

LIFE IS BEAUTIFUL.
LIFE IS DIGITAL.



LIFE IS BEAUTIFUL. LIFE IS DIGITAL.

"For those who dare to dream,
there is a whole world to win."

Padma Vibhushan

Shri Dhirubhai H. Ambani
Founder Chairman



In today's world, digitisation plays a key role in maintaining India's global competitiveness, GDP growth, innovation and creating employment opportunities. The Digital India initiative holds immense potential to create significant value for the nation and leapfrog us to the 21st century. With this belief, we are committed to New India's dreams and aspirations.

At Reliance, we provide simple, smart and secure technology-enabled solutions to partner for a New India. We have taken significant strides in accelerating India's transition to a knowledge economy by digitally empowering and enriching the citizens. We use digital technology to enhance and transform our traditional business practices. Through this, we address the rural and urban India gap by developing skills and capacities of our employees and the society at large. Our digital services thrust has revolutionised the Indian telecom and data consumption landscape.

We have been making substantial investments in digital technology to enhance our business operations. We deliver industry-leading performance by delivering safe and efficient high-tech products and services.

Through our unique start-up ecosystem GenNext Hub, we have been actively supporting young entrepreneurs in realising their dreams for a digital India. This platform rests on the tripod of talent, technology and trust.

Being a responsible organisation, we conduct business in a manner that has improved our profitability as well as positively impacted the environment and society through our sustainable business practices. We have taken several steps to improve the lives of communities, especially the marginalised and vulnerable groups across the nation. We envision an inclusive growth path for India by ensuring sustainable livelihoods through our digital platforms. Our 'Education for All' initiative has provided quality education to underprivileged children in India through digital solutions, impacting about 1,00,000 lives since its inception. We continue to provide reliable and robust information to farmers, fisher folks and livestock owners through our technology based advisories. Adoption of digital technology has upgraded overall living standards across the nation making lives safer, prosperous, and hence, more beautiful.



LIFE IS BEAUTIFUL LIFE IS DIGITAL

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OUR SUSTAINABILITY JOURNEY

EVOLUTION OF
RIL'S SUSTAINABILITY
REPORTING JOURNEY
FROM GRI G2 GUIDELINES
TO GRI
STANDARDS

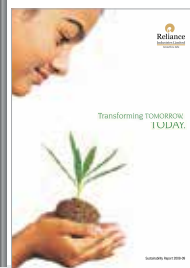
2009-10

Think Sustainability.
Think Transformation.
Think Reliance.



2008-09

Transforming
Tomorrow, Today.



2010-11

New Businesses.
New Technologies.
New Partnerships.



2011-12

Partnering India's
New Future.
Sustainably.

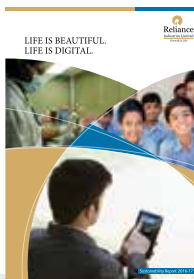
BASED ON
GRI G3.1
GUIDELINES



2016-17

Life is Beautiful.
Life is Digital.

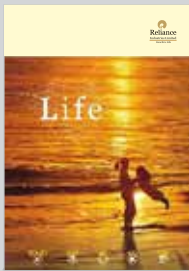
BASED ON
GRI
STANDARDS



2015-16

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





2004-05

BASED ON
GRI G2
GUIDELINES

Life



2005-06

BASED ON
GRI G3
GUIDELINES

**My Reliance,
My Life.**



2007-08

**Transforming
Life. Redefining
Tomorrow.**



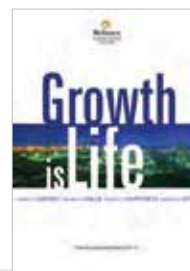
2006-07

**Small acts..
big impact.**



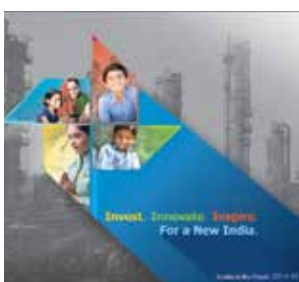
2012-13

**Fulfilling India's
Aspirations.
With Innovation and
Enterprise.**



2013-14

**Growth
is Life**



2014-15

BASED ON
GRI G4
GUIDELINES

**Invest. Innovate. Inspire.
For a New India.**

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.



Record net profit for the year led by the highest ever earnings from Refining and Petrochemicals businesses

Message from the **CMD's Desk**

Environment

OVER 12 LAKH*
Saplings planted

45.5%
water recycled

People

1,40,483*
Reliance Employees

**OVER 76 LAKH
MAN-HOURS***

Training imparted to
Reliance employees in FY 2016-17

93%
Employee Engagement Score

CSR

₹674 crore*
CSR Expenditure

12 MILLION*

Reliance Foundation touched the lives
of 12 million Indians across 12,500+
villages and 74 urban locations

OVER 1,00,000

Underprivileged children supported
through Education for All initiative

Dear Stakeholders,

In today's world, we are witnessing a rapid growth in many domains of our business as a result of efficiencies driven by large scale digitisation and IT-enablement. Scaling up investments in technology based solutions is the need of the hour. Being at the forefront of the nation's growth trajectory, it is our endeavour to rise to the occasion and invest in development of businesses which support the Digital India mission. Our approach to invest in and operate quality assets and world class infrastructure by building a diverse portfolio across wide range of segments has led us to setting up one of the fastest growing telecommunication network in India through our subsidiary, Reliance Jio Infocomm Limited. We have demonstrated our ability to invest into the future sustainability of the organisation as well as that of the nation by investing over ₹1,14,742 crore* (US\$17.7 billion) in FY 2016-17, the highest-ever by any corporate in the Indian history. We delivered a robust operational and financial performance during the year, resulting in net profit of ₹29,901 crore* (US\$ 4.6 billion), with a growth of 18.8% y-o-y. We envision a growth path for India that is characterised by sustainable and inclusive development enabled by digital technologies. In the process, we continue to create superior value for all stakeholders and make contribution to the building of a New India.

This report is our maiden attempt to

adopt the first global sustainability reporting standards, viz., the GRI Standards. We have always striven to stay ahead of the curve by ensuring that our sustainability report is not only in conformance to the latest available standards but also helps us in transparently communicating our performance to our stakeholders. To this end, we have also aligned the report content to the principles of International Integrated Reporting Framework (<IR>) developed by the International Integrated Reporting Council (IIRC). This helps us in communicating about our value creation story across six capitals and is a next step in the evolution of corporate reporting.

Natural Capital

Our intent is to ensure minimisation of environmental impacts through mitigation and offset initiatives. We focus on areas such as clean air, clean water, and prevention of soil contamination. While enhanced renewable energy portfolio along with water and waste recycling help us offset unavoidable negative impacts, mitigation of impacts is carried out through advanced technological interventions such as clean technologies and investment in pollution control equipment.

Human Capital

Through the R-HR Transformation journey, we have institutionalised major transformation in our approach

Innovation

373
Patents Filed

OVER ₹1,448 crore*

Spent on R&D expenditure

51 START-UPS

graduated from GenNext Hub till date

Robust Balance Sheet

₹3,00,000 crore*

Invested over last 3-4 years, while maintaining investment grade credit ratings from S&P and Moody's - higher than sovereign rating

Reliance Management System (RMS)

- A platform of where, what and how Reliance operates
- Auto checks and balances
- Enabler of exponential growth

towards human resource management. At Reliance Group, we have created employment for more than 1.40 lakh* people. We continue to maintain a progressive people environment, where purpose driven talent is attracted, engaged and motivated by a consistent and meritocratic HR framework. At Group level, we have provided more than 76 lakh* man-hours of training to our people. We embrace a culture of diversity and provide equal opportunity to all our employees.

We believe that the safety of our people supersedes all production targets and thus we commit ourselves to provide our workforce with a safe and healthy working environment. It is imperative that we do not lose sight of our focus on safety and aim for zero harm. The Board reaffirms strong commitment to achieving zero fatalities and injuries.

Intellectual Capital

Innovation is the key to our growth and we aspire to be the most innovative and globally connected organisation in our sectors. Research & Technology is integral to our innovation agenda and we are continuously engaged in developing and adopting emerging technologies. In FY 2016-17, we incurred over ₹1,448 crores expenditure on R&D.

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. We are a forerunner in the oil and gas industry for adopting state-of-the-art technologies and smart manufacturing processes in our value chain.

Manufactured Capital

Setting up of refinery off gas cracker, Petcoke gasification plant, improving long term supply security of ethane to

the existing crackers were some of the key ongoing projects in FY 2016-17.

Refining & petrochemicals businesses achieved record levels of profitability, underpinned by our ability to access feedstock competitively from global markets, maintain high operating rates and place products in growth markets. The refining business delivered double-digit Gross Refinery Margins (GRMs) for the second year in a row, benefiting from the global demand for transportation fuels and stable product cracks.

Our Petcoke gasification initiative is aimed at reducing the energy cost for the Jamnagar complex. We have achieved the installation and mechanical completion for the gasification project linked to our DTA refinery and the pre-commissioning activities are ongoing. On completion, this will make Jamnagar complex highly energy efficient with the lowest energy cost for any integrated refinery and petrochemicals facility globally.

True to our vision to be a “**Cloud First, Mobile First**” organisation, our employees can access transactional, analytical, and informational capability on their mobile devices thus improving productivity, response time, safety and operational reliability.

Financial Capital

RIL has maintained its rating two notches above India's sovereign rating for its international debt at BBB+ by S&P. The ratings have been maintained despite us being in an investment cycle. We are able to access capital from diversified market at competitive rates.

Social and Relationship Capital

We believe in fostering an environment of equitable economic growth and ensuring a more sustainable, inclusive and people-centric development. GenNext Hub, a uniquely positioned

global programme is helping start-ups think big and grow fast.

Our engagement with local communities is our attempt to empower the society and benefit them at large. During the year, Reliance Group contributed ₹674 crore* towards various community development initiatives under the thematic areas of Rural Transformation, Health, Education, Sports for Development, Disaster Response, Arts Culture and Heritage and Urban Renewal. Our developmental initiatives have so far touched the lives of more than 12 million people across India in more than 12,500 villages and 74 urban locations. Through the 'Education for All' initiative, we have positively impacted the lives of about 1,00,000 underprivileged children.

I acknowledge and thank my fellow Board members for their unwavering commitment and outstanding contributions to the Company over the past year. The people who are entrusted with the day-to-day management of the Group's operations have been exemplary in dealing with many business challenges and in maintaining the Group's position as an innovative and successful global leader in our industry.

In conclusion, I would like to express my sincere appreciation to all the stakeholders for entrusting us with the leadership of Reliance and for their continued support. I invite you to read our report, learn about what we are doing and join us in creating a sustainable future.

With best wishes,
Sincerely,



Mukesh D. Ambani
Chairman and Managing Director
July 21, 2017

* Consolidated

Organisational Profile



Reliance Corporate Park, Building 1

- 1 Reliance Industry Limited (RIL) is the flagship Company of Reliance Group with an annual revenue from operations of **US\$50.9 billion**
- 2 First private sector Company from India to feature in Fortune Global 500 list of **"World's Largest Corporations"**, currently ranked 215th in terms of revenue and 126th in terms of profit
- 3 Debut in LinkedIn **"Top Companies - where India wants to work"** list
- 4 Strong presence in the **integrated energy value chain** and a pre-eminent position in retail and digital services in India
- 5 Business activities in 8 international locations on a standalone basis and more than **50 locations** across India
- 6 Exports to **108 countries** across the world

REFINING & MARKETING

Refineries at Jamnagar process a wide variety of crude oils and produce a range of petroleum products including transportation fuels for exports as well as supply in the Indian market.

US\$ 11.0/BBL

Gross refining margin, 8 year high

1,221

Fuel Outlets



PETROCHEMICALS

Owens and operates one of the most integrated petrochemicals facilities globally, with a portfolio comprising polymers, polyesters, fiber intermediates, aromatics and elastomers.

2nd LARGEST

Paraxylene producer globally

4th LARGEST

PTA producer globally



OIL AND GAS EXPLORATION

Upstream portfolio in India includes operations in conventional on-land, shallow water and deep-water acreages, as well as unconventional Coal Bed Methane block. It also has a presence in Shale Gas business in USA.

Commencement of commercial production from **CBM** block in Sohagpur



RETAIL

Reliance Retail has the distinction of being the largest retailer in the country and operates neighbourhood stores, supermarkets, cash & carry stores, specialty stores and online stores.

OVER US\$ 5 bn in REVENUE

India's first retailer to cross this mark and continues to grow at a rapid pace.



DIGITAL SERVICES

Jio has built a world-class all-IP data strong future proof network with latest 4G LTE technology. It is the only network from the ground up and supporting Voice over LTE technology. It is future ready and can be easily upgraded to support even more data, as technologies advance on to 5G, 6G and beyond.

100 MILLION

Jio subscribers in 170 days of launch



MEDIA & ENTERTAINMENT

One of India's leading Media and Entertainment (M&E) players, with a presence across several businesses including television broadcasting, movie production and distribution, digital content and commerce, print magazines and allied media services.

CNBC TV18 had 86%

market share during the annual budget speech



RIL'S 40-YEARS JOURNEY

RELIANCE DNA

INDIA FOCUSED

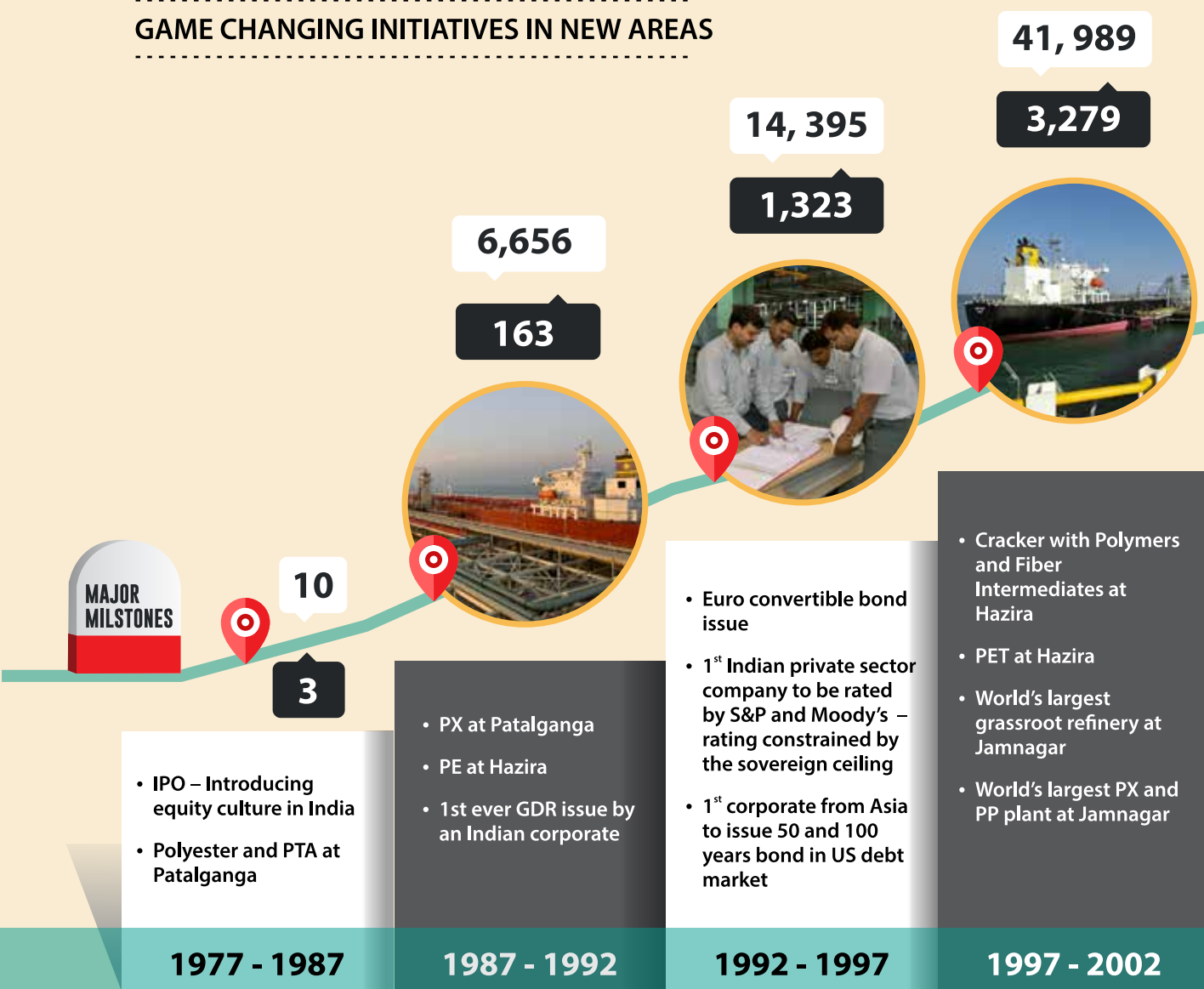
FIRST TO DELIVER ON GLOBAL SCALE

ORGANIC GROWTH

FASTER EXECUTION

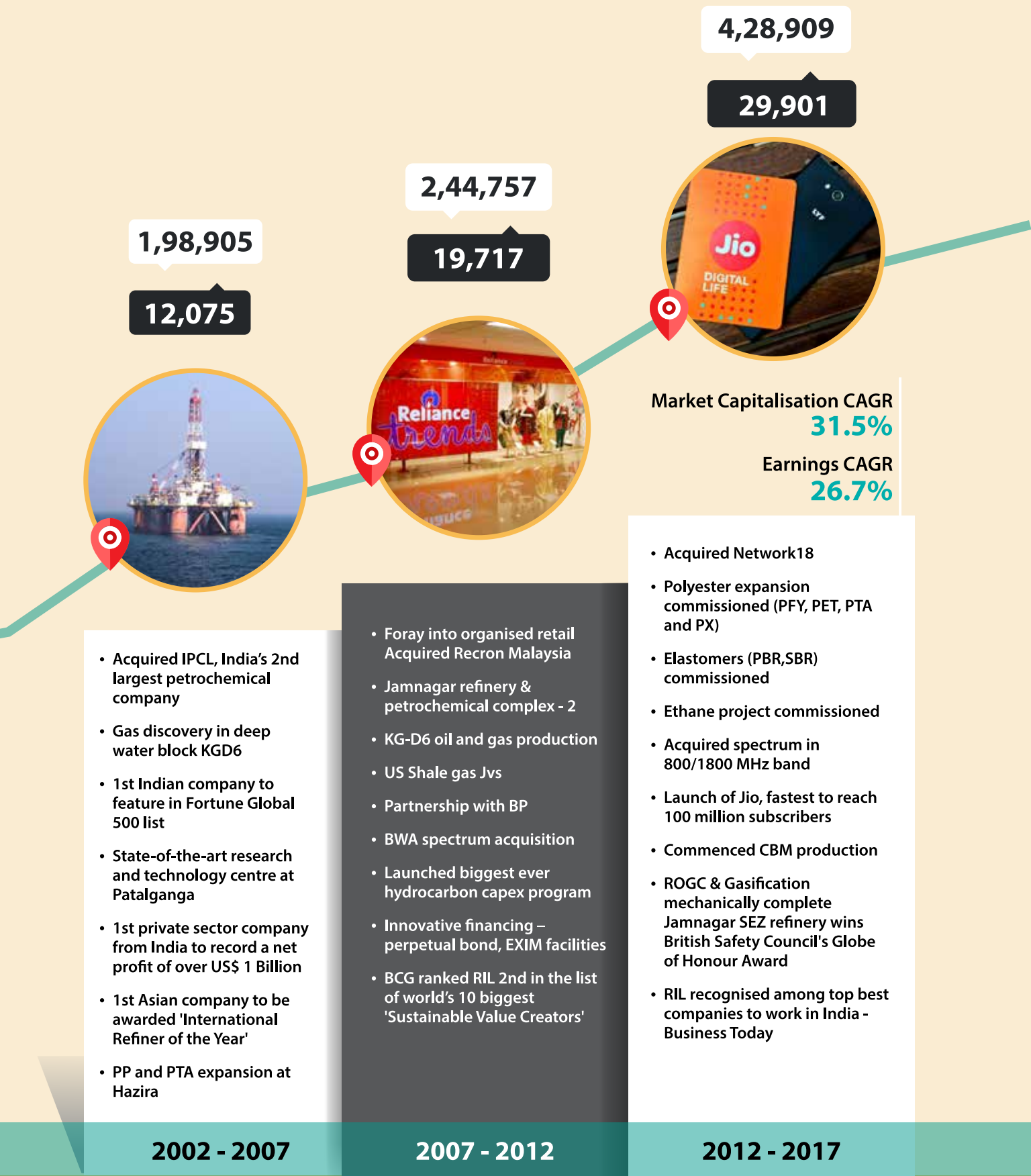
FOCUS ON CUSTOMER VALUE

GAME CHANGING INITIATIVES IN NEW AREAS

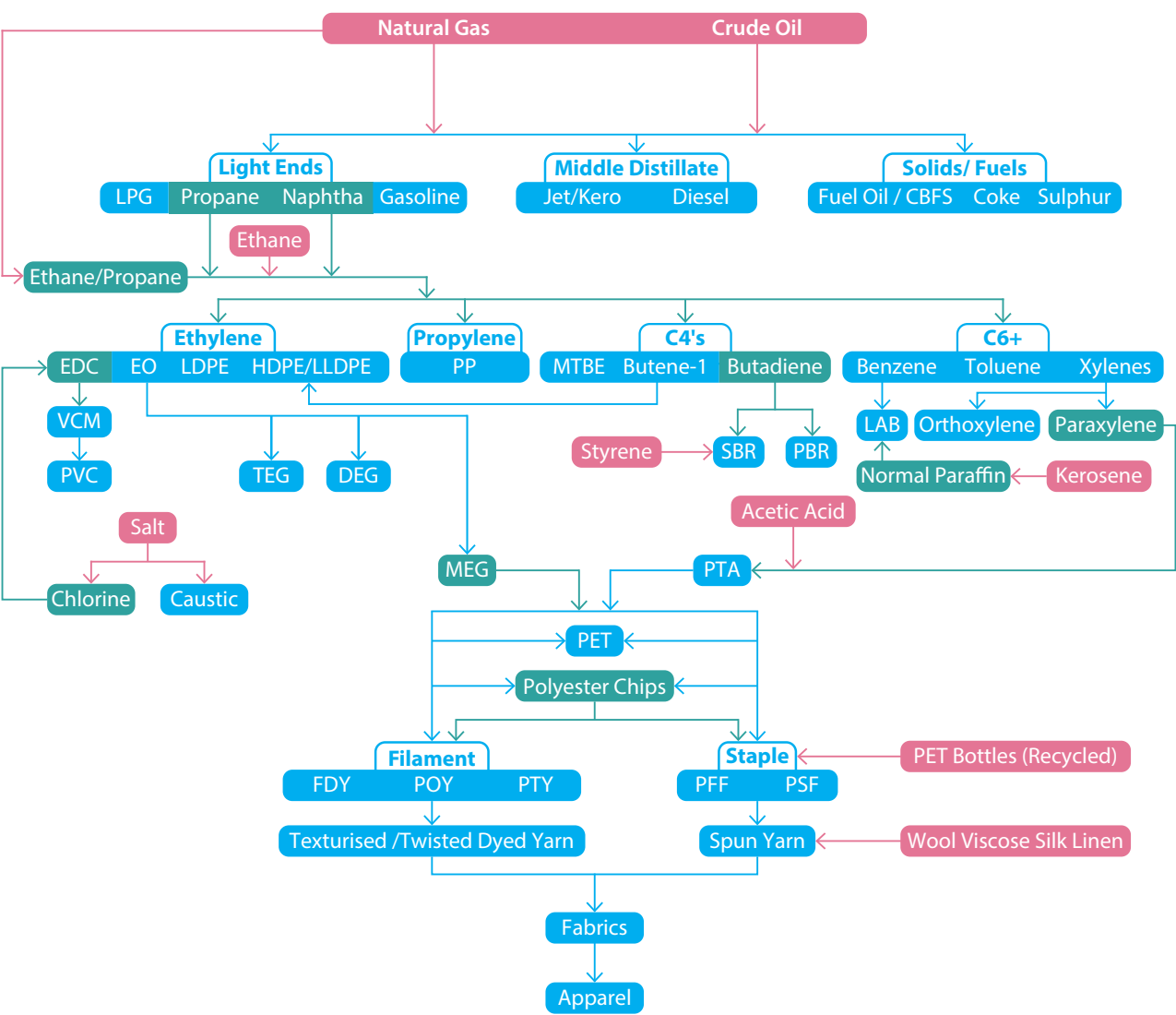


Market Capitalisation

Capitalisation Profit After Tax



Product Flow Chart



Purchased Raw Materials	Partly Purchased Raw Materials	Existing Products
CBFS Carbon black feedstock	LLDPE Linear Low-density Polyethylene	PP Polypropylene
DEG Di-Ethylene Glycol	LPG Liquefied Petroleum Gas	PSF Polyester Staple Fibre
EDC Ethylene Di-Chloride	MEG Mono-Ethylene Glycol	PTA Purified Terephthalic Acid
EO Ethylene Oxide	MTBE Methyl Tertiary Butyl Ether	PTY Polyester Textured Yarn
FDY Fully Drawn Yarn	PBR Poly Butadiene Rubber	PVC PolyVinyl Chloride
HDPE High Density Polyethylene	PET Polyethylene Terephthalate	SBR Styrene Butadiene Rubber
LAB Linear Alkyl Benzene	PFF Polyester Filament Fibre	TEG Tri-Ethylene Glycol
LDPE Low Density Polyethylene	POY Partially Oriented Yarn	VCM Vinyl Chloride monomer



Very Large Ethane Carrier (VLEC)

Our Value Chain



Panoramic view of Jamnagar Refinery

REFINING AND MARKETING (R & M)

Key Businesses: Refining, GAPCO, Petroleum Retail

Strategic Advantages and Competitive Strength



Refinery configuration

- Our Jamnagar refinery 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 complexity level of Jamnagar refinery will increase to a great extent on commissioning of Coke Gasification project. 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.
- The commissioning of new paraxylene unit has provided further integration with petrochemical enabling higher value addition.



