes)	21.20	10.27	56.93	6.40	12.38
Chemicals - liquid (000' KL)	1.13	1.50	5.71	4.60	15.90



"With increasing stress on non-renewable resources, the rhetoric of raw material security is progressively gaining prominence. In our context, crude oil is the most important raw material and we have taken conscious efforts to utilize 'bottom-of-the-barrel' crude which reduces stress on crude availability. We are the first refinery to enter into a long-term supply contract for Basrah Heavy crude improving overall cover for heavy crude on long-term basis. Continuing our emphasis on processing challenging and most advantageous crudes, we processed 5 new crude grades this year leading to over 145 crude grades processed till date. The R&M business posted record earnings driven primarily by strong product demand and lower energy costs. Superior configuration and asset optimisation enabled us to take advantage of the oversupplied crude market. We plan to further augment this by deploying substantial resources; human capital and money – in development of clean technologies including bio-fuels. The integrated chain continues to outperform in a challenging global environment. In our petrochemicals businesses we live by the principles of the '3R' philosophy. The ROG project will bring down the raw material cost for the petrochemical segment due to usage of low cost off gases from our refinery as feedstock. We are among the pioneers in developing recycled products out of used plastic. These efforts will secure our position as a responsible consumer of resources while ensuring business continuity. We remain true to our commitment of replacing high cost LNG with the completion of petcoke gasification project. The substantial progress in the US ethane import project, will lower costs and ensure long-term feedstock security, flexibility and competitiveness."

Hital R Meswani | C Borar
Srinivasa Tuttagunta | P Raghavendran

Asset Utilisation & Reliable Operations



*Polyester production unit at
Silvassa manufacturing plant*

To build a competitive edge in a dynamic business environment, we upgrade and innovate our asset management strategies on a continuous basis.

Steps Towards Digitisation

- Meridium Asset Performance Management (APM) system has been adopted to ensure reliability of all critical plant assets, operator driven reliability by automation & integrating operator rounds with IOM
- Use of Drones for inspection of inaccessible positions (e.g. flare tip)
- Our order to cash process provides superior customer experience thereby improving internal efficiencies and reducing safety concerns



ASSET UTILISATION

TARGET

Efficient and maximised utilisation of the assets to optimise energy consumption through operational excellence ensuring safe and reliable operations.

Recorded the highest ever polymer production of **4.6 MMT** in FY 2015-16.

Asset utilisation is considered to be a vital function in the oil and gas industry to enhance the operations in the value chain and ensure good equipment life. At RIL, we believe in managing and utilising our assets most efficiently to generate greater value for our shareholders.

Business Performance

Refining and Marketing



Petroleum Refining

We own and operate two of the world's largest and most complex refineries with crude processing capacity of 1.24 MMBPD.

Petrochemicals



Polymers, Polyester, Fibre intermediates, Elastomers and Chemicals

We are an integrated petrochemicals player with Top 10 rankings in key products globally and has a balanced portfolio of liquid and gas crackers

Exploration and Production



Exploration and Production of Oil and Gas

We have interests in onshore and offshore exploration and production in India and significant presence in the US (Shale Gas).

Refining and Marketing

Our state-of-the-art refineries are supported by a world class dedicated logistics infrastructure, including a marine facility, giving access to the world's largest crude and product vessels.

Our refinery at Jamnagar is among the largest and most complex refining assets globally, with a design capacity for processing 1.24 million barrels of crude per day (MMBPD) and a Nelson Complexity Index of 12.7. The refinery's superior configuration gives us the ability to process a wide variety of crude and meet differentiated and stringent product specifications. Additionally, we have a significant flexibility to alter the product mix, thereby capturing opportunities arising due to the evolving market dynamics.

Low oil prices and low energy costs resulted in strong growth in oil demand and higher margins during FY 2015-16. The demand growth was pronounced in light distillates, particularly gasoline. Total exports of refined products have been \$ 19.3 billion this year, compared to \$ 32.5 billion in the previous year. Continuing our emphasis on processing challenging and most advantageous crudes, we have processed 5 new crude grades this year leading to over 145 crude grades processed till date. A total of 66 different crude grades were processed during the year.

Petrochemicals

Our overall petrochemicals production during FY 2015-16 was at a record 24.7 MMT. We also recorded the highest ever polymer production of 4.6 MMT in FY 2015-16. We commissioned our second 650 KTA PET (Polyethylene Terephthalate) resin plant at Dahej, Gujarat at the beginning of this financial year in addition to another PET line of similar capacity which was commissioned earlier. This addition has made the Dahej PET facility one of the largest bottle-grade PET resin capacity at a single location globally and consolidating our position as a leading PET resin producer with a global capacity of 1.13 MMTPA.

Exploration and Production

Our oil and gas assets include KG-D6, Panna-Mukta, Tapti and two Coal Bed Methane (CBM) blocks in addition to other domestic and international blocks. KG D6 gas production declined by 12% for the year to 139.1 BCF. Fall in production was mainly due to natural decline in the fields coupled with sand ingress in MA wells. This was partly offset by incremental production from side tracks.

We had signed production sharing contracts for two offshore blocks (M17 and M18), last year with Myanmar Oil & Gas Enterprise (MOGE), an enterprise of the Government of Myanmar. We have carried out the Environmental Impact Assessment for the blocks.

Smart manufacturing ecosystem enables intelligent analysis of all data on a near real-time basis using models, to reduce safety incidents, improve energy efficiency, equipment reliability and overall efficiency. Aggregating data from various systems, assets and people to get a near real-time 360 degrees view into operations for faster and better decision-making leading to higher operational performance.

It also helps to facilitate asset tracking (personnel, equipment, and vehicle) thereby resulting in improved safety, better asset utilisation, and enhanced security.

We have developed an Operating Management System (OMS) in an effort to provide a single framework for our operations, covering people, plants, processes and performance. It comprises our requirements on health, safety, security, environment, social responsibility and operational reliability, as well as related issues such as maintenance, working with contractors and organisational learning, into a common management system.

The OMS provides a systematic and consistent approach for reducing Health, Safety, Security and Environment (HSSE) risks in our operating activities. It helps in continuously improving the quality of operating activities and delivering competitive performance.

Nelson Complexity Index

Our refineries at Jamnagar are amongst the largest and most complex refining assets globally, with a Nelson Complexity Index of 12.7.



Jamnagar Refinery



Every day, advances in manufacturing technologies make factories smarter, safer and more environmentally sustainable. At RIL, Reliance Management System, is the key to realise the company's strategic goals and targets in the areas of Reliability & Enterprise Asset Management. We leverage digital technology in the area of advanced analytics to create innovative solutions for value added business functions.

Hital R. Meswani | Manoj Chouthai

The refinery's superior configuration gives us the ability to process a wide variety of crudes and meet stringent product specifications.

1. Ability to process difficult crudes, which are cheaper.
2. Ability to produce high value added refinery product slate.
3. Ability to make superior grade refinery fuel products, such as BS-IV and Euro-IV + grade gasoline and diesel.

Debottlenecking

We have undertaken several initiatives focusing on debottlenecking, capacity enhancement and yield improvement to enhance our competitive strength.

Solomon Index

Our refineries have continued to remain in top quartile performance compared to global peers on all major Solomon benchmarking parameters.

Key strengths as per Solomon study are energy efficiency, operational availability and utilised processing complexity.

Operational availability is defined as the percentage of time a unit or facility is available to operate in its intended manner.

Higher Utilised Processing Complexity (UPC) generally increases the Gross Refining Margin.

Digital Technology

Digital technology is a core enabler of our future growth strategy that incorporates business process digitisation, personal productivity tools, big data and analytics, robotics, social and mobility initiatives. We have adopted Meridium Asset Performance Management (APM) system to ensure reliability of all critical plant assets, operator driven reliability by automation, & integrating operator rounds with IOM. Going forward, we look to leverage advancement of solutions and technologies in the area of Internet of Thing (IoT), Radio Frequency Identification (RFID) and advanced analytics to create innovative solutions for value added business functions such as Vessel Tracking, Pricing Optimisation, Customer Relationship Management, Energy Management etc.



Security & Asset Protection



Jamnagar Manufacturing Division

Protection of our physical assets is critical to the success of our business. We must anticipate and prevent any harm that may come to our assets.

Steps Towards Digitisation

- Model based automated real time corrosion monitoring system
- Usage of newly developed corrosion under insulation monitoring tool using microwave technique.



"The security and integrity of our physical assets is of paramount importance. Any breach can lead to loss of life, environmental degradation and overall disruption in business activities. We have adopted risk based approach and implemented the latest and best industry standards, processes, technology, tools and applications available to enhance the security systems. We monitor our emerging threats and vulnerabilities to manage our physical security. We had no incidents accounted related to security and asset protection. Our central security function provides guidance and support to a network of security heads at the various sites who advise and conduct assurance with respect to the management of security risks affecting our people and operations. Our smart manufacturing ecosystem has enabled us to enhance the security of our operations and assets."

Ricky Bindra | Keshav Dubey

At RIL, we implement a culture of continuous improvement in our performance. Security of an asset or of an employee is an important step in performance improvement. Protective measures have been taken keeping safety in mind which has resulted in longer durability, cost saving and enhanced quality.

We have adopted a risk based approach to understand the need of asset protection and safety of our operations. We need to look at existing and potential threats to our business to achieve longer existence. For security and asset protection, we have developed measures which are intelligence led and technology driven to mitigate these risks. We maintain and commitment to our workforce a local operating policy consistent with the entity's vision and OMS, and that includes our commitment to Health, Safety, Security and Environmental performance. Every year, we develop and implement a security management plan based on hazard evaluation and risk management. For handling the valuable and sensitive information securely, we have maintained structured processes for our workforce.

We have adopted the latest and best industry standards, processes, tools and applications available to enhance our security systems.

Our production facilities are prone to risks such as changing technologies and ageing of existing facilities which make the facilities obsolete and uneconomical. We are vigilant towards the use of efficient technology and asset utilisation to overcome the hurdles such as unplanned shutdowns, rise in maintenance and operating cost etc. To uphold the reliability of our operations, we deploy newer technologies and follow regular maintenance schedule. We constantly encourage improvements in safe operating conditions for extending useful life of our assets.

At RIL, the use of information and telecommunication technologies is increasing, resulting in greater security

threats to our digital infrastructure. A breach in digital security or disruptions to our digital infrastructure, due to intentional actions, such as cyber-attacks or human errors could lead to serious impacts on our business. These impacts may include injury to staff, loss of control, impact on continuity or damage to assets and services, harm to the environment, the loss of sensitive data or information, legal and regulatory breaches and reputational damage. We design and operate IT and digital process control systems to manage risk to system and information integrity, availability and confidentiality.

At the heart of our processes is the extensive use of technology. This ensures robustness and integrity of financial reporting and internal controls, allows optimal use and protection of assets, facilitates accurate and timely compilation of financial statements and management reports and also ensures compliance with statutory laws, regulations and company policies.

We are exposed to a wide spectrum of operational risks, given the diversity and complexity of the industries we operate in. The exploration and production of oil and gas, transportation of the hydrocarbons and their further refining and processing is regulated by various regulations across the geographies where we operate. In order to mitigate the risks, we have set the goal of 'zero injuries and incidents'. The Group conducts Health, Safety, Security and Environment audits to get assurance on HSSE management framework protocols and regulatory compliances.

Ensuring Reliable Operations through Smart Manufacturing

The key to recognising our strategic goals and targets in the areas of Reliability & Enterprise Asset Management is accomplished through business transformation and successful implementation of the Reliance Management System. We leverage technology to improve integrity, reliability & effectiveness by undertaking various initiatives like:

- Use of Robotics for very high risk jobs viz. catalyst loading in inert atmosphere
- Use of Drones for inspection of inaccessible positions (e.g. flare tip)
- Implement new technologies in rotary inspection and corrosion monitoring:
 - Critical equipment monitoring & early event detection
 - Model based automated real time corrosion monitoring system
 - Develop high temperature thickness probe using the same material of high temperature.
 - Usage of newly developed corrosion under insulation monitoring tool using microwave technique.



Use of drones for inspection of inaccessible positions.

Supply Chain Management



Petrol Retail Outlets

We seek to work with value chain partners that operate in an economically, environmentally and socially responsible way.

Steps Towards Digitisation

- Enabled logistics process digitization through Radio-frequency identification (RFID)
- Enablement through digitization and automation in supply chain and manufacturing
- Emergency Response Center (ERC) tracks truck movement on a real time basis by utilizing vehicle tracking system for safe and on time delivery of products



SUPPLY CHAIN MANAGEMENT

TARGET

Committed to build and maintain a top-quartile supply chain with focus on sustainability by collaborating with suppliers, helping them build their capacity and address sustainability issues through site-level training.

We are one of the significant global players in the integrated energy value chain, and have a growing presence in retail and digital services in India. Our investment in our value chain will build self-employment prospects along with productivity gains. A large portion of our customer base belongs to the Business-to-Business category. Monitoring of information with respect to safety, complaint redressal, security and environmental impacts is carried out at each interval of the supply chain. As a proud Indian company, we strive to build the competitiveness of India and its local industry. Our commitment to the local suppliers gets highlighted from the fact that we have procured goods and services (non-crude/non-feedstock) worth over ₹ 150 billion from indigenous suppliers. Through sustained investment in mega projects and operations, we have developed India's chemicals and engineering supplier base.

We ensure that we engage local villagers and small businesses around our plants in a variety of productive employment, especially through vehicle hiring, material handling, housekeeping, waste-handling and horticulture contracts. Due to the complex nature of our supply chain activities, we are in process of mapping our upstream and downstream suppliers. Hence, in the current year we have not reported on location of suppliers by country/region and sector specific characteristics. This information would be available in FY 2018-19 reporting cycle.



Supplier performance evaluation module

We have developed the evaluation module for assessment of supplier performance with a well-defined questionnaire and structured feedback survey. In this structured feedback, aspects such as complaint redressal, health, safety, security and environment are considered primarily for evaluation.

Supplier management

Many of our suppliers have grown with us over the years and have now become leading India based suppliers. The supplier management process encompasses seven focus areas mentioned below:

1. Supplier evaluation & registration:

We intend to ensure that 100% of the supplier we engage are qualified through rigorous screening, registration and performance management process. Our supplier base includes top performing engineering/supervision companies, construction companies, joint ventures and consortia. Our supplier evaluation process involves three stages, viz. registration pre-qualification and qualification. The process is IT-enabled which helps suppliers to upload their information on our portal. Based on this information, Supplier Management Cell (SMC) conducts pre-assessment and assigns categories to suppliers. Post this process, the evaluation team carries out a technical evaluation and site visit/audit. At the end, the vendor master team validates the statutory inputs and generates a vendor code in system.

2. Manage supplier data base:

Information on supplier category, taxonomy, opportunities for supplier data base enrichment is compiled in supplier data base.

3. Segmentation:

We conduct periodic supplier segmentation and evolve or deploy supplier relationship strategies based on supplier segments.

4. Stakeholder mapping:

We support and encourage our suppliers for Indigenisation and to expand their capabilities. For more than three decades, we have successfully and consistently been building relationships with India based vendors to create lasting business & technological capabilities and increase their economic value. For bringing more effectiveness in the system, we map our stakeholder parent companies and map supplier stakeholders with buyer organisation through the support from lead contacts.

5. Supplier performance management:

We provide performance rating to suppliers and track and monitor their performance on an ongoing basis.

6. Supplier development:

We are committed to the development of our suppliers through vendor visits and meets on regular intervals to educate and appraise them about all aspects of our

products, practices, systems. We also take their feedback in addition to understanding their concerns & for providing assistance in improving productivity. We monitor and track supplier development initiatives and ensure effective execution of projects to close supplier capability gaps.

7. Supplier collaboration:

We engage with suppliers for collaboration and enhancement of relationship. Along with this, we manage a supplier portal, conduct periodic supplier meets and satisfaction surveys.

About Supplier Code of Conduct

At Reliance, we have developed a supplier code of conduct which is applicable to Tier I and Tier II suppliers and to all of our vendors. Supplier's code of conduct is a part of supplier's contract/purchasing policy. Compliance with this Code of Conduct is an integral part of supplier's commitment to being our preferred business partner.





"We believe in developing strong global supplier and vendor relationships based on shared values and a focus on ethics, quality and safety. With the completion of Gasification, Paraxylene and ROGC and associated units, our Jamnagar manufacturing division will be among the highest conversion refineries globally, with no 'bottom-of-the-barrel' products."

"Procurement and Contracting (P&C) efforts for the on-going mega Jamnagar Projects involved orders on more than 1,500 vendors spread across 28 countries. The P&C efforts for Jamnagar Projects involved technical co-ordination with 10 Technology Licensors and 12 Engineering Contractors spread across about 30 Engineering Centres around the world. The logistics of safe movement of large volume of equipment and materials as well as Over-Dimensional and Super-Over-Dimensional Cargos (ODCs and SODCs) were managed by road, sea and air through innovative multi-modal transportation strategies. The Construction work at the Project site is being managed through mobilisation of over 11,500 Construction Equipment and Machinery."

B Narayan | A. Srinagesh

We seek to work with value chain partners who operate ethically and responsibly. This includes making a contractual commitment where it is mandated to comply with the applicable laws and work in line with our Code. We expect all our contractors and their employees to act in a way that is consistent with our Code and follow its principles. We will consider terminating contracts where we believe they have not met our standards of their contractual obligations.

Sustainable Sourcing

Sustainable sourcing at our company aids social progress, economic development and reduces the environmental impacts. We have adopted RC-14001 responsible care management system in an endeavor to effectively manage the manufacturing, distribution and use of chemicals in the products. We have sourced REACH (Registration, Evaluation, Authorisation and Restriction of Chemical's) compliant materials in order to improve human health and environmental benefits. We strive to ensure 100% compliance of statutory laws and regulations including labour laws by our contractors.

1. Green Packaging:

Our intent is to minimise the requirement of packaging for our products. Wherever feasible, we have migrated to bulk dispatch, thereby reducing the consumption of packaging materials. In addition to this, procurement of green material, paper recycling and recycling of wooden and plastic pellets are integral parts of our green packaging practices. The 3R's - Reduce, Reuse and Recycle have been adopted by our vendors. The practice of recycling plastic/wooden pallets has been adopted for domestic dispatch. For paper based packaging, recycled paper and recycled material are used for multiple cycles of



packaging. We also segregate the office waste for recycling and for disposal purpose by taking help from NGOs. We have reduced consumption of paper in paper tube by optimising specification and by alternate product development.

2. Supplier collaboration:

We always emphasise on maintaining long term association with our suppliers. Collaborative Supplier Management is designed and imbibed in our organisation to gain significant cost and quality advantage. Local vendors are encouraged for indigenisation.

3. Regeneration and safe disposal:

Conversion of Catchem packages: We convert packages to facilitate reduced manual handling for improved safety, reduced packing cost and improved excellence in operation at warehouse and plants.

Regeneration of spent Catalyst: Spent catalyst is sent for regeneration resulting in substantial savings in cost.

Responsible Disposal: We have implemented systems in collaboration with our suppliers to ensure safe transit of materials from their premises to ours. Suppliers have transport emergency response and contingency plans in place with district wise responsible agencies. Peroxides are transported in dedicated and specialised Reefer trucks with GPRS systems and a dedicated trained crew. We have put in systems to monitor disposal of scraps by our vendors to ensure their responsible disposal.

4. Development of engineering talent:

We are investing large capital for the recruitment of engineering professionals for our DEC/EPC projects. This aspect positively impacts the sustainable sourcing through functional improvement and efficient operation.

5. Environmental improvement:

We encourage modifications in processes by keeping environmental impacts into consideration. Utilisation

of load with maximum efficiency, changes in material manufacturing, asbestos elimination assist for generating positive impacts.

6. Contract worker care:

We have numerous initiatives conducted at site and corporate level to ensure contractor work care. We focus on contractor work safety and ensure 100% compliance to laws and regulations in case of contract agreements. Along with this we emphasize on various activities like contractor worker wages verification, compliance to PPE norms by type of work environment, and safety performance evaluation.

7. Community support:

During the formation of contracts, communities nearer to the plant are considered. We also give preference to ex-servicemen in security services.

8. Digitally Stitched Procure to Pay Cycle (P2P):

Our technology architecture ensures 100% automation of operating processes. We have enabled logistics process digitisation through Radio-frequency identification (RFID). Procurement and Contracts focus on three areas of digital technology in P2P cycle; 1) Build mobility based order tracking for users; 2) Create spend analytics IT platform; 3) Drive for significant spend through e-sourcing platforms. P&C integrates procure to pay cycle events to ensure efficient operations for all P2P event participants, a "single interface" to our suppliers for "non-touch transaction management". Our P2P cycle is fully integrated on SAP, INOWITS and EMPTORIS platforms.

Protection of Human Rights across Supply Chain

At Reliance, we believe in carrying out our activities in an ethical and transparent manner and demand the same from our contract workforce. We expect our suppliers to conduct their activities in a manner that respects human rights. We have stringent and robust mechanisms in place to monitor the performance of our significant suppliers, especially with

respect to their performance against our supplier code of conduct.

India has ratified more than 40 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 Rights Assessment guidelines in selection of suppliers & contractors which include compliance with local regulations including this Act. All our significant contracts require adherence to applicable regulations including the above stated rules and are agreed upon by our business partners entering into contract with us.

We have a screening process for our investment agreements. 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, we have continued to enhance investments in our subsidiaries and business joint ventures in the usual course of our business. There were no other significant investments made by us.