Operational excellence

- We excel in asset optimisation while maximizing the returns. We maintain the highest safety standards with continuous efforts on improving the energy efficiency and minimizing operating & maintenance cost.
- We ensure adoption of latest developments in technology for improving the asset reliability and avoiding any unplanned outages, thus enabling high on-stream factor.



Logistics & supply chain

- We have state-of-the-art logistics infrastructure to support the largest refining hub at Jamnagar. It includes marine facilities, rail and road loading facilities and pipeline connectivity.
- Marine facility enables berthing of wide range of ships from Very Large Crude Carriers (VLCC) to small chemical carriers. This provides significant benefit on Crude and product freight optimisation.

Crude selection & sourcing



- Our refinery configuration & logistics infrastructure availability allows crude portfolio optimisation with changing market dynamics. With inherent design flexibility, we optimise the crude diet, sourcing the most advantageous crude globally.
- During FY 2016-17, new initiatives were launched to enhance the flexibility of our assets and enable us to process even heavier and higher contaminant content value additive crude. Five new crude grades were processed in FY 2016-17.
- We also entered into a long-term supply contract for additional heavy crude.

Continuous innovation



We continuously focus on debottlenecking, capacity enhancement, yield and product quality improvement to enhance our competitive strengths.

Examples in FY 2016-17 include:

- DTA refinery has improved its capability to produce gasoline to meet BS VI specifications.
- Enhancement of Propylene Recovery unit capacity for improving propylene recovery.
- Upgradation of hardware facility to process opportunity crudes.

Market access and responsiveness



- 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 Rotterdam, Ashkelon and Singapore locations allow us to move our selling point closer to consumption hubs and improve responsiveness to market needs.

Energy independence



- With the commissioning of coke gasification at Jamnagar, we will upgrade low value coke into high value syngas leading to enhanced self sufficiency of energy requirement at Jamnagar supersite.
- Syngas from gasification will substitute imported LNG, enabling energy cost savings.

PETROCHEMICALS

Key Businesses: Polymers, Chemicals, Polyester and Fibre Intermediates, Elastomers

Nagothane Manufacturing Division



Global scale

- We are amongst the world's leading producers of petrochemicals with global scale and capacities across polymers, polyester, fiber intermediates and elastomers.
- We have 10 manufacturing locations in India and 3 in Malaysia.
- We are the first Company globally to conceptualise large scale imports of Ethane from North America as feed stock for our cracker portfolio in India through Very Large Ethane Carrier (VLEC).



Leadership

- A relentless focus on safety and continuous improvement helps us in achieving industry-leading profitability across business cycles.
- We focus on technology leadership, cost efficiencies and responsible operational practices, while maintaining high operating discipline which is key in maintaining domestic market leadership, and is a source of a renewable and sustainable competitive advantage.

Strategic Advantages and Competitive Strength

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, and manage the impact of external shocks.
- We have a diversified raw material slate, with both naphtha and gas based crackers, which helps mitigate risk involved with raw material sourcing and margin volatility.

OIL & GAS EXPLORATION & PRODUCTION

Key Businesses: Crude Oil and Natural Gas

Gas Gathering Station (GGS) in Coal Bed Methane Block



Materiality in unconventional hydrocarbon business

- With the commissioning of the Sohagpur Blocks in Madhya Pradesh, we are set to become among the largest producer of unconventional natural gas in India.
- We have a material presence in US Shale Gas in Marcellus and Eagleford Plays through 3 Joint Ventures.



Partnerships

- We have partnerships with global majors in conventional as well as unconventional hydrocarbon plays.
- Our partnership with BP combines our project execution expertise & BP's deep water exploration and development capabilities.

Strategic Advantages and Competitive Strength

Safety



- Over 9 years of safe operation, we have a safety record amongst the best in the world since commencement of production in Deep-water block KG-D6.

Significant infrastructure on the east coast



- KG D6 fields commissioned in 2008 are India's first and till date only producing green-field Deep-water oil & gas production facility.
- Monetisation of remaining discovered resources will utilise the existing infrastructure.

Business Model - Value Creation

Strategy

- Driving Innovation
- Consistent Growth
- Delivering Value
- Sustainable Transformation in Society

<h3>Refining & Marketing</h3> <ul style="list-style-type: none">• Largest single-site refinery with robust configuration• Strategic locational advantage with dedicated infrastructure• Among lowest cost producer globally with flexible product slate• Consistently maintaining high operating rates <p>Industry leading operating rates*</p> 	<h3>Petrochemicals</h3> <ul style="list-style-type: none">• One of the most integrated petrochemicals producers globally• Wide product portfolio with leadership position across product categories• State-of-the-art production facilities with balanced cracker portfolio• Industry leading operating rates• Presence in one of the fastest growth markets <p>Petrochemicals production in India at 24.9 mmt*</p> 	<h3>Oil & Gas</h3> <ul style="list-style-type: none">• High quality portfolio with presence in conventional and unconventional resources• Operating one of most complex and largest deep water block KG-D6• Partnership with BP in India provide significant technical expertise• Material position in US Shale <p>Field Uptime at par with Global Industry Benchmarks*</p> 	<h3>Retail</h3> <ul style="list-style-type: none">• Operates on multiple store concept model to serve different customer needs• Offers best shopping experience to Indian consumers with consistent choice, quality, value and convenience• Pan-India presence• State-of-the-art retail infrastructure and supply chain providing solid foundation for growth <p>Achieved a turnover of ₹33,765 crore registering a strong growth of 60.2%*</p> 
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Five Enablers

• Safety

- Reduced HSE risks through CASHe

• Digital Technology

- Omni-channel initiatives in Reliance Retail
- * GST for community
- Future Ready 5G, 6G and beyond

• Capital Productivity

- *ROCE (adj.) for FY 2016-17 is 25.4%, increase 820 bps y-o-y
- *Substantial interest savings from successful refinancing of long-term loans aggregating to US\$2.3 billion

• Operational Efficiency and Effectiveness

- Fuel retail throughput well above industry average
- Uninterrupted and high-speed data access anywhere, anytime

• Ethics

- Ethics and Compliance Task Force oversees and monitors implementation of ethical business practices

Digital Services

- Only ubiquitous 4G coverage in India with high speed and quality coverage
- World's largest greenfield 4G LTE wireless broadband network
- Fully digitised operations from onboarding through fulfillment
- Transformative customer value propositions

Average consumption on Jio is 10GB/month/user (highest in World)*



Media

- Robust bouquet of channels across various genres – business, entertainment, infotainment, kids
- Category leading digital properties in financial services, entertainment, news
- Significant local language content, tapping regional markets

Facebook recognised firstpost as one of the most innovative users of FB live in India and Abroad*



Value Created

Shareholder

Active portfolio management by investing in the Consumer and Energy & Materials businesses

- *Dividend Recommended - **110 %**
- *Market Capitalisation - **₹4,28,909** crore
- *Improved RONW (adj.) to **16.8%** up **170 bps** y-o-y (standalone)

Employee

Continuous learning and structured career progression opportunities

- *Digitised learning – launch of Digital J3
- R-University: Driving employee learning and training
- *Imparted **>76** lakh man hours of training

Customer

- ***100** million+ Jio subscribers in 170 days from launch
- ***86%** market share in CNBC TV 18 during the annual budget speech
- *Over **30** million members registered to Customer Loyalty Programme of Reliance Retail
- *Launched 'Chemistry for Smiles' and 'Transforming Life into Quality Life'

Societal

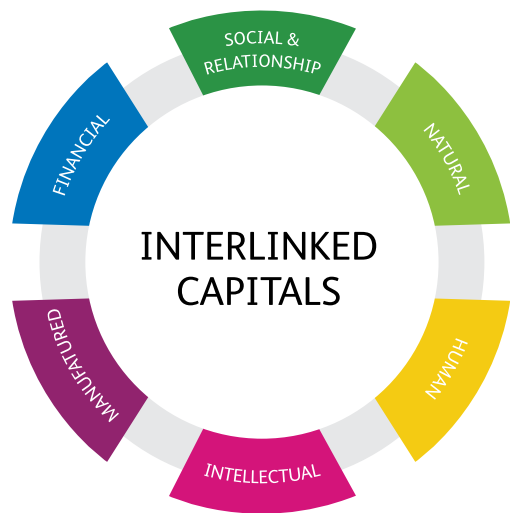
Society provides Reliance with a license to operate, and with this privilege comes a responsibility.

- CSR activities in conformity with the Sustainable Development Goals (SDGs)
- *Created **50** lakh jobs indirectly

*Current year outcomes

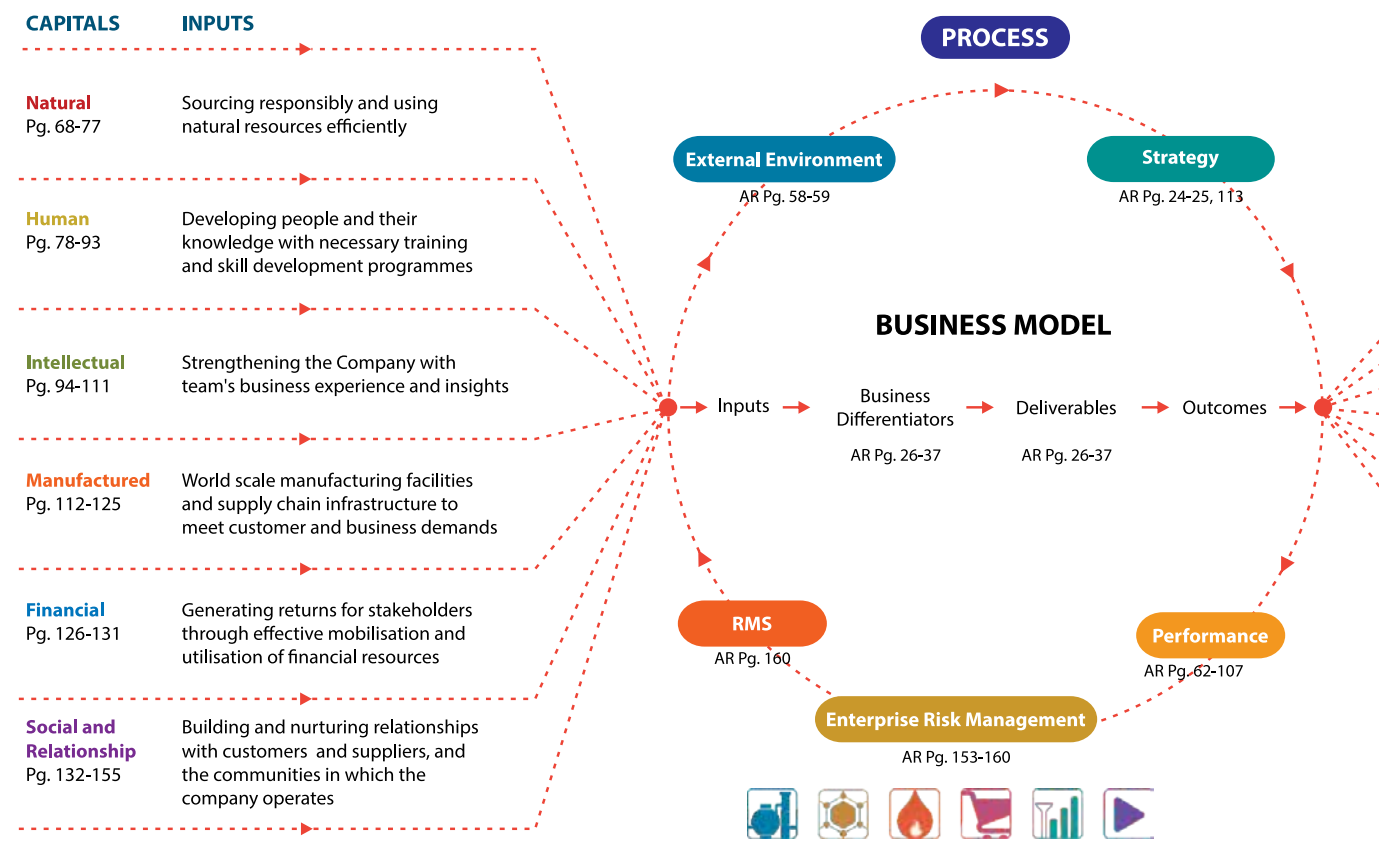
BUSINESS MODEL - INTEGRATED APPROACH

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 all the domains where we operate.



RIL GROWTH FOR ALL

INTEGRATED REPORTING FRAMEWORK



Value Creation - RIL's business model and outcomes are aligned with integrated reporting framework of IIRC (International Integrated Reporting Council) and United Nations Sustainability Development Goals (SDGs).

Goals/Endeavours for Sustainable Development

Clean Energy 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.	Opportunity & Diversity 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 .	Community Development 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 .	Supply Chain Management 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.
Safety 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 matrices across all operations . Ensure implementation of best-in-class technologies for real-time monitoring of operational parameters for safe, reliable and efficient operations.	Product Stewardship Develop road-map for each product in its portfolio based on continuous engagement with customers to understand their current and future requirements and be pace-setter in adapting new and emerging technologies . Asset Utilisation Efficient & maximised utilisation of the assets to optimise energy consumption through operational excellence ensuring safe and reliable operations.	Management of Environmental Impact 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.	Health 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.
	Customer Satisfaction Aspire to be the most customer-focused company with the highest customer loyalty.	Waste Management Ensure efficient use of solid catalysts including investment in development of bio-catalysts to replace solid catalysts.	Water Management 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.

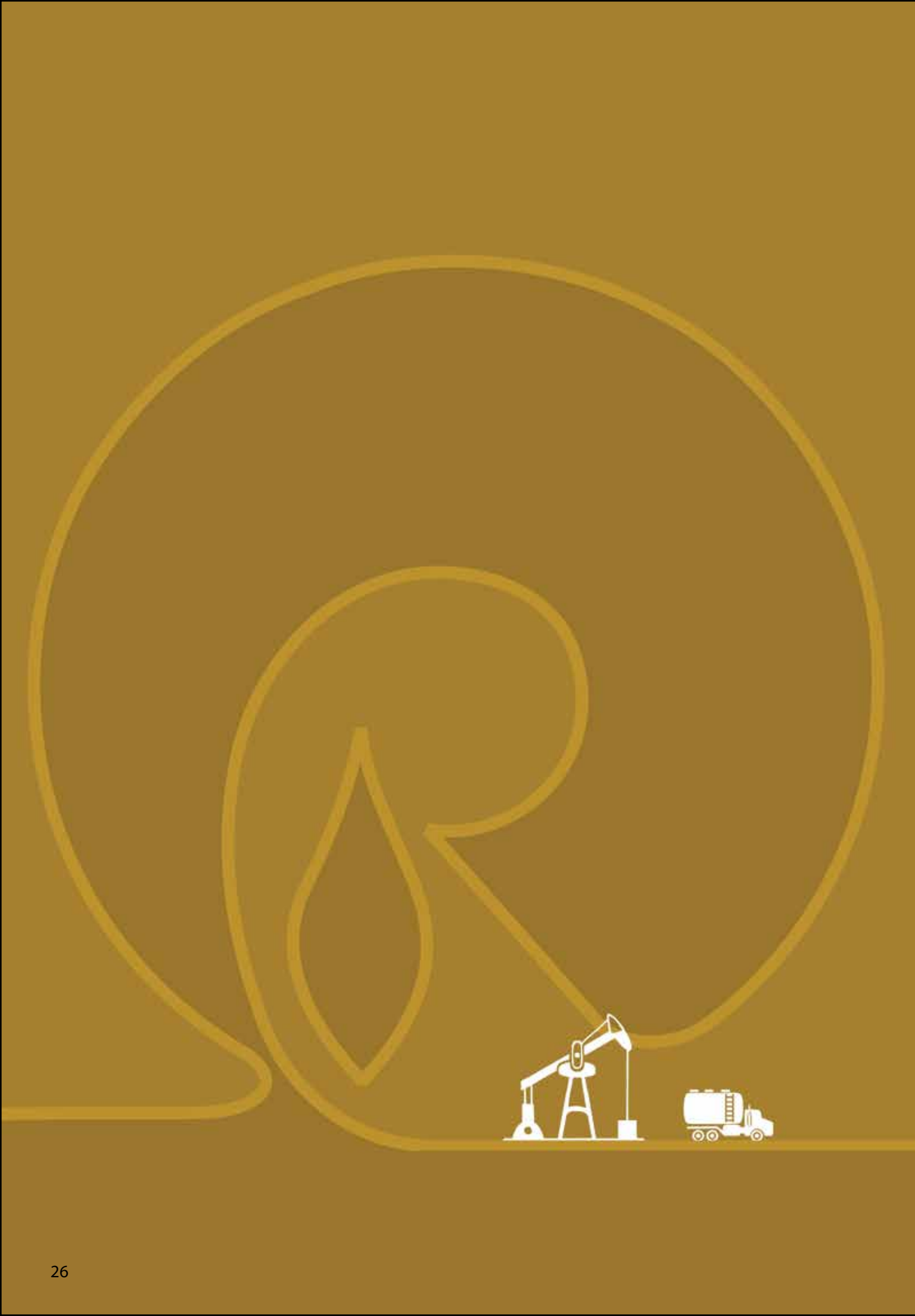
UNITED NATIONS -SDGs

OUTPUTS

- **45.5%** of water is recycled
- **Increase** in Material recycled
- **Training man-hours: 76+ lakh**
- Employee Engagement score increased to **93%**
- Break-through research
- **60 patents** granted
- **19,000 ideas** under the Mission Kurukshetra programme
- **24.9 MMT** of petrochemical production
- **US\$19.5 billion** total exports of refined products
- **Jio - 1st Exabyte** Network Globally
- Revenue: **₹3,30,180 crore**
- Profit after taxes: **₹29,901 crore**
- **51 start-ups** graduated from GenNext Hub till date
- Contribution to national exchequer **₹51,399 crore**

OUTCOMES

- Cleaner air, water and soil maintaining flora and fauna with optimum use of scarce resources
- Direct employment: 1.40 lakh
- Indirect employment: 50 lakh
- Technology for bottom of the barrel approach
- Future ready for 5G, 6G
- Beyond non-renewable energy
- 1.5% of world transport fuel processed
- Creating Digital Eco-system for India
- 31.5% CAGR of Market Capitalisation, since IPO
- Largest investment cycle while maintaining above sovereign level credit rating
- Impacting 12 million people



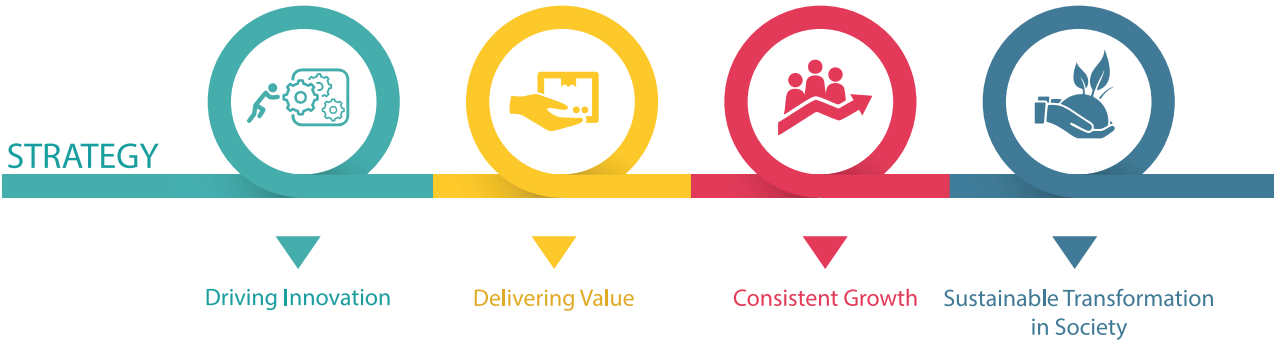
Strategy and **Framework**



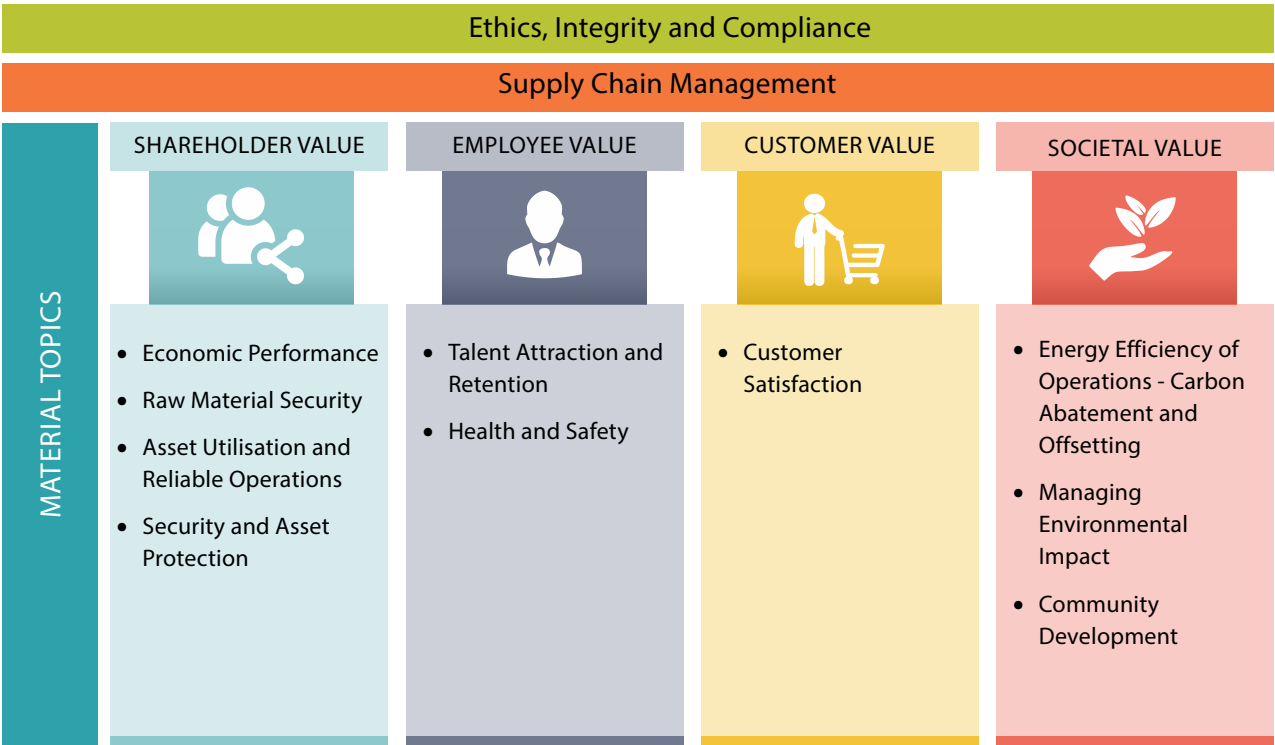
We strive to be a significant global player through responsible investment in our businesses. We adopt global best practices in all of our processes by embracing leading digital technology, capital productivity, operating efficiency, safe operations and business ethics.

We have strategised to leverage our current business through our existing know-how and asset base and investments in future endeavours. Our conscious efforts towards responsible investments in upcoming prospects ensure inclusive growth and development of our business. Our sustainability strategy is interwoven into our overall business strategy.

Our objective is to achieve profitable growth through continuous improvement in our performance while creating value for all our stakeholders by seeking their insights and perspectives to identify and understand the risks and opportunities. Our mission to foster rural prosperity leads us to create structured CSR programmes which deliver holistic development for the communities where we work. We have linked our material topics to our strategic levers in an effort to align to our objective of creating shareholder value, employee value, customer value and the societal value. This helps us to identify specific areas of improvement and address each of them effectively.



Linking Material Topics with Values



Strategic Framework, Key Outcome and Reflections

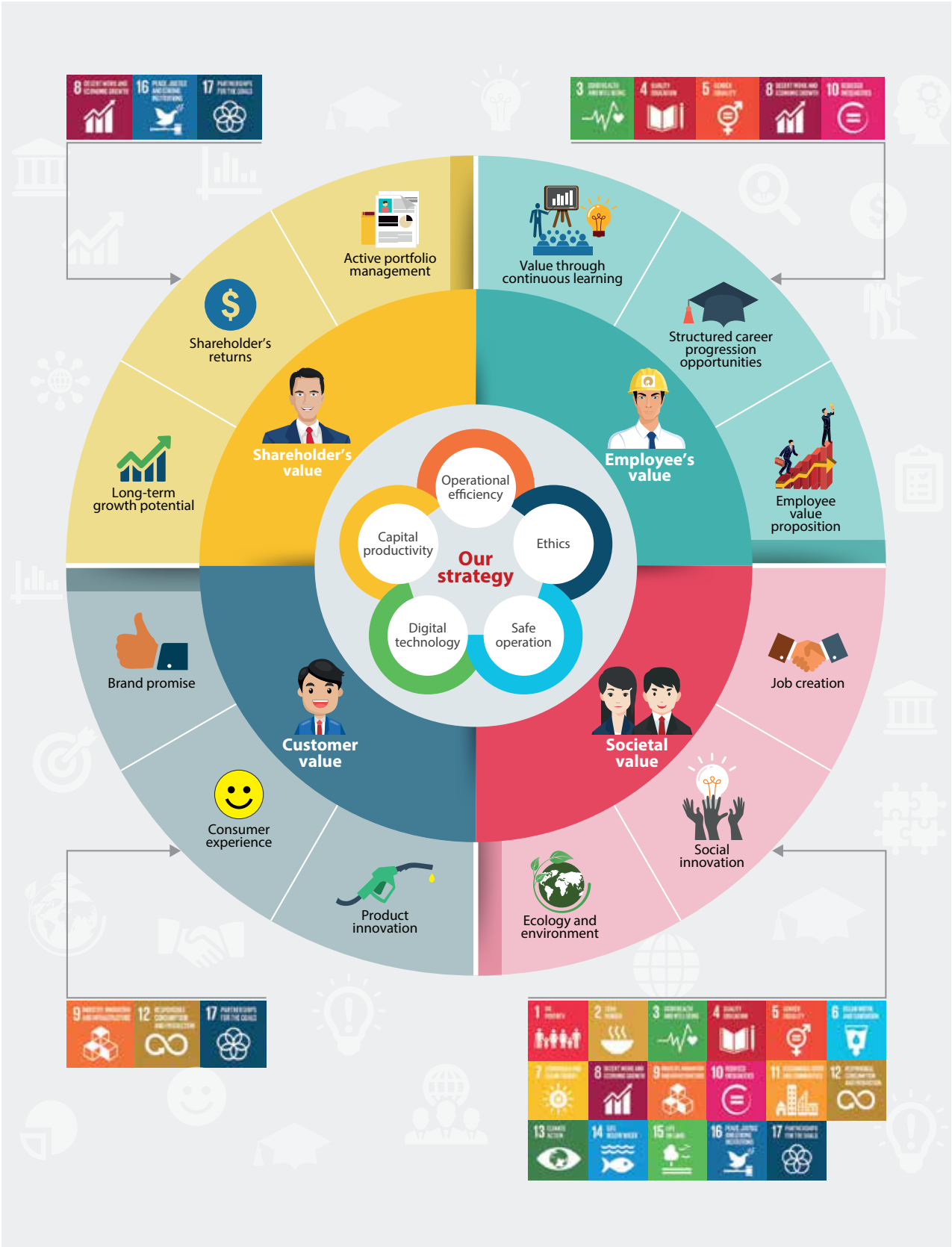
STRATEGY	VALUE CREATED	FIVE ENABLERS
<p>Driving growth, value, innovation and transformation in society</p> <p>Reliance is pursuing its strategy to grow, by leveraging its existing know-how and asset base and investing in opportunities strategic to its existing businesses and those of the future.</p> <p>Reliance initially focuses on activities and investment in India to take advantage of the large domestic market, as it currently holds a leadership position in it. It builds competencies that can be rolled out on a global scale.</p> <p>Reliance's business creates value for its shareholders, employees, customers and society, and each new opportunity it pursues must meet these criteria or it does not invest in it.</p>	<p>Shareholder Value Reliance drives shareholder value through active portfolio management to continuously enhance the quality of its business portfolio, consistently deliver shareholder returns and maintain a focus on long-term growth potential</p> <p>Employee Value Reliance creates value for its employees, by ensuring their prosperity as the organisation grows. Specifically, it creates employee value through continuous learning, structured career progression opportunities and an industry-leading employee value proposition</p> <p>Customer Value Reliance drives customer value through its product innovation for customers, application and service levels, ability to deliver a consistently better consumer experience and its overall reputation and brand promise in the markets it operates in</p> <p>Societal Value Society provides Reliance with a license to operate, and with this privilege comes a responsibility to create value. Reliance drives societal value through job creation, both directly and indirectly, social innovation through products and services and its respect for ecology and environment</p>	<p>Reliance's Group Strategy is founded on five enablers. These include safe operations, digital technology, capital productivity, operational excellence and ethics</p> <p>Safety and compliance are core values, and they help Reliance to preserve enterprise value, and provide a perpetual license securing its right to operate across India and globally</p> <p>Digital technologies underpin how Reliance operates its businesses. It is a pioneer in harnessing new digital technologies and mobility initiatives that change how it conducts its business</p> <p>Reliance remains committed to achieve the highest levels of operating efficiencies and effectiveness across all its activities, both customer facing and internal. A mindset for continuous improvement and processes forms the bedrock of all its operations Reliance is committed to conduct all its initiatives with the highest levels of integrity</p>

Key Reflections

<ul style="list-style-type: none"> • Integrating backward - Started with textile, then integrated hydrocarbon business now a significant player in consumer facing businesses • Global Scale • World's largest Refinery complex at Jamnagar • "Reliance Retail" the largest retailer by revenue in India • Jio is shaping the future of India through transformative, quality and affordable access of end to end digital services for every Indian and making digital India vision a reality 	<p>Shareholder Value</p> <ul style="list-style-type: none"> • *Dividend Recommended - 110 % • *Market Capitalisation - ₹4,28,909 crore • 31.5% Market Capitalisation CAGR, since IPO • *Improved RONW (adj.) to 16.8% up 170 bps y-o-y (standalone) <p>Employee Value</p> <ul style="list-style-type: none"> • Employing people from 21 nationalities including 95 foreign nationals in the leadership team • R-Voice employee engagement survey increased to 84% • *Digitised learning – launch of Digital J3 • R-University: Driving employee learning and training • *Imparted >76 lakh man hours of training <p>Customer Value</p> <ul style="list-style-type: none"> • *100 million+ Jio subscribers in 170 days from launch • *Transforming India's telecom landscape with a compelling customer value proposition • *Over 30 million members registered to Customer Loyalty Programme of Reliance Retail • *86% market share in CNBC TV 18 during the annual budget speech • *Launched 'Chemistry for Smiles' and 'Transforming Life into Quality Life' <p>Societal Value</p> <ul style="list-style-type: none"> • Over 50 lakhs employment generation, indirectly • *₹51,399 crore contribution to national exchequer • Reliance Foundation transformed lives of 12 million • Indians across 12,500+ villages and 74 urban locations • CSR activities in conformity with SDGs • *₹674 crore CSR expenditure for the year 	<p>Safety and compliance</p> <ul style="list-style-type: none"> • Reduced HSE risks through CASHe <p>Digital technologies</p> <ul style="list-style-type: none"> • Omni- Channel initiatives in Reliance Retail • *GST for community • Future Ready 5G, 6G and beyond <p>Capital Productivity</p> <ul style="list-style-type: none"> • ROCE (adj.) for FY 2016-17 – 25.4%, increase 820 bps y-o-y • *Substantial interest savings from successful refinancing of long-term aggregating to US\$2.3 billion <p>Operating efficiencies and effectiveness</p> <ul style="list-style-type: none"> • Fuel retail throughput well above industry average • Uninterrupted and high-speed data access anywhere, anytime <p>Ethics</p> <ul style="list-style-type: none"> • Ethics and Compliance Task Force oversees and monitors implementation of ethical business practices
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*Current year outcome
*Consolidated

Linkage of Sustainable Development Goals with Strategic Values



Our Contribution to Sustainable Development Goals

Sustainable Development Goals		What Reliance is doing
<div>1</div> <div>NO POVERTY</div> 	NO POVERTY End poverty in all its forms everywhere	<ul style="list-style-type: none"> • Bharat India Jodo (BIJ) • Information services for livelihood enhancement
<div>2</div> <div>NO HUNGER</div> 	ZERO HUNGER End hunger, achieve food security and improved nutrition and promote sustainable agriculture	<ul style="list-style-type: none"> • Food and nutrition security: Reliance model of nutrition garden (RNG) • Health care for women and children • Mission zero malnourishment project
<div>3</div> <div>GOOD HEALTH</div> 	GOOD HEALTH AND WELL-BEING Ensure healthy lives and promote well-being for all at all ages	<ul style="list-style-type: none"> • Enhanced health and well-being • Preventive and primary health care services • Sir H. N. Reliance foundation hospital and research centre • Dhirubhai Ambani hospital • Specialised care for HIV AIDS and Tuberculosis • Corneal transplant surgeries and other eye care services • Using technology in health care
<div>4</div> <div>QUALITY EDUCATION</div> 	QUALITY EDUCATION Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	<ul style="list-style-type: none"> • Dhirubhai Ambani scholarship programme • Dhirubhai Ambani international schools • Education for all • Partnership to enhance education - Shiksha Protsahan Kendra • Career and infrastructure support for education
<div>5</div> <div>GENDER EQUALITY</div> 	GENDER EQUALITY Achieve gender equality and empower all women and girls	<ul style="list-style-type: none"> • Workforce diversity and inclusion: R-Aadya • Workforce diversity and inclusion: WOW – Reliance World of Women • Education for girl child
<div>6</div> <div>CLEAN WATER AND SANITATION</div> 	CLEAN WATER AND SANITATION Ensure availability and sustainable management of water and sanitation for all	<ul style="list-style-type: none"> • Rural transformation • Water security • Swacch Bharat Abhiyan • Mission Rahat – Drought relief in Marathwada
<div>7</div> <div>RENEWABLE ENERGY</div> 	AFFORDABLE AND CLEAN ENERGY Ensure access to affordable, reliable, sustainable and modern energy for all	<ul style="list-style-type: none"> • Energy efficient operations • Usage of clean energy • Ensuring conservation of energy • Usage of Biofuels and Biochemicals (algae to oil) • Low cost CO2 capture process
<div>8</div> <div>GOOD JOBS AND ECONOMIC GROWTH</div> 	DECENT WORK AND ECONOMIC GROWTH Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	<ul style="list-style-type: none"> • Creating employment opportunities for more than 1.4 lakh individuals • GenNext Hub: Initiative to start-up community in India • Economic performance • Human Capital • Nurturing and Managing Talent • HR Transformation Journey & Team Based Architecture • Engaging with Employees
<div>9</div> <div>INDUSTRY AND INFRASTRUCTURE</div> 	INDUSTRY, INNOVATION AND INFRASTRUCTURE Build resilient infrastructure, promote sustainable industrialisation and foster innovation	<ul style="list-style-type: none"> • Smart manufacturing • Petcoke gasification plant • Refinery Off gas cracker • Breakthrough R&D • Multizone Catalytic Cracking Process

Sustainable Development Goals		What Reliance is doing
	REDUCED INEQUALITIES Reduce inequality within and among countries	<ul style="list-style-type: none"> • Equal opportunity employer • Employment to people from 21 different nationalities • Employment to people with disabilities
	SUSTAINABLE CITIES AND COMMUNITIES Make cities and human settlement inclusive, safe, resilient and sustainable	<ul style="list-style-type: none"> • Preservation of rich heritage, art and culture of India • Urban Renewal • Infrastructure Development
	RESPONSIBLE CONSUMPTION AND PRODUCTION Ensure sustainable consumption and production patterns	<ul style="list-style-type: none"> • Sustainable sourcing • Green packaging • Production of Recron Green gold Polyester fiber • Smart manufacturing • Commissioning of world's largest Hydrothermal Liquefaction demonstration unit • Production of biodiesel from Jatropa • Energy conservation initiatives such as heat recovery system from flue gases • Creating value out of waste • Throughput enhancement through retrofitting
	CLIMATE ACTION Take urgent actions to combat climate change and its impacts* Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.	<ul style="list-style-type: none"> • Renewable energy initiatives such as Algae to bio-crude, Jatropa based bio-diesel, Agri-residue to hydrocarbon, Installation of rooftop solar PV modules • Energy saving Initiatives
	LIFE BELOW WATER Conserve and sustainably use the oceans, seas and marine resources for sustainable development	<ul style="list-style-type: none"> • Setting up the National Centre for Marine Biodiversity (NCMB) - India's first Centre of Excellence for the study of India's coastal biodiversity at Jamnagar
	LIFE ON LAND Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	<ul style="list-style-type: none"> • Site specific biodiversity assessment • Conservation of more than 2,200 hectares of unproductive land and converted it into cultivable land (more than 56,000 hectares since inception) • Plantation of 12 lakh saplings and over 1.38 crore saplings planted since inception • Conducting soil health activities, workshops, soil testing, application of nutrients
	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	<ul style="list-style-type: none"> • Formation of producer companies for sustainable livelihood • Women empowerment by forming thrift groups • Promote peaceful and inclusive societies for long-term sustainable development through rural transformation initiatives
	PARTNERSHIPS FOR THE GOALS Strengthen the means of implementation and revitalise the global partnership for sustainable development	<ul style="list-style-type: none"> • Ultimate Pitch-Collaborating with 30 leading B-Schools • Nurturing digital entrepreneurship • GenNext Hub – capacity building • Partnered with The Indian Centre for Plastics in the Environment (ICPE) to help sustain an environment friendly image of plastics by highlighting the positive role of plastics in conserving resources • GRI Gold community membership • WBCSD Membership

Report Scope and Boundary



Employee working at Jamnagar Refinery

Reporting Scope and Criteria

Our sustainability report for FY 2016-17 has been developed using the GRI Standards 'In accordance' - Comprehensive option including the Oil and Gas Sector Disclosures. We have applied the following aspects to determine relevant topics that define the report content and ensure quality of information:

- a) GRI guiding principles for defining the content: Materiality, Stakeholder Engagement, Sustainability Context and Completeness
- b) GRI guiding principles for defining the quality: Balance, Clarity, Accuracy, Timeliness, Comparability and Reliability

The last sustainability report titled "Enhancing the quality of life, Starting up to a digital life" was published in September 2016. We publish our sustainability reports annually and all our reports for the previous years are available on the Company's website www.ril.com.

Alignment with Sustainability Reporting Guidelines and Standards

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

- Integrated Reporting <IR> Framework
- GRI Standards including the Oil & Gas Sector Disclosures
- National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE)
- United Nations Global Compact Principles on Environment, Human Rights, Labour Practices and Anti-Corruption
- Industry standards, promoted by the American Petroleum Institute (API) / International Petroleum Industry Environmental Conservation Association (IPIECA)
- Focus areas of World Business Council for Sustainable Development (WBCSD)
- Sustainable Development Goals (SDG)

Integrated Reporting Framework

This year, we adopted the six capitals postulated as part of the International Integrated Reporting Council's (IIRC) <IR> framework. Our integrated approach to value creation culminates into our six capital approach which depicts our commitment towards a sustainable future. The natural, human, intellectual, manufactured, financial and social and relationship capitals are deployed through a

systematic, structured and integrated planning process throughout our organisation, facilitating an aligned group strategic framework.

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

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

United Nations Global Compact (UNGC) principles on Human Rights, Labour Practices, Environment & 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 third version of API/IPIECA/OGP's Oil and Gas Industry Guidance on Voluntary Sustainability Reporting was released in 2015. Our report adheres to the requirements of this guidance and provides necessary linkages with respect to GRI Standards.

World Business Council for Sustainable Development (WBCSD) focus areas

We are one of the ten companies from India, who are members of the WBCSD, which is reflecting on our commitment towards playing an active role in transforming business and shaping society. The report refers to WBCSD's nine priority areas viz. Climate Change, Release of Nutrient Elements, Ecosystems, Exposure to Harmful Substances, Water, Basic Needs and Rights, Skills and Employment, Sustainable Lifestyles and Food, Feed, Fibre and Biofuels. Our vision of transformation and growth mirrors WBCSD's position: 'Business is good for sustainable development and sustainable development is good for businesses'.

Sustainable Development Goals

We have aligned the report to the 17 Sustainable Development Goals (SDGs) released at the United Nations Sustainable Development Summit in 2015 which embrace a universal approach to the sustainable development agenda.



Material Issues & Reporting Boundary

The data related to all domestic operations of our Oil and Gas, Petrochemical and Refinery businesses including our office location at Reliance Corporate Park in Navi Mumbai is included in this report.

Our reporting approach focuses on highlighting our sustainability performance, while providing transparent and relevant information on the material topics that are significant to our stakeholders. Our approach to stakeholder engagement and materiality is elaborated in later sections. The list of material issues which have an impact on the areas of operation across our value chain are listed below:

- Health and Safety
- Raw Material Security
- Managing Environmental Impacts
- Asset Utilisation and Reliable Operations

- Energy efficiency of Operations - Carbon Abatement and Offsetting
- Customer Satisfaction
- Supply Chain Management
- Community Development
- Ethics, Integrity and Compliance
- Talent Attraction and Retention
- Security and Asset Protection
- Economic Performance

There are no significant changes observed in the list of material issues and the reporting boundary as compared to FY 2015-16.

Assurance

The report is externally assured by an independent external assurance provider, KPMG India and the assurance statement is available in the 'Independent Assurance Statement' section of this report.

Queries related to this report may be directed to email: sustainability.report@ril.com

There are no significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain. There have been no restatements of data for any of the previous year's reports.

Forward Looking Statements

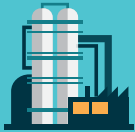
This report contains forward-looking statements, which may be identified by their use of words like 'plans', 'expects', 'will', 'anticipates', 'believes', 'intends', 'projects', 'estimates' or other words of similar meaning. All statements that address expectations or projections about the future, including, 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.



CORPORATE OFFICE

Reliance Corporate Park, Thane–Belapur Road,
Ghansoli, Navi Mumbai, Maharashtra 400701

PLANT LOCATIONS IN INDIA



REFINING & MARKETING

Jamnagar

Village Meghpar/Padana, Taluka Lalpur,
Jamnagar – 361 280, Gujarat, India

Jamnagar Sez Unit

Village Meghpar/Padana, Taluka Lalpur,
Jamnagar – 361 280, Gujarat, India



OIL & GAS

KG D6 Onshore Terminal

Village Gadimoga, Tallarevu Mandal,
East Godavari District – 533 463,
Andhra Pradesh, India

Coal Bed Methane Project (CBM)

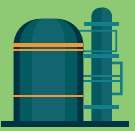
Village & P. O. : Lalpur, Tehsil: Burhar,
District Shahdol, Madhya Pradesh – 484 110,
India



TEXTILES

Naroda Manufacturing Division

103/106, Naroda Industrial Estate, Naroda,
Ahmedabad – 382 330, Gujarat, India



PETROCHEMICALS

Barabanki Manufacturing Division

Dewa Road, P.O. Somaiya Nagar,
Barabanki – 225 123, Uttar Pradesh, India

Dahej Manufacturing Division

P. O. Dahej – 392 130, Taluka: Vagra,
District Bharuch, Gujarat, India

Hazira Manufacturing Division

Village Mora, P.O. Bhatha,
Surat-Hazira Road, Surat – 394 510,
Gujarat, India

Hoshiarpur Manufacturing Division

Dharamshala Road, V.P.O. Chohal,
District Hoshiarpur – 146 024,
Punjab, India

Jamnagar

Village Meghpar/Padana, Taluka Lalpur,
Jamnagar – 361 280, Gujarat, India

Jamnagar Sez Unit

Village Meghpar/Padana, Taluka Lalpur,
Jamnagar – 361 280, Gujarat, India

Nagothane Manufacturing Division

P. O. Petrochemicals Township,
Nagothane – 402 125, Roha Taluka,
District Raigad, Maharashtra, India

Patalganga Manufacturing Division

B-1 to B-5 & A3, MIDC Industrial Area,
P.O. Rasayani, Patalganga – 410 220,
District Raigad, Maharashtra, India

Silvassa Manufacturing Division

342, Kharadpada, P.O. Naroli – 396 235,
Union Territory of Dadra and
Nagar Haveli, India

Vadodara Manufacturing Division

P. O. Petrochemicals, Vadodara – 391 346,
Gujarat, India

Engaging with our **Stakeholders**



Annual General Meeting of Reliance

Engaging with our Stakeholders

We establish and nurture our relationship with relevant stakeholders by instituting trust, transparency and an ethical work culture. This engagement provides us with an opportunity to understand the views and key expectations of our stakeholders. Additionally, this provides us with ideas for addressing their concern which in turn strengthens mutual confidence.