Roadmap for Sustainable Sourcing

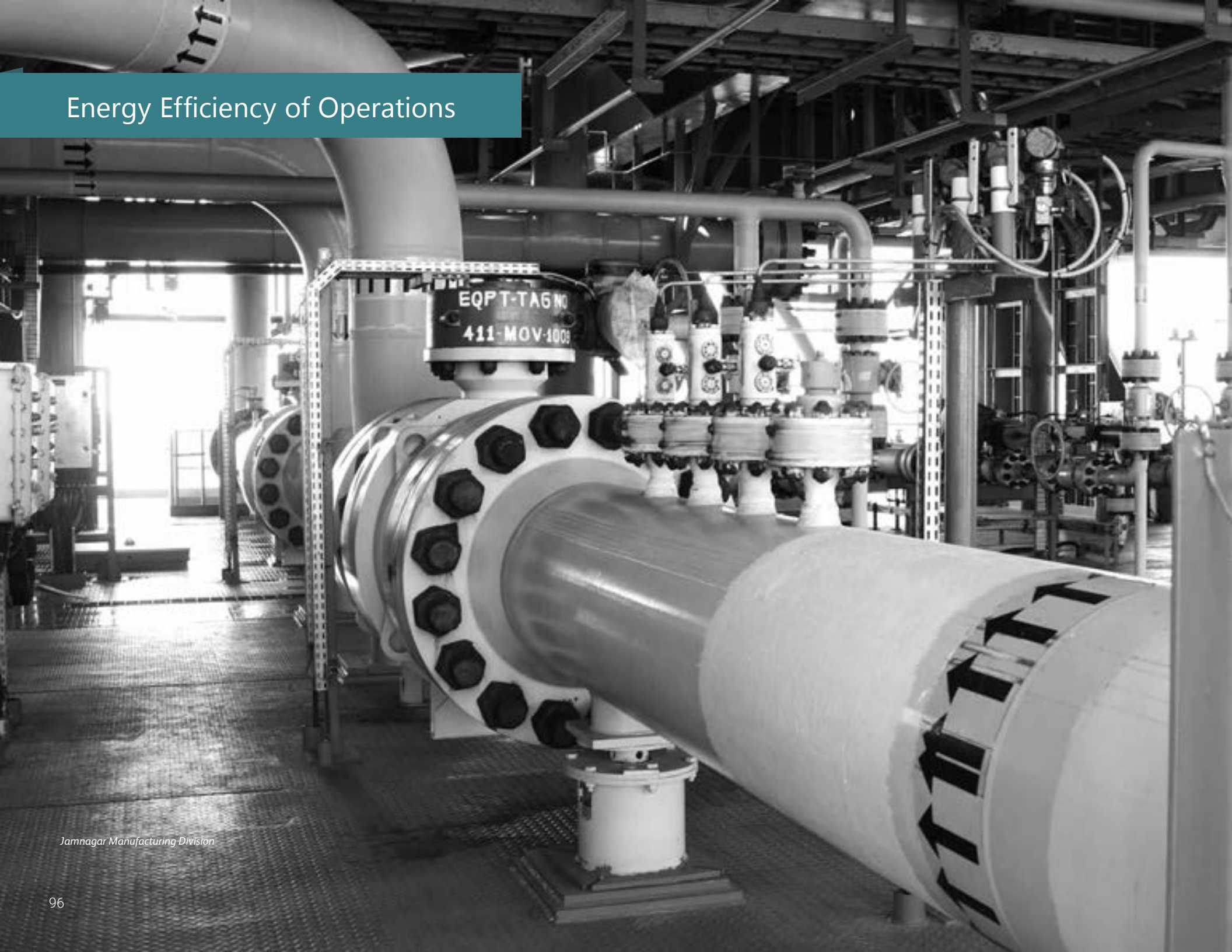


PLANET

WE ARE DETERMINED TO PROTECT THE PLANET FROM DEGRADATION, THROUGH SUSTAINABLE CONSUMPTION AND PRODUCTION, MANAGING OUR NATURAL RESOURCES AND TO MINIMISE THE IMPACTS OF CLIMATE CHANGE TO SUPPORT THE NEEDS OF THE PRESENT AND FUTURE GENERATIONS.



Energy Efficiency of Operations



**Our strategy is to maximise energy performance,
reduce carbon footprint and drive transformation
towards efficient operations**

Steps Towards Digitisation

- Use of Robotics for very high risk jobs viz. catalyst loading in inert atmosphere



CLEAN ENERGY

TARGET

Ensure maximum use of clean energy in all the operations - collaborate with best-available technologies licensors. Ensure benchmarking of energy consumption across all the sites with best-in-class and new emerging technologies.

PACE, a collaborative project was awarded \$9 million by the US DoE for developing and demonstrating algae for producing energy.

We, along with nine other companies have collaborated in a number of areas to reduce the GHG footprint of our operations. We continue to meet the growing energy demand, while working towards minimising the environmental footprint of our ongoing operations, as well as future projects. We strive to mitigate climate change risks by increasing our portfolio in renewable energy. We continue to work towards the development and implementation of climate change mitigation projects. This is primarily done through energy efficiency initiatives at all manufacturing sites.

Renewable energy

The proliferating demand for energy, owing to population rise and fast paced development have led to numerous challenges. These include acute power shortages in various parts of the country and meeting the demand-supply gap would mean increased pressure on already strained non-renewable resources. With this in mind, the focus on renewable sources of energy has been increasing rapidly.

We undertook various initiatives for the deployment of renewable energy, like rooftop solar photovoltaic projects and a bio-gas generation project. During FY 2015-16, we consumed a total of 0.47 Million GJ of renewable energy at our manufacturing locations. We have also made capital investment at manufacturing locations for utilising alternate sources of energy to the extent of ₹ 86.3 million resulting into fuel savings of 1.1 Gcal/hr and financial savings of ₹ 21.8 million.

Over the past few years, we have taken up a number of projects for developing renewable energy options. These projects have yielded encouraging results and are currently under trial for market readiness. These are listed as follows:

Algae to biocrude and biochemical: 'Algae to biocrude and biochemicals' effort aims at establishing a green

platform that harnesses natural resources, such as freely available sunlight, sea water, carbon dioxide and low cost nutrients (nitrogen, phosphorus) to produce abundant quantities of biomass that can be converted to bio-crude and bio-chemicals. Research efforts on algae are focused on physiology, bio-chemistry, molecular biology, genomics, and development of technologies for algae cultivation, harvesting, and processing technologies for converting biomass to bio-crude and bio-chemicals. Reliance has achieved significant technical breakthroughs in improving photosynthesis efficiency and has developed best-in-the-world gene stacking capabilities. We have also developed capabilities in metabolic engineering using lambda Red / PCR technology for gene stacking to improve the production of fuels and chemicals from microorganisms.

Hydrothermal liquefaction: Hydrothermal liquefaction (HTL) is a depolymerisation process that uses high temperature and pressure conditions to convert bio-mass to bio-crude, mimicking the way earth made crude oil millions of years ago. We have built the largest HTL demonstration unit in the world. We have collaborated with partners (Pacific Northwest National Laboratory via Genifuel) whose HTL technology was recognised by a very prestigious award (R&D 100 Award) in 2015. We have subsequently improved the HTL process using in-house proprietary homogeneous catalyst development and other engineering capabilities.

PACE (Producing Algae & Co-products for Energy):

PACE (Producing Algae & Co-products for Energy), our collaborative project with some of the top universities and research institutions in the US, was awarded \$9 million by the US DoE for developing and demonstrating algae for producing energy and co-products. We are the sole demonstration partner for this first-of-its-kind effort wherein we will validate and demonstrate an integrated process for producing bio-crude and other value-added products from algae.

Clean Energy

We are the sole industry partner in the New Millennium Indian Technology Leadership Initiative (NMITLI) project with the Council of Scientific & Industrial Research (CSIR) on indigenous polymer electrolyte membrane (PEM) fuel cell technology development. After successful lab-scale demonstration of PEM fuel cell technology at a lower power, a scaled-up cell of 3 kilowatt-electric capacity has been designed. A fuel cell test bed has been built, for which the engineering was done by us, while stacks were built by CSIR. These components have been integrated and are now functional. The assembly is undergoing testing.

Ensuring Conservation of Energy

Energy efficiency is the cornerstone for sustainable growth and advancement. We have recognised the profound responsibility of energy conservation to address global warming and to adapt to future impacts. Implementing strategic interventions to enhance energy efficiency is one of our key focus areas. We promote a broad range of energy saving initiatives at our manufacturing sites. As a part of continuous improvement, various energy efficiency initiatives were undertaken during the year including:

- Enhanced heat recovery by revamping of air preheaters to recover more energy from flue gases;
- Improved heat rate by uprating Gas Turbines;
- Installation of advanced technologies like divided wall column (DWC) ;
- Optimum utilisation of fuel for steam and power generation using ProSteam Optimiser, an on-line power and steam optimisation tool;
- Innovative projects like steam to steam heat exchangers to utilise low pressure steam;

- Company-wide energy Dashboard to enable easy access to energy performance including equipment level performance monitoring system.

During FY 2015-16, our energy efficiency improvement efforts led to energy savings of 3.93 million GJ. All our manufacturing sites regularly account for GHG emissions, resulting from their manufacturing operations. Given the nature of our products, it is not feasible to trace the energy consumption at the end user especially for our petroleum products. We have conducted life cycle analysis for some of our key products and will be conducting the same for other products in the coming years. Our commitment to stewardship drives us to find new ways of conserving energy and operating more efficiently. For more details in energy conservation initiatives please refer Annexure 5.

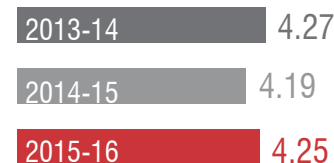
CASE STUDY

INSTALLATION OF HIGH EFFICIENCY FLARE TIP AT DAHEJ MANUFACTURING LOCATION

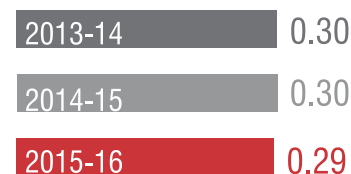
GOP flare caters to the flaring need of various plants. The fuel gas and steam consumption for operation of the flare tip amounted to an energy consumption of about 1.86 Gcal/ hr (i.e. 16,293 Gcal/annum). The flare tip was equipped with specially-designed steam spargers and pilot to reduce the steam and fuel gas required for the combustion of flared gases. It is also designed to ensure complete combustion and hence, smokeless flaring at current flaring loads.

The installation has led to a reduction in steam and fuel gas consumption by about 0.384 Gcal/hr, amounting to annualised energy reduction of about 3,363 mmkcal/ annum. This will consequently result in CO₂ emission reduction by 773TPA.

ENERGY INTENSITY (GJ / TON OF PRODUCTION)



TOTAL GHG EMISSION (tCO₂e / TON OF PRODUCTION)



Energy Intensity - The calculation of the energy intensity ratio is the summation of Direct and Indirect Energy Consumption (in '000 GJ) from Manufacturing and E&P Locations. This ratio uses energy consumed within the organisation only.

GHG Emissions Intensity - The calculation of the emissions intensity ratio is the summation of Total emissions (Direct & Indirect) ('000 tonnes of CO₂e) from Manufacturing and E&P Locations.



MANAGING ENVIRONMENTAL IMPACT

TARGET

Ensure industry-leading energy cells at each site working towards energy security with focus on reducing consumption and increased use of clean energy to progressively reduce GHG emissions intensity. Demand minimum level of HSE compliance from all stakeholders.

Addressing Climate change

We recognise the importance of preserving natural environment that sustains all life on the earth for future generations. At RIL, we consider that climate change poses a significant risk to both corporate activities as well as the society. During FY 2015-16, our manufacturing divisions emitted nearly 27 million tCO₂e GHG (direct and indirect) emissions. The total emissions generated as a result of the employee's business travel was 27,707 tCO₂e. Carbon dioxide (CO₂) makes up a majority of GHG emissions produced by our operations and products across our entire value chain. We have built in-house capacity to develop CDM projects, and obtain the registration and issuance of the same in the form of Certified Emission Reductions (CERs) from the United Nations Framework Convention on Climate Change (UNFCCC). As of 31st March, 2016 the following CDM projects are registered at UNFCCC.

Site Name	Title of CDM Projects
Jamnagar	Reduction in steam consumption in stripper re-boiler through process optimisation
Hazira	Energy efficiency through steam optimisation
Vadodara	Energy efficiency through heat recovery
Barabanki	Biomass based process steam generation
Khinwsar	Solar power generation
Dahej	Demand side energy conservation & reduction
Patalganga	Demand side energy efficiency projects
Allahabad	Improvement in energy efficiency of steam generation and power consumption

Energy efficiency efforts led to energy savings of **3.93 million GJ** for FY 2015-16.

Manufacturing Locations

Environmental

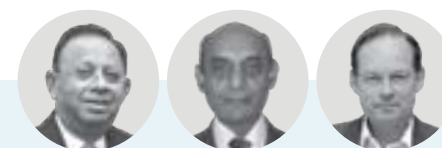
Energy	2015-16	2014-15	2013-14	2012-13	2011-12
Direct energy consumption (000' GJ)	391,185.67	366,384.00	375,513.00	391,675.00	391,603.00
Indirect energy consumption (000' GJ)	3,726.90	6,594.00	4,622.00	1,920.00	1,351.00
Total energy consumption (Direct & Indirect) (000' GJ)	394,912.57	372,978.00	380,135.00	393,595.00	392,954.00
Renewable (000' GJ)	475.13	475.81	464.33	481.71	483.18
Energy saved due to conservation (000' GJ)	3,932.84	4,333.40	3,019.38	4,307.09	2,227.76
GHG Emissions					
Direct emissions (000' tonnes of CO ₂ e)	25,962.63	24,686.64	25,485.91	25,084.85	24,702.94
Indirect emissions (000' tonnes of CO ₂ e)	1,037.87	1,651.49	1,110.69	547.42	387.88
Total GHG emissions (Direct & Indirect) (000' tonnes of CO ₂ e)	27,000.50	26,338.13	26,596.60	25,632.27	25,090.82
Reduction in GHGs (000' tonnes of CO ₂ e)	128.34	253.89	164.05	281.25	129.00

E&P

Environmental

Energy	2015-16	2014-15	2013-14	2012-13	2011-12
Diesel (000' GJ)	204.07	317.44	423.71	297.01	10.34
Gas (000' GJ) ¹	5,352.07	3,712.07	3,165.29	9,171.27	10,804.01
HFO (000' GJ)	0.00	0.00	0.00	0.12	0.10
Total Direct energy consumption (000' GJ)	5,556.14	4,029.51	3,589.00	9,468.40	10,814.45
Indirect energy consumption (000' GJ)	5.34	6.07	5.04	4.23	4.53
Total energy consumption (Direct & Indirect) (000' GJ)	5,561.48	4,035.59	3,594.04	9,472.63	10,818.98
GHG Emissions					
Direct emissions (000' tonnes of CO ₂ e)	316.07	255.09	261.00	552.90	606.76
Indirect emissions (tonnes of CO ₂ e)	1,216.34	1,383.51	1,149.07	868.77	942.70

¹ The values are related to steady state operations facility at Gadimoga



Energy efficiency is considered to be a cornerstone for sustainable growth. We have recognised the need for energy conservation in our operations which has an inherent linkage with both operational cost and environmental impact of our operations. In order to address the planet's undisputed warming and to adapt to future impacts we have undertaken various measures for reducing the carbon intensity of our energy mix and incorporate energy efficient practices in day-to-day operations.

We also contribute in diversifying the energy basket with renewable sources of energy and ensuring to promote energy efficiency measures to sustain the growing energy needs of our operations.

Ajit Sapre | Dr. J V Kelkar | Gerard Denazelle

Managing Environmental Impact



Migratory Birds at E&P Gadimoga

Our commitment to environmental sustainability focuses on both reducing our impact on the planet and ensuring our company's long-term financial viability.
We aspire to operate a business with a relatively low environmental impact.

Steps Towards Digitisation

- Continuous environment monitoring system integrated with Gujarat Pollution Control Board (GPCB)/ Central Pollution Control Board (CPCB)



WATER MANAGEMENT

TARGET

Deploy world-class technologies across all sites to reduce fresh water consumption per unit of production by maximising waste water recycle and minimising external discharge.

We at RIL, understand protecting the environment is not just a sound business practice but a part of our duty as a good corporate citizen. To ensure a robust environmental management system, we have defined four areas for environmental protections: Water conservation, Biodiversity, Air Emissions and Waste Management. As a part of our culture we undertake various activities and celebrate 'World Environment Day', 'Earth Day', 'International Day for the Preservation of the Ozone Layer' and 'World Water Day'. Taking the agenda of digitisation further, we have a system of continuous environment monitoring integrated with State Pollution Control Boards (SPCBs)/Central Pollution Control Board (CPCB).

Water Conservation

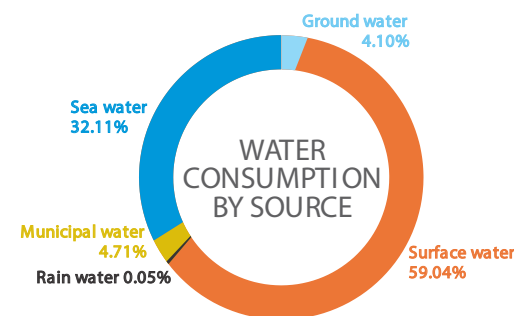
We seek to maximise water efficiency in our process by implementing various water conservation methods in our operations. Under the banner of "Recron Green Gold" we manufacture one of the greenest fibers globally. The manufacturing of this product utilizes upto 90% recycled water and also has one of the lowest carbon footprint.

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, the 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. We continue our commitment to return to the environment and recycle wastewater from our manufacturing process. For all the manufacturing facilities, the water we return is cleaned and treated to meet high internal standards and achieve full compliance with local regulations. 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.

At our manufacturing operations, we consumed a total of

140.711 million Cu.M of water in FY 2015-16, as compared to 126.932 million Cu.M of water in FY 2014-15. 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 2015-16, 45% of our freshwater withdrawal was re-utilised through the process of recycle and reuse at our manufacturing locations. In FY 2015-16, we discharged a total of 28.54 million Cu.M of treated effluent from our manufacturing divisions.

During FY 2015-16, we generated around 0.936 million Cu.M of produced water at our E&P operations as a result of exploration activities. The water was treated to maintain the effluent quality within the stipulated limits before releasing back to the sea. We also generated 7,965.93 tonnes of drill mud and cuttings with the use of aqueous and non-aqueous drilling fluid during our exploration activities.



WATER RECYCLED (000' Cu. M.)



CASE STUDY

INCREASE IN REUSE OF TREATED EFFLUENT IN WASH LINE AND PROCESS

Two modifications were made at the ETP of Barabanki Manufacturing unit for proper settling of sludge, and increase in retention period for biological treatment. This resulted in improved quality of the final treated effluent and hence, reuse of treated effluent could be possible in washing of scrap bottles. Moreover, treated effluent was also used for decontaminating waste barrels, empty bags and gardening purpose.

Biodiversity

We recognise the importance of natural capital and as a responsible corporate we are committed to protect the nature's resources. To ensure the natural capital essential for business operations, the conservation of biodiversity is imperative. We do not have any operational sites close to the high biodiversity protected areas.

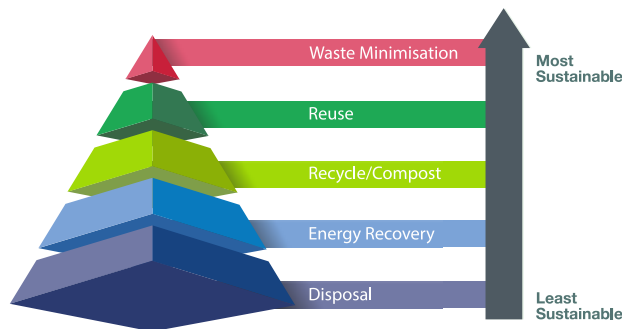
Various initiatives for preservation of biodiversity such as plantation and maintenance of mangroves in the coastal areas are undertaken by us. We also conduct environment impact assessments for all new and expansion projects and engage external experts to undertake periodic monitoring of our impacts on biodiversity.

A lush green cover is a common feature at all our manufacturing divisions and E&P operations. We have added over 4,000 acres of green belt, out of which 2,581 acres were added at our Jamnagar operations.

To promote biodiversity, more than 5.4 lakh (120 lakh since inception) saplings have been planted across the intervention areas during the year. In addition, 1.1 lakh metric tonnes of soil was conserved during the year (4.25 lakh metric tonnes since inception).

Waste Management

At RIL, we ensure the efficient use of resources and work towards reducing the waste generation and lay emphasis on recycling of materials. We continually monitor and review the waste generated across operations with a single focus on reducing waste generation at the source. The disposal of waste is done through authorised agencies. We treat the effluent generated from our manufacturing processes to meet statutory norms and strive to minimise the amount of effluent discharged.



Air Emissions

We regularly monitor emissions generated from our operations to ensure that it is well below the stipulated limits. 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 2015-16, our manufacturing division emitted 2.9, 8.98 and 28.34 thousand tonnes of TPM, SOx and NOx emissions respectively and 42.9 thousand Tonnes of VOC at our Jamnagar manufacturing division. Further, we have emitted 0.1, 1.02, 5.44 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 2015-16 amounted to 51,938.98 tonnes while the corresponding figure for E&P locations has been 6,284 tonnes. We do not use Ozone Depleting Substances (ODS) in our production processes.

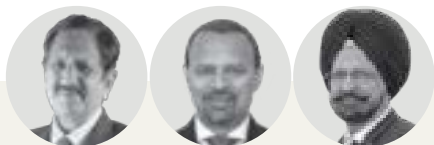
WASTE MANAGEMENT



TARGET

Ensure efficient use of solid catalysts including investment in development of bio-catalysts to replace solid catalysts.

**2,581 acres of greenbelt
added at Jamnagar.**



"We live by our vision of creating value through sustainable measures and ensure that the ethos of environmental conservation is a part of our operational philosophy. Every location works towards minimising the environmental footprint and thereby creating a sustainable harmony with the ecosystem that we operate in."

**Pawan Kumar Kapil | Par Singh
Surinder Saini**

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. Additionally, we have robust systems to prevent operational spills. There have not been any significant spills at our facilities during the FY 2015-16.

Environmental Compliance

Our environmental commitment is to go beyond compliance to all environmental laws and regulations. We are careful and thoughtful to minimise the effect of our operations on the environment. During the period covered by this report, we did not receive any significant fines or sanctions for non-compliance with environmental legislation.



Jamnagar Admin Block

Manufacturing Locations

Environmental

Water ¹	2015-16	2014-15	2013-14	2012-13	2011-12
Total water withdrawal (000' Cu.M)	140,711.76	126,932.58	121,298.19	118,884.54	120,127.44
Percentage of water recycled (%)	45.00	47.65	52.07	55.05	54.52
Total effluent discharge (000' Cu.M)	28,540.68	21,691.43	21,141.31	21,227.12	21,977.98
Air Emissions					
TPM (000' tonnes per year)	2.90	2.91	2.88	2.86	2.61
SOx (000' tonnes per year)	8.98	10.25	11.61	10.84	10.14
NOx (000' tonnes per year)	28.34	27.20	28.47	28.80	28.93
VOCs (000' tonnes per year)	42.90	42.20	42.21	42.77	42.88
Waste²					
Hazardous waste (000' tonnes)	61.13	41.11	35.39	47.07	58.74
Non-hazardous waste (000'tonnes)	114.61	99.13	95.64	75.87	49.89

E&P

Environmental

Water¹					
Water consumption (000' Cu.M)	439.83	461.43	421.62	690.55	421.58
Produced water (000' Cu.M)	936.91	833.65	1,894.01	6,457.15	6,169.72
Air Emissions					
TPM (tonnes per year)	0.1	0.23	0.58	0.56	0.20
SOx (tonnes per year)	1.02	1.96	2.50	295.20	446.58
NOx (tonnes per year)	5.44	5.28	5.91	1877.1	1,466.15
Waste²					
Hazardous waste (tonnes)	175.16	344.04	175.19	279.29	506.24
Non-hazardous waste (tonnes)	1,690.58	1,191.23	659.19	806.97	1,733.70

¹ We have not sourced waste water from any other organisation for our operations.

² There was no transboundary dispatch or receipt of hazardous materials from any of our locations.

Increased total recycling of water by **4.7%**

PEOPLE

WE ARE DETERMINED TO ENSURE THAT OUR PEOPLE CAN
REACH THEIR FULL POTENTIAL IN A HEALTHY, SAFE AND
EQUAL ENVIRONMENT.



Talent Attraction and Retention



Jamnagar SEZ Refinery

We continue to attract some of the best talent in the industry and embrace a culture of diversity and equality.

Steps Towards Digitisation

- Goals to digitize the People Management System (PMS)
- Setting strategic priority through a single learning entity called R-University.
- Cloud-based learning management system to enable learning anytime, anywhere



OPPORTUNITY & DIVERSITY

TARGET

As an equal opportunity employer, promote a culture of transparency, empowerment and meritocracy. Empower women by advancing opportunities in the Company's activities and aspire to achieve 15% women workforce by 2030.

Reliance Group has generated direct employment for **141,321** people.

At RIL, we continue to implement some of the most contemporary practices and processes to enhance the capabilities of our people and strive to attract the best talent. The recent focus has been on implementing new leadership development and learning programmes with the aim of creating the next generation of leaders. In support of this, we have created the R-University to ensure knowledge management and access to world class training opportunities for our employees.

Ethics and Human Rights

We accord high value to our human capital and strive to ensure an ethical, safe and equal work environment, which provides our people numerous avenues for professional as well as personal development. We have an Ethics and Compliance Task Force which comprises the Reliance Group Head of HR, General Counsel, Group Controller and Head-Fraud Risk Management. The Code of Ethics and Compliance programme is reviewed by the senior management periodically (at least once a year). All our units aspire towards 100% compliance with local and national laws, regarding ethics and human rights. We also take into account global standards and strive to comply with all global norms on human rights, including the principles outlined in the United Nation's Universal Declaration of Human Rights. Every employee is exposed to these topics through structured training programmes. Our existing induction programme covers a half hour module on the basics of human rights. All the non-supervisory permanent employees at our manufacturing locations are covered under collective bargaining agreements with trade unions, which ensure compliance with the local and national laws. All our security professionals are trained on security policies and on various aspects of security management.

We abide by the laws in India pertaining to human rights and conduct reviews on an ongoing basis. All our operations

are subjected to review by the Ethics and Compliance Task Force. We follow the requirements of the Industrial Disputes Act, India, 1947 for issuing minimum notice period (s) regarding significant operational changes.

There was no incident of discrimination filed across our locations during the reporting period. Additionally, there were no incidents of child labour and forced or compulsory labour during the reporting period. There were also no incidents of violation involving the rights of indigenous people across locations.

Diversity and Inclusion

At Reliance, any form of discrimination is not tolerated. Our culture embraces diversity and ensures a safe and comfortable working environment for all. We promote equal opportunities for all employees irrespective of gender, sexual orientation, disability, caste or age.

At RIL, we have a total strength of 24,121 people which includes 1,238 females as on 31st March, 2016. The employee turnover rate for the FY 2015-16 was 12.98%. Out of the 2522 new recruits added for reporting year, 245 of them were women recruits. We are one of the foremost manufacturing companies to include women professionals in shift operations.

At Reliance Group, we have generated direct employment for 122,032 people out of which 13,919 are women employees. At Group level, we have employed 235 differently abled employees which adds significance to the overall objective of diversity.



Employees at Reliance Corporate Park, Mumbai

Our endeavour is to make Reliance the “**most admired brand**” through inclusive excellence. We believe a culturally diverse workforce is vital to create a healthy working environment. Today, we have people from 19 different nationalities in our workforce. We have 40 foreign nationals in our leadership cadre. Over the years, we have tried to improve our multi-generational diversity as well. We have made an effort to hire younger employees through 2015 and the average age of our employees now stands at 41 years.

We have introduced R-Aadya, a mobile application for women to connect, converse and collaborate. Through this initiative, we have also introduced ‘Nirbhaya: Be Fearless’, an emergency application that can send a distress call or emergency message to a specified contact or group in an emergency situation.

Our annual intake of management trainees through our Campus Marquee Programme from premier institutes is one of the highest in the country along with a strong internship process which brings a rich pool of young talent into the mainstream.



Diversity & Inclusion

There has been a **12% increase** in number of women employees over the last 5 years (FY 2011-2016) as compared to a **5% increase** in the men employees.



Women in Leadership Positions

We have **16 female** professionals occupying key Leadership positions in our organisation. We provide focused mentoring to women professionals to promote their career growth in leadership positions.

HR Transformation Journey

We embarked upon the ‘R-HR’ Transformation journey in 2014 to create world class HR practices. The aim of this journey is to continue performing within excellent standards and being an employer of choice. We want to inspire highly talented professionals to join and stay with us for a longer term.

R-HR Transformation was a 24-month agenda and driven through four waves of transformation. These have set a strong foundation for us to create greater transparency, empowerment and meritocracy for people practices.

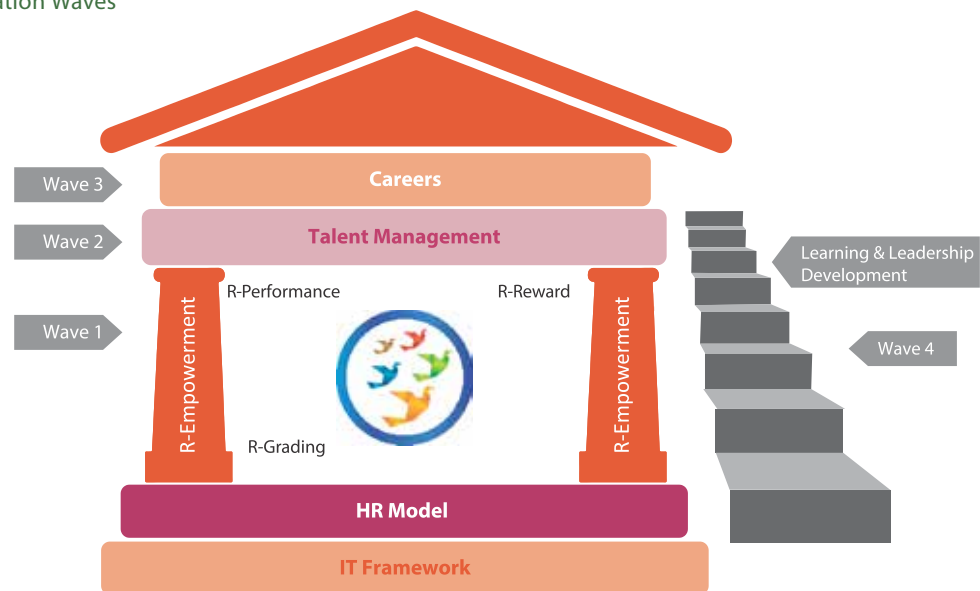
Wave 1 included setting and rolling out foundational processes for putting structured position grading, new-age HR operating model, and a renewed performance management process.

Wave 2 focused on strengthening talent management processes, driving succession planning and career acceleration programme for young talent.

Wave 3 focused on building enhanced resourcing capabilities for internal & external talent.

Wave 4 was launched during FY 2015-16 to drive the strategic organisational capabilities around leadership development and establish an enterprise wide learning and governance framework for employees. With the spirit of continuous excellence, our next goal is to digitise the People Management System (PMS) leveraging latest technology interventions.

HR Transformation Waves





In pursuit of our ambition to create a progressive people environment, we undertook a 24 months HR transformation journey in 2014. We are fast evolving to provide our employees a steep learning curve and fast paced professional and personal development avenues while maintaining the highest standards of workplace ethics and encouraging diversity and inclusion. Leveraging technology, we have digitised the People Management System.

Hital R. Meswani | Ashwani Parashara

We are one of the foremost companies to include **women professionals in shift operations.**

Nurturing and managing talent

We have instituted sustainable practices to identify and develop high calibre talent which will lead us on our growth path into the future. Over the last two years, we have changed the way we look at our internal talent development and external hiring. Wave 4 has helped us move to an integrated learning architecture that enables us to focus our learning investment on developing the technical, functional, and leadership capabilities needed to drive future business growth. We have transformed the learning academies into a single entity called R-University.

Our learning culture focuses on digitisation and democratisation through e-learning, social and collaborative technology platforms. Learning opportunities

are available on a cloud-based learning management system that enables employees to learn from anywhere at any time. We have also formed multiple partnerships with leading industry training programmes to keep our learning content and approach current. Some of the prominent partnerships include those with Bersin by Deloitte, Skillsoft and Corporate Executive Board. To strengthen the leadership pipeline, we have built an integrated transition programme for our leaders with globally renowned partners including Duke CE. Through these step-up programmes, we impart leadership capabilities to our people and encourage them to take up leadership roles. Our career acceleration programme, for building tomorrow's leaders, has run successfully for one year and we are in process of launching the next batch.



Our learning programmes have been provided a directional push towards a fully enabling and seamless learning experience. Focus has moved from mass training programmes to customised programmes. In addition, training programmes have been tailored to meet the needs of employees at different stages of their careers. We have upgraded our physical and virtual learning infrastructure across locations, which has created a standardised learning environment. R-University's three tier governance structure (Group Learning Council, R-University Council and Academy Council) and process optimisation have defragmented the learning landscape and brought increased transparency and business alignment to learning. Additionally, our 'One Reliance' philosophy has allowed employees to chart their own careers in through our internal job mart.

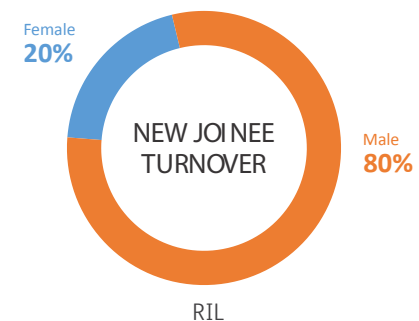
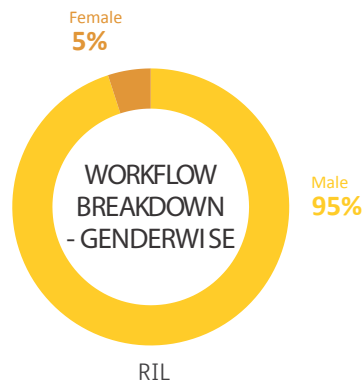
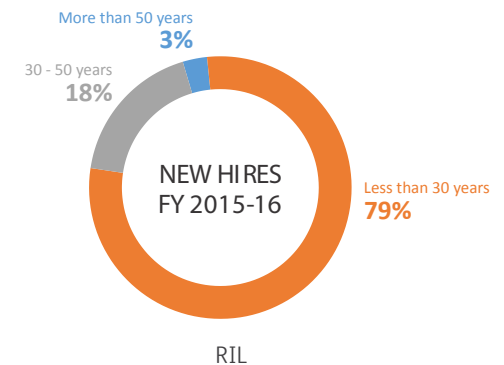
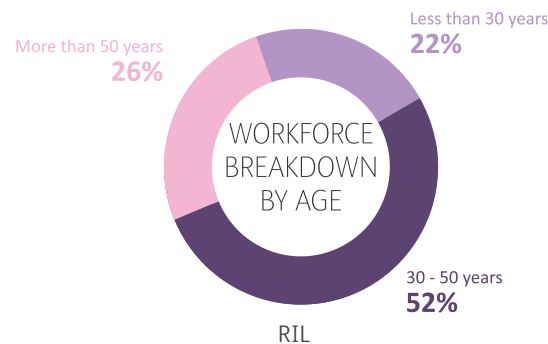
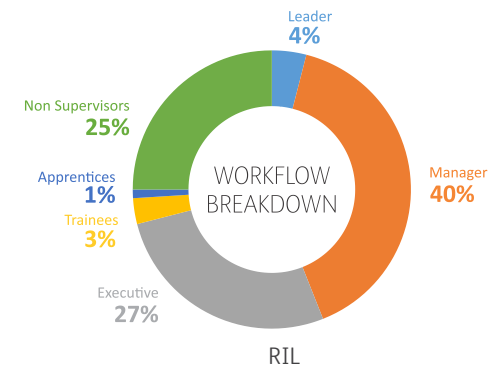
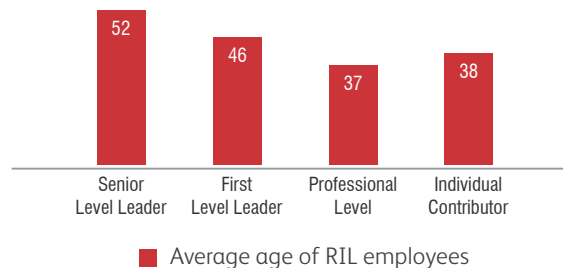
Training courses have been divided into mandatory and non-mandatory categories based on the training content and learner's role. There has been enhanced focus on compliance trainings which are available to all employees through e-learning modules. We have imparted more than 1.5 million man-hours of trainings to our people, both through internal and external subject matter experts in FY 2015-16. Our management staff received an average of 66.22 Manhours of training per employee during the year. A significant number of employees were trained on health,

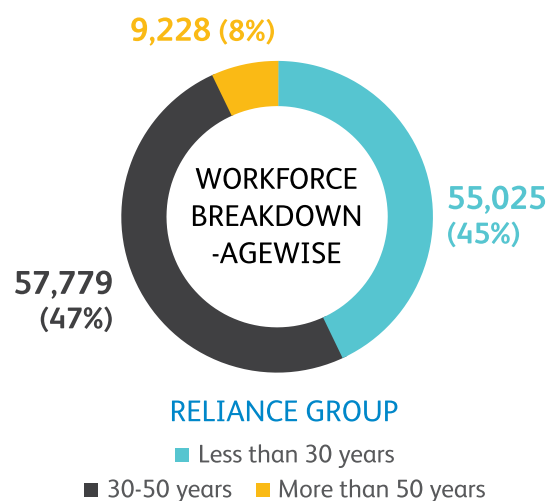
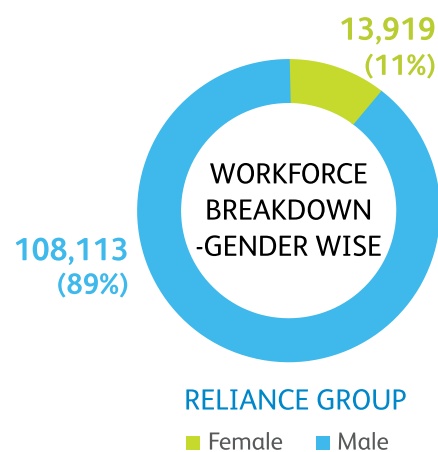
Number of Permanent Woman Employees (RIL)

(Nos.)



Age Demographics of Employees





Transformation of the learning centres into a single entity called **R-University**.

safety and environment for more than 0.75 million man-hours. Other than permanent employees, contract staffs were also covered through various training programmes by providing more than 0.35 million man-hours of training.

Training on continuous improvement methodologies

We strive to embed a culture of Continuous Improvement (CI) activities in our DNA. As a result, different skills of the Six Sigma methodology including DMAIC, Lean, Design for Six Sigma and Innovation have been imparted to our employees. As a part of implementation of the Operating Management System (OMS), new waves have been started to achieve higher levels of operational excellence. These have been structured as per the CI-7 step methodology for exemplar projects to improve different processes, based on identification of gaps against our OMS requirements. A web based portal called “Continuous Improvement Portal” (CI-Portal) has been developed where CI projects are entered and executed within the system.

Feedback analysis process



Feedback mechanism

To ensure effectiveness of our training programmes and identify any areas of improvement, we encourage continuous feedback and analyse the responses received. Based on the feedback, we identify ways to improve the training effectiveness and tailor it to the requirements of our employees. If required, the contents of specific trainings are modified and the faculty and respective academies are provided with areas of improvements. In addition to the trainings, we also carry out an annual employee engagement survey. Based on the analysis of the scores on leadership communication, performance and benefits, manager support, and work environment, we have set annual goals to drive enterprise action in the form of high impact projects. This seeks to create a culture of recognition, develop people management skills in managers, communicate the elements of total rewards, and create innovative communication platforms and toolkits for the leaders to connect with employees.

Workforce breakdown (RIL)

	2015-16	2014-15	2013-14	2012-13	2011-12
Leader (nos.)	855	1,200	1,323	1,159	1,094
Manager (nos.)	9,665	8,823	8,672	8,236	7,937
Executive (nos.)	6,552	6,620	5,477	5,211	4,795
Trainees (nos.)	757	616	544	401	357
Apprentice (nos.)	291	632	504	567	527
Retainers/Consultants (nos.)	-	55	6	-	-
Workers (nos.)	6,001	6,984	7,327	7,945	8,456
Total number of RIL employees (nos.)	24,121	24,930	23,853	23,519	23,166
Attrition rate (%) ¹	12.98	9.29	11.24	8.06	7.57
HSE expenses (million ₹)	3,373.1	2897.46	2,849.49	2,819.03	2,471.34
Benefits provided to employees (million ₹)	4,260	5,610	4,928	4,286	4,284
Number of employees availing maternity leave (nos)	60	48	55	46	43
Number of employees availing maternity leave and completing 12 months after returning to work (nos)	60	43	51	42	37

Training

Leader (hours)	11,386	17,303	32,624	24,388	14,336
Manager (hours)	659,604	476,623	604,112	526,757	444,796
Executive (hours)	459,436	675,975	359,340	261,188	215,953
Non-supervisory (hours)	15,740	209,520	32,955	228,921	199,518
Contract Labour (hours)	359,397	386,061	338,787	262,808	298,001

¹ In FY2015-16, there were a total of 2,522 new joiners out of which 184 left the organisation within the same year



Health and Safety



Employee working at Jamnagar Refinery

Our safety management systems are designed with an objective to develop a safety culture across the organisation to ensure a safe and healthy work environment.

Steps Towards Digitisation

Unique mobile application '**R-Health**' featuring emergency contact numbers.



HEALTH

TARGET

Committed to provide healthcare facilities to all people (on-roll employees and contract staff) working across all sites at par with global standards using latest technologies and practices including maintaining medical history for all.

Occupational Health and Safety is an integral part of our business philosophy and is one of the important pillars of our sustainability strategy. We continuously strive to maintain highest safety standards and provide our workforce with a safe and healthy work environment. The safety of our workforce is of paramount importance to us. We continuously aim at improving our safety performance through the Health, Safety and Environment Management system. Our safety and occupational health responsibilities are driven by our commitment to ensure zero harm to the people we work with and to society, further creating an environment that ensures the well-being of our employees.

Creating a healthy workplace

Our employees are our most valued assets. Health, safety and wellbeing of our employees and all those associated with our company, is vital to us. “Mission Wellness” at all our manufacturing locations, E&P locations as well as offices is a testimony to our comprehensive approach on promoting health and wellness. We have well-equipped Occupational Health Centers (OHC) which conduct counselling on management of personal health and monitor the health of employees on a regular basis.

Our OHCs have a 24x7 ambulance service to ensure quick transportation to the nearby hospitals in case of a medical emergency and are supported by visiting specialists. The medical facilities extended by OHCs are also available for our contractual workforce. We have also implemented an automated ‘High Alert’ system to prevent any medical complications. We have hospitals equipped with modern technologies at Jamnagar, Vadodara, Nagothane and Patalganga.

We monitor contractors working in designated hazardous areas on a regular basis for exposure to hazardous chemicals and processes. Regular awareness sessions are

conducted for employees and their families to prevent and manage lifestyle diseases such as hypertension, diabetes, coronary artery diseases and communicable diseases such as malaria, tuberculosis and HIV/AIDS. We have also established Special Burns Treatment units at the hospitals in Jamnagar, Dahej, Nagothane and Vadodara.

We give special emphasis on food and water hygiene in our canteens and conduct regular audits. To demonstrate our commitment towards employee well-being, we initiated the work life balance program named as ‘Project WISH’ (Work Life Improvement for Safety & Health) to focus on emotional health as a part of resilience management; wherein sensitivity is shown towards emotional and psychological well-being of employees. In order to further strengthen the safety culture across our company, we have implemented the Change Agents for Safety, Health and Workplace Environment (CASHe) programme. We have also implemented a unique programme called ‘Task Based Health Risk Assessment’ (TBHRA). This unique program has given focused approach to evaluate occupational hazard effect on individual with respect to task and job position and also provide exposure data linked to each employee or group of employees during Medical surveillance.



Employee at Jamnagar Refinery

16.4% increase in HSE expenditure during the year

Ensuring a safe workplace

We make continuous efforts to embed a safety culture in our employees and our businesses through safety procedures and discussions. There has been a continuous reduction in injury and lost time rate, which serves as a testimony to our commitment towards safety. We have embarked on a journey to drive the industry best safety practices, by implementing an elaborate incident monitoring mechanism for all incidents across our operations. This is carried out with the help of our robust safety management systems for recording, investigating and tracking corrective and preventive actions. The recommendations provided by qualified specialists are monitored throughout its complete implementation via an action tracking system. There is also a tool on 'Learning from Incidents' which ensures that no incidents occur at any sites across the organisation. It helps sites to prepare documents for sharing and for future reference to avoid any accidents. We conduct various safety awareness campaigns such as road shows, mock drills, safety quizzes, banner displays and educative talks by prominent advocates. In addition, we also conduct campaigns on security, sensitisation of employees and traffic awareness to inculcate the importance of safety and preventive measures to prevent any incidents. There were no workers involved in occupational activities who have high incidence or high risk of specific diseases.