Feedback received from stakeholders is assessed to identify critical concerns which are discussed at relevant board committee meetings. The responsibility for identifying and addressing these concerns is with the relevant departments.



Our approach

Stakeholder identification

We have identified eight key stakeholder groups which include internal as well as external stakeholders viz., Employees, customers, government and regulatory authorities, local communities, trade unions, shareholders, suppliers and NGOs.

Stakeholder prioritisation

Our stakeholder engagement process comprises of analysis of issues which have a potential or actual impact from our activities as well as those which are of critical importance to our stakeholders.

Stakeholder engagement

We aim to build strong and long lasting relationships with our stakeholders through structured dialogues. For development of the sustainability report, we reach out to representatives from each group.

Managing stakeholder expectations

We believe in listening to the viewpoints of our stakeholders and addressing them on priority. We value the inputs received from the engagement process and work diligently to identify our sustainability priorities.

Stakeholder Group

Government and 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

- Induction Programs
- Trainings
- Meetings
- Email Interaction
- Mobile Applications
- Townhalls
- Newsletter
- Employee Satisfaction surveys
- Sustainability Reports

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
- 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
- Livelihoods
- Environment
- Sports
- Other indirect economic impacts

Frequency of engagement

- Annually
- Quarterly
- Need based

Stakeholder Group

Suppliers



Medium for Engagement

- Personal Interaction
- Site Visit
- E-Communication/ telephonic conversation
- Supplier portal
- Regulatory and legal compliance (i.e. GST)

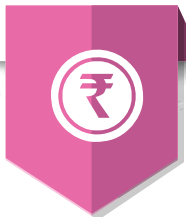
Key priorities derived out of the engagement process

- 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

Investor & Shareholders



• Medium for Engagement

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

Key priorities derived out of the engagement process

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

Frequency of engagement

- Annually
- Half-yearly
- Quarterly
- Need based

NGO's



Medium for Engagement

- CSR initiatives
- Common areas of intervention
- Telephonic discussions
- Site visits

Key priorities derived out of the engagement process

- Medical facilities
- Education facilities
- Support for community based organisations(CBOs)
- Techo-managerial support
- Evaluation of effectiveness of social programs

Frequency of engagement

- Annually
- Need based

Our Materiality Assessment Process



Jamnagar Manufacturing Division

Materiality assessment process is considered as a dynamic practice of continuous improvement and a useful tool towards the development of our sustainability strategy. Effective management of all the material topics is critical to the success of our business.

Approach to Materiality

We have identified the material topics through a structured materiality assessment exercise. Materiality assessment is an on-going process which helps us to incorporate inputs from our stakeholders through continuous interactions into our decision making process. The materiality identification process follows a 3 step approach as described below:

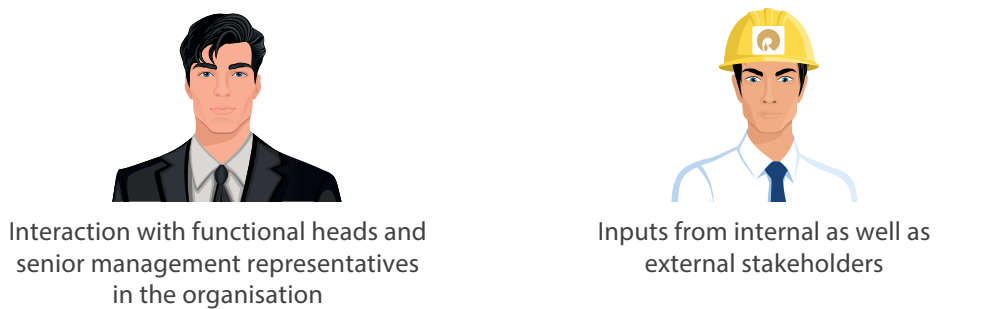
Materiality Assessment Process



Assessment of Material Topics:



Prioritisation of Material Topics:



Materiality Matrix

Based on the identified material topics, we have developed this report to cover the set of material topics prioritised during the materiality assessment exercise. The below diagram depicts 22 material topics mapped according to their importance to us and our stakeholders.



- Health and Safety
 Raw Material Security
 Managing environmental impacts
 Asset Utilization and Reliable Operations
 Energy efficiency of operations
 Customer Satisfaction
 Supply Chain Management
 Community Development
 Ethics, Integrity and Compliance
 Talent attraction and retention
 Security and asset protection
- Water management
 Carbon abatement and offsetting
 Pipeline security
 Renewable and alternative energy
 Labour Management
 Development of local economies
 Ecosystems and biodiversity
 Payment to governments
 Grievance Redressal
 Employee diversity
 Community Impact assessment



TAN
SER
CAR

Employee at Jamnagar Manufacturing Division

(F+2)

Managing Priorities – Disclosure on Management Approach



Health and Safety

Material Topics	Occupational Health and Safety
Boundary	<div><div></div><div></div></div>

We promote a healthy and safe culture across the organisation. We are committed to protect our employees' health, and prevent work-related injuries and fatalities by conducting safe and secure operations. We are continuously working towards our target of zero injuries and incidents by establishing robust safety systems.



Raw material security

Material Topics	Materials	Fuel security*
Boundary	<div><div></div><div></div></div>	<div><div></div><div></div></div>

We have diversified our business by creating world class infrastructure facilities to generate greater value for our stakeholders. We have established strong relationships with our raw material suppliers through sustained investments and effective communication. To reduce the stress on crude availability, we have taken conscious steps to utilize 'bottom-of-the-barrel' crude.



Managing Environmental impacts

Material Topics	Water	Biodiversity	Emissions	Effluents and waste	Environmental compliance
Boundary	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div></div>	<div><div></div><div></div></div>

We believe in establishing harmony with the natural environment through efficient operations and responsible resource use. We strive to achieve the highest standards of environmental compliance by adopting systematic approach towards environmental management. By capitalising on our innovative solutions, our business operations contribute positively towards conservation of resources such as air, water, bio-diversity etc.



Asset utilisation and reliable operation*

Material Topics	Non-GRI material topic
Boundary	<div><div></div></div>

We believe in upgrading our asset management strategies to achieve desired functionality at a minimum cost. In addition to this, we have developed significant flexibility to alter product mix which enhances the exposure to widespread opportunities. We encourage innovative solutions to enhance petrochemical capacities, reinforce integration and improves feedstock security.



Energy efficiency of operations – Carbon abatement and offsetting

Material Topics	Energy	Emissions
Boundary	<div><div></div></div>	<div><div></div><div></div></div>

As a responsible organization, we believe in reducing carbon footprints of our energy mix through energy efficient operations. To balance the growing energy demand, we invest our resources in creating safe and efficient infrastructure and in adoption of advanced technology as well. Our intent is to ensure carbon abatement and offsetting by enhancing renewable energy portfolio and investment in pollution control equipments.



Customer Satisfaction

Material Topics	Customer Health and Safety	Marketing and Labelling
Boundary	<div><div></div><div></div></div>	<div><div></div><div></div></div>

We consider customers to be one of our most important stakeholders. We prioritise our customers by ensuring superior customer experience through enhanced products and services. We ensure compliance with relevant health and safety standards while strengthening our focus on customer satisfaction. We follow a customer centric approach and continue to excel with a spirit of innovation and better customer satisfaction.



Supply chain management

Material Topics	Procurement practices	Child labor	Forced or compulsory labor	Human rights assessment
Boundary	● ●	● ●	● ●	● ●

We leverage state-of-the-art technologies and smart manufacturing processes in order to enhance the sustainability of our supply chain processes. Our key ongoing projects such as Refinery Off-gas cracker, Petcoke gasification plant, improving long-term supply security of ethane to the existing cracker resulted in energy reduction and cost optimization. We have nurtured strong supplier relationships through sustained investments and effective communication.



Community Development

Material Topics	Indirect Economic Impacts	Local Communities
Boundary	● ●	● ●

We contribute to the society through our structured developmental initiatives to ensure sustainable livelihood for an inclusive India. Our community development initiatives focus on discrete social problems, especially those of the marginalised and underprivileged communities across India. Our CSR focus areas include Rural Transformation, Health, Education, Disaster Response, Sports for Development, Urban Renewal and Arts, Culture and Heritage.



Ethics, Integrity and Compliance

Material Topics	Anti-corruption	Socio-economic compliance
Boundary	● ●	● ●

Our business processes adhere to ethical standards such as integrity, transparency, independence and accountability. We conduct our business by adhering to these standards which fosters the trust of stakeholders. Our efforts are directed towards attaining 100% compliance with local and national laws with respect to ethics and human rights.



Talent Attraction and Retention

Material Topics	Employment	Labor / Management Relations	Training and Education	Diversity and Equal Opportunity
Boundary	●	●	●	●

We believe that employees are our most important resource. We foster employee growth and development with our continuous engagement activities and training programmes. We strive to maintain a diverse and ethical workplace. We have developed various people-focused transformational initiatives through our world class HR practices.



Security and asset protection*

Material Topics	Non-GRI material topic
Boundary	●

We strive to deliver safe, reliable and compliant operations by adopting technology driven measures. We focus on implementing protective measures which resulted in longer durability, cost saving and enhanced quality.



Economic performance

Material Topics	Economic performance
Boundary	● ●











We are focused on improving shareholder returns by maintaining an optimal capital structure. Our ongoing capex projects and prudent risk management framework contribute in enhancing our operational performance. Our intent is to continue our efforts towards India's economic growth and social development.

*Non GRI Topic

Internal ●

External ●

Performance on Commitments

<div>CLEAN ENERGY</div> <div></div>	<p>Target:</p> <p>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.</p> <p>Performance during FY 2016-17</p> <ul style="list-style-type: none">• Collaboration with cement industries to utilise waste as fuel• ROGC Project	<p>Linkage to Strategic Value:</p> <p>Societal Value</p> <p>Linkage to Capital:</p> <p>Natural Capital</p> <p>Linkage to SDG: 7</p> <div><div>7: Affordable and clean energy</div></div>
<div>MANAGEMENT OF ENVIRONMENTAL IMPACT</div> <div></div>	<p>Target:</p> <p>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.</p> <p>Performance during FY 2016-17</p> <ul style="list-style-type: none">• Increase in water recycling by 8.51%• About 60,000 tonnes of PET bottles recycled in a year	<p>Linkage to Strategic Value:</p> <p>Societal Value</p> <p>Linkage to Capital:</p> <p>Natural Capital</p> <p>Linkage to SDG: 7, 12, 13, 14, 15</p> <div><div><div>7: Affordable and clean energy</div></div><div><div>12: Responsible consumption and production</div></div><div><div>13: Climate action</div></div><div><div>14: Life below water</div></div><div><div>15: Life on land</div></div></div>
<div>WASTE MANAGEMENT</div> <div></div>	<p>Target:</p> <p>Ensure efficient use of solid catalysts including investment in development of bio-catalysts to replace solid catalysts.</p> <p>Performance during FY 2016-17</p> <ul style="list-style-type: none">• Developed advanced ionic liquid catalysts	<p>Linkage to Strategic Value:</p> <p>Societal Value</p> <p>Linkage to Capital:</p> <p>Natural Capital</p> <p>Linkage to SDG: 12</p> <div><div>12: Responsible consumption and production</div></div>

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.

Performance during FY 2016-17

- 45.52% of water recycled in FY 2016-17
- Total water recycled and desalination of water at Jamnagar Supersite

Linkage to Strategic Value:

Societal Value

Linkage to Capital:

Natural Capital

Linkage to SDG: 6, 12



6: Clean water and sanitation



12: Responsible consumption and production

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.

Performance during FY 2016-17

- Procured goods and services (non-crude/ non-feedstock) worth over ₹14,341 crore from indigenous suppliers
- VLECs shipping ethane from the USA with lowest carbon footprint globally

Linkage to Strategic Value:

Societal Value, Customer Value

Linkage to Capital:

Manufactured Capital

Linkage to SDG: 17



17: Partnerships for the goals

PRODUCT STEWARDSHIP



Target:

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

Performance during FY 2016-17

- Low cost CO₂ capture process
- Enhancing green quotient of the processes/ products by developing eco-friendly processes/products

Linkage to Strategic Value:

Customer Value, Societal Value

Linkage to Capital:

Manufactured Capital

Linkage to SDG: 9



9: Industry, innovation and infrastructure

Asset Utilisation



Target:

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

Performance during FY 2016-17

- World's largest Alkylation capacity at Jamnagar
- Bottom of the barrel approach ensuring refinery efficiency

Linkage to Strategic Value:

Shareholder Value

Linkage to Capital:

Intellectual Capital

Linkage to SDG: 9, 12



9: Industry, innovation and infrastructure



12: Responsible consumption and production

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.

Performance during FY 2016-17

- Employing people from 21 nationalities
- Best-in-class policies for women employees

Linkage to Strategic Value:

Employee Value

Linkage to Capital:

Human Capital

Linkage to SDG: 5, 8, 10



5: Gender equality



8: Decent work and economic growth



10: Reduced inequalities

CUSTOMER SATISFACTION



Target:

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

Performance during FY 2016-17

- During FY 2016-17, 96.75% of customer complaints were resolved.

Linkage to Strategic Value:

Customer Value

Linkage to Capital:

Social and Relationship Capital

Linkage to SDG: 17



17: Partnerships for the goals

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.

Performance during FY 2016-17

- Round the clock emergency medical services to all employees & family members across country through REFERS initiative
- Employee health index mapped through web based Health Management System

Linkage to Strategic Value:

Employee Value

Linkage to Capital:

Human Capital

Linkage to SDG: 3



3: Good health and well-being

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 matrices across all operations**. Ensure implementation of best-in-class technologies for real-time monitoring of operational parameters for safe, reliable and efficient operations.

Performance during FY 2016-17

- During FY 2016-17, ₹367.4 crores incurred on HSE expenses
- Monitoring equipment health by SmartSignal (Corrosion rate & equipment life)

Linkage to Strategic Value:

Employee Value

Linkage to Capital:

Human Capital

Linkage to SDG: 3



3: Good health and well-being

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**.

Performance during FY 2016-17

- Transformed lives of 12 million people
- ₹51,399 crore Contribution to National Exchequer
- RIL's CSR expenditure: ₹659 crore

Linkage to Strategic Value:

Societal Value

Linkage to Capital:

Social and Relationship Capital

Linkage to SDG: 1, 2, 4, 11, 16



1: No poverty



2: Zero hunger



4: Quality education



11: Sustainable cities and communities



16: Peace, justice and strong institutions



GOVERNANCE FOR SUSTAINABILITY



Corporate Governance

Board of Directors



Shri Mukesh D. Ambani
Chairman and
Managing Director

Chairman: Finance Committee



Smt. Nita M. Ambani
Non Executive,
Non Independent Director



Shri Mansingh L. Bhakta
Lead Independent
Director



Shri Yogendra P. Trivedi
Independent Director

Chairman: Audit Committee, Stakeholders’ Relationship Committee, Corporate Social Responsibility and Governance Committee
Member: Human Resources, Nomination and Remuneration Committee



Dr. Dharam Vir Kapur
Independent Director

Member: Human Resources, Nomination and Remuneration Committee, Corporate Social Responsibility and Governance Committee, Health, Safety and Environment Committee



Prof. Dipak C. Jain
Independent Director



Prof. Ashok Misra
Independent Director

Member: Stakeholders' Relationship Committee



Dr. Raghunath A. Mashelkar
Independent Director

Member: Audit Committee, Human Resources, Nomination and Remuneration Committee, Corporate Social Responsibility and Governance Committee



Shri Adil Zainulbhai
Independent Director

Chairman: Human Resources, Nomination and Remuneration Committee, Risk Management Committee
Member: Audit Committee



Shri Raminder S. Gujral
Independent Director

Member: Audit Committee



Shri Nikhil R. Meswani
Executive Director

Member: Stakeholders' Relationship Committee, Corporate Social Responsibility and Governance Committee, Finance Committee



Shri Hital R. Meswani
Executive Director

Chairman: Health, Safety and Environment Committee
Member: Stakeholders' Relationship Committee, Finance Committee, Risk Management Committee



Shri P. M. S. Prasad
Executive Director

Member: Health, Safety and Environment Committee, Risk Management Committee



Shri Pawan Kumar Kapil
Executive Director

Member: Health, Safety and Environment Committee

We believe that a robust governance system is central to creating sustainable value. While our efforts are focused on creating and sustaining value, we also ensure that it is conducted in alignment with our defined policy framework for ethical conduct of business. The six core values viz., Customer Value, Ownership Mindset, Respect, Integrity, One Team and Excellence are the pillars which inculcate ethical business practices.

Corporate governance encompasses a set of systems and practices to ensure that our business affairs are being managed in an appropriate manner to reaffirm accountability, transparency and fairness in all our transactions. These systems and practices help us in governing duties and responsibilities of the Board, understanding interests and concerns of our stakeholders, conducting our business with integrity as well as ensuring transparency and fair disclosure of the organisation's dealings. Our policy framework has been formulated to meet stakeholders' aspirations and societal expectations.

Our Board is selected through an intensive stakeholder feedback process. The Board undertakes its duty of directing the organisation and acting in the best interests of its stakeholders while achieving the organisational vision and mission. In alignment with our policy, we have maintained an ideal ratio of Executive and Non-Executive Directors. Our Board consists of fourteen Directors, of which eight are Independent Directors. We have a set of defined guidelines and a well-established framework for conducting meetings of the Board and Board Committees. These guidelines aim 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.

The Board has constituted seven committees to execute its responsibilities in an effective manner. Our Company Secretary performs the role of the Secretary to all seven committees. Following are the seven committees:

1. Audit Committee
2. Human Resources, Nomination & 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

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.

Sustainability Governance at RIL

Our Corporate Social Responsibility and Governance (CSR&G) committee oversees our sustainability performance on a continuous basis. The 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 developed in line with our sustainability strategy. It also reviews and approves short, medium and long term aspirations and objectives. The key performance indicators and management approach for identified material topics undergo 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.

Towards a Better Governance

It is our constant endeavour to adopt the best corporate governance practices keeping in view the international codes of corporate governance and practices of well-known global companies. Some of the best implemented global governance norms include the following:

Corporate Social Responsibility and Governance (CSR&G) committee oversees our sustainability performance.

- We have constituted 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 have deputed a Lead Independent Director with a defined role.
- We conduct a thorough review of all securities related filings with Stock Exchanges and SEBI, conducted by the Stakeholders' Relationship Committee each quarter
- Our Company has Independent Board Committees for matters related to Corporate Governance and stakeholders' interface and nomination of Board members. Our internal audit is also conducted by independent auditors.
- We also undergo quarterly secretarial audit conducted by an independent company secretary who is in full time practice.

Handling Investor Grievances

As we continue to create shared value for our investors, we acknowledge the importance of understanding their concerns and handling their grievances in a systematic manner. In order to listen, record and act on the investor grievances,

we have a dedicated Stakeholder Relationship Committee which looks into these aspects. We received a total of 2,292 investor complaints during the reporting period, out of which no complaint was outstanding, as on 31st March, 2017.

Responsible Policy Advocacy

In order to expand our sphere of influence and make a difference in larger section of the industry, we have a representation across business and industrial associations. This helps us gain a more holistic understanding of our stakeholders' concerns and provides us with an opportunity to share our resources with industry bodies, academia and other relevant organisations. We have representation across business and industry associations such as GRI gold community membership, The World Economic Forum (WEF), 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).



Leading Sustainable Operations

RIL's Manufacturing Locations – Site Presidents



Surinder Saini
Jamnagar Super Site -
Cluster head



Pavan K Jain
Jamnagar Super Site (DTA)



Debangsu Ray
Jamnagar Super Site (SEZ)



Y B Prasad
Jamnagar Super Site
(OM&SH)



D M Katre
Jamnagar Super Site (C2)



E James
Jamnagar Super Site
(Gasifiers)



Sanjeev Sareen
Allahabad



Vikas P Rane
Barabanki



Neelam K Valecha
Dahej



Shantanu Date
Hazira (Petro)



Srinivasan Narayanan
Hazira (Poly)



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



T Karunanithi
Hoshiarpur

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 organisation 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.

Management Systems



Gasifier Control Centre

Our management systems are structured to ensure alignment of our long term goals with an effective integration of aspects related to quality, risk, environment and health and safety management. At Reliance, we have established Reliance Management System (RMS), a holistic set of management systems, organisational structures, processes and requirements. We believe that RMS has substantially enabled us to become a more systematic and simpler company with extensive digitisation. RMS enables an evolved governance and risk assurance framework through its three key elements: Operating Management System (OMS), Financial Management System (FMS) and People Management System (PMS).

Risk Management at Reliance

We manage, monitor and report on the principal risks and uncertainties that can impact our ability to achieve our strategic objectives. We have instituted a Risk Management Framework (RMF) across our operations with a purpose to identify all possible risks and ensure business continuity. The risk team analyses our risk profile and maintains the RMF. Additionally, the level of risk is controlled by the risk management process. The Audit team provides an independent assurance to the Board, through its Committees for the system of risk management and internal control. The assurance process verifies whether the system is adequately designed and operating effectively to mitigate significant risks.

Our Risk Management Framework is outlined in a simple manner with a consistent and coherent framework to identify and assess the risks in our operations. The framework and related processes seek to avoid incidents and maximise the 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 & 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.

Our Group Risk Management Framework is designed to help ensure that risk management is an integral part of the way that we work everywhere to enable risks to be identified, assessed and managed appropriately.

Our Group Risk Management Framework comprises of three levels:

Oversight and Governance	Business and Strategic Risk Management	Day-to-day Risk Management
The Board of Directors, along with executive and functional leadership have articulated an absolute commitment of the Group to effective risk management and provides oversight to identify and understand significant risks. Systems of risk management, compliance and control have been put in place to mitigate these risks. Dedicated Executive sub-committees review and monitor group risks throughout the year with the respective risk owners to drive a risk management culture.	Through Business Risk and Assurance Committees (BRAC), our businesses and functions manage risk as part of key business processes such as strategy, planning, operations, performance management, resource and capital allocation and project appraisal. The BRAC does this by collating risk data, assessing risk management activities, reviewing near misses and incidents through root cause analysis followed by implementation of required improvements.	Management and staff at our facilities, assets and functions identify and manage risk, promoting safe, compliant and reliable operations. For example, Our group-wide Operating Management System (OMS) integrates our requirements on health, safety, security, environment, social responsibility, operational reliability and related issues. These requirements, along with business needs and the applicable legal and regulatory requirements, underpin the practical plans developed to help reduce risk and deliver strong sustainable performance.

Operating Management System (OMS)

At RIL, we have executed an Operating Management System (OMS) in an effort to provide a single framework which extends to our operations, people, plants, processes and performance. It sets out a systematic way to deliver and sustain conformance to the essentials, followed by excellence, in operating activities & processes. It also administers 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.

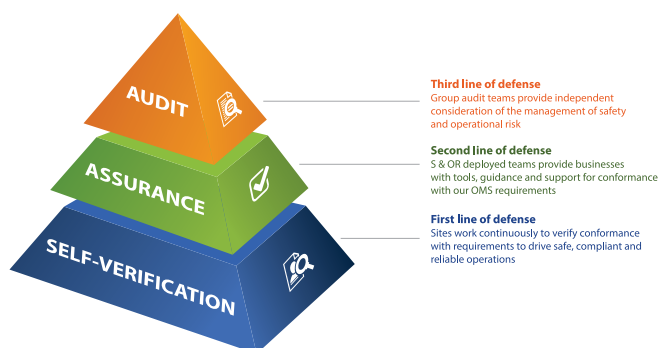
The OMS provides a consistent approach to ensure the following:

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

The OMS framework defines a set of operating requirements and sets out a systematic way to improve local business processes to deliver these requirements. 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 Safety and Operational Risk (S&OR) process to ensure compliant and reliable operations. We have a strong emphasis on checks and balances and use three lines of defense in



order to manage safety and operational risks. Self-verification, the Safety and Operational Risk (S&OR) and audits are the three lines of defense. S&OR works closely with the line and at the same time maintains a level of independence through its two parts - Central S&OR and Deployed S&OR.

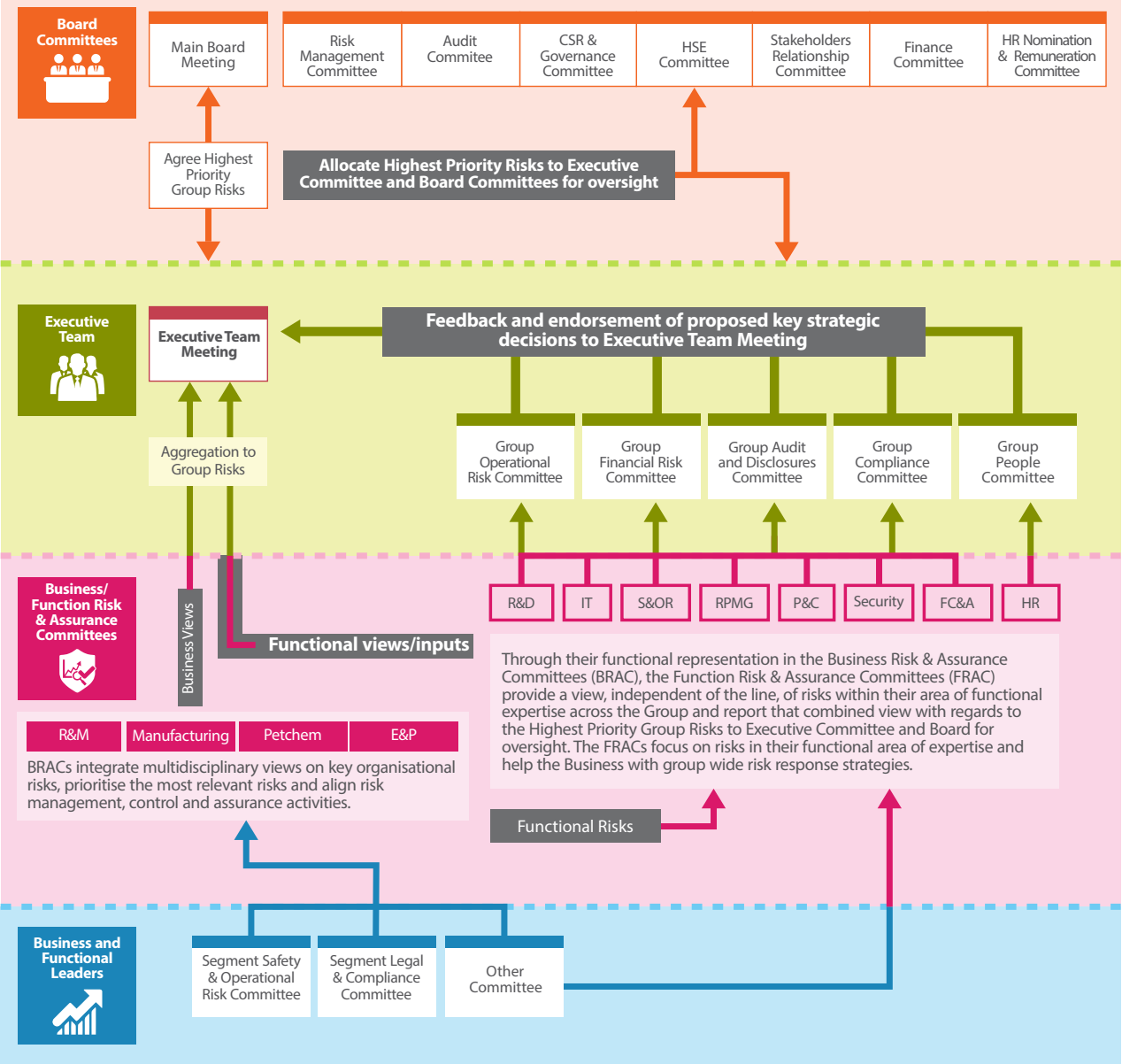
People Management Systems (PMS)

Our human capital is continuously expanding across the globe. It thus becomes essential to focus on implementing a robust Human Capital Management system to support our global, multi-geographical and diversified organisation using one common platform. The R-HR transformation journey was 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

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).

Oversight and Governance



Ethics Integrity & Compliance



The Floating Production, Storage and Offloading (FPSO) facility

Steps Towards Digitisation

- Reliance compliance management system

Ethical Business Practices

At Reliance, we strive to conduct our business and strengthen our relationships with the stakeholders in a manner that is dignified, distinctive and responsible. We adhere to ethical standards to ensure integrity, transparency, independence and accountability in dealing with all stakeholders. Therefore, we have adopted various codes and policies to carry out our duties in an ethical manner.

Policy Framework

Our Code of Conduct (the Code) encompasses all our employees and members of the Board. The Code provides guidance and support in conducting business that is dignified, distinctive and responsible and ensures compliance with the law. We abide by high ethical standards to ensure integrity, transparency and accountability in dealing with all our stakeholders. We have developed and implemented various codes and policies to carry all our duties in an ethical manner. Some of these codes and policies are: <http://www.ril.com/InvestorRelations/Downloads.aspx>

- 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 Directors Independence
- Remuneration Policy for Directors, Key Managerial Personnel and other Employees
- Policy for determining Material Subsidiaries
- Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information
- Policy for Preservation of Documents
- Policy on Determination and Disclosure of Materiality of Events and Information and Web Archival Policy
- Dividend Distribution Policy

Code of Conduct

We have in place a comprehensive Code of Conduct ('the Code') applicable to the Directors and employees. The Code is applicable to Non-

Executive Directors including Independent Directors to such extent as may be applicable to them depending on their roles and responsibilities. The Code gives guidance and support needed for ethical conduct of business and compliance of law. The Code reflects the values of the Company viz., Customer Value, Ownership Mind-set, Respect, Integrity, One Team and Excellence. The Code has been circulated to Directors and Management Personnel, and its compliance is affirmed by them annually.

A copy of the Code has been put up on the Company's website and can be accessed at <http://www.ril.com/InvestorRelations/Downloads.aspx>.

Whistle-Blower Policy

We promote ethical behaviour in all our business activities. We have put in place a mechanism for reporting illegal or unethical behaviour. Our Company has a Vigil Mechanism and Whistle-Blower Policy under which the employees are free to report violations of applicable laws and regulations and the Code of Conduct. The reportable matters may be disclosed to the Ethics and Compliance Task Force which operates under the supervision of the Audit Committee. Employees may also report to the Chairman of the Audit Committee.

Internal Measures to Mitigate Risks

In order to achieve our objectives of accountability, transparency and fairness, we have implemented the following internal control systems in addition to external firms:

- We have established an Internal Audit Cell that acts as an independent internal auditor that reviews internal controls, operating systems and procedures.
- We have constituted a Legal Compliance Cell to ensure that our business is conducted with the highest standard of legal compliance.
- We have developed a Legal Compliance programme in conformity with the best international standards. This is 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 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.

Enhancing Controls and Compliances

The Reliance Management System (RMS) has been established as a part of our transformation agenda. The RMS operates on an integrated framework for managing the risks. The internal financial controls have been documented, embedded and digitised in the business processes. The internal controls are tested on a periodic basis for validating the operating effectiveness and design. Our operational and organisational level risk identification and management process assesses all our locations for risks related to corruption. There were no reported cases of corruption during FY 2016-17.

There were no cases of significant fines and non-monetary sanctions for non-compliance with laws and regulations in the social and economic area during FY 2016-17. For more details, please refer RIL Annual Report FY 2016-17 Pg 87-88.

Environmental Compliance

We are vigilant and thoughtful towards minimising the impacts of our operations on the environment. It is our constant endeavour to ensure compliance to the regulatory norms. We have constituted an 'Environmental Compliance Review Committee' at each manufacturing location that reviews environmental performance quarterly. During FY 2016-17, we did not receive any significant fines or sanctions for non-compliance with environmental legislation. All the manufacturing sites have adopted an 'Integrated Management System' complying with Environment (ISO- 14001), Quality (ISO-9001) and Occupational Health and Safety Management (OHSAS-18001) Systems.

Working towards Enhancing Sustainability

Our efforts are directed towards attaining a sustainable financial bottom line while enhancing natural capital, human capital and product development. We are committed to reduce our negative impacts and elevate our positive impacts on the society as well as on the environment.

First Company in India in Oil and Gas sector to publish externally assured Integrated Annual Report.

Our Corporate Social Responsibility extends beyond the bounds of business and focuses on a broad portfolio of assets like human, physical, environmental and social. We give utmost importance to the conservation of natural capital in our operations. With a view to conduct operations in a sustainable manner, we are committed to responsible stewardship of the natural resources. We have focused our efforts on value creation for all our stakeholders by efficiently managing our social and environmental impacts.

Our existing risk management principles go beyond the requirements of the precautionary principles and address the mitigation measures related to environmental, social and economic risks.

Business Responsibility Report

To augment our dedication to responsible business, our Board has adopted Business Responsibility (BR) based on the principles of National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG - SEE) as issued by the Ministry of Corporate Affairs, Government of India. In alignment with these principles 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. Our BR performance is assessed periodically by the CSR&G committee which is responsible for addressing stakeholder concerns related to the BR policies.

Integrated Reporting

We adopted the integrated reporting approach in response to the circular issued by SEBI for top 500 companies to adopt integrated reporting voluntarily. The adoption was done with an intent to achieve higher standards in reporting in FY 2016-17. Our integrated thinking culminates in the six capitals which enfold our commitment to a sustainable future.



De-Propaniser Column at Jamnagar



Natural Capital





Pawan Kumar Kapil

Paramjit Singh

“Reliance lives by its vision of creating value through sustainable measures and ensures that the ethos of environmental conservation are a part of its operational philosophy. Every location works towards minimising its environmental footprint and strives to be in harmony with the ecosystem that it operates in. RIL believes that timely and sufficient availability of natural resources is an imperative for continuity of its business operations.”



Energy Efficiency of Operations



Jamnagar SEZ Refinery

Steps Towards Digitisation

- Use of robotics for high risk jobs such as catalyst loading in inert atmosphere
- Installation of radar transmitter for proper monitoring of flare system.

Enhancing energy efficiency of operations is of paramount importance to us for our existing operations and future projects. We support the transition to a low-carbon economy by implementing energy efficient initiatives in our operations. Our refinery and petrochemical units have installed and commissioned on-line analysers for monitoring emissions and discharges which are connected to PCB servers.

Illustration: Enhancing Energy Efficiency beyond Designed Specifications

Excess oxygen in the cracking plant leading to energy losses in form of fuel gas consumption.

Action Taken: In collaboration with the vendor design modification impacting the ID fan speed

Outcome: Reduced fuel and power consumption and consequentially reduced GHG emissions.



Ensuring Conservation of Energy

Our commitment towards maintaining energy efficiency in our operations drives us to promote a broad range of energy conservation initiatives at all our manufacturing locations. During FY 2016-17, our energy efficiency improvement initiatives resulted in saving energy of 1.44 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.

With the commissioning of coal based power plants at Dahej and Hazira in FY 2016-17, we are now better equipped to benefit from volatile fuel prices and optimise energy cost. Our systems and processes ensure optimum energy usage by continuous monitoring of all forms of energy and increasing the efficiency of operations. We spent ₹222.83 crore as capital investment towards procurement and installation of energy efficient equipment. A dedicated 'Energy Cell', both at the site and group levels, is focusing on energy management and closely monitors the energy consumption pattern across all manufacturing sites. Periodic energy audits are conducted to

improve energy performance and benchmark with other international refineries and petrochemical sites. For more details on energy conservation initiatives, please refer to Annexure VI of the Board's Report which is part of our Annual Report for FY 2016-17.

Some of our energy conservation initiatives are as follows:

1. Installation of heat recovery system from flue gases to preheat combustion air for three heaters in Coker plant and increase heater efficiency
2. Combustion and air optimisation in cracker furnaces by reducing lower speed limit of the Induced Draft (ID) fan, resulting in fuel gas consumption reduction
3. Installation of Hydraulic Power Recovery Turbine (HPRT) to generate electrical power from hydraulic pressure reduction

Addressing Climate Change

Carbon dioxide (CO₂) makes up a majority of GHG emissions produced by our operations and products across our entire value chain. We have registered eight Clean Development Mechanism (CDM) projects with the United Nations Framework Convention on Climate Change (UNFCCC). The implemented projects were related to energy efficiency enhancement, renewable energy options and use of cleaner fuels. We have built in-house capacity to develop CDM projects and obtain its registration and issuance in the form

Illustration: Process modifications beyond original design

Some elements of Hydrocarbons like Ethylene escape into the flare system.

Action Taken: Process modifications and installation of radar transmitter enabled proper monitoring of the process. This helped in reducing losses of ethylene vapor to the tune of 1MT/Hr.

Outcome: Reduction in GHG emissions with positive financial impact.



Illustration: Retrofit of Energy Efficient Equipment

At the Ethane Propane Recovery Unit (EPRU), to reduce energy intensity beyond the design specification.

Action Taken: By way of a cause and effect analysis and Pareto analysis, a suitable technology was identified to install at the EPRU. After ascertaining the viability, a hydraulic power recovery turbine was installed.

Outcome: Saving 60% of the power consumption in the equipment and thereby reduced GHG emission.



Our initiatives with respect to Renewable Energy Generation are as follows:

- Our **“Algae to Bio-crude”** effort aims at establishing a green platform to achieve sustainable and economically viable production of bio-crude by large-scale cultivation of **“producer”** algae strains with optimal inputs of sea water, low cost nutrients (N, P) and crop protection measures
- **Jatropha-based biodiesel:** Marginal low-rainfall land is ideally suited for our globally competitive high-yielding Jatropha hybrids
- **Agri-residue to hydrocarbons:** Agri-residue is often burnt to quickly clear fields. We are working to provide a better alternative by enabling efficient conversion of this waste agri-residue into products, such as kerosene
- **Rooftop solar photo voltaic modules** are being installed across our manufacturing units
- **Innovative applications** of renewable energy such as solar thermal integration with manufacturing processes, biomass co-firing etc. are being evaluated
- **Biogas generation facilities** being installed at various sites to process organic waste

of Certified Emission Reductions (CERs) from the UNFCCC. We continue to implement various GHG mitigation projects.

Given the magnitude of the climate change phenomenon, capturing industrial CO₂ emissions is a key to sustainability and environmental protection. We have developed an innovative fluid bed process that can capture CO₂ from flue gas and other industrial emissions at a 70% lower operating cost than existing amine systems. This technology makes it practical to produce chemicals from CO₂ and also provides feedstock for biological systems such as algae based products.

Renewable Energy

The world is witnessing challenges to fulfill growing energy demand while addressing the risks related to climate change and Greenhouse gas (GHG) emissions. Widening the gap between energy demand and supply would impose more strain on depleting non-renewable energy resources. Focusing on these issues, we have undertaken various renewable energy projects such as solar photovoltaic projects, wind energy projects and power generation from rice-husk. In FY 2016-17, we did not make any significant investments in renewable energy.



The Jetty Port at Jamnagar

Energy Performance – Manufacturing and E&P Locations

	2016-17	2015-16	2014-15	2013-14	2012-13
Specific Energy Consumption (000'GJ/MMT of production)	4,184.21	4,129.67	4,056.84	4,113.86	4,187.07
Energy Saved Due to Conservation (000'GJ)	1,437.69	3,932.84	4,333.40	3,019.38	4,307.09



Hazira Manufacturing Division

Managing Environmental Impact



Biodiversity at Dahej Manufacturing Division

Steps Towards Digitisation

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

We are incessantly working towards maintaining the ecological balance in and around our operations with minimal impact on the environment. Our robust environmental management system is based on the three focus areas of clean air, clean water and prevention of soil contamination. Through this, we work towards mitigating our environmental impacts with an approach to implement environmental friendly practices. To inculcate this approach in our culture, we promote awareness programs like 'World Environment Day', 'Earth Day', 'International Day for the Preservation of the Ozone Layer' and 'World Water Day'.

Water Conservation

Our primary sources of water consumption at all our manufacturing locations are surface water sources such as lakes, rivers and reservoirs through the local water utility departments. The other sources are ground water, rain water, sea water and municipal waste water consumption. The waste water generated is treated to meet our internal standards. We ensure compliance with local and state regulations.

We have taken conscious steps towards water efficient operations by identifying opportunities for water conservation. In the arid areas of Jamnagar, significant quantity of water required for the refinery is obtained by desalination of sea water. This has resulted in saving the fresh water resources. Our manufacturing sites continue to implement process modifications for enhancing the quantum of recycled and reused water. In FY 2016-17, 45.34% of our freshwater withdrawal was recycled. While some of our manufacturing divisions are already zero discharge sites, we aim to achieve zero discharge status at all of our operational sites.

During FY 2016-17, we generated around 1.2 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 stipulated limits before releasing back to the sea. Additionally, we generated 7,709.26 tonnes of drill mud and cuttings with the use of aqueous and non-aqueous drilling fluid in our exploration activities.



Jamnagar Manufacturing Division – Aerial View

Illustration: Enhanced Recycling through Advanced Water Treatment Technologies

Actions taken: Adopting advanced technologies for water treatment, such as reverse osmosis and ultra-filtration, the requirement for freshwater in cooling towers was replaced with recycled water.

Outcome: Reduced consumption for freshwater.



Illustration: Enhancing Vinyl Chloride Monomer (VCM) through Resource Optimisation beyond original design standards

Actions taken: Feed reconfiguration scheme was installed to offload the Recycled Ethylene Dichloride Column and to increase plant throughput during column cleaning.

Outcome: Increase in plant production from 66% to 90-100% of plant load, saving of 4.2 TPH of steam and saving of 0.4 TPH boiler feed water.



Biodiversity

As a responsible corporate, we recognise the importance of natural capital and are committed to protect natural resources. Conserving the biodiversity is an imperative. We do not have any operational sites close to high biodiversity protected areas. We undertake various initiatives such as plantation and maintenance of mangroves in the coastal areas in order to preserve biodiversity. In addition to this, we conduct environmental impact assessments for the 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 5,129 acres of green belt, a contribution from all our manufacturing divisions since inception. To promote biodiversity, more than 1.38 crore saplings have been planted across the intervention areas since inception. In FY 2016-17, a site specific Biodiversity Assessment study was completed at Hazira Manufacturing Division.

Through a unique partnership with Ministry of Environment, Forests and Climate Change, Government of India (GoI) and Gujarat Ecological Commission (GEC), we are involved in setting up the National Centre for Marine Biodiversity (NCMB) - India's first Centre of Excellence for the study of India's coastal biodiversity at Jamnagar.

Waste Management

At RIL, we ensure efficient use of resources and work towards reducing waste generation. We continually monitor and review the waste generated across our operations with focused efforts on reducing waste generation at the source. The disposal of waste is carried out 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.

Illustration: Throughput Enhancement through Retrofitting

Action taken: Increased refrigeration capacity by freeing up refrigeration compressor duty using existing resources. A fraction of the liquid refrigerant was purged to remove propane content thereby removing accumulation. A spare compressor was retrofitted to compress purge stream and divert the stream to the De-Propaniser column.

Outcome: Increased alkyl production by 200-300 tonnes per day, increase in refrigeration capacity and increased plant throughput.



Illustration: Creating Value out of Waste

Certain waste generated from the operations goes for disposal through authorised vendors through reprocessing, incineration or landfill.

Action Taken: We collaborated with cement industries to utilise waste as a fuel in the cement manufacturing process.

Outcome: Reduced consumption of non-renewable energy, financial saving, emission reduction and waste minimisation.



Air emissions

We regularly monitor the emissions generated from our operations to ensure that they are well below the prescribed limits. In addition to this, 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 2016-17, the total amount of flared and vented hydrocarbons at our manufacturing divisions amounted to 68,090.57 tonnes while the corresponding figure for E&P locations was 7,316.42 tonnes. We do not use Ozone Depleting Substances (ODS) in our production processes

Spill Management

We take adequate measures to prevent spills during handling and transportation of materials. In the event of any spill, we take appropriate actions to recover from it. We monitor 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 FY 2016-17.

Environmental Performance – Manufacturing and E&P Locations

	2016-17	2015-16	2014-15	2013-14	2012-13
Percentage of Water Recycled (%)	45.34	44.86	47.48	51.89	54.73
Specific air emissions (MT/ MMT of production)	396.91	384.45	402.55	429.26	433.83
Specific Effluent Discharged (000'Cu.M/MMT of production)	306.28	293.96	233.12	226.38	220.24
Specific Waste Generation (MT/MMT of production)	1632.15	1829.29	1523.65	1414.12	1286.85



Human Capital





through various media and initiatives."



Talent Attraction & Retention



Employees at Reliance

Steps Towards Digitisation

- Digital J3, a device agnostic Video and Text blogging platform, for employees.
- Cloud based learning management systems to enable effective learning anywhere, anytime
- "R-Aadya Awaken the Senses" & R-stalwarts- Digital engagement platform for women employees

At Reliance, we continue to maintain a progressive people environment, where purpose driven talent is attracted, engaged and motivated by a consistent, meritocratic HR framework. Today, we are one of the biggest private sector employers in the country creating employment opportunities for more than 1.40 lakh individuals at group level. Continuous success in our business operations and future endeavours are largely driven through entrepreneurial and indefatigable spirit of our people.

We consider **"People"** to be our single most important asset. We believe that it is vital to keep our employees engaged and motivated through a supportive working environment. We foster a culture that is performance oriented, promotes rewards for results and helps our people grow. Our values and behaviours have inculcated a deeper sense of connect amongst our employees. To maintain an efficient and motivated workforce, we provide a safe working environment, ensure fair labour practices, encourage employee engagement, and invest in training and development.