HSE management systems

At every location, we have a safety committee which has been constituted as per the guidelines of the Factories Act, 1948, comprising of a minimum of 50% representation from the non-management workforce. We ensure complete compliance and adherence with all applicable laws, and always strive to go beyond the minimum acceptable threshold of compliance with legal obligation. In order to maintain highest levels of safety, we have implemented Health, Safety & Environment Management Systems (HSEMS) which are periodically reviewed by the board level HSE

committee. This has helped us to increase safety awareness and occurrence throughout our locations and foster a safety culture in the workplace. We are striving to weave the safety performance with business sustainability, by strengthening our Risk Management and Process Hazard Analysis which enable risk mitigation and emergency planning to impede any incidents. All manufacturing sites have adopted Occupational Health & Safety Management Systems (OHSAS-18001). All newly commissioned plants are also being included under the Integrated Management



Employee working at Jamnagar Refinery

SAFETY



TARGET

Work with Industry peers to define and upgrade standards on process safety and proactively promote safety for itself and across the industry. Committed to remain top-quartile performer in all safety metrics across all operations. Ensure implementation of best-in-class technologies for real-time monitoring of operational parameters for safe, reliable and efficient operations.



Integration of HSE and business processes under “One-Reliance” concept.

System at the sites. We have also established RIL HSE-MS at our Petrochemical and Refinery manufacturing facilities which is responsible for HSE implementation through a safety subcommittee. We have an Operating Management System (OMS) framework to deliver and sustain conformance to the essentials, followed by excellence, in operating activities and processes. The OMS provides a systematic and consistent approach for reducing Health, Safety, Security and Environment (HSSE) risks in operating activities.

We have embraced “**One Reliance**” concept across our businesses and the entire value chain, by integrating HSE processes with our business processes.

We have also established an HSE Learning Academy which focuses on programmes to enhance the competency and implement HSE Management systems in all our operations. We subject our HSE systems to regular internal and independent assurance which in turn strengthens our management system.

A unique initiative was taken across all the sites named ‘Task Based Health Risk Assessment’ (TBHRA). This initiative focused on identifying health and safety risks specific to the various tasks in our operations to arrive at an employee level health risk profile. These results are linked to employees’ Periodic Medical Examinations (PMEs) which is modified according to the risk profile. This initiative helped to examine the well-being of our employees and ensure excellence in OHS performance.

Health and safety principles

Our approach towards best-in-class occupational health and safety standards is articulated by the health and safety principles which exhibits our commitment towards building a safe working environment. These principles include proactive hazard identification, risk management, internal controls, training, continual process improvement and a

robust assurance programme which helps to maintain a safety culture across the organisation. Such principles are core to our business and help achieve high safety standards for benchmarking ourselves globally.

Process safety management

Process safety management has always been a key priority to us and a part of our HSE management framework. This helps in eliminating process-related incidents and mitigating the risk of harm to our people and assets. For every process, we conduct a Process Hazard Analysis (PHA) and Quantity Risk Assessment (QRA) to identify the process related risks. There are stringent mechanisms in place for monitoring the process related incidents to prevent any recurrences.

Securing our operations

Being a responsible corporate, it is our duty to protect our people and assets and ensure a robust security set up at our operations. We have formulated a security policy, which further depicts the importance of people and assets to us. The policy entails various aspects such as adherence to applicable laws, best practices to ensure a secure working environment, encouragement to prompt reporting and investigation of any security breaches and irregularities observed within our premises. We have analysed our security threats and taken all the necessary steps to secure our operations. We have a large number of security staff who are provided with basic officer training, as well as, on-the-job training. These trainings include aspects such as human rights, industrial laws and labour laws. We have a global corporate security team in place which is assisted by the Security Advisory Council. The Council advises management and employees on all aspects of security, including global threats and where appropriate evacuation plans.



Employee working at Jamnagar Refinery



₹ 3.37 billion spent on health, safety and environmental initiatives.

Safety audits

We have worked proactively to pre-empt any potential disruptions and emergencies that may affect our operations. We have robust HSE management systems in place to ensure a secure environment across the organisation. To ensure the effectiveness of the HSE systems and policies, we have adopted the HSE audit programme which is an essential part of HSE governance process. In 2015-16, the process of first and second party audits continued at all sites. The audit schedule is published at the beginning of the year and different audits are conducted during the year. Audit schedule includes audits on Process Safety Management, Workplace Safety Management including Electrical safety, Fire Safety Management, Highly Toxic Material Management, Contractor Safety Management, Environment Management and Distribution Safety Management. The audit findings and corrective action are presented to the Board of Directors and appropriate actions are taken to improve the safety performance. These audits help to improve our safety systems and thus, reinforce our commitment towards safety.

We have also collaborated with some of the global industry institutions and bodies such as Centre for Chemical Process Safety, the American Institute of Chemical Engineers, American Chemical Council, and British Safety Council to share and access the best industry practices which help us to benchmark our processes and update our technologies to the best health and safety standards.

Safety performance

During FY 2015-16, at our manufacturing divisions, we recorded an injury rate of 0.074 per 100 workers, while our lost day rate increased to 5.9 as compared to 3.24 in FY 2014-15. We had one fatality during this year at our exploration and production operations and we will continue to put in efforts to avoid any such occurrences in the future. We have adopted monitoring of process related incidents and ensure

necessary measures are undertaken to prevent reoccurrence of any incident.

Fostering well-being

We are driven by the philosophy of 'One Reliance, Healthy Reliance!' and have implemented an initiative, 'REFERS' (Reliance Employee & Family Emergency Response Services) which offers 24x7 assistance in case of any medical accident and fire. In addition, emergency medical services are provided to employees and their family members across the country through strategic tie ups with multi-specialty hospitals. We have designed a unique mobile application, 'R-Health', which features emergency contact numbers of all empanelled hospitals, ambulances, contact persons and emergency coordinators in each location. Additional information on medical records, health dewdrops, and blood donor searches are available in the application.

Our efforts in the field of health and well-being have been recognised by highly reputed agencies including the Joint Commission International, National Accreditation Board of Hospitals, and National Accreditation Board for Laboratories etc. During the FY 2015-16, we spent ₹ 3.37 billion on health, safety and environmental initiatives.

We strive to achieve excellence in improving our employees' occupational and personal health through setting up world-class welfare centres and following international HSE best practices. Health awareness programmes form an integral part of our wellbeing initiatives, which focus on prevention of lifestyle diseases such as hypertension, diabetes, work-life balance and specialised programmes for women's health. During FY 2015-16, there was no case of any reportable occupational disease.

Manufacturing Locations

Safety Performance¹

	2015-16	2014-15	2013-14	2012-13	2011-12
Injuries (nos.) ²	60	48	64	81	73
Injury rate (per 100 workforce) ³	0.074	0.048	0.083	0.095	0.099
Lost days (nos.)	4,772	3,219	4,053	5,822	3,354
Lost day rate (per 100 workforce)	5.90	3.24	5.26	6.82	4.54
Man-hours worked (million hours)	161.76	198.49	153.87	170.82	147.47
Fatalities (nos.) ⁴	0	1	3	3	2

E&P⁵

Safety Performance

Injuries (nos.)	0	0	0	5	13
Injury rate (per 100 workforce)	0.00	0.00	0.00	0.05	0.21
Lost days (nos.)	0	0	0	2472	17
Lost day rate (per 100 workforce)	0.00	0.00	0.00	25.307	0.278
Man-hours worked (million hours)	9.69	9.74	10.23	19.54	12.22
Fatalities (nos.) ⁶	1	0	0	0	0

¹ For the FY 2015-16, 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.

² There were no cases of Lost Time Incidents as well as fatalities involving women at any of our locations.

³ The injury rate and lost day rate have been calculated as per the methodology prescribed by GRI.

⁴ As per global reporting practice, we have reported the number of lost days and fatalities. As per Indian regulations, each fatality is equivalent to 6000 lost days.

⁵ The performance of our E&P business includes facilities owned and operated by us. As we are not the primary operator of the BG-PMT JV, we have excluded the performance from FY 2013-14 onwards.

⁶ In Sohagpur, E&W, CBM mines while carrying out work due to collapse of wall one fatality occurred even though the workers were equipped with PPE.



We have always accorded the highest importance to health and safety across all our activities. Our fully equipped HSE organisation ensures adherence to all laid down safety procedures. The process of first and second party audits continued at all sites with feedback being provided to the Board of Directors.

To have a better assessment of the business and functional risks and to monitor risk mitigation effectiveness based on risk evaluation, the concept of BRAC (Business Risk and Assurance Committee) was introduced with senior management personnel on the committee.

Dr. R Rajesh | Dr. Prasad Tipnis

PEACE AND PARTNERSHIPS

WE ARE DETERMINED TO FOSTER PEACEFUL, JUST AND INCLUSIVE SOCIETIES. WE AIM TO MOBILISE THE MEANS REQUIRED TO IMPLEMENT THE SDGs THROUGH REVITALISED GLOBAL PARTNERS BASED ON THE PARTICIPATION OF ALL STAKEHOLDERS.

PEACE



Customer Satisfaction



Patalganga Manufacturing Division

Over the years, our products have built a sustainable customer base to continuously serve customer needs and continue a spirit of innovation, excellence and better customer satisfaction.

Steps Towards Digitisation

- Next gen applications have been developed to support mobility for customers, agents and sales force
- E-biz Customer Relationship Management (CRM) will enhance customer experience



CUSTOMER SATISFACTION

TARGET

Aspire to be the most customer focused company with the highest customer loyalty.

Being a responsible company, we are committed to meet the customers' needs and constantly strive to understand their expectations and market demand while ensuring minimum impact on the environment. We took our ambition of customer value to the next level through innovation, application and service levels. We aspire to deliver consistently high consumer experience and enhance our overall reputation and brand in the markets we operate in. While capitalising on the strength of our brand, we remain committed and continue to meet our values and society's evolving expectations of business practices.

Customer satisfaction

We are committed to building long-term relationships with our customers through our high standard products and service quality. To enable us to continue satisfying our customers, we need to gauge their expectations and concerns. We have multiple channels of communication with our customers which include customer audits, customer surveys and call centres. Regular face-to-face meetings are conducted with individual customers. Customer meets are also organised for efficient communication with larger groups. This is integrated with a web based customer satisfaction survey along with third party Mystery Customer Audits, Customer Satisfaction Index and call centre evaluation studies. These measures are adopted to assess business performance on various parameters as per customer perception and implement improvement measures to enhance customer satisfaction. This has helped in understanding customer attitude and behaviour and devise improvement measures to ensure fulfilment of service delivery promise, conformance to internal norms and standards and identification areas of process improvement. Through these measures, we aim to ensure that our customer's needs are met at every stage. Keeping the focus on customer centricity and sales force enablement, we are on the path of developing digital solutions to support

mobility for customers, agents and sales force. The E-biz Customer Relationship Management (CRM) will help enhance the customer experience.

In our Polymers business, we encourage direct feedback through various channels including managers visiting customer premises as well as customers visiting our factories. This helps us understand customer requirements, satisfaction levels and behaviour. We also conduct one-to-one meetings with customers to enable efficient communication and meet specific needs. In addition, we conduct web-based customer satisfaction surveys and also a third party survey.

Putting Customer First

At the end of every financial year, customer feedback forms are distributed and a customer satisfaction index is plotted for specific products as per the responses received. We take pride in the fact that we have been able to continuously meet customer expectations of product availability and timely delivery. This has helped in consolidating our position among our peers. Customer Relation Meets (CRM) are conducted on frequent basis to provide knowledge and impart customers about all aspects of our products and their concerns are resolved through the feedback taken.

We embrace customer complaints positively and consider them as an opportunity to improve and develop. Our focus remains on reducing the number of complaints along with effective redressal. As on 31st March, 2016, 91.8% of the customer complaints received were resolved.

We have a defined framework to address customer complaints which takes into account the following four 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.

Reliance Innovation Centre (RIC)

Driving on the path of innovation, we transformed ourselves from a small trading textile firm to India's largest private sector organisation and a Fortune 500 company. We are a harbinger of inclusive growth, and continue our efforts towards holistic growth of our customers and clients as well. Our long standing reputation as a company committed to innovation and our approach create, sustainable value for all our stakeholders. Through our Reliance Innovation Centre (RIC), we look for innovation and developing tomorrow's innovators. This is where different leaders, Nobel Laureates and iconic personalities work under one roof to provide vision to our innovation movement. We are accelerating on innovation for finding new pathways to progress and ensure that our products advance our commitment to improving our business, our planet and every life.

The Reliance Innovation Leadership Centre (RIL-C) was set up to align the innovation practices with the vision of the council. The centre is working on products and services that are positioned at the intersection between Reliance innovation agenda and implementing best practices.

Product stewardship – Driving customer value

Product stewardship is the concept of reducing the environmental, health & safety impacts of products throughout their lifecycle. Our concept of stewardship is taking care of what we leave behind for future generations. This is not measured by financial performance alone, but also extends to the performance relating to environment,

good governance, our social impact and other key components of sustainability. We have undertaken several initiatives to ensure that our products positively impact the environment and society at large.

Our products comply with all the health and safety related regulatory requirements. In addition, we back up our product quality by performing a life cycle assessment study conducted by ICPE. Additionally, we are also working with the Bureau of Indian Standards for formulating standards and guidelines. In this on-going exercise, we have found the roadblock with some of our intermediate or base products. These are the products which are converted into various final products using incremental materials or processes. It is unfeasible to track the final product made from these products and thus make us unable to perform assessment study at the use and service, disposal and recycle stages of the product life cycle. As far as our products are involved, we comply with all health & safety regulatory mandates and no significant incident of non-compliance with regulations and voluntary codes concerning health & safety impacts of product have been reported.

Processing hydrocarbon materials like crude oil, condensates and natural gas make the core of our product line. We follow all regulatory requirements for products and service information. Customers are imparted with awareness about safe use of products and services. Since our raw material is hydrocarbon which is sourced globally, it is not feasible to disclose customers about its sourcing. Material Safety Data Sheet (MSDS) is provided with all of our products that clearly provides information on environmental impacts about the content of the substance, safe handling and disposal of product. There have been no incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling.



Our aspiration to deliver an unmatched customer experience is powered by state-of-the-art technology and seamless supply-chain infrastructure. Focus is on leveraging RIL's robust IT platform and latest technology to provide convenience to RIL's customers through mobile platforms and be future-ready to deliver value-added services. We drive customer value through product innovation and We continue to add products to our range of deliverables to the customers, thus upholding a spirit of innovation, excellence and better customer satisfaction. We have customer-centric approach and our focus towards digital empowerment will provide smooth customer experience.

Nikhil R Meswani | PMS Prasad



PRODUCT STEWARDSHIP

TARGET

Develop road-map for each product in our portfolio based on continuous engagement with customers to understand their current and future requirements and be pace-setter in adapting new and emerging technologies.



'Transforming life into Quality life' - 'Chemistry for Smiles'

Creative expression connects science with emotions as chemistry is the foundation of Reliance Petrochemicals. Our R&D endeavours to partner our customers in developing products and services that bring smiles on the faces.

The DNA of Food Abundance has our Polymers in it



We at Reliance Petrochemicals, develop various polymer formulations for innovative crop and fruit covers in addition to a wide range of other products, thereby helping India become more food-sufficient.

The DNA of Sporting excellence has our Polyester in it



We at Reliance petrochemicals, develop various polyester formulations for speciality fibres and yarns that help reduce drag, enabling better performance.

The DNA of Saving Lives has our PET in it



Our PET is used in medical devices such as surgical sutures, implants and intra-cardiac devices, which contribute towards the building blocks of life-saving medical equipment.

The DNA of Mobility has our Elastomers in it



We at Reliance elastomers, are the foundation of the most of the cars, tractors, trucks, and vehicle tyres in India. Reliance petrochemicals develops different elastomers formulations for specialised grades of synthetic rubber that help everyone be mobile, active and productive.



Petroleum outlets

Community Development



School Child at Gadimoga

Our community development initiatives seek to promote equitable economic growth and ensure a more sustainable, inclusive and people-centric development.

Steps Towards Digitisation

- Improving the learning process through virtual schools.
- Digital Extension Services provided to more than 19 lakh farmers and fisher folk (over 20 lakh since inception).



COMMUNITY DEVELOPMENT

TARGET

Empowering the underprivileged, enhancing their access to better amenities and increasing the outreach of community initiatives to 20 million people by 2030 with the minimum CSR expenditure at 2% of the net profit.

We seek to impact people's lives through our Corporate Social Responsibility (CSR) initiatives. Our CSR policy is aimed at improving lives, living and livelihood for a stronger and inclusive India. Central to our philosophy is the commitment to enhance the quality of life of people from marginalised and vulnerable communities, by empowering them and catalysing change through innovative and sustainable solutions. Our CSR initiatives aim to be replicable, scalable and sustainable in the long term. These initiatives are aimed at promoting equitable economic growth and ensure a more sustainable, inclusive and people-centric development. Our initiatives are in alignment with the Sustainable Development Goals (SDGs), outlined in the United Nations 2030 Agenda for Sustainable Development.

During the year, we have contributed ₹ 6.52 billion (previous year ₹ 7.61 billion) towards Corporate Social Responsibility (CSR) which is 2.38% of profit after tax for the FY 2015-16.

Need based assessments are carried out as a precursor to the implementation of any projects. This is done through community meetings in the project areas. Based on the needs of the community, we adapt our programmes to address the most important challenges faced by them. During our projects, we did not come across any significant impacts on the community caused by our presence. In addition, there were no significant disputes with local communities and indigenous people during the year 2015-16. We are in a process to decommission our two manufacturing locations Allahabad and Nagpur from FY 2015-16.

In case of any issues, the community can voice their problems through a structured grievance mechanism system. The issues are then addressed and appropriately resolved by a team of trained and dedicated professionals who inform the programme staff on the field.

CSR at Reliance

The Reliance Foundation ('The Foundation') was set up in 2010 as an umbrella organisation to implement the social sector initiatives of our Company. The Foundation has a holistic approach towards development and lays emphasis on leveraging technology for development solutions. To maximise its reach and improve outcomes, the Foundation has established strategic partnerships with organisations that have the technical expertise and experience to undertake various programmes. We have undertaken our initiatives in compliance with Schedule VII of the Companies Act, 2013. We currently focus on ushering change through the following pillars:

Rural Transformation: Bridging the rural-urban gap by improving livelihoods and addressing poverty, hunger and malnutrition.

Health: Providing affordable solutions for quality healthcare through improved access to healthcare services and awareness.

Education: Ensuring access to quality education, training and skill enhancement opportunities.

Sports for Development: Focusing on using sports as a medium to encourage learning and breed leadership among youth.

Environment: Promoting environmental sustainability through ecological balance, conservation of natural resources and promoting biodiversity.

Disaster Response: Managing and responding to disasters across India.

Arts, Culture and Heritage: Promoting and protecting India's rich culture and heritage.

For more information please refer CSR policy <http://www.ril.com/getattachment/d5fd70ef-e019-47e5-bb83-de2077874505/Corporate-Social-Responsibility-Policy.aspx>

CSR Expenditure

(₹ in crore)	2015-16	2014-15	2013-14	2012-13	2011-12
Rural Transformation	107	127	166	74	24
Health	314	608	417	141	91
Education	215	18	80	67	75
Sports for Development	9	4	1	--	--
Others	7	4	48	69	61
Total	652	761	712	351	251



Our endeavour is to create value for nation, enhance quality of life across the entire socio-economic spectrum and build an inclusive India. We aim to create replicable and scalable models of development through an integrated approach and maximising societal value for all.

**Jagannatha Kumar | Jitendra Kalra
Sudarshan Suchi**



The RF BIJ Initiative

Report on Corporate Social Responsibility

Through the initiatives mentioned below, we have achieved the following results in this financial year:



RT

Rural Transformation

- ▶ Livelihoods of more than 19 lakh farmers and fisher folks enhanced with support from Reliance (over 20 lakh since inception).
- ▶ More than 97,000 individuals benefited from 2,982 interactive programmes on health, agriculture and livelihoods (over 2 lakh benefited from 6,789 interactive programmes since inception).
- ▶ 31 additional Village Farmers Associations were formed during FY 2015-16 and 3,000 marginal households were enrolled. (Since inception, more than 500 Village Farmers Associations, with 48,500 marginal households have been positively impacted through various sustainable agriculture initiatives).
- ▶ 6,749 Ha of land was brought under improved cultivation (53,934 Ha since inception).
- ▶ Over 17,000 people supported to reach nutrition self-sufficiency (nearly 1.5 lakh since inception).



En

Environment

- ▶ Water harvesting structures created to collect 103 lakh cubic metres of rainwater (nearly 550 lakh cubic metres since inception).
- ▶ Water harvesting and conservation efforts resulted in bringing 4,726 Ha under irrigation (20,590 Ha since inception).
- ▶ Over 5.4 lakh saplings were planted to preserve the environment (nearly 120 lakh since inception).



DR

Disaster Response

- ▶ The relief activities covered seven districts and 218 villages in Gujarat, Maharashtra and Tamil Nadu.
- ▶ Lives of 1,46,510 individuals were impacted through disaster relief by providing various relief materials (2.8 lakh individuals since inception).



Health

- ▶ Over 5 lakh health consultations provided to patients through Reliance managed hospitals, mobile and static medical units and various health camps (over 35 lakhs since inception).
- ▶ 8,480 women were screened for anemia, of which 3,165 women were diagnosed and received treatment for it (over 12,000 women screened, of which 4,900 received treatment since inception).
- ▶ A total of 12,283 children were screened for malnutrition and 1,459 received follow-up treatment for it.
- ▶ 689 corneal transplants (14,728 since inception) supported under the Drishti Programme.
- ▶ 675 cataract surgeries were supported under eye care services.
- ▶ Through 27 Community Health Workers, over 1,000 pregnant women were enrolled for antenatal and postnatal care services.
- ▶ Over 500 patients were provided free consultation, counselling, investigation and treatment for HIV/AIDS (over 8,000 patients since inception).



Education

- ▶ 687 meritorious students were given scholarships to pursue higher studies (over 12,000 since inception).
- ▶ Quality education was provided to 85,000 students through six 'Education for All' NGOs (70,000 students) and 13 Reliance Foundation Schools (15,000 students).