Workforce Diversity and Inclusion

We celebrate diversity and drive inclusion at workplace. We recognise and respect different cultures, nationalities, race, religion and sexual orientation. Our focus is on three aspects of diversity viz., gender diversity, multigenerational diversity and inclusivity. We promote equal opportunities for all our employees which is reflected from the fact that we have employed people from 21 different nationalities. Additionally, we have 95 foreign nationals across the Reliance Group's leadership team.

As on 31st March, 2017, our employee strength was 24,167. Total number of female employees was 1,226. We support and create awareness on employing differently abled people. The total number of permanent employees with disability as on 31st March 2017 was 71. In FY 2016-17, the employee turnover rate was 8.52%. We hired 2,229 new employees during the reporting period of which 197 were females.

At Reliance Group, we have employed 1,40,483* people as on 31st March, 2017 comprising of 16,889* female employees. At group level, we have employed 541* differently abled employees.

There is absolutely no difference between the basic salaries of men and women. We are a firm believer of the equal opportunity principle. The ratio of basic salary of men to women is 1:1.

We aim to ensure a high performance culture to ensure timely delivery of our projects. We are committed to build a system that encourages the development of future leaders within us. We have launched the Career Acceleration Program (CAP) to accelerate the growth of young talent. As mentees of the CAP, women employees have equal opportunity to develop their skill sets to undertake leadership roles in the organisation. We are dedicated to increase the representation of women in our workforce. We have therefore undertaken various pro-active measures such as flexi-work hours for women post maternity leave, 24x7 toll-free helpline for women, reserved parking for expectant mothers, self-defense workshops, paternity leave for new fathers, etc. These initiatives are in addition to the statutory policies like prevention of sexual harassment at workplace and the Diversity and Inclusion policy.

We have introduced R-Aadya, a common platform for women to connect, converse and collaborate. **"R-Aadya, Awaken the Senses"** is the flagship gender diversity initiative designed to help our female employees navigate through their careers. The program is designed to give them opportunities through its four pillars which include providing mentorship conversations, leadership interactions, forums & conferences and trainings & workshops (classroom & e-learning). Digital engagement through the R-Aadya portal has been a major way of promoting diversity & inclusion. During the FY 2016-17, 44 participants availed the benefits through this program.

Our monthly magazine - **'WOW – Reliance World of Women'** talks about the stories and accomplishments of our female employees and other initiatives.

R-Stalwarts, an e-magazine highlighting the achievements of women, irrespective of their designation, tenure and age was initiated in FY 2016-17.

HR VISION

"A modern, progressive people environment, where purpose driven talent is attracted, engaged, motivated by a consistent meritocratic HR framework and where high quality leaders capable of realising RIL business goals are identified, encouraged and rewarded."

**consolidated*

We have started setting up day care centres at all our manufacturing locations. At our corporate office, we are in the process of completion for setting up of state-of-the-art crèche, occupying an area of 13,000 sq. ft.

Nurturing and Managing Talent

We nurture our people by emphasising on their learning & development, career progression and welfare. In view of this, we have focused on developing individual and organisational learning agility.

We have taken remarkable steps to focus our learning investment on developing the technical, functional and leadership capabilities needed to drive our future business growth. We have taken significant strides in enhancing accessibility of training programmes and maximising organisational performance through business aligned investments, enhanced connectedness and automation.

Through R-University, we have accredited 13 academies and streamlined governance through Group Learning Council, Reliance University Council and Academy Council. We continue to develop top talent by ensuring easy access for innovative and relevant learning to our people. The key pillar of our learning strategy are the democratisation, digitisation and fostering of a learning culture. We have strengthened a collaborative learning culture by inculcating next generation social media technologies. We launched DigitalJ3, a device agnostic video and text blogging platform, for employees to record and share their learning experience, ask questions, and start discussions with peers. Last year, over 23,000 employees used various social learning platforms, viewed more than 5.5 lakh pages, and created 171 video blogs and more than 500 text blogs.

We aim to nurture talent of potential leaders at each level of career development to provide a robust pipeline of new age leaders for tomorrow. In FY 2016-17, 16 senior leaders have been identified for the step up program to shoulder larger roles at group leadership levels.

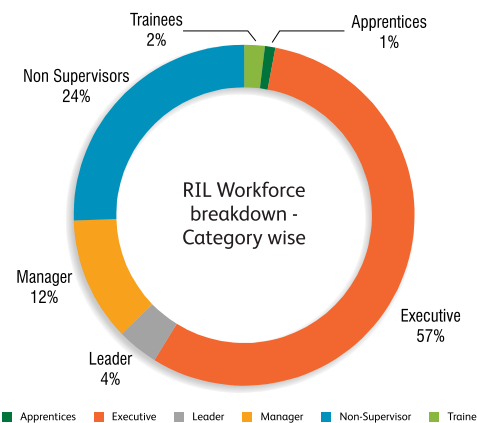
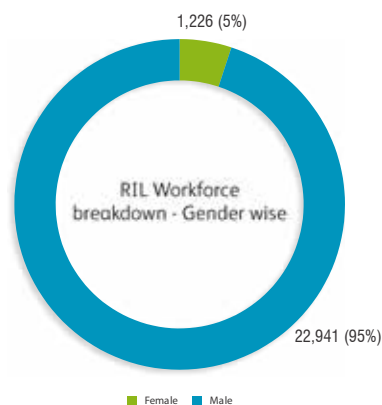
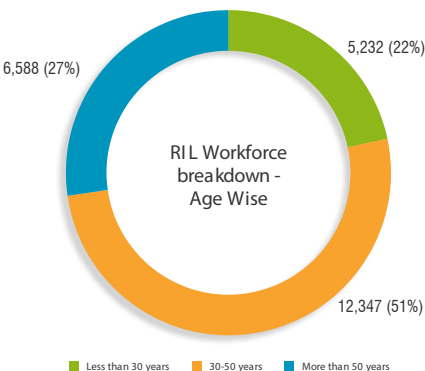
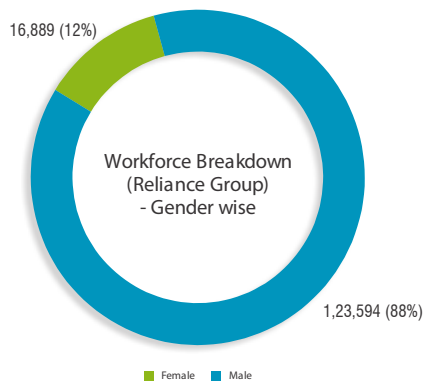
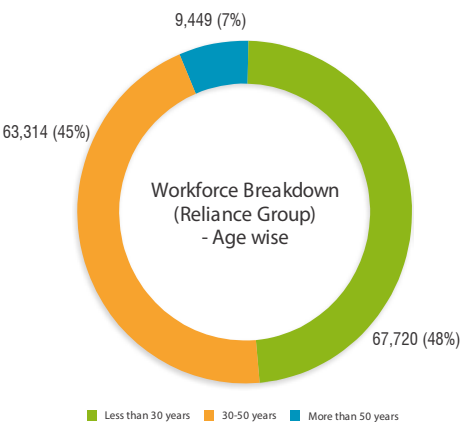
Additionally, FY 2016-17 witnessed the successful launch of the second edition of the flagship Career Acceleration Program (CAP). CAP identifies and develops young talented professionals with a high potential. Of the 46 participants of CAP 2016 batch, 21 have been given a platform to progress their careers either through promotions or job enhancements.

In FY 2016-17, we imparted 16.26 lakh man-hours of training to our people, witnessing an average of 67.03 learning hours per employee, both through internal and external subject matter experts. In FY 2016-17, Reliance group imparted 76.06* lakh man-hours of training. A significant number of employees were trained on health, safety and environment for more than 5.32 lakh man-hours. Other than permanent employees, we also covered our contract staff through various training programs by providing more than 4.64 lakh man-hours of training. 84.42% of our permanent employees received safety and skill up-gradation trainings during the year. 83.18% of our female employees received trainings through classroom, as well as web-based training programs. Out of the 71 specially-abled permanent employees, 39.24 % received safety and skill upgradation trainings. All our employees participate in safety drills & mock fire drills.

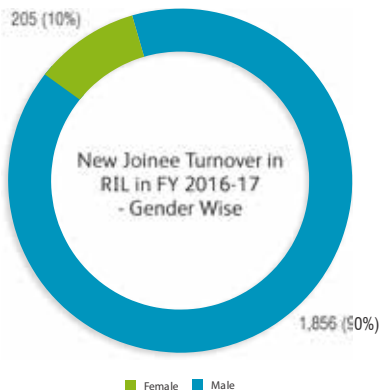
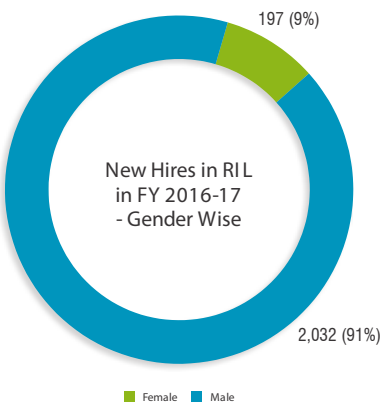
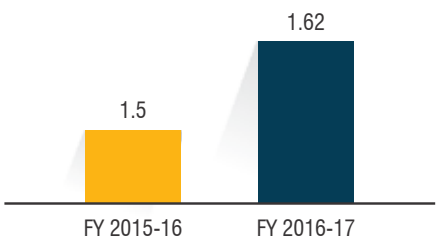
Our strategic learning partnerships with professional organisations like Skillsoft, Corporate Executive Board, etc. and with renowned management gurus like Josh Bersin and Gary Hamel have provided our employees access to world-class opportunities to learn and enhance their professional and personal skills.

MODERNISED LEARNING	INNOVATION CULTURE	LEADERSHIP PIPELINE
<ul style="list-style-type: none"> Digitised learning – launch of Digital J3 Modular approach – 13 learning academies Cloud-based learning 	<ul style="list-style-type: none"> Learning partnerships – Skillsoft, CEB Interventions by globally renowned management gurus – Gary Hamel and Josh Bersin 	<ul style="list-style-type: none"> Step-Up Programs – 16 senior leaders identified Career Acceleration Program – 21 CAP participants promoted in 2016

**Consolidated*



Training at RIL (million man-hours)



In FY 2016-17, we drove a GST Awareness Campaign through our social learning platform. It was provided to 19,000+ employees in order to build knowledge around Goods and Services Tax (GST), its impacts on Indian citizens and our businesses. We launched a culture building initiative called SPECTRUM covering more than 18,000 employees in order to encourage them to experience a broad range of learning modes. A significant increase in learning hours was witnessed through this digital channel. We have initiated the INSPIRE program to introduce a Player - Coach Culture. The program has leaders across the organisation coming forward to teach, share experiences, mentor & coach the new generation.

We focus on enabling full cycle/self paced/ ongoing capability development through anytime, anywhere access to personalised, on-demand learning resources as part of our Learning Strategy. One of our key focus areas is to enable self-driven career management and dynamic development need identification (independent of organisation structure). Another focus area is driving in-role excellence & enabling self-review of desired vs existing state using a comprehensive talent construct encompassing capabilities, qualifications, experiences, traits and drivers.

We have significantly progressed in learning analytics and evaluation to gather specific insights from integrated systems to enable a seamless learning experience for the learner and the learning management of the organisation.

HR Transformation Journey

In 2014, we commenced the R-HR Transformation journey to define world class HR practices. Over the past two years, we have transformed as an organisation in terms of our policies, processes and systems. FY 2016-17 evidenced the first year of operations post our HR Transformation initiatives where-in we continued to improve, streamline and integrate our processes while embarking on a journey of digitisation and automation.

The HR transformation process ensures that all our employees have consistent, unparalleled experience across all our sites, businesses and functions in an effective and efficient manner. Further, we introduced 'Team Based Architecture' to re-ignite the entrepreneurial spirit and drive ownership across the organisation.

HR Platform is a pioneering world-class HR service which leverages micro-services architecture to provide seamless and real-time delivery and resolution of business requirements.

Team Based Architecture

We have created autonomous, self-sufficient teams for handling the responsibility of specific business outcomes in order to drive employee empowerment and smooth decision making. This inculcated a culture of meritocracy, transparency, empowerment and entrepreneurship across the organisation.

The R-HR transformation was driven through following four waves of transformation:

Wave 1 R-Empowerment, R-Performance and R-Rewards 2013-14

Wave 2 R-Talent 2014-15

Wave 3 R-Careers 2015-16

Wave 4 R-Learning & Development 2016-17

Human Resources – Governance, Integration, Risk and Assurance Team focuses on strategically driving key people-focused transformational initiatives across Reliance. It establishes governance and related management assurance processes. It facilitates in adoption of progressive HR policies and institutionalising governance meetings – from team level to the highest governing body.

Illustration: Ultimate Pitch – Collaborating with 30 Leading B-Schools

Action Taken: We launched an event across 30 leading Indian B-Schools, employing an innovative digital screening process to assess prospective candidates with creative business ideas. The finalists pitched a range of ideas, such as utilisation of solar energy for cars, online tailoring, educational revolution, vehicle customisation on hybrid platform, and many more. 12 best teams presented ideas at The Grand Finale, before eminent industry stalwarts. The winners in addition to a cash prize also got the opportunity to be mentored by GenNext Hub to turn their ideas into reality.

Outcome: Harnessing fresh talent.



Ethics and Human Rights

We seek to conduct our businesses in a manner that respect the human rights and dignity of people. Our Code of conduct ensures that all our employees, suppliers and vendors are required to respect human rights of not only each other, but also of the community in which we operate. We have a Code of Conduct policy in place to govern our employees. The policy covers Directors, senior executives, officers, permanent as well as temporary employees and third parties including suppliers and business partners associated with us. An Ethics and Compliance Task Force has been established to oversee and monitor implementation of ethical business practices within Reliance. It comprises of the Reliance Group Head of HR, General Counsel, Group Controller and Group Company Secretary. We have various grievance redressal channels to deal with issues related to ethics and non-compliance. We play a role in the elimination of human rights abuses such as child labor, human trafficking and forced labor.

All our units maintain 100% compliance with local and national laws, regarding ethics and human rights. Additionally, we 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. All our employees are sensitised on these topics through structured training programmes. No cases of child labour, forced labour, involuntary labour, sexual harassment and discriminatory employment were reported in the FY 2016-17. We have formed Internal Complaints Committees at all our operational locations where employees can register their complaints against sexual harassment. This is supported by the Anti-Sexual Harassment Policy which ensures a free and fair enquiry process with clear timelines for resolution. There are sixteen committees functioning in accordance with the law. We have trained the members by a leading law firm. There were no reported stakeholder complaints pertaining to human rights during FY 2016-17. We follow the requirements of the Industrial Disputes Act, India, 1947 for issuing minimum notice period (s) regarding significant operational changes.

Won the Herman Miller-REACH award in 2016 for embracing a collaborative and inclusive open office concept

Freedom of Association

We have recognised employee unions and associations at various sites, which encourage the employees to participate freely in constructive dialogue with the management. Almost 100% of our non-supervisory permanent employees at our manufacturing locations are covered under the collective bargaining agreements with trade unions. These agreements also comply with the local and national laws.

Leadership Expectations

Leadership behavioural change begins with a clear definition of what is expected from our leaders. We have a defined Leadership Expectations (LEs) framework applicable to all our senior level and group level leaders. LEs serve as a consistent guiding compass in how we operate, how we lead effectively, how we make decisions and what we judge to be important. A shift in the profile of our leaders is taking place, as we progress on embedding LEs. We are working on creating awareness about Leadership Expectations through R-Radio interviews and blogs of our leaders in which they share about their own personal experiences on four different components of Leadership Expectations i.e. act decisively, deliver results, value expertise and inspire people. Additionally, we are conducting targeted workshops to create role models at leadership levels. Our new behavioural learning interventions under "The Learning Curve" and leadership development programs are based on our Leadership Expectations framework.

Illustration: Integrating Values & Behaviors (V&B)

Action Taken: V&B is integrated in all our business processes namely; R-Performance, R-Rewards, hiring processes and talent management processes such as CAP, annual talent review. Additionally, it is an important backbone of the internal audit process.

Outcome: Our V&B have helped in instilling a deeper connect among our stakeholders



Engaging with Employees

In the last five years, we have progressed rapidly by creating a highly engaging space for our employees. During the FY 2016-17, Business Today recognised us as one of the top 25 “best companies to work in India”.

Leadership connect with employees is a major driver of a sense of belongingness towards the Company. In the previous year, we conducted multiple Global Leadership webcasts, Leadership Talk series and Leadership Connect sessions with all our employees. This has increased the approachability of leaders and promoted the philosophy of “**One Reliance**”.

Our Employee Engagement team has rolled out the third edition of R-VOICE, a fully confidential employee feedback survey, to gain actionable insights into making the Company a great place to work. R-Voice is a platform to understand the employee sentiment on leadership support, manager support, work environment, and performance and benefits. As a result, our Leadership Support score in our R-Voice employee engagement survey has increased to 84% which is 9% points above the global benchmark. The engagement scores have shown steady improvement in the last three years with highest improvement observed in leadership support scores in the areas of vision communication and leadership trust. Large scale events such as ‘Bring Your Family to Work’ week and ‘Reliance Founder’s Day’ create lasting memories for our employees and a sense of pride and belongingness.

We lay great emphasis on implementing next-generation policies like 6 month’s maternity leave followed by six month’s part-time working to enable new mothers balance child-care priorities with work. Additionally, we have introduced a 28-day child adoption leave policy to help employees bond with and care for their adopted child. Post-retirement medical support is now provided to superannuating employees and their spouses. We have also introduced flexi-work hours for the convenience of our employees.

Our peer recognition programme – “**R-Samman**” has gained impetus since the last year for encouraging individuals to acknowledge the

In FY 2016-17, Business Today recognised us as one of the top 25 best companies to work in India.

contributions from their colleagues. In order to create a conducive environment fostering innovation and openness, we are moving away from the ‘structured workspace’ concept. We are now embracing a collaborative and inclusive open office concept, for which we have won the Herman Miller-REACH award in 2016.

As a part of our Higher Education Policy, we enable our employees to enhance their skills while bearing 100% of their tuition fees and paying 50% of gross monthly salary to our employees for a period of up to 2 years.

Annual Medical Examination has now been extended to all our employees and their spouses.

Feedback mechanism at RIL

At RIL, we ensure the effectiveness of our training programmes through a structured feedback mechanism. We strive to identify our areas of improvement through continuous feedback and analysis of the responses received. Additionally, we carry out annual employee engagement surveys. We analyse the scores on leadership communication, performance and benefits, manager support, and work environment. Based on these scores, 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.

The 4-step Feedback Analysis Process



Workforce breakdown at RIL

	2016-17	2015-16	2014-15	2013-14	2012-13
Leader (nos.)	889	855	1,200	1,323	1,159
Manager (nos.)	2,890	9,665	8,823	8,672	8,236
Executive (nos.)	13,933	6,552	6,620	5,477	5,211
Trainees (nos.)	426	757	616	544	401
Apprentice (nos.)	236	291	632	504	567
Retainers/Consultants (nos.)	-	-	55	6	-
Workers (nos.)	5,793	6,001	6,984	7,327	7,945
Total number of employees (nos.)	24,167	24,121	24,930	23,853	23,519
Attrition rate (%)	8.52	12.98	9.29	11.24	8.06
HSE expenses (million ₹)	3,674.4	3,373.1	2,897.46	2,849.49	2,819.03
Number of employees availing maternity leave (nos.)	65	60	48	55	46
Number of employees availing maternity leave & completing 12 months after returning to work (nos.)	63	60	43	51	42

Training at RIL

	2016-17	2015-16	2014-15	2013-14	2012-13
Leader (manhours)	52,826	11,386	17,303	32,624	24,388
Manager (manhours)	3,94,967	6,59,604	4,76,623	6,04,112	5,26,757
Executive (manhours)	4,23,813	4,59,436	6,75,975	3,59,340	2,61,188
Non-supervisory (manhours)	14,872	15,740	2,09,520	32,955	2,28,921
Contract labour (manhours)	4,92,172	3,59,397	3,86,061	3,38,787	2,62,808

*Benefits provided to employee in FY 2016-17 were ₹ 5,450 million

Health and Safety



Steps Towards Digitisation

- Health Management System (HMS), JioHealthHub- Maintaining employee health records.

At RIL, we are committed to provide a healthy and safe working environment. We foster a culture of learning and practicing Health, Safety and Environment Management systems, procedures and practices among our entire workforce. We continuously standardise and upgrade systems for ensuring the well-being of our workforce to reach our target of zero injuries and incidents.

Health and Well-being

We focus on achieving excellence in our health and wellness initiatives which in turn enhance the health of our workforce. Our management philosophy is "One Reliance, Healthy Reliance!". "Mission Wellness" at all our locations is a testimony to our comprehensive approach to promote health and wellness. We focus on improving our employees' occupational as well as personal health.

We aim to ensure a healthy and productive work environment by minimising health hazards and providing state-of-the-art facilities. To achieve this, we have set up world-class occupational and family welfare centres. We follow international HSE best practices at all our manufacturing and E&P locations and major office complexes. Health awareness programs are an integral part of our wellness initiatives. The programs mainly focus on prevention of life style diseases such as hypertension, diabetes, etc., work life balance and specialised programs for women's health. Across all our locations, health awareness is created through events such as vitality fair, yoga workshop, tool box talk at shop floor and health tips, among others. Our Occupational Health Centres (OHCs) located at manufacturing locations and corporate office offer preventive, promotive, curative and rehabilitative health services.

"R-Swasthya" is a health & wellness initiative aims to create a culture where our employees choose to live healthier lifestyles. To overcome emerging mental health issues, we undertook an ambitious project 'WISH' (Work life Improvement for Safety and Health) on work life balance to focus on emotional health as a part of resilience management. A group of employees who have been trained by experts in the field of psychology act as missionaries to enhance awareness pertaining to emotional health and psychological well-being. We have extended this program to the family members of our employees and school teachers.

We have implemented a unique initiative 'Reliance Employee and Family Emergency Response Services' (REFERS) which offers assistance 24x7 in case of any medical, accident, fire and security

exigencies for our employees and their family members. In addition, emergency medical services are provided to Reliance employees and their family members 24x7 across the country through strategic tie-ups with multi-speciality hospitals.

JioHealthHub is a platform to simplify management of health records on employee's mobile phones. It allows automatic access to all employee records (like lab reports and prescriptions) generated at Reliance Medical Centres. Other features include tracking of vital parameters, creating a health profile and browsing through imaging data that can be shared instantly with the doctor.

We have designed and launched our own Web based **Health Management System (HMS)**, which is a robust databank that contains employees' health records. It is a useful tool to generate various reports pertaining to occupational health, lifestyle disease data analysis, etc.

Illustration: Monitoring Reliance Employee Health Index

Action Taken: We have designed and launched health score generated through our own web based Health Management System (HMS) after completion of periodic medical examination. Health score is calculated based on parameters such as family and past history, exercise, addiction to smoking and alcohol, medical test results and presence of any disease. Based on health score, the employee is mapped into Red, Yellow or Green zone.

Green Zone- Health score above 90 - (low risk employees) - Needs regular Health checkup.

Yellow Zone- Health score is between 71 to 90 - (Mild risk – presence of any 1-2 risk factors) - needs periodic follow up and Regular Health checkup.

Red Zone- Health score below 70 - (Moderate risk – presence of multiple risk factors) – needs focused attention by Chief Medical Officer (CMO) and regular Health checkup.

Outcome: Healthier workforce.



We have started an innovative method to achieve long term benefits in terms of motivating and creating wellness culture among employees and family members; through Health awards across all locations.

We have started the ‘**Change Agents for Safety Health and Environment**’ (CASHe) programme more than a decade ago. Over the years, the CASHe programme has evolved into a movement encompassing the entire enterprise with thousands of improvement projects. The programme has been instrumental in creating a culture of implementing health, safety and environment projects on a priority basis. This programme has helped us to improve our performance on the occupational health and safety front. It has been recognised in various international forums like the International Occupational Health Congresses held in Italy, South Africa and Mexico.

Illustration: Reduced HSE Risks through CASHe

Action Taken: CASHe is an innovative project introduced in 2003 by our medical team with a proactive approach to reduce occupational hazards, leading to a hazard free working environment for all our employees. To achieve this, the CASHe team along with the project coordinator developed a strategy that included a detailed action plan, weekly and monthly review meetings, periodic monitoring and creating awareness towards occupational health and safety.

Outcome: This initiative helped us to eliminate occupational hazards in several processes.



Additionally, we have implemented a unique programme called ‘**Task Based Health Risk Assessment**’ (TBHRA). This program has given a focused approach to evaluate occupational hazard effect on an individual with respect to task and job position. It has also provided exposure data linked to each employee or group of employees during medical surveillance.

Our efforts in the field of health and well-being have been recognised by highly reputed agencies

including the Joint Commission International (JCI), National Accreditation Board for Hospitals, and National Accreditation Board for Laboratories etc. Health and Safety at work dimension within the ‘**Employee Engagement Framework**’ achieved a score of 93%, which is 8% more than the Kanexa Global Standard.

We have achieved the first Platinum healthy workplaces award from the Arogya World India Trust in collaboration with Public Health Foundation of India. We also received Golden peacock award for Occupational Health & Safety 2016 and Greentech Safety “**Gold**” Award 2016.

During FY 2016-17, we spent ₹367.4 crore on HSE initiatives. No cases of occupational disease were reported in FY 2016-17.

Safety Governance

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.

Strengthening Safety Systems

We are driving growth, value, innovation and transformation in the society by delivering safe and efficient operations. Our ultimate goal is to establish a zero accident work environment. We operate through a fully equipped and well-qualified HSE organisation at all locations providing necessary governance, documentation and HSE assurance. The three tier safety committee formed at company level, site level, and plant level regularly keeps track of the safety performance throughout the year. Our HSE organisation is supported by a Centre of Excellence at the Corporate, which brings in subject matter expertise in various fields of HSE, apart from governance. Beyond compliance, we are committed to continuously improve safety performance across all the business operations.

Our health and safety principles define our approach towards best-in-class occupational health and safety standards and display 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. The principles help us maintain a safety culture across the organisation and achieve high safety standards.

The Operating Management System (OMS) is a 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. Delivering safe, compliant and reliable operations will lead to sustainable competitive advantage. In order to achieve the goal, we require improvements in all aspects of the Elements of Operating, i.e., plant, process, people and performance. The Group Essentials (GE) outline the risk mitigation strategies, legal and regulatory compliances, our conformance with the requirements and a rigorous application of basic operations knowledge. They also create a platform for sustainable improvement, allowing us to capture additional value through efficiency and sustaining excellence in operating.

Principles set out in OMS have been imbibed in the organisation and are helping in delivering safe, compliant and reliable operations. This year we focused on enhancing OMS conformance through implementation of supporting group practices and embedding Risk management processes.

Illustration: Elimination of Safety Hazard through Process Modification

Action Taken: Highly corrosive sulphuric acid was handled every day at the Captive Power Plant (CPP) for dosing in cooling towers posing a risk of spillage. The use of sulphuric acid in the cooling tower was eliminated by using the cationic outlet water from the DM plant.

Outcome: Safer working environment.



‘Learning from Incidents’
implemented across our sites
to interpret incidents and make
improvements in the existing
practices

Process Safety Management

Process Safety Management is a part of our HSE management framework. Through this, process related incidents are eliminated which helps to mitigate the risk of harm to our people and assets. We conduct a Process Hazard Analysis (PHA) and Quantity Risk Assessment (QRA) to identify the risks for each process. We have robust mechanisms in place to monitor the process related incidents to prevent reoccurrence of such events.

Illustration: Promoting Safety & Operational Risk culture amongst contract workforce.

Reliance set principles for operating assets requires to be effectively communicated to all employees including contract workforce to achieve conformance of safety and operational risk requirements.

Action Taken: Employee Adoption Drive (EAD) Program is a process designed to effectively communicate Safety & Operational Risk requirements to contract workforce and to identify required competencies to meet the conformance levels. This process facilitated a mechanism for all Reliance employees (mentor) of O&M discipline at facility level, to adopt group (5-10 Nos) of contractual employees (mentee) to effectively communicate safety and operational risk requirements, assess competencies , identify gaps & develop capabilities to implement until the targeted conformance levels is met.

Outcome: Ever increasing safety culture.



Safety Trainings and Audits

To inculcate a culture of safety within our organisation, we have invested in safety trainings for our permanent as well as contractual workforce. Every individual entering the plant as well as the corporate office premises is briefed on safety aspects. During the year, we conducted several trainings and workshops tailored to the needs of employees addressing personal safety, process safety, occupational hazards and risk management. Significant number of employees were trained on health, safety and environment for more than 5.32 lakh man-hours. Other than permanent employees, we also covered our contract staff for

safety training programs by providing more than 4.64 lakh man-hours of training.

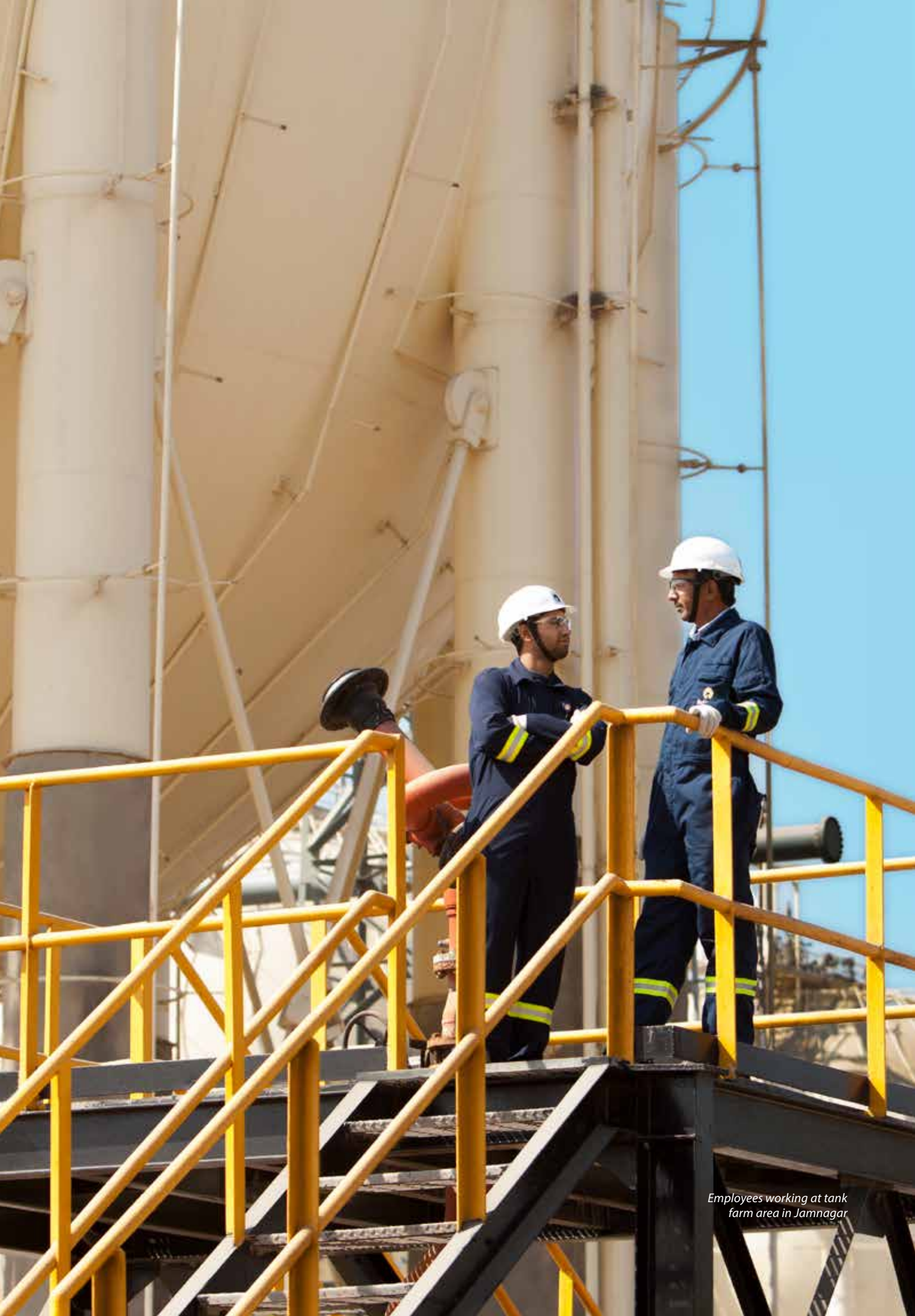
During FY 2016-17, we continued to conduct first and second party audits at all sites which included assessment on Process Safety Management, Workplace Safety Management including Electrical safety, Fire Safety Management, Highly Toxic Material Management, Contractor Safety Management, Environment Management and Distribution Safety Management. We recorded the audit findings and corrective actions were presented to the Board of Directors. These audits help us to improve our safety systems thus reinforcing our commitment towards safety.

During the year 2016-17, there were no workers involved in occupational activities who have high incidence or high risk of specific diseases.

We have implemented Operating Management System (OMS) which sets out our principles for good operating practices. Through its application, people deliver safe, reliable and compliant operations. Performance Improvement Cycle drives continuous improvement and we assess our performance against the OMS requirements through self-verification, assurance and audit. A strong Risk Management Framework (RMF) helps us identify and mitigate these risks and achieve business outcomes. RMF enables to manage the risks within limits by using risk mitigation techniques by allocating necessary resources.

Elements of OMS (Risk and Procedures) sets out the requirements for risk and incident management within the organization in line with our Health, Safety and Environment policy. RIL has a strong system for reporting and investigating all types of incidents which include managing HSEF, Reliability, Operation related incidents Unsafe act, unsafe conditions and near misses. 'Learning from internal incidents and external incidents' is also implemented across sites to improve and strengthen the existing practices. A robust tracking mechanism is available for all the recommendations arising out of these systems. Well-defined Key Performance Indicators (KPI) comprising of Leading and Lagging parameters are in place and monitored by Sub-committees. A three tier assurance process is in place to verify the functioning of committees and processes. There is a dedicated HSE committee at Board level which provides and evaluates the Company's strategic direction, management policies and their effectiveness, and ensures that long-term interests of all stakeholders are being served.

During FY 2016-17, the injury rate (per 100 workforce) at RIL was 0.065, while the injury rate in FY 2015-16 was 0.071 and FY 2014-15 was 0.047. The recent trends in our safety performance indicate the requirement to institute a renewed focus on enhancing our safety systems. We will continue to put in efforts to improve our safety performance and targets in the future. We have a target of 0 work related fatalities in coming years.



Employees working at tank farm area in Jamnagar

Intellectual Capital





Suketu Vakil



Innovation

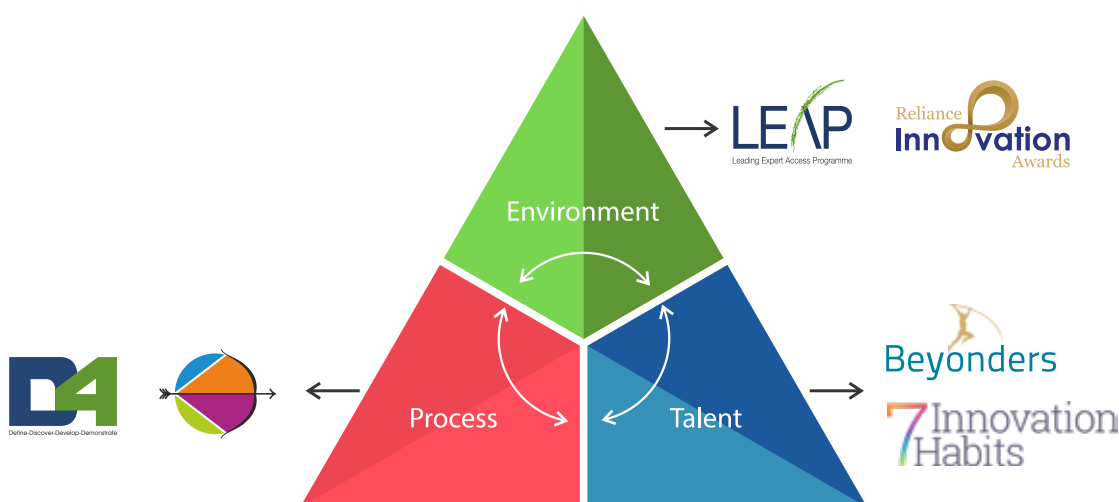


Scientist working at R&D lab

Reliance Innovation Council

The Reliance Innovation Council (RIC) is a unique corporate entity that was established in 2008. RIC provides vision to the efforts taken by us in the field of innovation. The council consists of global thought leaders, Nobel laureates and iconic personalities which makes us one of the most innovative companies in the world. These global thought leaders and iconic personalities fold the future in and lay out an innovation agenda for our organisation.

Born out of RIC's vision, the state-of-the-art R&D centre proves to be a strong pillar for technology development at our organisation.



Mr. Mukesh D. Ambani, Chairman and 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, an eminent scientist and the President of Global Research Alliance.

For his various contributions to India, he has been honoured with Padma Vibhushan, the second highest civilian honour bestowed in India.

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

Prof. Jean-Marie Lehn is a professor at the College 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 expert.

The Reliance Innovation Leadership Centre (RIL-C) was set up to serve the innovation vision of the Company. RIL-C and our Company's leadership implement our innovation agenda by deploying the best and next innovation practices.

“ I must compliment the systemic approach Reliance is taking towards innovation – it is very rare; most organisations don't. It's unusual to see a group of people who are responsible for innovation processes, health and overall climate within the entire organisation. ”

– Prof. Gary Hamel,
Reliance Innovation Council member

Follow Reliance Innovation

 on @RILInnovation

Innovation at Reliance

RIL-C leads various programmes to integrate innovation within our organisation, some of which are mentioned below:

LEAP	7 INNOVATION HABITS	MISSION KURUKSHETRA	D4 (DEFINE DISCOVER DEVELOP DEMONSTRATE)
			
LEAP was born with the aim of providing us with the access to global thought and innovation leaders through interactive sessions.	The 7 innovation Habits programme aims to empower entry level and middle level employees at our organisation with specific innovation skills and problem solving capabilities.	Mission Kurukshetra is a step towards democratising creativity and innovation within the organisation. Through the Mission Kurukshetra platform, the employees can submit ideas and track their progress right up to implementation. More than 750 Idea Champions who are domain experts from the organisation take decisions on ideas with ideators as well as implementers.	The D4 programme aims to create a drive for innovation within our people, ultimately creating a vibrant culture of innovation. An action oriented programme enabling participants to identify innovative opportunities and solutions in day- to-day business and life situations.
OUTCOME			
Since inception, 39 LEAP interactions have been organised.	More than 1,000 ideas have been generated and considered.	Since inception, 19,000 ideas have been submitted by employees and many are under implementation.	Helped to achieve bottom-up innovation & help accelerate the accomplishment of organisational goals.
IMPACT			
Inspire a culture of thinking big- about Reliance, the communities it operates in and the whole country.	Empower Reliance employees to inculcate innovation skills.	Enable a culture of internal crowd sourcing.	Demonstrate and train employees to use cutting edge technologies.

GenNext Hub: A Unique Startup Ecosystem

GenNext Hub, “Startup Scalerator Program”, sponsored by us, has completed four editions of the program with 51 startup companies graduating from the Hub so far. Launched in 2014, GenNext Hub catalyses the startup ecosystem for a digital India. A Scalerator is an immersive process that helps startup companies scale up from a ‘minimum viable product’ to a ‘minimum viable company’ by providing them with hands-on mentoring and other critical resources that they need. During the four-month-long program, GenNext Hub organises workshops and mentoring sessions for these startups in the areas of customer development, business

model, operations, product development, product roadmap, media coverage, pitching and fund raising. It also provides expertise in IP, legal, financial compliance, HR and other expertise. Startup companies also explore Proof of Concepts (PoCs) with us during the 4-month program.

Catalysing the Indian Startup Ecosystem

Capacity Building

The startup community in India will play a big role in achieving the “Digital India” objective. At GenNext Hub, we

are catalysing this startup community by bringing together emerging entrepreneurs, business leaders, corporations, industry associations, academic institutes, media, and technology enablers. In this short period of time, GenNext Hub has engaged leaders from organisations such as Microsoft, NASSCOM, TIE, Amazon, Google, ICICI Bank, NVIDIA, India Angel Network, Nexus Venture Partners, CIO Angel Network, YourStory, Silicon Valley based Spinta Global Accelerator, Nishith Desai Associates, to support the startup growth. GenNext Hub also works closely with IITs, NITs and IIMs to identify high-potential entrepreneurs.

Startups

In addition to the existing "Scalerator" program that involves technical and business mentoring, GenNext Hub will continue to catalyse the larger Indian startup ecosystem by providing a platform for VC-funded startups to explore synergistic opportunities with RIL business units.

Startups with a big vision need to build innovative world-class products. Through GenNext Hub, startups receive access to global technology leaders such as Microsoft, Amazon, Google, NVIDIA among others who provide access to infrastructure and product managers for hands-on technical mentoring to startups from GenNext Hub. GenNext Hub is a magnet that is attracting digital startups from India who are building disruptive businesses using artificial intelligence (A.I.), machine learning, analytics, mobility, payments, marketing and automation, smart home and home automation, robotics, drones and Internet of Things (IoT) consumer solutions. Some key verticals include retail, enterprise solutions, telecom, media & entertainment, education, healthcare, fin-tech, smart city, smart manufacturing, logistics, security, etc.

Investors

GenNext Hub brings the best-curated startups and investors together through its Investor Access Program across the country aiding the growth of startups through easier access to capital. Already, GenNext Hub receives more than 50% of its applications from cities other than the major startup hubs like Mumbai, Delhi and Bangalore. Going forward, it will also strengthen its presence in other clusters of excellence to ensure that these startups get access to the critical resources that they need to grow their business.

For more information, please visit:
www.gennexthub.com

Gennext Hub Nurturing Talent, Technology and Trust

Talent

GenNext Hub looks for passionate and technically gifted startup founders and nurture their talent to become pioneers in their respective fields. This is done through one-on-one mentoring sessions with high-profile mentors from the Reliance family and external mentor pool. Some of the alumni have gone on and received awards recognising their talents. Dhruvil Sanghvi (CEO, LogiNext) was listed among Forbes India 30 under 30 while Anurag Garg (CEO, Dattus) was listed among Forbes USA 30 under 30.

Technology & Innovation

GenNext Hub identifies startups which have an innovative product offering that gives them a natural advantage in the market. GenNext Hub backs entrepreneurs with deep technical know-how and capability, and helps them with business mentoring to ensure they build sustainable businesses. For example, from its cohort, DATTUS won 2016 MIRA award for the best new tech product (USA) while RecipeBook was featured in Google I/O 2016's most innovative products. Headspin was featured as one of the 38 enterprise startups that will boom in 2017 by Business Insider. LogiNext continues to be a leader in the logistics space and bagged the prestigious 'Innovation in Data Science' at Aegis Graham Bell Awards. 9 out of 51 GenNext Hub startups won the Hot 100 Awards for technology in 2017.

Trust

Finally, GenNext Hub is fostering a trust-based ecosystem to ensure a mutually win-win situation for all. As a startup platform, GenNext Hub is able to facilitate discussions and negotiations, and ensure that the right expectations are set between different stakeholders to ensure that start-ups are set up for success.

Startup community in India will play a big role in achieving the "Digital India" objective

51 number of startups graduated from GenNext Hub since inception




Nurturing Digital Entrepreneurs

GenNext Hub is a Reliance-backed start-up programme to catalyse the start-up ecosystem for a digital India. In just over two years, GenNext Hub has a portfolio of 51 start-ups.

“At GenNext Hub we are catalysing a unique start-up ecosystem, which rests on the tripod of talent, technology and trust. We spot and encourage ‘talent’, help them harness their ‘technology’ and back them up by putting total ‘trust’ in them”

Dr. Raghunath Anant Mashelkar,
Chairman, GenNext Ventures & Board member, RIL

GENNEXT HUB

SUMMER 2016 COHORT	WINTER 2016 COHORT – ACCELERATOR
Codemojo: Offers white labelled plug-n-play components for customer engagement www.codemojo.io 	Conexstra: Transforms shop floors www.conexstra.com 
Dattus: An industrial IoT company providing hardware and software solutions www.dattus.com 	Energimate: An IoT product startup www.energimate.com 
Don't Scratch Your Head (DSYH): A cloud-based SaaS solution enabling single-window reconciliation www.dsyh.in 	Intelitaap: Omni-channel data driven consumer engagement platform www.intelitaap.com 
Happy2Refer: Leveraging the power of multi-degree referrals for hiring www.happy2refer.com 	Mozzo: Brings offline spaces to life www.mozzobytes.com 
Headspin: Allows testing and monitoring of mobile apps on global cell networks https://headspin.io 	Payment Gateway of India: An assisted FinTech ecosystem www.pgofindia.com 
Megdap: Provides TexLang - a Language Technology Platform, for near time & accurate language translation www.megdap.com 	Puzzelo: Branded mobile games that helps brands to reach and engage www.puzzelo.com 
NavStik Labs: Developed FlytOS, the operating system for commercial drones. flytbase.com 	Snippt: Platform for curated news and media content www.mysnippt.com 
Recipe Book: An recipe recommendation and discovery platform based on Image Recognition and Natural Learning Processing. www.recipebook.io 	Tiger.do: Mobile app that enables websites with a range of powerful features www.tiger.do 
Tagalys: Personalises visitor-product engagement across features like Site Search, Browse and Recommendations www.tagalys.com 	Wellth: Cognitive health screening platform and products www.wellth.in 
	Widely: A tool for online businesses to upgrade into a progressive web app https://widely.io 
	YoRide: A transportation app that provides route optimisation, real-time information & updates, first-mile & last-mile connectivity and mobile ticketing among others www.yoride.co 

4

Cohorts

15+

Partners

15+

RIL Proof of Concepts

3500+

Startup Applications

51

Startups selected

50+

Mentors

WINTER 2016 COHORT - SCALERATOR

1Mobility: Provides solutions to secure mobile devices
1mobility.com

1mobility

BeNow: Payment directly from bank account using the National Payment Corporations' UPI technology
www.benow.in

benow
ROZ KA FAYDA

BuyHatke: Provides shopping insights and best price for commerce decisions
www.buyhatke.com

buyhatke!