Sports for Development

- ▶ Engaged with over 19 lakh youth (over 28 lakh since inception) across 18 cities who were encouraged to adopt healthy and active lifestyle by integrating basketball into their physical education curriculum.
- ▶ 23 children were awarded scholarships under Young Champs programme for developing football abilities.
- ▶ Sports for Development initiatives in rural areas reached out to more than 3,000 children through various events.



Arts, Culture & Heritage

- ▶ Extended support to the annual concert, "Abbaji", organised by Ustad Zakir Hussain in the memory of his father, Ustad Allah Rakha Khan. This concert featured renowned musicians who came together to pay tribute to the legendary Guru.

Rural Transformation

Water Security

We have made a modest contribution by investing in building capacities of communities to harvest and conserve water. This has been achieved by building water harvesting and conserving structures, blending modern technologies with local situations and identifying needs in partnership with the community. We have initiated water security initiatives in almost each of the 500 plus villages we engage with. Over 107 villages have been made water secure for drinking water while 46 of these villages are fully secure for both agricultural and drinking needs. Since inception, 550 lakh cubic meters of rainwater harvesting and storage capacities (103 lakh cubic meters this year) have been created through more than 10,000 structures including earthen dams, check dams, masonry dams, farm ponds, dugwells etc. These structures have not only improved the access to water and enhanced the agricultural productivity but also helped in creating ecological balance. Besides this, for effective use and management of water, 'water user

groups' have also been formed. Currently, 5,211 farmers are part of the water user groups.

Among other initiatives, hand pumps, submersible pumps, pipeline distribution systems and potable water storage tanks were installed across different locations. Safe drinking water was provided to about 58,500 people across locations. Additionally, 58 reverse osmosis plants were provided to villages in and around Kakinada and Jamnagar.



The RF IS Programme

CASE STUDY

WATER FOR PROSPERITY

We supported construction of 'Gafa Earthen Dam' in Fuljhar village near Jasdan city of Gujarat, with a water storage capacity of 5.54 lakh cubic metres. The dam has supported two villages – Fuljhar and Sompipliya, benefiting 158 households and 221 ha of land irrigation. Even with lesser rainfall in this year, the dam has harvested and conserved adequate water to avoid any drought situation. The dam has also changed the cropping pattern where farmers could grow non-kharif crops besides increased crop yield. Overall, the reservoir has brought significant changes to the ecosystem as well as to the economic wellbeing of farmers.



Agricultural Initiatives Reliance Foundation's

CASE STUDY

SUSTAINABLE AGRICULTURE FOR ENHANCED LIVELIHOOD

Allu Narayamma from GC Palli Village, Andhra Pradesh, had the responsibility of taking care of her household through a three-acre plot she owned. The land was full of boulders and was uncultivated, as a result it was left fallow for a long period. She required aid in converting her waste land into productive land. Reliance, through the Yugandhar VFA, supported her by providing her trainings on sustainable agricultural practices. Through the support from the VFA, she was able to convert her waste land into a paddy field and mango orchard. Her net income increased from ₹ 850 to ₹ 16,450 per month. She is now seen as an inspiration for other farmers within the VFA for promoting chemical-free and eco-friendly farming.

Sustainable Agricultural Practices

To ensure food security for marginal farmer households, we promote sustainable agricultural practices by building capacities of communities. This year, we helped in improving agricultural practices in 6,749 Ha of land for ensuring food security (53,934 Ha since inception). Through this initiative, the marginal farmer households benefited by increased production and income.

Soil Health Card

We have implemented a scheme of soil health cards to help marginal farmers improve their yield. Appropriate treatment of land based on soil test results and related advice leads to reducing fertiliser input costs considerably thereby leading to considerable cost reduction. So far, more than 6,800 soil samples were tested, of which 670 tests were undertaken during FY 2015-16.

CASE STUDY

HEALTHY SOIL MAKES A WEALTHY FARMER

Using the soil health card scheme, Sanjay Awachat from Maharashtra was able to harvest 24 quintals of cotton from one acre of land as compared to an average of 7-8 quintals previously. By incorporating suggestions from the Reliance team, Mr. Achawat was able to reduce his expenses by one third. Thus, while his land productivity went up by three times, the input costs reduced by one third, resulting in significant financial savings.

Promotion of Food and Nutrition Security

With an objective to establish self-sufficiency in nutrition for all rural households, we helped establish small kitchen gardens (Reliance Nutrition Gardens) for supplementing the nutritional intake of rural households. In the current year, 3,411 such gardens (29,998 since inception) have been developed to enhance the nutritional intake of families.

Information Services for Livelihood Enhancement, Education and Health

We identified the needs of rural populations, formulated relevant solutions and implemented them with an objective to enhance rural livelihoods in agriculture, marine fisheries and other farm and non-farm based activities.

We have set up a knowledge base with partners including research institutions, line departments, NGOs and knowledge providers. The purpose of this partnership is to ensure relevant information is shared with farmers and fisher folk who require and can benefit from it.

Our information services team has partnered with INCOIS (Indian National Centre for Ocean Information Services) and IMD (Indian Meteorological Department), the nodal agencies of MOES (Ministry of Earth Sciences), to provide critical and valuable information about potential fishing zones and weather forecasts using satellite imagery. Information on weather forecasts helps the fisher folk decide whether or not to venture out into the sea, which helps in reducing the risk to life. During FY 2015-16, 40,712 unique advisories (73,290 since inception) were successfully disseminated to more than 19 lakh farmers, fisher folk and livestock owners (over 20 lakh since inception).

The information services programme also empowers the communities by providing access to right kind of information at right time with tailor made local advisories. It enables people to reach out with validation information using multiple medium including audio and dial out conferences, local cable TV, All India Radio, print media, voice and text messages, Jio Chat, WhatsApp besides field based programmes and trainings. It also aims to support decision making on various development challenges such as livelihoods, health, education and disaster preparedness.

‘Swachh Bharat’ Initiatives

In support of the Government of India’s ‘Swachh Bharat Mission’, 400 volunteers from Jamnagar, Gujarat have pledged towards ‘clean villages’. The volunteers have organised film screenings and programmes to address issues such as clean environment, sanitation and personal hygiene; and promote zero open defecation, water harvesting and reduction in the use of plastics. In addition, over 1,200 toilets were constructed across villages to enhance the quality of life.

Health

Health Outreach Programme

We address the primary care needs of the underprivileged through different static and mobile medical units at selected locations in Maharashtra, Uttarakhand, Madhya Pradesh, Gujarat, Andhra Pradesh and Uttar Pradesh. The interventions cater to the primary and preventive healthcare needs of the rural and urban poor.

Eight fully-equipped Mobile Medical Units (MMUs) and four Static Medical Units (SMUs) with state-of-the-art technology, including cloud-based software to store patient information, serve the communities. These services are provided to the disadvantaged for necessary care at no cost.

More than 5 lakh consultations have been provided during the year across different locations (over 35.6 lakh since inception), treating both communicable and non-communicable diseases.

Sir HN Reliance Foundation Hospital and Research Centre

Located in the heart of South Mumbai, the hospital, in its 91st year, has been completely rebuilt into a modern 19 storey tower, including two heritage wings. Founded in 1925, it is Mumbai’s first general hospital and enjoys a rich heritage.

This 345-bedded hospital has state-of-the-art operation theatres (equipped with robotic surgery and on-line video conferencing enabling live consultations with global specialists), India’s first hybrid cath-lab for emergency heart operations and state-of-the-art diagnostics facility with Asia’s first new generation CT scan.

The major thrust areas are Oncology, Neuro Sciences, Cardiac Sciences, Gynaecology & Paediatrics, Orthopaedic and Urology & Nephrology. As a multispecialty hospital, the hospital offers medical, surgical and diagnostic services across a wide spectrum of diseases and disorders.

The Hospital's charity and free OPD services are being availed by patients and it provides free and concessional treatment including major surgeries for disadvantaged sections of society. The hospital runs on the principal of providing the same level of treatment for all. The hospital has adopted energy conservation, water recycling and rainwater harvesting technologies.

Specialised care for HIV/AIDS and Tuberculosis

The Community Care Centre and Reliance AIDS Care Hospital is a fully-functional 28-bed hospital that provides diagnostic and curative services to HIV/AIDS patients in Hazira, Gujarat. Over 4,500 infected patients have been admitted to the hospital till date. Additionally, the Reliance HIV and tuberculosis Control Centre has been established in collaboration with NACO to provide HIV Counselling, testing and medical treatment at Hazira. This centre provides comprehensive diagnosis and treatment of Tuberculosis under a single roof, operational through Designated Microscopic Centre (DMC) and DOTS (Direct Observation Treatment Short course) programme. This year, 251 tests were done under DMC and 48 patients availed treatment under DOTS programme. Since inception, over 3,100 patients were served through DOTS centre.

Two dedicated anti-retroviral therapy (ART) centres at Hazira, Gujarat and Patalganga, Maharashtra have reached out to people affected by HIV/AIDS through more than one lakh patient consultations since inception. The centres offer comprehensive care in the form of counselling, testing and medicines for anti-retroviral therapy.

CASE STUDY

REHABILITATION OF PEOPLE LIVING WITH HIV AIDS (PLHIV)

Over 1.4 - 1.6 million people in India are HIV positive. Gujarat, GSNP+ (Gujarat State Network of People living with HIV/AIDS) has more than 45,000 HIV positive people registered with them. With a collaborative effort of Reliance and GSNP+, marriage bureau was organised towards a noble cause to unite two souls suffering with HIV.

A total of 585 PLHIV participated in the event, and seven couples got committed on the same day.

This innovative programme provided a platform for HIV AIDS patients to improve their quality of life and find a life partner.



AIDS awareness and counseling camp

Dhirubhai Ambani Hospital

The Dhirubhai Ambani Hospital at Lodhivali near Patalganga, has provided free or subsidised healthcare to 1,941 patients during FY 2015-16. The ART centre of the hospital, has registered a total of 3,577 persons with HIV/AIDS since inception. 220 new persons with HIV/AIDS were registered during FY 2015-16. All these patients have been provided free consultation, counselling, investigation and treatment. 15,835 consultations were performed at the centre during the year. Since inception, the number of consultations stands at 96,144.



Dhirubhai Ambani Hospital

Drishti: Corneal Transplant Surgeries

The Drishti programme, in association with the National Association for the Blind (NAB) through a network of 59 hospitals, supports the visually impaired through initiatives in which 14,728 corneal transplant surgeries have been undertaken so far. This initiative has brought light into the lives of thousands of visually impaired underprivileged



people through free corneal transplants. We also conduct events to increase awareness about the importance of eye donation. During FY 2015-16, around 13,000 people participated in a week long Drishti event.

Health Care Towards Women

At RIL, we provide health care through our mother and child initiatives. We are working on women's health in urban and rural areas with a specific focus on nutrition and anaemia, pre- and post-natal quality care and improved menstrual hygiene in adolescent girls. In the urban slums of Mumbai and Navi Mumbai, services are provided through the MMUs and SMUs and in rural areas through trained community health workers. Health awareness camps for 120 pregnant women and lactating mothers were organised, focusing on creating awareness on pre- and post-natal care, early childhood education and preventive steps to be taken against the spread of seasonal diseases. Across locations, health and awareness camps were conducted for pregnant and lactating mothers for proper maternal and child healthcare. During the year, over 1,000 pregnant women were provided with antenatal and postnatal care services. Of these, 169 high risk pregnancies were identified and referred to higher facilities for management of complications. In addition, 8,480 women were screened for anaemia,

of which, 3,165 women were diagnosed and received treatment for it. We have also set up the 'Adolescent Girls' Holistic Development Programme' which included interactive learning sessions with 500 girls on topics including personal hygiene, healthy diet, etc. and health screening and a vaccination camp.

Reliance partners to set up Project ASMAN

We have joined hands with Bill & Melinda Gates Foundation, Merck Sharpe Foundation, Tata Trust and the United States Agency for International Development to form Project ASMAN, a first-of-its kind 'Continuum of Care – Health Alliance' in India.

Project ASMAN is aimed at reducing infant, neonatal and maternal mortality in India by facilitating the availability of quality healthcare under the five pillars of Government of India's Reproductive, Maternal, New-born, Child Health and Adolescent Health Programme. ASMAN seeks to create a model for bringing together private players to make significant progress in attaining the goal of providing healthcare for all; as well as steer the nation towards its sustainable development goals.



Education

Dhirubhai Ambani Scholarship Programme

The Dhirubhai Ambani Scholarship (DAS) Programme aims to fulfil late Shri Dhirubhai Ambani's vision of providing opportunities to the youth and empowering them towards becoming future leaders. Initiated in 1996, the scholarship is awarded to meritorious students of standard XII to pursue graduation. The students are selected based on financial need and the merit list is provided by the State/ CBSE Board. During the current year, 464 students including 149 specially-abled students were selected to form the 19th batch of Dhirubhai Ambani Scholars. So far, 10,921 students were supported under this programme, of which half of them are girls and 20% are specially-abled. A considerable number of students have pursued professional courses like medicine and engineering.

Reliance Foundation Schools

Besides DAIS, we support 12 more schools located in Jamnagar, Surat, Vadodara, Lodhivali, Nagothane, Nagpur and Navi Mumbai. The schools offer kindergarden to class 12 programmes affiliated to CBSE, Gujarat State Board and Maharashtra State Board. During the year, some of these schools and its students achieved several recognitions such as 100 percent result in Class X and XII exams, 100 percent distinctions in Class XII science stream, a scholarship won in National Financial Literacy Assessment Test, and representation and participation of students in various sports and development activities.

Partnering for Education Initiatives

The Education For All (EFA) initiative was launched in 2010 to facilitate vulnerable children's access to high-quality education. In FY 2015-16, Reliance and Mumbai Indians partnered with six NGOs, including Akanksha Foundation, Aseema Charitable Trust, Aarambh, Mumbai Mobile Creches

(MMC), Meljol and Ummeed. The EFA partner NGOs worked in the areas of access to education, promotion of education for the girl child and building capacities of differently-abled children. Through these partnerships, the programme has cumulatively reached out to nearly 70,000 children.

Dhirubhai Ambani International School

A school should instil in a child a lifelong love for learning and knowledge, and provide the foundation for holistic development and excellence. These aims have been the fundamental inspiration behind the creation of Dhirubhai Ambani International School (DAIS), Mumbai. The school prepares students for the ICSE, the IGCSE and the IB Diploma examinations. It is a member of the Cambridge International Primary Programme. Over the years, the School has achieved highest standards of excellence on all performance parameters. In 2015, Education World ranked DAIS as the No. 1 International School in India for the third consecutive year, with the School being ranked No. 1 on crucial parameters of 'academic reputation', 'leadership/management quality', 'teacher welfare and development' and 'special needs education'. The Times School Survey 2015, ranked DAIS the No. 1 School in Mumbai in the 'National + International School' category.



Children at Reliance Foundation school

Reliance Dhirubhai Ambani Protsaham Scheme

Reliance Dhirubhai Ambani Protsaham Scheme financially supports underprivileged and meritorious students (Class X pass-outs) from the East Godavari District of Andhra Pradesh. Recipient students of this scheme are provided scholarships to attend junior colleges of their choice to pursue engineering and medical streams. A total of 140 underprivileged meritorious students were selected in the scheme for the academic year 2015-16 (1,953 since inception).

Education for specially-abled children

We have set up an Early Intervention and Rehabilitation Centre in Thallarevu, Andhra Pradesh to facilitate and enhance the development process of children with speech and hearing impairment. The Centre provides special training on therapeutic needs of around 60 children; and is equipped with special education appliances. It also provides awareness programmes on disabilities and training skills for specially-abled children.

Virtual Schools

In order to improve the teaching learning processes and quality of education, Reliance has entered in partnership with Departments of Education, Government of Andhra Pradesh and Government of Gujarat for implementing Reliance Education programme through the use of Jio technology. This programme reached out to 85 schools in Andhra Pradesh and 10 schools in Gujarat in FY 2015-16.

We have also extended support to the schools in tribal areas by setting up computer aided learning centres. The schools have been provided with computer systems and all necessary infrastructure and digital classroom contents. Over 3,500 students have been regularly using the facilities. We have also helped enhance education infrastructure by providing necessary furniture at various locations across India.

Sports for Development

Reliance Foundation Jr. NBA

The Reliance Foundation Jr. NBA programme is a comprehensive school-based youth basketball programme, which has reached close to 28 lakh youth across 18 cities in India since 2013. Through this collaborative programme, we are committed to ignite passion in millions of youth to explore and enjoy sports. The programme promotes



Participants of Reliance Foundation Jr. NBA Programme

health, fitness and an active lifestyle through basketball, and teaches the values of the game such as teamwork, sacrifice, discipline, dedication and sportsmanship.

Young Champs programme

Young Champs is a unique, full scholarship based, full-time residential football and education programme that aims to provide aspiring football talents across the country. This programme also provides an opportunity to hone skills of players with world class facilities and best-in-class training. Under this programme, 23 children were awarded scholarships to develop their football skills. More than 34,500 footballs were distributed to over 6,520 village schools/youth clubs to promote football in rural areas.

Community Engagement

We have launched a programme for rural children to bring about a positive change in their attitude towards education, gender inclusivity and fitness by engaging



Participants at an inter-village tournament

children through fun and play sessions. More than 2,500 children across 30 villages have been engaged under this programme in Agar district of Madhya Pradesh. The children are given friendly mentoring support from trained community youth on and off the field on activities such as hygiene and tree plantation drives. Additionally, over 850 rural children participated in sports activities such as inter-village tournaments for volleyball, kho-Kho and kabaddi.

Environment

Environment and Energy

We are working relentlessly towards developing more sustainable and environment friendly business solutions. Through multiple initiatives, we have undertaken measures for resource conservation, promotion of biodiversity and the use of cleaner energy sources. To promote biodiversity, more than 5.4 lakh (120 lakh since inception) saplings have been planted across the intervention areas during the year.

In addition, 1.1 lakh metric tonnes of soil was conserved during the year (4.25 lakh metric tonnes since inception). Reliance celebrated World Environment Day across project locations to build community ownership towards conserving biodiversity.

Disaster Response

Mission Rahat

In times of natural disasters, our dedicated team manages relief operations, right from situational assessment to relief camps, distribution of relief material and construction of mid-term shelters. We have the capacity to respond to disasters in a timely manner and directly engage with affected communities. Post relief efforts, we continue to work with the communities in the areas of livelihood, health and education. Relief operations were conducted in Tamil Nadu during the flash floods where more than 200 volunteers distributed relief kits and set up medical camps. During the droughts in Beed district of Maharashtra, we sent disaster management teams to 25 villages where 25 water collection points were built, 4 bore wells were dug and drought proofing was carried out.



Mission Rahat

Art, Culture and Heritage

ABBAJI Annual Concert 2016

In this year, we continued to extend support to the annual concert, "Abbaji", organised by Ustad Zakir Hussain in the memory of his father, Ustad Allah Rakha Khan. This concert featured renowned musicians who came together to pay tribute to the legendary Guru.



Children at Art-Tech 2016

Art Tech 2016 - Velvi Art for Autism Festival

We brought the popular Art for Autism festival to Mumbai, where 17 autistic children participated and learned painting and photography skills. The festival was centred on the theme, 'Combining technology with art'. The children were trained in both, technology assisted art and traditional art forms such as acting, modelling and photography. The festival was conducted by experienced facilitators from India, USA and Australia over three days.

Annexure

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Independent Assurance Statement



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Independent Reasonable Assurance Statement to Reliance Industries Limited on their Sustainability Report for Financial Year 2015-16

To the Management of Reliance Industries Limited, Reliance Corporate Park, Thane Belapur Road Ghansoli Navi Mumbai - 400 701 Maharashtra India

Introduction

Reliance Industries Limited ('the Company' or 'RIL') has requested KPMG in India ('KPMG', or We) to provide an independent assurance on its Sustainability Report 2015-16 ('the Report').

The Company's management is responsible for identifying its material topics, engaging with its stakeholders and developing the content of the Report.

KPMG's responsibility is to provide reasonable assurance on the Report content as described in the scope of assurance.

Reporting Criteria

RIL applies its sustainability performance reporting criteria, derived from the 'In-accordance Comprehensive' option as per Sustainability Reporting Guidelines (G4) of GRI including the oil and gas sector disclosures, American Petroleum Institute's International Petroleum Industry Environment Conservation Association (API/IPIECA) guidelines, United Nations Global Compact (UNGC) principles, World Business Council for Sustainable Development (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 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,
 - Under this standard, we have reviewed the information presented in the report against the principles of relevance, completeness, reliability, neutrality and understandability.
- 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 the Reporting Criteria as mentioned above.

Scope, Boundary 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; Reliance Foundation and corporate office at Reliance Corporate Park, for the period 01 April 2015 to 31 March 2016.
- The assurance scope excludes;
 - Aspects of the report other than those mentioned below;
 - 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;

The General and Specific Standard Disclosures subject to assurance were as follows:

General Standard Disclosures

- Strategy and Analysis – G4-1 – G4-2
- Organizational Profile – G4-3 – G4-6, G4-8 – G4-11, G4-14 – G4-16
- Identified Material Aspects and Boundaries – G4-17 – G4-23
- Stakeholder Engagement – G4-24 – G4-27
- Report Profile – G4-28 – G4-33
- Governance – G4-34 – G4-36, G4-39, G4-42, G4-48
- Ethics and Integrity – G4-56

Specific Standard Disclosures

- Economic – Economic Performance (G4-EC2), Indirect economic impacts (G4-DMA, G4-EC7 - G4-EC8)
- Environment - Energy (G4-DMA, G4-EN3, G4-EN5 – G4-EN6, OG2 – OG3), Water (G4-DMA, G4-EN8 – G4-EN10), Biodiversity (G4-DMA G4-EN11 – G4-EN14, OG-4), Emissions (G4-DMA, G4-EN15 – G4-EN19, G4-EN21), Effluents and waste (G4-DMA, G4-EN22 – G4-EN26, OG-5 – OG-7) Compliance (G4-DMA, G4-EN29),
- Labor Practices and Decent Work – Employment (G4-DMA, G4-LA1 – G4-LA3), Labour/Management Relations (G4-DMA, G4-LA4), Occupational Health and Safety (G4-DMA, G4-LA5 – G4-LA8), Training and Education (G4-DMA, G4-LA9 – G4-LA11), Diversity and Equal Opportunity (G4-DMA, G4-LA12),
- Human Rights – Child Labor (G4-DMA, G4-HR5), Forced or Compulsory Labor (G4-DMA, G4-HR6)
- Society – Local communities (G4-DMA, G4-SO1 – G4-SO2, OG-10 – OG-11), Anti-Corruption (G4-DMA, G4-SO3 – G4-SO5), Compliance (G4-DMA, G4-SO8)
- Product Responsibility – Customer Health and Safety (G4-DMA, G4-PR1 – G4-PR2), Product and Service Labelling (G4-DMA, G4-PR3 – G4-PR5), Compliance (G4-DMA, G4-PR9)

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 G4 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 and 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 2015-16 and included in the Report.
- 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 the same 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 G4 guidelines including the 'Oil and Gas Sector Disclosure' and covers RIL's sustainability performance covering its operations as mentioned in the scope.
- The standard disclosures and key performance indicators presented in the report by RIL, are fairly represented in line with the identified material topics.

As per AA1000 AS 2008 principles:

Principle of Inclusivity: RIL has identified its significant stakeholder groups based on the level of influence & impact the company has on these stakeholder groups. RIL has partnered with various external stakeholder groups with the objective of enhanced value creation.

Principle of Materiality: RIL has reported on their identified material topics across economic, environmental and social aspects. The methodology of materiality determination used for the Report considers the perspectives of senior representatives from various functions at RIL and various stakeholder groups. The Company has responded to the material topics by disclosing its performance in the report. RIL has constituted a sustainability governance council for monitoring and managing the performance on material topics on periodic basis.

Principle of Responsiveness: RIL has a stakeholder engagement policy as part of Code of Conduct, through which it expresses its intent of engagement with stakeholders and respond to their expectations and concerns. RIL

has identified its various stakeholder groups and the engagement mechanism for each of them along with their specific priorities. RIL has also provided information on specific actions through disclosure of performance. RIL has implemented Reliance Management Systems that will help enhance the quality and timeliness of reporting to its stakeholders.

Reliability: On a monthly basis, RIL tracks the sustainability performance data across all sites and has plans to conduct periodic internal assurance.

Independence

The assurance was conducted by a multidisciplinary team including professionals with suitable skills and experience in auditing environmental, social and economic information in line with the requirements of the ISAE 3000 standard. Our work was performed in conformance to the requirements of the IFAC Code of Ethics for Professional Accountants, which requires, among other requirements, that the members of the assurance team (practitioners) as well as the assurance firm (assurance provider) be independent of the assurance client, in relation to the scope of this assurance engagement, including not being involved in writing the Report. The Code also includes detailed requirements for practitioners regarding integrity, objectivity, professional competence and due care, confidentiality and professional behavior. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence. The firm applies International Standard on Quality Control (ISQC) 1 and the practitioner complies with the applicable independence and other ethical requirements of the International Ethics Standards Board for Accountants (IESBA) code.

Responsibilities

RIL is responsible for developing the Report contents. RIL is also responsible for identification of material sustainability issues, establishing and maintaining appropriate performance management and 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. The assurance engagement is based on the assumption that the data and information provided to us is complete and true. We expressly disclaim any liability or co-responsibility for any decision a person or entity would make based on this assurance statement. By reading this assurance statement, stakeholders acknowledge and agree to the limitations and disclaimers mentioned above.

Santhosh Jayaram
Partner
KPMG in India
19 September 2016



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G4-40	Nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members
G4-41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed.
G4-42	Highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.
G4-43	Measures taken to develop & enhance the highest governance body's collective knowledge of economic, environmental and social topics.
G4-44	a. Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics.
	b. Report actions taken in response to evaluation of the highest

General Standard Disclosures	Description
	governance body's performance with respect to governance of economic, environmental and social topics.
G4-45	a. Role of the highest governance body in the identification and management of economic, environmental and social impacts, risks, and opportunities.
	b. Use of stakeholder consultation to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.
G4-46	Role of the highest governance body in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.
G4-48	The highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.
G4-49	The process for communicating critical concerns to the highest governance body.
G4-50	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.
G4-51	a. Remuneration policies for the highest governance body and senior executives
	b. Linkage of the remuneration policy to the highest governance body's and senior executives' economic, environmental and social objectives.
G4-52	The process for determining remuneration.
G4-53	Process for seeking stakeholders' views regarding remuneration

General Standard Disclosures	Description
G4-54	The ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees.
G4-55	The ratio of percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees.

General Standard Disclosures	Description
Ethics and Integrity	
G4-56	The organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.
G4-57	The internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity.
G4-58	The internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity.

SPECIFIC STANDARD DISCLOSURES

Category: Economic

General Standard Disclosures	Description
Material Aspect: Economic Performance	
G4-DMA	Disclosure on Management Approach – Economic Performance
G4-EC1	Direct economic value generated and distributed
G4-EC2	Financial implications and other risks and opportunities due to climate change
G4-EC3	Coverage of the organization's defined benefit plan obligations
G4-EC4	Financial assistance received from government
Material Aspect: Indirect Economic Impacts	
G4-DMA	Disclosure on Management Approach – Indirect Economic Impacts
G4-EC7	Development and impact of infrastructure investments and services supported
G4-EC8	Significant indirect economic impacts, including the extent of impacts

General Standard Disclosures	Description
Material Aspect: Procurement Practices	
G4-DMA	Disclosure on Management Approach – Procurement Practices
G4-EC9	Proportion of spending on local suppliers at significant locations of operation
Category: Environmental	
Material Aspect: Materials	
G4-DMA	Disclosure on Management Approach – Materials
G4-EN1	Materials used by weight or volume
G4-EN2	Percentage of materials used that are recycled input materials
Material Aspect: Energy	
G4-DMA	Disclosure on Management Approach - Energy
G4-EN3	Energy consumption within the organization
G4-EN4	Energy consumption outside of the organization



General Standard Disclosures	Description
G4-EN5	Energy intensity
G4-EN6	Reduction of energy consumption
G4-EN7	Reductions in energy requirements of products and services
Material Aspect: Water	
G4-DMA	Disclosure on Management Approach – Water
G4-EN8	Total water withdrawal by source
G4-EN9	Water sources significantly affected by withdrawal of water
G4-EN10	Percentage and total volume of water recycled and reused
Material Aspect: Biodiversity	
G4-DMA	Disclosure on Management Approach – Biodiversity
G4-EN11	Operational sites in, or adjacent to, areas of high biodiversity value
G4-EN12	Significant impacts on biodiversity in areas of high biodiversity value
G4-EN13	Habitats protected or restored by the organization
G4-EN14	Total number of endangered affected by operations
Material Aspect: Emissions	
G4-DMA	Disclosure on Management Approach – Emissions
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)
G4-EN18	Greenhouse gas (GHG) emissions intensity
G4-EN19	Reduction of greenhouse gas (GHG) emissions
G4-EN20	Emissions of ozone-depleting substances (ODS)
G4-EN21	NOX, SOX, and other significant air emissions

General Standard Disclosures	Description
Material Aspect: Effluents and Waste	
G4-DMA	Disclosure on Management Approach – Effluent and Waste
G4-EN22	Total water discharge
G4-EN23	Total weight of waste generated or disposed
G4-EN24	Total number and volume of significant spills
G4-EN25	Weight of transported, imported, exported, or treated hazardous waste deemed the Basel Convention
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff
Material Aspect: Compliance	
G4-DMA	Disclosure on Management Approach
G4-EN29	Fines and non-monetary sanctions for non-compliance with environmental laws
Category: Social	
Sub-Category: Labor Practices and Decent Work	
Material Aspect: Employment	
G4-DMA	Disclosure on Management Approach - Employment
G4-LA1	Total number and rates of new employee hires and employee turnover
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees
G4-LA3	Return to work and retention rates after parental leave
Material Aspect: Labor/Management Relations	
G4-DMA	Disclosure on Management Approach – Labor/Management Relations

General Standard Disclosures	Description
G4-LA4	Minimum notice periods regarding operational changes
Material Aspect: Occupational Health and Safety	
G4-DMA	Disclosure on Management Approach – Occupational Health and Safety
G4-LA5	Percentage of total workforce represented in formal joint management–worker health and safety committees
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work related fatalities
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation
G4-LA8	Health and safety topics covered in formal agreements with trade unions
Material Aspect: Training and Education	
G4-DMA	Disclosure on Management Approach – Training and Education
G4-LA9	Average hours of training per year per employee
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings
G4-LA11	Percentage of employees receiving regular performance and career development reviews
Material Aspect: Diversity and Equal Opportunity	
G4-DMA	Disclosure on Management Approach – Diversity and Equal Opportunity
G4-LA12	Composition of governance bodies





General Standard Disclosures	Description
Sub-Category: Human Rights	
Material Aspect: Investment	
G4-DMA	Disclosure on Management Approach – Investment
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights
Material Aspect: Child Labor	
G4-DMA	Disclosure on Management Approach – Child Labor
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor
Material Aspect: Forced or Compulsory Labor	
G4-DMA	Disclosure on Management Approach – Forced or Compulsory Labor
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor
Material Aspect: Supplier Human Rights Assessment	
G4-DMA	Disclosure on Management Approach – Supplier Human Rights Assessment
G4-HR10	Percentage of new suppliers that were screened using human rights criteria
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken



General Standard Disclosures	Description
Sub-Category: Society	
Material Aspect: Local Communities	
G4-DMA	Disclosure on Management Approach – Local Communities
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs
G4-SO2	Operations with significant actual or potential negative impacts on local communities
Material Aspect: Anti-Corruption	
G4-DMA	Disclosure on Management Approach – Anti – Corruption
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified
G4-SO4	Communication and training on anti-corruption policies and procedures
G4-SO5	Confirmed incidents of corruption and actions taken




General Standard Disclosures	Description
Sub-Category: Product Responsibility	
Material Aspect: Customer Health and Safety	
G4-DMA	Disclosure on Management Approach – Customer Health and Safety
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes
Material Aspect: Product and Service Labeling	
G4-DMA	Disclosure on Management Approach – Product and Service Labeling
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes
G4-PR5	Results of surveys measuring customer satisfaction

Linkage of Business Responsibility Report and GRI indicators with the Sustainable Development Goals



Goal	Sustainable Development Goal	Business Responsibility Report	GRI Indicators
 1 NO POVERTY	End poverty in all its form everywhere	NVG 8 Businesses should support inclusive growth and equitable development	G4-SO2 G4-EC5 G4-HR8 G4-EC1, G4-EC7 G4-EN15, G4-EN16, G4-EN17, G4-LA6, G4-LA7 G4-EN24 G4-EN23, G4-EN25 G4-EN22
 2 ZERO HUNGER	End hunger achieve food security and improved nutrition and promote sustainable agriculture	NVG 2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle NVG 8 Businesses should support inclusive growth and equitable development	G4-EC8 G4-SO2 G4-HR8 G4-EC1, G4-EC7
 3 GOOD HEALTH AND WELL-BEING	Ensure healthy lives and promote well-being for all at all ages	NVG 3 Businesses should promote the wellbeing of all employees	G4-EN15, G4-EN17, G4-EN20, G4-EN21 G4-LA6, G4-LA7 G4-EN22
 4 QUALITY EDUCATION	Ensure inclusive and equitable quality education and promote life long learning activities for all	NVG 8 Businesses should support inclusive growth and equitable development	SO1 G4-LA9






Goal	Sustainable Development Goal	Business Responsibility Report	GRI Indicators
 5 GENDER EQUALITY	Achieve gender equality and empower all women and girls	NVG 5 Businesses should respect and promote human rights	G4-EC5 G4-LA1, G4-LA9, G4-LA11, G4-LA12 G4-EC1 G4-LA3 G4-38, G4-40, G4-LA12 G4-LA14, G4-LA15
 6 CLEAN WATER AND SANITATION	Ensure availability and sustainable management of water and sanitation for all	NVG 2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	G4-EN8, G4-EN9 G4-EN23 G4-EN10 G4-EN22 G4-EN10 G4-EN11, G4-EN12, G4-EN13, G4-EN14, G4-EN22, G4-EN24, G4-EN26
 7 AFFORDABLE AND CLEAN ENERGY	Ensure access to affordable, reliable, sustainable and modern energy for all	NVG 2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle NVG 6 Businesses should respect, protect and make efforts to restore the environment	G4-EN3, G4-EN4, G4-EN5, G4-EN6, G4-EN7 G4-EC1, G4-EC7 G4-EN3, G4-EN4
 8 DECENT WORK AND ECONOMIC GROWTH	Promote sustained, inclusive, sustainable economic growth full and productive employment and decent work for all.	NVG 3 Businesses should promote the wellbeing of all employees	G4-HR5 G4-LA12 G4-EC5, G4-LA2 G4-EC1 G4-HR6 G4-LA9, G4-LA10, G4-LA11 G4-10, G4-LA1

Goal	Sustainable Development Goal	Business Responsibility Report	GRI Indicators
			G4-EN3, G4-EN4, G4-EN5, G4-EN6, G4-EN7 G4-LA3 G4-EN10, G4-LA1
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	NVG 6 Businesses should respect, protect and make efforts to restore the environment	G4-EN31 G4-EC1, G4-EC7 G4-EC1, G4
 10 REDUCED INEQUALITIES	Reduce inequality within and among countries	NVG 5 Businesses should respect and promote human rights	G4-EC8 G4-LA12
 11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities and human settlements inclusive, safe, resilient and sustainable	NVG 6 Businesses should engage with and provide value to their customers and consumers in a responsible manner	G4-EC7



Goal	Sustainable Development Goal	Business Responsibility Report	GRI Indicators
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure Sustainable consumption and production patterns	NVG 2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle NVG 9 Businesses should engage with and provide value to their customers and consumers in a responsible manner	G4-EN15, G4-EN16, G4-EN17, G4-EN20, G4-EN21 G4-EN3, G4-EN4, G4-EN5, G4EN6, G4-EN7 G4-EN1, G4-EN2 G4-EC9 G4-EN22
 13 CLIMATE ACTION	Take urgent action to combat climate change and its impacts	NVG 6 Businesses should respect, protect and make efforts to restore the environment	G4-EN3, G4-EN4, G4-EN5, G4-EN6, G4-EN7 G4-EN15, G4-EN16, G4-EN17, G4-EN18, G4-EN19 G4-EC2
 14 LIFE BELOW WATER	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	NVG 6 Businesses should respect, protect and make efforts to restore the environment	G4-EN11, G4-EN12, G4-EN13, G4-EN14, G4-EN26 G4-EN15, G4-EN16, G4-EN17, G4-EN18, G4-EN19, G4-EN21, G4-EN27 G4-EN24 G4-EN22

Goal	Sustainable Development Goal	Business Responsibility Report	GRI Indicators
 15 LIFE ON LAND	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat	NVG 6 Businesses should respect, protect and make efforts to restore the environment	G4-EN15, G4-EN16, G4-EN17, G4-EN18, G4-EN19, G4-EN21 G4-EN11, G4-EN12, G4-EN13, G4-EN14 G4-EN11, G4-EN12, G4-EN13, G4-EN14, G4-EN26 G4-EN24 G4-EN11, G4-EN12, G4-EN13, G4-EN14, G4-EN26
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	NVG 1 Businesses should conduct and govern themselves with Ethics, Transparency and Accountability NVG 4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised NVG 7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	G4-HR5 G4-SO3, G4-SO4, G4-SO5, G4-EN29 G4-39, G4-41 G4-56, G4-57, G4-58 G4-EN34, G4-LA16, G4-HR12, G4-SO11 G4-37, G4-38, G4-40, G4-45, G4-53
 17 PARTNERSHIPS FOR THE GOALS	Strengthen the means of implementation and revitalize the global partnership for sustainable development	NVG 7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	G4-EC8

UNGC – Communication on Progress

Global Compact Principles	Our Response
<p>Human Rights</p> <p>Support and respect the protection of internationally proclaimed human rights within the business' sphere of influence</p>	<p>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.</p>
<p>Ensure that the business is not complicit in human rights abuses</p>	<p>Our code of conduct is applicable to all employees and we do not have any instance of human right abuses in FY 2015-16.</p>
<p>Uphold the freedom of association and effective recognition of the right to collective bargaining</p>	<p>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 2015-16 on account of any labour dispute.</p>
<p>Labour Standards</p> <p>Uphold the elimination of all forms of forced and compulsory labour</p> <p>Uphold the effective abolition of child labour</p> <p>Uphold the elimination of discrimination in respect of employment and occupation</p>	<p>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</p> <p>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.</p>

Global Compact Principles	Our Response
<div>Environment</div> <div>Support a precautionary approach to environmental challenges</div>	<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>
<div>Undertake initiatives to promote greater environmental responsibility</div>	<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>
<div>Encourage the development and diffusion of environmentally-friendly technologies</div>	<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>
<div>Anti-corruption</div> <div>Work against all forms of corruption, including extortion and bribery</div>	<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 & corruption, fraud, insider trading and human rights & 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>



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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 & 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) 2015-16 linkage

Business Responsibility Report Disclosure	AR* Page Reference	Direct Reference / Explanation																
Section A																		
Corporate Identity Number (CIN) of the Company	149	L17110MH1973PLC019786																
Registered address, Website, email id	149	Registered address: 3rd Floor, Maker Chambers IV, 222, Nariman Point, Mumbai 400 021, India Website: www.ril.com Email ID: sustainability.report@ril.com																
Key products/services, Locations of business activity (National & International), Markets served		<table><thead><tr><th>Industrial Group</th><th>Description</th></tr></thead><tbody><tr><td>061</td><td>Extraction of crude petroleum</td></tr><tr><td>192</td><td>Manufacture of refined petroleum products</td></tr><tr><td>201</td><td>Manufacture of basic chemicals, fertilisers and nitrogen compounds, plastic and synthetic rubber in primary forms</td></tr><tr><td>203</td><td>Manufacture of man-made fibres</td></tr><tr><td>062</td><td>Extraction of natural gas</td></tr><tr><td>131</td><td>Spinning, weaving and finishing of textile</td></tr><tr><td>139</td><td>Manufacture of other textiles</td></tr></tbody></table>	Industrial Group	Description	061	Extraction of crude petroleum	192	Manufacture of refined petroleum products	201	Manufacture of basic chemicals, fertilisers and nitrogen compounds, plastic and synthetic rubber in primary forms	203	Manufacture of man-made fibres	062	Extraction of natural gas	131	Spinning, weaving and finishing of textile	139	Manufacture of other textiles
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062	Extraction of natural gas																	
131	Spinning, weaving and finishing of textile																	
139	Manufacture of other textiles																	
Section B																		
Paid up Capital, Total turnover, Total profit	149	Paid up capital (₹): 3,240 crore as on 31 st March, 2016 Total turnover (₹): 2,51,241 crore as on 31 st March, 2016 Total profit after taxes (₹): 27,417 crore as on March, 2016																
Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) & list of activities under which expenditure has been incurred	149	Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):-2.38% The major areas in which the CSR expenditure has been incurred include: <table><tbody><tr><td>1. Rural transformation</td><td>2. Environment</td></tr><tr><td>3. Health</td><td>4. Education</td></tr><tr><td>5. Sports for development</td><td>6. Disaster response</td></tr><tr><td>7. Arts, culture and heritage</td><td></td></tr></tbody></table>	1. Rural transformation	2. Environment	3. Health	4. Education	5. Sports for development	6. Disaster response	7. Arts, culture and heritage									
1. Rural transformation	2. Environment																	
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5. Sports for development	6. Disaster response																	
7. Arts, culture and heritage																		
Section C																		
Subsidiary Companies and their participation in BR initiatives	150	Various Business Responsibility initiatives are undertaken throughout the year, and RIL encourages its subsidiary companies to participate in its group-wide BR initiatives on several topics. The Company's CSR mission is to continue growing as a responsible organisation that believes in enriching lives of those around it. All subsidiaries are well-aligned with the CSR activities under the Reliance Foundation. During FY 2015- 16, our subsidiaries like Reliance Retail Limited and Reliance Trading Limited participated in various initiatives across several areas. These include farm engagement activities, training and skill development of youth, community development activities and promotion of education, among others. Reliance Retail Limited has joined hands with Akshay Patra, an NGO, which serves freshly-cooked food to over 1.4 million children in more than 10,000 schools across 10 states in India.																

* RIL Annual Report

Business Responsibility Report Disclosure	AR* Page Reference	Direct Reference / Explanation
Participation of other entities that the Company does business with, in the BR initiatives of the Company	150	Stakeholders have the ability to influence the way a company is perceived. We engage with several stakeholders like suppliers, distributors, local communities, government and other entities in the value chain. The Company collaborates with all relevant stakeholders as part of its BR initiatives. Considering the spread of our value chain, at present, the number of entities which directly participate in the BR initiatives would be less than 30%. Our standalone constitutes of ₹ 27,417 crore of the profit and ₹ 2, 40,128 crore net worth.
Section D		
Details of Directors responsible for BR	150	<div>The Corporate Social Responsibility and Governance (CSR&G) Committee of the Board of Directors is responsible for implementation of BR policies. The members of the CSR&G Committee include:</div> <div><div>DIN Number: 00001879 Name: Shri Yogendra P. Trivedi (Chairman) Designation: Independent Director Telephone: 022-22842463 Email id: trivedi_yogendra@yahoo.co, in</div><div>DIN Number: 00001982 Name: Dr. Dharam Vir Kapur Designation: Independent Director</div></div> <div><div>DIN Number: 00001620 Name: Shri Nikhil R. Meswani Designation: Executive Director</div><div>DIN Number: 00074119 Name: Dr. Raghunath A. Mashelkar Designation: Independent Director</div></div>
Whether: There are policies for all 9 principles which are approved by the Board and signed by MD/owner/CEO/ appropriate Board Director;	151	<div>Yes</div> <div>The policy under principle 2 is embedded in the Environment policy, Business communication policy and CSR policy</div>
Whether the nine policies are formulated in consultation with the relevant stakeholders	151	<div>Yes</div>
Conformance of the policies to any national / international standards	151	<div>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.</div>
<div>Communication of policies to all relevant internal and external stakeholders</div> <div>Governance related to BR. Committee for implementation of BR policies and grievance redressal mechanism related to the policy/policies</div>	151	<div>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.</div> <div>Link for BR Policy Manual: http://www.ril.com/html/aboutus/sustainability_report.html</div>
Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency	151	<div>The BR policy has been evaluated internally. Policies pertaining to health, safety and environment have also been audited by external agencies, viz. DNV, LRQA and BVQi.</div>



Business Responsibility Report Disclosure	AR* Page Reference	Direct Reference / Explanation
Section E		
Principle 1	155-156	Conducting business on the pillars of ethics and transparency fosters the trust of stakeholders. We believe that image and reputation are vital in adding value to the organisation.
Principle 2	156-158	Creating sustainable products is a part of our endeavour towards responsible product stewardship. The Company aims to make its products safer and more environment friendly.
Principle 3	158-159	We believe that the power of our people is propelling our progressive growth. Their knowledge, experience and passion to perform are fundamental to building the organisation further. Hence we provide its employees with opportunities that encourage them to excel. The Company ensures a work environment that promotes well-being.
Principle 4	159-160	Stakeholders play an important role in determining our growth story. Stakeholder engagement aims to provide transparency in communications and continual improvement. It's a dialogue that defines the RIL approach of understanding stakeholder needs, and develop action plans to fulfil them.
Principle 5	160-161	Our culture demonstrates integrity and respect for human rights. We developed policies and mechanisms to ensure human rights are an entitlement to all. It is guaranteed in day-to-day operations and in the way we conducts its business. We publicly reports its progress against the ten principles by UNGC, one of them being human rights.
Principle 6	161-163	We believe in safeguarding the environment, while executing its operations. To this effect, it takes every effort towards environmental conservation. We ensure to do business with a minimal environmental impact that aims at rational use of natural resources and reduced waste and emissions.
Principle 7	163	Our collaboration with industrial bodies and academia demonstrates its approach towards addressing sustainability challenges. We aim to create an environment that encourages supportive decisions made in a responsible way. The associations formed are in consultation with the Board and contains representation from the Board in certain memberships.
Principle 8	163-165	Our belief in creating opportunities for the people around its operations to enable a sustainable future and ensure inclusive growth. Our community development activities focus on areas that foster development and well-being of communities. Our CSR initiatives are aligned to aspects, such as livelihoods, education, health, skill enhancement, infrastructure development, promoting sportsmanship and women empowerment among others.
Principle 9	165	Understanding customer needs is a key step in our endeavour towards developing an efficient product stewardship programme. We ensure utmost care is taken towards customer safety. Putting customers first has always been the approach of conducting business in our organisation.

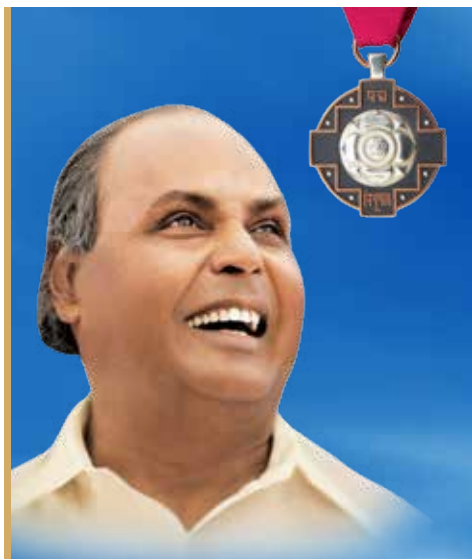
BRR Link: <http://www.ril.com/ar2015-16/business-responsibility-report.html>

*RIL Annual Report



Jetty facilities at Jamnagar

Annexure – I Awards and Accolades



Government of India honours our visionary founder Shri Dhirubhai H. Ambani with Padma Vibhushan



RIL's Chairman and Managing Director, Shri Mukesh D. Ambani was awarded the prestigious Othmer Gold Medal by Chemical Heritage Foundation, USA



Shri Mukesh D. Ambani was elected as a Foreign Members of the prestigious US National Academy of Engineering



Mrs. Nita Ambani named the most powerful businesswoman in Asia by Forbes

Leadership

- Government of India honours our visionary founder Mr. Dhirubhai Ambani with Padma Vibhushan
- Chairman Mukesh. D. Ambani elected as a Foreign Member of the prestigious US National Academy of Engineering.
- Chairman Shri. Mukesh. D. Ambani awarded the prestigious Othmer Gold Award for Entrepreneurial Leadership.
- Reliance Foundation Chairperson Nita Ambani has been named the most powerful businesswoman in Asia by Forbes

Corporate social responsibility

- Won the 'Best Corporate Social Responsibility Practices Award' & the 'Best use of CSR practices in Manufacturing Award' in the Asia Best CSR Practices Awards event
- Won the Global CSR Excellence & Leadership awards-2016 under the "Best use of Corporate Social Responsibility practices" under the category of the Manufacturing sector
- HIV & TB Control Centre, Hazira honored with the 'Best ART (Anti-Retroviral Therapy) Centre Award'
- Awarded the 'Gold Award for the 5th CSR Greentech Award'

- Awarded the prestigious Porter Prize 2015 for 'its outstanding contribution to the society to meet the basic human needs, establishing blocks that allow communities to sustain quality of life and creating conditions for individuals to reach their potential'.
- Awarded the internationally acclaimed "Golden Peacock Award 2015" for Corporate Social Responsibility
- Nepal Red Cross Society appreciated the Foundation for its relief measures after the earthquake shattered thousands of lives in the country
- RIL has won the Platts Global Energy Award in the Corporate Social Responsibility (CSR) category.

Quality and excellence

- Won Par Excellence award at the National Convention on Quality Concepts, NCQC- 2015, organised by Quality Circle Forum of India, QCFI
- Received 6 Gold awards at the Regional Convention on Quality Concepts organised by QCFI
- Won the Quality Achievements Award under GOLD Category for outstanding efforts to improve achievements in Quality management at the convention organised by ESQR (European Society for Quality Research)
- Quality Circle teams received Gold award for both quality circle teams at 26th Quality Convention Centre organised by QCFI, VCCQC 2015.
- Quality Circle teams received Gold Award at 3rd Annual Quality Convention organised by QCFI ACCQC 2015.
- Won Lean and Six Sigma Excellence Award 2015 (LSSEA 2015) organised by Symbiosis Centre For Management and Human Resource Development (SCMHRD).
- Awarded "Rama Krishna Bajaj National Quality Award (Certificate of Merit)" for process, systems, quality and service delivery to the customers.
- Won the First Prize in Vardhman Quality Navigator Award (Large Business Category) at the 10th North - West QualTech Awards.

Health, Safety and Environment

- Received '**14th Annual Greentech Safety Award 2015**'
- Awarded Rashthra Vibhushan Gold Award 2015 towards Health Excellence
- Awarded 6th Annual Greentech Environment Gold Award 2015 in Textile Sector for Outstanding Achievement in Environment Management

- Won the '**Best Environment Friendly Project**' at the CSR Leadership Awards- 2016
- Won the YES BANK-Saevus Natural Capital Awards- Eco Corporate of the Year
- '**GREENTECH ENVIRONMENT GOLD AWARD – 2015**' in Textile Sector for outstanding achievement in Environment Management
- Received '**Gold Award**' in '**Petrochemical**' and '**Textile Sector**' respectively, in the 16th Annual Greentech Environment Award 2015, for outstanding achievement in Environmental Management

Energy and water conservation / efficiency

- Awarded I.C.C. AWARD FOR EXCELLENCE IN ENERGY CONSERVATION AND MANAGEMENT
- Refinery Petrofed Award of the Year – 2014
- Won Awarded 'Excellent Energy Efficient Unit Award' at the CII National Energy Efficiency Summit
- Won Excellent Energy Efficient Unit award on national level for outstanding achievement in Energy Management for the year 2014-15 by Confederation of Indian Industries (CII), Hyderabad
- Won National Energy Conservation Award – 2015 in Petrochemical Sector by Bureau of Energy Efficiency (BEE), Ministry of Power, Government of India (GoI), New Delhi.

Retail

- Reliance Digital retains No.1 position as CDIT retail brand in the Brand Equity Economic Time survey
- Reliance Digital was awarded the Retail Leadership Award 2015 - India Retail Awards 2015
- Awarded Retail Professional of the year (Brian Bade), Consumer Durable Retailer of the year by Franchisee India

- Receives Golden Mikes 2015 bronze award for the "Best Radio Commercial"
- Awarded the "Most Admired Retailer" of the Year - Employee Practice by IMAGES Retail Awards 2015
- Great Place to Work® Institute and Retailers Association of India (RAI) have recognised Marks & Spencer India as the 6th best company to work for in retail industry this year
- Marks & Spencer India employee Mr. Velu M wins the gold award for "Customer Service Excellence" at the 5th Annual TRRAIN Retail Awards
- Awarded the "Green Initiative in Supply Chain & Logistics", Scale Awards -2015 by Confederation of Indian Industry (CII)
- Reliance Footprint wins "ABP Business Excellence" award for brand excellence in fashion & lifestyle category
- Awarded the "Footwear Retailer" of the year by CMO Asia Retail Excellence Awards 2015
- Received an award in the mid design category in the inaugural Retail Jewellery Guild Awards 2015

Sustainability

- Winner of 'Golden Peacock Global Award for Sustainability' for the year 2015.
- Corporate Excellence-Commendation for Significant Achievement, CII-ITC Sustainability Awards 2015
- CII sustainable plus ratings – Platinum rating

Annexure – II Innovation



At Reliance, innovation is a way of life that allows the Company to create real, sustainable value for all its stakeholders. With this in mind the Reliance Innovation Council (RIC), a unique corporate entity, was established in 2008. These global thought leaders and iconic personalities fold the future in and lay out an innovation agenda for the organisation.



Mr. Mukesh D. Ambani, Chairman & Managing Director of Reliance, is also an RIC member. Besides being on many prestigious boards, he was recently elected a Foreign Member of the prestigious US National Academy of Engineering.



Dr. Raghunath A. Mashelkar is the Chairman of the RIC, and an eminent scientist and the President of Global Research Alliance. For his various contributions to India, he has been honoured with the Padma Vibhushan, – the second highest civilian honour bestowed in India.



Prof. George M. Whitesides is a Professor at Harvard University and the world's foremost chemist. He is also a co-founder of companies with a combined market capitalisation of over \$30 billion.



Prof. Jean-Marie Lehn is a professor at the Collège de France in Paris, who was awarded the Nobel Prize in Chemistry in 1987 for his studies on the chemical basis of 'molecular recognition'. Over the years his work has led to the definition of a new field of chemistry.



Prof. Robert Grubbs is a professor at Caltech, and received the 2005 Nobel Prize in Chemistry for his work in the field of olefin metathesis.



Dr. William A. Haseltine is chairman of Haseltine Global Health LLC, a virtual pharmaceutical company. He is also well-known for his pioneering work in cancer and HIV/AIDS.



Prof. Gary Hamel is one of the world's most influential business thinkers and renowned business strategy experts

The Reliance Innovation Leadership Centre (RIL-C) was set up to serve the innovation vision of the council. This centre implements Reliance's innovation agenda by deploying the best and next transformational innovative practices. RIL-C leads various programmes to integrate innovation within Reliance, some of which are mentioned below.

Internal Innovation



Leading Expert Access Programme (LEAP)

Innovation thrives within inspired minds. LEAP was born with the aim of providing people at Reliance access to global thought and innovation leaders through interactive sessions. From industry captains to Nobel Laureates, senior government officials to social crusaders – and even a Mount Everest summiteer – all have inspired and mesmerised the people of Reliance through LEAP.

Outcome

34 LEAP speakers have inspired employees at Reliance through their life stories and experiences.

Impact-Inspire

Inculcating a culture of thinking big – about Reliance, the communities it operates in, and the whole country.



Mission Kurukshetra (MK)

Reliance recognises that every mind is creative. Mission Kurukshetra (MK) is a step towards democratising creativity and innovation within the organisation. Through the Mission Kurukshetra platform, people can submit ideas and track their progress right up to implementation. In addition, businesses can put up specific challenges seeking novel ideas and solutions. The first MK awards held in 2015, in which 9 winners were felicitated for their contributions.

Outcome

MK is now a treasure trove of almost 14,000 employee ideas that have a combined potential to generate hundreds of crores of value for the organisation.

Impact-Inspire

Enabling a culture of collaborative and cross-functional innovation.



Reliance Innovation Award

The awards were presented for the following projects:

Dhirubhai Ambani Game Changer Award: Redefining the refining process

CK Prahalad Innovation Leadership Award: Creating a sustainable innovation culture in Reliance.

The Revolutionary Award: Demonstrating outstanding innovation capabilities as a young leader

The Innovation for Impact Award is given under three categories (Business, Manufacturing and Service) to innovative solutions provided to real problems that have been successfully implemented to scale.

Impact-Inspire

Sustainable business growth by encouraging and rewarding innovation.

GenNext Hub is a Reliance-backed startup program



powered by Microsoft Ventures, to catalyse the startup ecosystem for a digital India. Launched in September 2014, it has completed two batches of the program and has a total of 22 startups successfully graduating from the Hub. It is headquartered in Reliance Corporate Park, Navi Mumbai. During the four-month-long program, GenNext Hub conducts workshops and mentoring sessions for startups in the areas of customer development, market traction, operations, product roadmap, fund raising and pitching. It also provides expertise in IP, legal, financial compliance, HR and specific sectorial expertise. GenNext Hub is uniquely positioned as a global program that helps startups think big and grow fast.

Collaborations

GenNext Ventures Fund : GenNext Ventures Fund (GVF) is an arm's length venture capital fund sponsored by Reliance GVF invests in global startups (including India, Israel, UK, and the Silicon Valley) which have the potential to build sustainable businesses providing growth capital and scaling impetus.

Value-Add beyond Capital : GVF believes 'capital is merely an enabler' and support building successful businesses in multiple ways, including:

Test-beds/Pilots: Startups get test-beds/pilots with Reliance and other corporate partners of GenNext to test/prove emerging technologies in real business environment

Domain Expertise: Leverage Reliance's diverse industry presence and expertise to gather strategic insights that may help refine the startup's product, go-to-market strategy, alliances, etc.

Extensive Global Network: Startups get access to RIL's global ecosystem for business insights, mentoring and guidance, international markets, new customers, new partners, etc.

Cross-Portfolio Synergies: Leverage RIL's portfolio companies for cross-industry knowledge and expertise, technology solutions, alliances and joint Go-to-Market

Value-added Support: On multiple dimensions including business planning, team-building, branding and marketing, growth strategies, global expansion, etc.

Select Portfolio Companies

GVF has selectively invested in India and US -based companies that have developed cutting-edge technologies and are scalable across global markets. The founders have impeccable credentials and are passionate about creating world-class companies. Select investments include:

Videonetics

The future of Video Computing : A pioneering Video Computing company from India, Videonetics was founded by Dr. Tinku Acharya (co-architect of the webcam in 1996 and Intel's most prolific Inventor for several years; he has over 200 US and European patents with his name in them). The company has developed an indigenous integrated Video Management Software (VMS) and Video Analytics (VA) solution. Its solutions are currently deployed in 70+ airports in India, in safe city and traffic management, in hotels and malls in India and overseas.

Ecorithm



Energy Efficiency through Big Data : California-based Ecorithm Inc. has developed a proprietary SaaS platform offering Energy Efficiency solutions, to diagnose and optimise energy usage/ wastage in buildings and complexes. Developed at UCLA basis 40 combined years of research, the technology combines 'physics-based algorithms' with 'big data dynamics' to provide building diagnostics, identifying the root cause(s) of energy wastage & delivering large bottom-line savings. Ecorithm's proprietary software uses Spectral & Spatial algorithms (based on thermal engineering, fluid dynamics etc.), data calibrated energy models & parameter sensitivity analysis to analyse data from Building Management Systems.

During the four-month-long programme, GenNext Hub conducts workshops and mentoring sessions for startups in the areas of customer development, market traction, operations, product roadmap, fund raising and pitching. It also provides expertise in IP, legal, financial compliance, HR and specific sectorial expertise. GenNext Hub is uniquely positioned as a global programme that helps startups think big and grow fast.

GENNEXT HUB'S WINTER 2014 COHORT STARTUPS

	A passenger safety and engagement platform. axlerate.com
	A connected car platform. mycariq.com
	A virtual trial room platform. coitor.com
	A personalised education content curation platform. flexiguru.com
	A proprietary location content distribution company. company.fropcorn.com
	A predictive healthcare analytics company. 60hvpl.com
	A pre-testing skill assessment company. interviewmocha.com
	The world's first answering engine. thelightapp.com
	A last mile logistics solution provider. loginextsolutions.com
	An adaptive entrance test preparation platform. oztern.com
	An event discovery and engagement social media platform. mocioun.com

GENNEXT HUB'S FALL 2015 COHORT STARTUPS

	Provides operational intelligence for wind turbines, met masts, solar plants and other Internet of Things (IoT). algoengines.com
	India's first consumer credit analytics and online management tool to help build healthy credit profile for individuals. creditseva.com
	Mobile app that guarantees to instantly connect patients to doctors from best hospitals over the phone in under 1 minute. curefy.in
	A centralised procurement solution for the hospitality industry. efficientbazaar.com
	The leading Peer-to-Peer (P2P) lending platform from Israel entering India. eloan.co.il
	Mobile and cloud based field force mobility solution to sales, service and delivery function for visualising realtime activities on the field. fieldmobify.com
	A new kind of fitness membership that provides access to the best gyms and fitness classes in the city. fiticket.com
	Enabling offline merchants to accept new age payments without the need for any additional hardware or an app and with minimal learning curve. letsbinge.com
	The hyper-local advertising platform that helps businesses to accelerate their sales within the locality in an easy and affordable way. pickcel.com
	An online sports eco-system that helps people to connect, network, schedule and engage in sports, fitness and a healthy lifestyle. playfiks.com
	A technology powered, intra city, point-to-point logistics company. vddeliver.in

Annexure – III Product Stewardship

We work towards increasing the recycling and reuse of materials, and thereby inculcating the 3R (reduce, reuse and recycle) philosophy into the production process.

It is our constant endeavour to make products that have a positive impact on the environment and cater to consumer needs. Some of the instances of product stewardship are listed below:

Product stewardship in petrochemical

We work towards increasing the recycling and reuse of materials, and thereby inculcating the 3R (reduce, reuse and recycle) philosophy into the production process. Some of the instances of product stewardship are listed below:

Polymers

1. Promotion of Flexible Intermediate Bulk Container (FIBC) for silage storage to improve the preparation and storage of fodder as compared to traditional silo digging.
2. Promotion of DWC pipes which can replace the traditional cement pipes which are more prone to breakage.
3. We have developed an innovative multilayer film for milk packaging where milk in a pillow pouch can be stored for 30 days without refrigeration to reduce wastage of milk and result in low carbon footprint.



Polyester bobbins at Silvassa manufacturing division

4. RelFarm S: Sulphur as a vital soil nutrient
5. RelBitS which is a proprietary product made from refinery by-product elemental sulphur
6. Safe and environmentally friendly Linear Alkyl Benzenes (LAB) manufacturing
7. Promotion of Oriented PVC Pipes (OPVC) for High Pressure Water Supply for safe and clean water supply and other requirements through better transportation of water

Polyesters:

1. Specialty hygiene fibres for lighter and thinner performance wipes.
2. Recron® Skylark for trousers with linen look and twinkling effect.
3. Recron® Skylark for jari based fabrics which can be dyed at low temperatures.
4. Promoting PET packaging for milk and targeting other major potential segments as juices, beer, edible oil, sweetened syrups and lube oil.

Product stewardship in oil and gas exploration and production

Over the last few years our E&P production team have adopted innovative approaches to increase recovery of oil & gas reserves by keeping the wells flowing at its Indian East Coast KG basin deep water offshore operation. Some examples of innovative approaches are:

- 1 Installation of onshore booster compressors, thereby allowing oil & gas to flow easier through the subsea infrastructure pipelines
- 2 Injecting surfactant into subsea producing wells, facilitating well fluid to be carried up to the surface
- 3 High pressure gas injection (at depth of 600m) at sea bed to assist well fluids flowing to surface
- 4 Reactivation of previously shut in wells by taking advantage of reduced arrival pressure at the onshore facility

A number of these innovative approaches have been adopted for the first time at such water depth of 1100m by using remotely operated vehicles through a dedicated world class multi support vessel. It is worthwhile to mention that we have also extended these expertise to the Indian Coast Guard in locating debris of ill-fated Dornier aircraft.



*Petrochemical plant at Hazira
manufacturing division*

Annexure – IV Research and Development



Researcher in R&D laboratory, Gagva

R&D Mission

We shall develop innovative products, processes and catalysts to increase and sustain the profitability and growth of our organisation in a compliant, safe and reliable manner. To achieve this mission, we have transitioned from a smart buyer of technology to a fast customiser of technology and a flagship developer through largely in-house developed technology that creates significant value. R&D enables the innovation based growth agenda for our organisation.

Organisational Structure

R&D is governed and operated by a well-defined set of teams, viz., Strategic teams, Leadership teams and Functional excellence teams.

The R&D function has two distinct themes:

- (i) Breakthrough R&D for potential new businesses.
- (ii) R&D to support near-term needs and step-out processes for existing businesses

The entire R&D organisation enthusiastically embraces our Values, Behaviours and Code of Conduct. Risk management is an integral component of the strategic framework. R&D successfully complies with and implements the Operating Management System being driven across our organisation.

Functions of R&D

R&D includes a) Breakthrough R&D b) R&D HSE and c) R&D Product Stewardship and it is bound by R&D operating model which describes the operating principles pertaining to the R&D organisation.

Breakthrough R&D

R&D efforts focus on:

1. Biofuels and Biochemicals
2. Hydrothermal Liquefaction (HTL)
3. Producing Algae and Co-products for Energy (PACE)
4. Clean Energy

R&D – Health, Safety and Environment (HSE)

The R&D team has developed breakthrough in ionic liquid catalysts that are fifty times less expensive than competitive ionic liquid products. These catalysts are more benign, reusable, and recyclable and can be made at scale. They are highly effective replacements for toxic hazardous acids. We are developing a breakthrough safer and environmentally friendly process for manufacturing Linear Alkyl Benzenes (LAB) using these ionic liquid catalysts. Furthermore, this platform technology will lead to many other breakthrough processes.

Sulphur is a refinery by-product. In its elemental form, sulphur has limited use. We have developed a technology that increases the efficacy of sulphur as a fertiliser. It is estimated that Indian soils are 40% deficient in sulphur and RIL's new sulphur fertiliser (Relfarm™) will greatly improve agriculture productivity throughout India.

R&D – Product Stewardship

Our R&D is a successful steward for commercialisation of technologies. We have pioneered the use of Light Emitting Diodes (LEDs) for CPVC manufacture.

R&D - Refining

We have made efforts to pursue R&D in the areas of coking, hydro processing, Fluidised Catalytic Cracking (FCC), crude processing, molecule-based process optimisation and value addition from low value refinery streams. We are venturing into new areas like biomass gasification, carbon dioxide capture and its utilisation, value addition and utilisation of refinery by-product sulphur and nanotechnology-based applications besides conventional refining areas.

Through R&D, we provide advanced technical support through computational fluid dynamics and advanced

simulation tools. The modelling and simulation group is engaged in resolving several important refinery and petrochemicals reliability issues.

R&D – Petrochemicals

We provide technology support to olefin crackers, polymers, fibre intermediates, LAB and polyester. The focus areas include:

1. Efficient asset utilisation
2. Development of specialty product grades / materials / catalysts
3. Value addition to by-product streams
4. Leveraging opportunities at the chemicals / oil interface
5. Development of environmentally friendly processes

R&D – ENABLERS

Infrastructure

Our new R&D laboratory facility in Navi Mumbai is equipped with state-of-the-art equipment including X-ray diffraction, mass spectrometers, chromatographs, nuclear magnetic resonance imaging, electron microscopes, infrared spectrometers, X-ray photoelectron spectrometers, rheometers, etc. Other R&D centres (Hazira, Vadodara, Patalganga, Jamnagar, Gagva) are also very sophisticated. These laboratory and pilot plant facilities provide capabilities for catalysis, chemistry, process engineering, modelling, simulation, material science, synthetic biology, biotechnology, polymer processing, reaction engineering, advanced analytical sciences and product application development.

Collaboration

We actively collaborate with various international and national institutions for R&D related activities. Some of our prominent collaborators are: University of Helsinki (Finland), Ghent University (Belgium), Monash University (Australia), KAUST (Saudi Arabia), NUS (Singapore), KIER (South Korea), Ben-Gurion University of the Negev (Israel), IIP Dehradun, IIT Mumbai, IIT Kharagpur, IIT Chennai, NCL Pune, Florida State University, University of Massachusetts Amherst, University of Delaware, Penn State University, Kansas State University, University of Alabama, Stanford University and Massachusetts Institute of Technology among others.

R&D Personnel

There are currently more than 400 professionals working to support our research and technology activities. We run initiatives and campus recruitment drives across universities and colleges to attract fresh talent and the next generations of engineers and scientists. Our R&D aims to contribute to not only the 'Make in India' initiatives, but also towards creating a strong culture of invent and innovate in India. Several of our projects are targeted towards inclusive growth.

R&D Outlook

The chemical industry will stay central to global growth aspirations. However, it will be affected by several megatrends as it continues its evolution. Most important among these megatrends are climate change and energy sources. The 'Make in India' campaign is likely to promote opportunities in manufacturing to meet internal and global market demand and will result in an increase in energy demand. Alternatively, India's power generation mix is seeing increased penetration of renewable energy sources. R&D activities are vital to achieve national development

with environmentally sound growth trajectories. We recognise this and is committed to R&D in renewable energy as well as efficient processes to support its hydrocarbons business.



Internal Crowd Sourcing

R&D Social allows researchers to blog about ideas and seek feedback from an internal community akin to social networking exploiting efficient digital technology platforms.

Patents

Through R&D, we aim to build a strong intellectual property portfolio. In FY 2015-16, a total of 36 patents were granted. An external survey of PCT applications filed by Indian organisations found that we were ranked third amongst Indian applicants. Moreover, the quality of our inventions is evidenced by the enquiries it started receiving from domestic and international manufacturers for licensing its technologies.



Researcher in R&D laboratory, Gagva

Key Areas of Research and Development

Refining & Marketing

- Removal of Oxygenates and CS₂ from petrochemical naphtha.
- Development of ZSM-5 additive (RMP-5) to improve propylene yield in the FCC.
- Development of liquid additive for coker yield / furnace run length improvement.
- Estimate true corrosivity of Crude to optimise crude purchases and refinery operation.
- Maximise value of C₅-C₁₂ pool.

- Fast characterisation of Crude using NIR and SIMDIS to optimise crude purchases and refinery operation.
- Develop vacuum gas oil hydrotreating (VGOHT) catalyst/P Guard bed in collaboration with catalyst majors.
- Development of high performance sulfur fertiliser (RelfarmS).
- Development of RelBitS for blending by-product sulfur with Bitumen .
- Profitable disposal of Gasifier slag and value creation by extraction of Ni + V from slag.
- Development of High Active FCC catalyst.
- Production of nPnO, Linear Alkyl Benzene (LAB) feedstock from light coker gas oil (LLCGO) at Jamnagar.
- Demo unit to demonstrate multi zone catalytic cracking process (MCC).

Petrochemicals

- Development of a Reliance proprietary process to manufacture chlorinated polyvinyl chloride resin (CPVC).
- RIL Self Limiting Donors for RELCAT200Y to improve polypropylene properties and operational reliability.
- Development of pre-polymer Diester Catalyst for Polypropylene Grades.
- Development of reactor made high melt flow polypropylene impact copolymer grade using RELCAT 300Y Diether Catalyst.
- Development of catalyst for gas phase Polyethylene at Nagothane and Jamnagar- HDPE & LLDPE.
- Development of Reliance proprietary Metallocene Catalyst for Gas Phase polyethylene at Nagothane.

- HDPE Products & Process Improvement.
- Development of Disentangled Ultra-high Molecular Weight Polyethylene Resin for high performance applications.
- Layered zeolite material for Bromine Index reduction.
- Development of Self-healing Elastomers for extended life and safety of automotive tyres.

Biofuels and Bio Chemicals

- Development of 'Green Bio crude' from algae using sea water, sunlight and low cost nutrients.
- Development of high yielding biofuel hybrid crops.
- Development of high yielding, waste land based non-edible crops for large scale cultivation for production of biofuels/chemicals.
- In-house research and external technology for converting abundantly available cellulosic biomass in India to fuels and chemicals.
- Application of biotechnology to enhance the productivity of biofuels species.
- Testing the best hybrids produced by us and others at different agro-climatic zones to identify most productive cultivators.
- Popularising the cultivation of bio-fuel crops by growers by conducting method and varietal demonstrations.
- Genetic modifications, high throughput screening and metabolic flux analysis for biomolecule production.

Health, Safety and Environment

- Development of a Reliance proprietary catalyst and process to replace hydrofluoric acid (HF) in the manufacture of Linear Alkyl Benzene (LAB) for use in detergents.
- Hydro isomerisation catalyst for diesel production and low pressure, ultra-low sulphur diesel hydrotreating catalyst.

Other R&D Activities Across Multiple Businesses

- One step process for Production of Carbon Nanotubes (CNT) for Non-Woven Mats (NWM) and Fiber.
- Purification of crude terephthalic acid using ionic liquids based technology to significantly reduce operating and capital cost.
- Desalter Brine treatment using ionic liquid based technology.
- Computational fluid dynamics studies for trouble shooting plant operations.
- Advanced Process Control (APC) and Real Time Optimisation (RTO) throughout manufacturing.
- Comparative evaluation and benchmarking of various manufacturing technologies.
- Development of reactor models in various refinery/ petrochemicals plants to optimise plant operations.



R&D center at Gagva

Annexure – V Energy Saving Initiatives

Refining & Marketing

Jamnagar manufacturing division (DTA)

- Installation of new Medium Pressure (MP) steam generator for heat recovery from LCNO Circuit.
- Replacing Medium Pressure (MP) steam with lower grade LP steam in Crude distillation columns and achieve super heat with innovative steam to steam heat exchange.
- Reduction of energy by revamping / retrofitting of Air preheater in Coker furnaces.

Jamnagar manufacturing division (SEZ)

- Utilisation of Light cycle gas oil residual heat from pump around loop in Stripper re-boiler.
- Reducing the energy consumption by Liquid Seal Drum down-stream purge gas switch over to nitrogen from Fuel gas.
- Replacing Medium Pressure (MP) steam with lower grade LP steam in Crude distillation columns and achieve super heat with innovative steam to steam heat exchange.
- MP Steam consumption reduction through additional Steam Generation in Fluidised Catalytic Cracking flue gas cooler through waste heat recovery.



- Use of advance technology to manage two distillation column operation with only one and thus improve quality of intermediate product with same energy consumption.
- Reduced flaring by redirecting lights vent gas line up to tail Gas Treating Unit.
- Installation of Pressure control valve at Tail Gas Treating Unit preheater for high Pressure steam inlet.

Petrochemicals

Hazira manufacturing division

- Increased cogeneration by replacing fuel fired hot oil based reboiler with steam based reboiler for Low bleed column.
- Utilisation of Boiler Feed Water from Captive Power plant in Cracker and recover heat to reduce steam consumption in Cracker Deaerator
- Bypass of Thermo- compressor for Usage of low pressure steam in place of MP Steam for Butadiene reboiler.
- Cracker: Reduced steam consumption by increasing steam generation pressure at inlet of steam turbines driving compressors.

Vadodara manufacturing division

- Installation of new energy efficient turbines to drive Cracked Gas Compressor and Propylene refrigeration compressor
- Installation of back pressure steam turbine to generate 4.3 MW power from steam.
- Replacing cooling water pumps with new high efficiency pumps.
- Heat recovery from wash water stream to cycle gas by installing a pre-contactor in MEG plant.

- Low Boiler Tower feed heating with High Boiler Tower O/H stream.
- Installation of refrigerant sub-cooler for energy efficiency and capacity enhancement.
- Recycling of Coagulator and stripper boot water and increase use of Condensate from finishing sections.



Hazira manufacturing plant

- Replacement of the existing vinyl chloride monomer recovery compressors with gearless compressors
- Additional heat recovery from industrial, commercial and institutional water through heat integration.
- Installation of new energy efficient Arzen air blower for pellet conveying
- Replacement of old air compressors with an energy efficient one.

Dahej manufacturing division

- Installation of 4th hydrogen compressor to increase hydrogen utilisation as fuel in captive power plant
- Energy savings by attending to faulty steam traps of steam header.
- Energy savings by optimisation of reboiler operation.

- Energy savings by optimisation to reduce fuel consumption.
- Reducing steam consumption in Purification Column reboiler by modification of condensate evacuation system in Ethylene Glycol plant.

Nagothane manufacturing division

- Energy consumption reduction by Gas Turbine uprate in Captive Power plant to improve heat rate
- Replacement of 150W High pressure sodium vapour lamps by 90W LED lights.

Patalganga manufacturing division

- Steam consumption reduction through optimising crystalliser operation and better heat integration in purified terephthalic acid plant.

Other major initiatives taken at various manufacturing divisions

- Replacement of Energy efficient motors at various locations.

- Replacement of inefficient pumps with energy efficient ones at various locations.
- Fluorescent lamps are being replaced with 18 W LED tube light at Naroda.
- Minimised distribution heat loss, improved combustion efficiency and avoided heater auxiliary power by conversion of Thermic fluid heated stenter with direct gas fired stenter.
- Saving Chiller Power by reducing Control A/c area, stopping one Blower, Increasing the Cooling Coils and Automation in Chiller Compressor.
- Installing Cyclic Timer for Lighting in Return Air Trenches of Worsted, Sulzer Plant.
- Avoiding consumption of no-load power by Isolation of two transformers after incorporation of Bus coupling.
- Optimisation of compressed air system by Interconnection of old & new networks and minimising venting from LP compressor
- Replacement of orifice meters of air compressors to avoid 0.2 bar pressure drop and reduce compressed air generation pressure.



Tank farm at Jamnagar DTA refinery

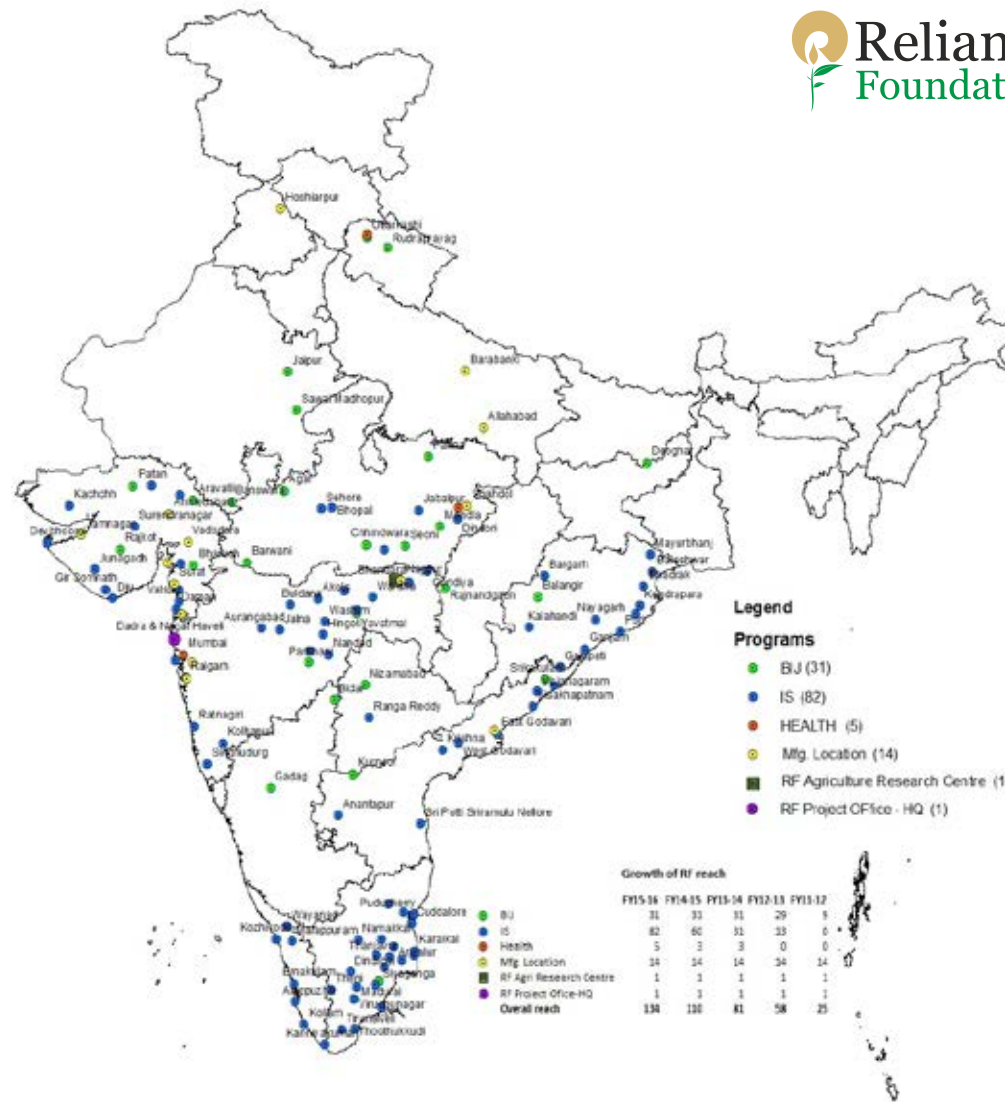
Abbreviations

3R	Reduce, Reuse and Recycle	CPVC	Chlorinated Polyvinyl Chloride	GPRS	General Packet Radio Service
ACC	The American Chemistry Council	CRM	Customer Relationship Management	GRI	Global Reporting Initiative
AFPM	American Fuel & Petrochemical Manufacturers	CSIR	Council of Scientific & Industrial Research	GRM	Gross Refining Margin
AOGO	Association of Oil and Gas Operators in India	CSR	Corporate Social Responsibility	GSNP+	Gujarat State Network of people Living with HIV/AIDS
API	American Petroleum Institute	CSR&G	Corporate Social Responsibility and Governance	HDPE	High Density Polyethylene
ART	Anti-Retroviral Therapy	Cu.M	Cubic Meter	HIV	Human immunodeficiency Virus
ASFI	Association Of Synthetic Fibre Industry	CY	Calendar Year	HSE	Health, Safety and Environment
ASSOCHAM	Associated Chambers of Commerce and Industry of India	DAS	Dhirubhai Ambani Scholarship	HSEMS	Health, Safety and Environment Management System
bbl	Barrel	DMC	Designated Microscopic Centre	HSSE	Health, Safety, Security and Environment
BCF	Billion Cubic Feet	DOTS	Direct Observation Treatment Short Course	HTL	Hydrothermal Liquifaction
BIJ	Bharat India Jodo	DTA	Domestic Tariff Area	ICC	Indian Chemical Council
BP	Bharat Petroleum	DWC	Divided Wall Column	ICPE	Indian Centre for Plastics in the Environment
BRAC	The Business Risk and Assurance Committee	E&P	Exploration & Production	ICSE	International Certificate of Secondary Education
CaSHe	Change Agents for Society, Health and Workplace Environment	EBIT	Earnings Before Interest & Tax	ICU	Intensive Care Unit
CBM	Coal Bed Methane	EFA	Education for All	IGCSE	International General Certificate of Secondary Education
CBO	Community Based Organisation	EPCA	European Petrochemicals Association	ILO	International Labour Organization
CDM	Clean Development Mechanism	EPS	Earning Per Share	IMD	Indian Meteorological Department
CER	Certified Emission Reduction	FICCI	Federation of Indian Chambers of Commerce and Industry	INCOIS	Indian National Centre for Ocean Information Services
CI	Continuous Improvement	FMS	Financial Management System	IoT	Internet of Thing
CII	Confederation of Indian Industry	GAPCO	Gulf Africa Petroleum Corporation	IPIECA	International Petroleum Industry Environmental Conservation Association
CMD	Chairman and Managing Director	GHG	Greenhouse Gas	ISO	International Organization for Standardization
CMO	Chief Medical Officer	GJ	Giga Joule	KG-D6	Exploration Block in Krishna-Godavari Basin
CPCB	Central Pollution Control Board	GoI	Government of India		
CPMA	The Chemicals and Petroleum Manufacturers Association	GPCA	Gulf Petrochemicals & Chemicals Association		
		GPCB	Gujarat Pollution Control Board		

KTa	Kilo Tonnes per Annum	P&C	Procurement & Contracts	RJIL	Reliance Jio Infocom Ltd
LAB	Linear Alkyl Benzene	P2P	Procure to Pay	RMF	Risk Management Framework
LDPE	Low Density Polyethylene	PACE	Producing Algae & Co-products for Energy	RMS	Risk Management System
LED	Light Emitting Diode	PAT	Profit after Tax	ROGC	Refinery Off Gas Cracker
MEG	Mono Ethylene Glycol	PBDIT	Profit before depreciation, interest, and taxes	S&OR	Safety and Operational Risk (S&OR)
MMBPD	Million Barrels per day	PCR	Polymerase Chain Reaction	SDG	Sustainable Development Goals
MMC	Mumbai Mobile Creches	PE	Polyethylene	SDN	Software Defined Networking
MMT	Million Metric Tonnes	PEM	Polymer Electrolyte Membrane	SEBI	Securities and Exchange Board of India
MMTPA	Million metric tonnes per annum	PET	Polyethylene Terephthalate	SEZ	Special Economic Zone
MOES	Ministry of Earth Sciences	PME	Periodic medical examination	SMC	Supplier Management Cell
MOGE	Myanmar Oil & Gas Enterprise	PMS	People Management System	SOx	Oxides of Sulphur
MSDS	Material Safety Data Sheet	PP	Polypropylene	STAR	Smart Transformation at Reliance
NAB	National Association for the Blind	PTA	Pure Terephthalic Acid	TBHRA	Task Based Health Risk Assessment
NACO	National Aids Control Organisation	PTC	Patent Cooperation Treaty	The Code	Code of Conduct
NFV	Network Functions Virtualisation	QRA	Quantity Risk Assessment	TPM	Total Particulate Matter
NGO	Non-Governmental Organisation	R&D	Research and Development	UNFCCC	United Nations Framework Convention on Climate Change
NMITLI	New Millennium Indian Technology Leadership Initiative	R&M	Refining and Marketing	UNGC	United Nations Global Compact
NOx	Oxides of Nitrogen	RCOM	Reliance Communications Group	UPC	Utilised Processing Complexity
NVG-SEE	National Voluntary Guidelines on Social, Environmental and Economic responsibilities of business	RCP	Reliance Corporate Park	VFA	Village Farmers Association
ODS	Ozone Depleting Substances	REACH	Registration, Evaluation, Authorisation and Restriction of Chemical's	VOC	Volatile Organic Compound
OGP	Oil & Gas Producers	REFERS	Reliance Employee & Family Emergency Response Services	VUCA	Volatile, Uncertain, Complex and Ambiguous
OHC	Occupational Health Centers	RFID	Radio Frequency Identification	WBCSD	World Business Council for Sustainable Development
OHSAS	Occupational Health and Safety Management Systems	R-HR	Reliance-Human Resources	y-o-y	Year on Year
OMS	Operating Management System	RIC	Reliance Innovation Centre		
		RIL-C	Reliance Innovation Leadership Centre		

Sustainable Development Goals







FEEDBACK FORM

This is our 12th sustainability report released for the Reliance Industries Ltd. It is our hope that you can get enough information from it. Your valuable suggestions will contribute to our sustainable development in Reliance, and help improve future reports. We are highly grateful to you for your attention and support.

1. What do you think of our performance in sustainable development?

☐ Excellent ☐ Very Good ☐ Good ☐ Average ☐ Poor

2. Please give your feedback to the following aspects:

a. Data availability ☐ Excellent ☐ Very Good ☐ Good ☐ Average ☐ Poor

b. Coverage ☐ Excellent ☐ Very Good ☐ Good ☐ Average ☐ Poor

c. Reader friendliness ☐ Excellent ☐ Very Good ☐ Good ☐ Average ☐ Poor

3. What do you think of our report in terms of satisfaction of your needs?

☐ Excellent ☐ Very Good ☐ Good ☐ Average ☐ Poor

4. What is it do you think that we have done best? Please specify.

5. Other suggestions:

7. Which agency do you come from?

Government ☐ Shareholder ☐ Partner ☐ Consumer ☐ Community representative ☐

NGO ☐ Academia ☐ Media ☐ Others (Please identify) _____

- The current Sustainability Report, previous editions of our report and additional information can be found at 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

Notes



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