Doctors' Circle: An AI powered 'Personal Health Assistant' which can answer health queries
www.doctorscircle.in

Doctors' Circle

Enguru: An Edtech startup aimed at providing English Language and communication skills training
www.enguruapp.com

enguru

Mobiotics: Delivers enterprise grade Multiscreen OTT content delivery, engagement and monetisation
www.mobiotics.com

mobiotics

NutSpace: A platform that uses stories to build communication, creativity, critical thinking, confidence and life skills in children
www.nutspace.in

NUTSPACE
GET YOUR CHILD FUTURE READY

OnGrid: An Aadhaar-enabled trust platform providing credible information
www.ongrid.in

ONGRID

Sqrrl: A personal finance platform aimed at millennials to help save and grow their money
www.sqrrl.in

Sqrrl



CATALYSING the Indian Startup Ecosystem

The startup community in India will play a big role in achieving the "Digital India" objective. At GenNext Hub, the Company is catalysing this startup community by bringing together emerging entrepreneurs, business leaders, corporations, industry associations, academic institutes, media, and technology enablers. In this short period of time, GenNext Hub has engaged leaders from organisations such as Microsoft, NASSCOM, TIE, Amazon, Google, ICICI Bank, NVIDIA, India Angel Network, Nexus Venture Partners, CIO Angel Network, YourStory, Silicon Valley based Spinta Global Accelerator, Nishith Desai Associates, to support the startup growth. GenNext Hub also works closely with IITs, NITs and IIMs to identify high-potential entrepreneurs.



Manish Lachwani,
Founder, Headspin

GenNext Hub helped us navigate India Go-To-Market quickly through valuable mentorship and industry insights. Through GenNext Hub, we were able to conceptualise and execute several Proof of Concepts (PoCs) and market validation helped us close deals quickly and get more business with other customers.



Lokesh Gupta,
CTO, Dattus

GenNext Hub acted as the main conduit for Dattus. Right from identifying where our technology will fit in RIL to identifying right decision makers, GenNext Hub team acted as perfect mentor.



Sumit Karanji,
COO, DSYH

Through GenNext Hub, we got valuable insights to tweak our product and service offerings and showcase our expertise in front of the CXO's of Reliance Retail and Jio leadership.

Research and **Technology**

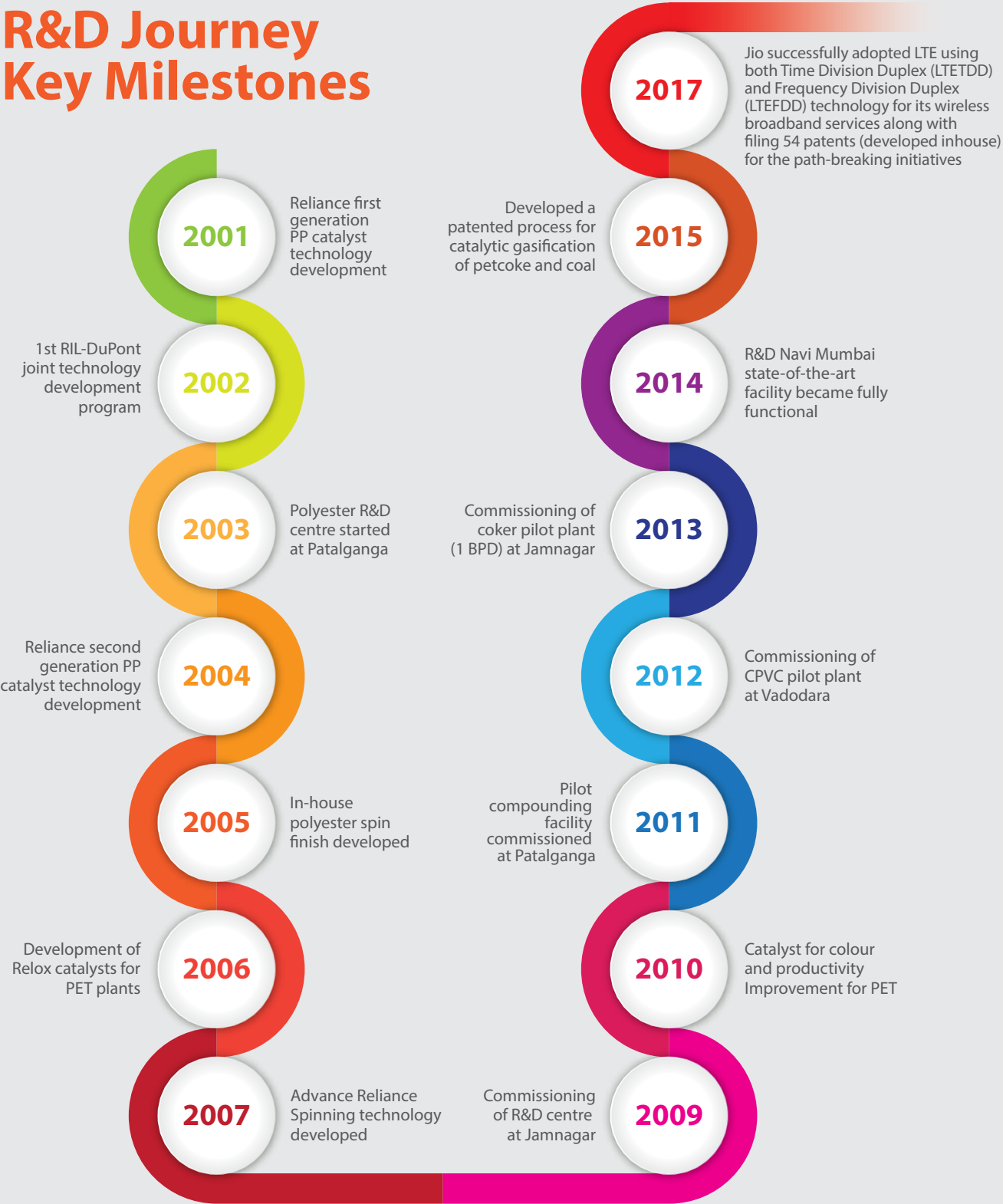


Scientist working at R&D lab

RESEARCH AND TECHNOLOGY
R&D MEGA TRENDS

There is an increasing focus on renewables and a low carbon economy. The demand for advance materials is increasing and the commodity chemicals are giving way to high performance specialty polymers and chemicals. It is evident that intelligent nano materials and bio materials will transform the society. Digitisation and advance analytics will enable maximisation of value from existing operations.

R&D Journey
Key Milestones



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 a significant value. R&D enables the innovation based growth agenda for our organisation.

R&D Organisation

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 at Reliance has two distinct themes:

- Breakthrough R&D for potential new businesses
- R&D to support near-term needs and step-out processes for existing businesses

The entire R&D organisation enthusiastically embraces our Values, Behaviors and Code of Conduct. Risk management is an integral component of the strategic framework. R&D has also implemented initiatives such as New Product Development and Introduction (NPDI), Stage-Gate, Electronic lab notebook etc. to formally manage innovation.

Breakthrough R&D

Some of the focus areas in our breakthrough R&D are as mentioned below:

Biofuels and biochemicals (Algae to oil)

Through our Algae to Oil initiative that converts sun's energy & CO₂ to Hydrocarbons, we are exploring multidisciplinary biology and engineering scientific streams in order to create a safe and sustainable source of biofuels, biochemicals and nutritional products. We have developed some of the world's most innovative algae cultivation systems, which we are using for our path-breaking research. Algae bio-crude would not only help reduce India's dependence on energy import, but also fortify the rural economy by creating jobs. Demonstration facilities have been commissioned in both open pond and photo-bioreactor (PBR) systems at our world-class algae development and demonstration facility near Jamnagar.

We have set a landmark in biofuels industry by commissioning the world's largest Hydrothermal

Liquefaction (HTL) demonstration unit at R&D Biofuels site at Gagwa.

Biodiesel (Jatropha)

We have made significant progress in the development of high yielding Jatropha hybrids. The hybrids will be ready for field testing in the subsequent year. We are also partnering with global leaders in hybrid development and evaluation with an objective of setting together best technology available worldwide. If the technology development is successful, it will help create a resource to enable production of biodiesel, helping address energy security needs for India.

Fuel cell

Work is underway to develop Polymer Electrolyte Membrane (PEM) fuel cell. We are the sole industry partner in the New Millennium Indian Technology Leadership Initiative (NMITLI) project with the Council of Scientific and Industrial Research (CSIR) on indigenous PEM fuel cell technology development.

A 3 kilowatt capacity fuel cell has been successfully demonstrated. Based on this technology, a complete fuel cell based system prototype, meeting the technical and cost targets, is being developed and tested in field applications for eventual deployment.

Coal Bed Methane (CBM)

Work is underway to develop a technology to produce methane from underground coal reserves which will help to increase production of coal-bed methane. The Bio CBM process is targeted at converting unminable coal to methane, a fuel that can improve our country's energy security. The unminable coal, if not redeemed for its value in the form of methane production, would be a waste of natural resources.

Various simulation studies have been undertaken to understand the effect of coal field parameters. Commercially viable productivity of methane has been demonstrated in the lab scale using a nutrient rich medium. Further optimisation to bring down the cost is underway.

Near-Term R&D

We have emerged as a world class developer of new and sustainable technologies in alignment with global mega trends with our R&D Group leading the way. Some of the key initiatives in this direction are as mentioned below:

Polypropylene (pp) grades using Reliance proprietary in house developed catalyst technology

We have achieved the development and commercialisation of our proprietary precursor RELSTM and catalyst RELCATM for polymerisation of propylene to produce different grades of PP required for different market sectors in record time. The development is protected with more than 40 patents filed and granted globally. This in-house technology development has placed us and India in the global league of catalyst technology owners.

Value addition to refinery sulphur

We have developed an innovative sulphur based fertiliser RelFarmS that is more efficient in crop yield compared to conventional sulphur fertilisers and can effectively remediate sodic soils making them usable for agriculture. A proprietary sulphur based additive "RelBitS" for producing sulphur extend asphalt for road pavement application. Replacement of 20-30% of bitumen with RelBitS helps to improve the quality of a road in terms of mechanical strength, corrosion and water resistance, marshal stability, fatigue, resilient modulus, etc.

Multizone Catalytic Cracking Process

MCC is a new process developed for direct cracking of crude along with other distress streams for maximising propylene, ethylene and Benzene, Toluene and Xylene (BTX) yields. This technology combines several processes in a single riser platform which is unique and first time in the world, leading to reduction in cost of production of olefins. MCC technology development demonstrates the fundamental transformation of our organisation from technology in-licensor to flagship developer of world class refining technologies. We have been granted patents in USA, Australia and Singapore.



Research centre of Reliance

Enhanced Propylene Recovery technology (EPR) in Fluidised Catalytic Cracking (FCC)

We have developed and implemented an innovative and unique process which has enhanced recovery of propylene and LPG from the fuel gas at minimal additional operating cost. The EPR process can be implemented in both existing as well as grass-root FCC units, particularly in high capacity and high severity units. The process has been patented worldwide and has received multiple awards namely Petrofed, International Chamber of Commerce (ICC), and Indian Institute of Chemical Engineers (IIChe).

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

R&D gives a lot of emphasis on HSE, few examples of R&D initiatives focusing on HSE are mentioned below:

a. Low cost CO₂ capture process

Capturing industrial CO₂ emissions is a key to sustainability and environmental protection. We have developed an innovative fluid bed process that can capture CO₂ from flue gas and other industrial emissions at a 70% lower operating cost than existing amine systems. This technology makes it practical to produce chemicals from CO₂ and also provides feedstock for biological systems such as algae based products.

b. Replacement of asbestos fibre in cement roof sheet product by using shortcut polyester fibre

We are working on replacement of asbestos fibre in cement roofing sheets which are used for sheds and roofing in huts, with the application of cost effective new engineered Recron® 3s fibers. They also have a better affinity with cement and improves the working performance. Till date, 30% asbestos fibre replacement is proved successfully and further research is being carried out to develop the product for replacement of 100% Asbestos. This project will reduce the overall imports of asbestos in the country.

R&D Enablers

Infrastructure

The state-of-the-art R&D department, headquartered in Navi Mumbai, is supported by our regional R&D centres spread across India. Our R&D centres are among the best equipped in the country for conducting high end interdisciplinary research.

R&D Centres Focus Areas	
Navi Mumbai	Catalysis, chemistry, process engineering, modelling, simulation, material science, synthetic biology, biotechnology, downstream polymer processing, product applications and advanced analytical
Hazira	Polypropylene catalysis, and pilot scale testing
Vadodara	Catalysts, adsorbents, organic chemistry, process development, applied biology, environmental science, and polymer applications and technologies, elastomer application and technologies
Patalganga	Polyester materials, processes, products and applications
Jamnagar	Crude characterisation, process research, and pilot scale facilities for supporting refining operations and renewable energy technology development
Gagva	Pilot plants in over 40 acres of land to develop algae on sea water and convert biomass to biofuel for biofuels
Samalkot	Biotechnology for biofuels
Naroda	Performance properties for apparel fabrics and auto textiles

Collaboration

We continue to actively collaborate with various reputed institutes/partners in India and overseas. Some of our prominent collaborators are: University of Helsinki (Finland), Pacific Northwest National Laboratory, ICGEB (New Delhi), Bharathidasan University, Ruia college, 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

We run various initiatives and campus recruitment drives across universities and colleges to attract fresh talent and the next generations of engineers and scientists. To support our research and development activity, we have a highly talented pool of 900+ scientists, technologists and engineers from reputed Indian and international institutes, few of them are listed below:

- Florida State University
- Massachusetts Institute of Technology
- Washington University St Louis
- Louisiana State University
- Indian Institute of Science, Bangalore

- Indian Institute of Technology (IIT) – Mumbai, Delhi, Kharagpur, Kanpur, Chennai
- National Chemical Laboratory (NCL), Pune

Some of these scientists are having membership or fellowship in reputed bodies viz. IIChe, NBRI & FANE among others.

Internal Crowd Sourcing

The R&D Social platform enables the researchers to blog their ideas and seek feedback from an internal community similar to social networking exploiting efficient digital technology platforms.

Intellectual Property

We have emerged as an active patent filer in recent years. Our organisation is continuing its efforts towards building a cohesive, comprehensive and business-aligned patent portfolio. In FY 2016-17, a total of 60 patents were granted to our organisation. We have qualified in the Asia IP Elite, a selected club featuring companies from Asia Pacific region which emphasise on integrating intellectual property with commercial decision making. This recognition has been granted by the publisher of “**Intellectual Asset Management**”, a leading Europe-based bi-monthly magazine.

Digitisation in R&D

R&D is continuously developing and implementing fit-for-purpose management systems, work processes and tools for achieving technical excellence. It also aims to create a high performance environment for people to innovate

and contribute towards organisation & individual growth. Few of the examples of digitisation and process centric initiatives are mentioned below:

A) New Product Development & Introduction (NPDI)

We have implemented a SAP based tool to manage R&D projects using a structured stage gate based methodology. This is an end to end digital process chain from “Concept to Commercialisation”.

B) Electronic Laboratory Notebook (ELN)

We have implemented best in class Electronic Laboratory Notebook (ELN) which is seamlessly integrated with Laboratory Information Management System (LIMS) as part of the R&D digitisation initiative to establish a robust and reliable laboratory execution system. ELN user interface is entirely flexible and can be tailored by creating experiment templates that allow the scientist to easily enter information as well as directly capture results from interfaced analytical instruments and barcode systems for sample lifecycle management.

C) Intellectual Property Management System (IMPS)

R&D has implemented an enterprise wide Intellectual Property Portfolio Management application from product leaders “Thomson Reuters” for centralisation of patent filing which enables focused patent filing to build a strong patent portfolio. It helps in having a centralised repository for various stakeholders input/decision, simplifying patent maintenance and audit of patents.

R&D Expenditure

Expense	FY 2016-17 ₹ in crore	FY 2015-16 ₹ in crore
Capital	593	631
Revenue	855	628
Total	1,448	1,259



Scientist performing experiment in laboratory

Asset Utilisation and Reliable Operations






Steps Towards Digitisation

- Intelligent analysis of real time data and tracking of operating procedures
- Development and implementation of Industrial Internet of things (IIoT) based solutions.

Asset utilisation focuses on measuring the difference between what the asset is capable of producing and what it actually produces. Asset integrity is vital to assess effective asset performance and prevent ageing infrastructure from rapid deterioration. Effective asset management delivers the desired functionality at a minimum cost. At RIL, we upgrade and innovate our asset management strategies on continuous basis to build a competitive edge in a dynamic environment.

Business Performance

REFINING & MARKETING	PETROCHEMICALS	EXPLORATION AND PRODUCTION
 <p>Petroleum Refining</p> <p>Refineries at Jamnagar process a wide variety of crude oils and produce a range of petroleum products including transportation fuels for exports as well as supply in the Indian market.</p>	 <p>Polymers, Polyester, Fibre intermediates, Elastomers and Chemicals</p> <p>We own and operate one of the most integrated petrochemicals facilities globally, with portfolio comprising of polymers, polyesters, fiber intermediates and elastomers.</p>	 <p>Exploration and Production of Oil & Gas</p> <p>Upstream portfolio in India includes operations in conventional onland, shallow water & deepwater acreages, as well as unconventional Coal Bed Methane block. We also have presence in Shale Gas acreages in USA.</p>

Refining and Marketing

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 complexity level of Jamnagar refinery will increase to a great extent on commissioning of the Coke Gasification project. The refinery's superior configuration gives us an 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.

The improved Refinery-Petrochemical integration also enables higher value addition with commissioning of new Paraxylene complex at Jamnagar. The refinery configuration and logistics infrastructure availability allows crude portfolio optimisation with changing market dynamics. With inherent design flexibility, we optimise the crude diet, sourcing the most advantageous crude globally. We launched new initiatives to enhance the flexibility of our assets and enable them to even process heavier crudes with and higher contaminant content value. We continued to process challenging and advantageous crudes accounting to 150 grades of crude.

Petrochemicals

We are amongst the world's leading producer of petrochemicals with a global scale and capacities

across polymers, polyester, fiber intermediates, elastomers, and aromatics. We progressed rapidly on initiatives to enhance petrochemical capacities, strengthen integration, improve feedstock security and strengthen sustainability.

During the year, we commissioned 1st phase of 2.2 MMTPA PX expansion at Jamnagar. On commissioning of entire PX capacity, we will be the world's 2nd largest PX producer with 9% of global capacity and 11% share of global production.

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. We also have three joint ventures in North American shale plays with Pioneer Natural Resources, Chevron and Carrizo.

The FY 2016-17 was marked as a significant year for our oil and gas business with the commencement of Commercial production from the Coal Bed Methane (CBM) block in Sohagpur (West), Madhya Pradesh. The CBM project is India's largest surface hydrocarbon project. With the commissioning of CBM fields along with the Shahdol-Phulpur pipeline, we are set to become one of India's largest producer of unconventional natural gas.

Nelson complexity index

Our Jamnagar refineries are amongst the largest and most complex refining assets globally, with

a Nelson Complexity Index of 12.7. Superior configuration of refineries provides following benefits to meet 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 implemented 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. 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 Gross Refining Margin (GRM). With the completion of Gasification, Paraxylene and ROGC and associated units, our Jamnagar division will be among the highest conversion refineries globally, with no 'bottom-of-the-barrel' products.

Digitisation

Our IT function collaborates and partners with the business and functions in their quest for operational reliability, safety, innovation and co-creation of value and resilience. In the last 5 years, IT has transformed itself from a traditional service delivery unit to a trusted partner that systematically co-creates value with the business while driving continuous identification and adoption of game-changing and value-adding technologies.

The various IT processes are grouped into five high level building blocks to cover the key activities of the function:

1. Perform IT Strategy/Planning
2. Manage Architecture & Design
3. Develop & Deliver IT Solutions
4. Run and Operate IT Infrastructure, Networks & Applications
5. Manage IT function

Together, these processes enable our IT function to automate and digitise processes that enable our Business and Operating Model to:

- Drive Innovation and adoption of enabling technologies
- Promote process, systems and data (PSD) approach
- Facilitate proactive engagement and collaboration between businesses and IT, while developing and implementing digital solutions on a technology backbone and platform
- Ensure appropriate Business Risk Assessment and Controls are in place to safeguard the highly digitised and mobile RIL business operating model

In the short term, the IT function is driving towards establishing an end-to-end digital chain for key processes across Human Resources, Finance, Customer Relationship Management, Supply Chain & Logistics, and Inventory Optimisation.

We have a large portfolio of more than 1,800 applications being used across our various businesses including world-class implementations like Meridium APM for asset performance management, GE SmartSignal for predictive maintenance, Honeywell Intuition Executive for process and performance monitoring, SAP HCM for hiring, onboarding and training, and Tableau for dashboards and visualisation.

True to our vision to be a "Cloud First, Mobile First" organisation, our employees can access transactional, analytical, and informational capability on their mobile devices thus improving productivity, response time, safety and operational reliability.

As cyber-security becomes a key focus area in this digital world, we have implemented state-of-the-art technology solutions to detect & prevent cyber threats by improving monitoring, intrusion detection capabilities. Towards the end, Reliance

Our refineries have continued to remain in top quartile performance with Solomon's energy intensity index

Retail has recently been re-certified to the Payment Card Industry Data Security Standard (PCI DSS) and the Petrochemicals business has also achieved ISO 27001 certification.

The scale of digital disruption is increasing exponentially, and there are several exciting technologies that promise to change our way of working. We recognise opportunities in artificial intelligence, machine learning, big data analytics, the Industrial Internet of Things (IIoT), blockchain, 3D printing, virtual reality etc. and have been hard at work setting the stage to build institutional competencies in these areas.

The IIoT is expected to save US\$1 trillion globally by 2022. RIL and General Electric (GE) have announced their intention to form a partnership to develop, market, sell, and support industrial applications on the GE Predix IIoT platform by leveraging our deep process and operational experience in the Hydrocarbons business and GE's software and data science expertise. In addition, we are exploring collaborations with industry leaders like Honeywell, Siemens, Emerson, Schneider Electric, and others as we put in place the building blocks for its long-term IIoT strategy and Digital Manufacturing platform.

We have established a dedicated team of experienced data scientists who work closely with the business teams to identify existing problem areas and future opportunities where a data-driven approach can be applied to achieve new solutions and breakthroughs. We are exploring world-class platforms like SAP HANA, Hadoop, Cassandra, and others for our big data initiatives. We are also developing in-house expertise in programming languages like MATLAB, R, Python etc.

Machine learning (ML) is another promising area where we have built internal capabilities and competencies, and solutions are being developed in diverse areas like Employee Reimbursement Analysis, Fleet Risk Management, Vendor Invoice Analysis, Truck License Plate Identification, IT Incident Management etc. For the Petchem business, for example, we have applied ML techniques to large volumes of navigation data generated by trucks carrying our consignments to identify potential accident spots on common routes, create risk profiles for individual drivers as well as carriers, and improve journey time estimates.

3D printing has also been identified as a fast emerging technology which has the potential to add tremendous value to us. This IT enabled manufacturing technology will be an important

component of our Digital Manufacturing architecture. We have procured state-of-the-art printers for our employees to experiment and learn about this new technology platform while developing potential use cases for its application.

Safety is an integral part of our culture, and we are launching several SmartWorkforce initiatives which explore the use of sensor-equipped wearables like goggles, helmets, and suits to ensure worker safety and improve labour efficiency and utilisation.

We are striving to tap the potential of Virtual Reality (VR) through a Virtual Walkthrough Plant Environment, which creates an interactive 3D environment for training, testing, and process simulation for our Field Operators, Maintenance Operators and other critical plant personnel.

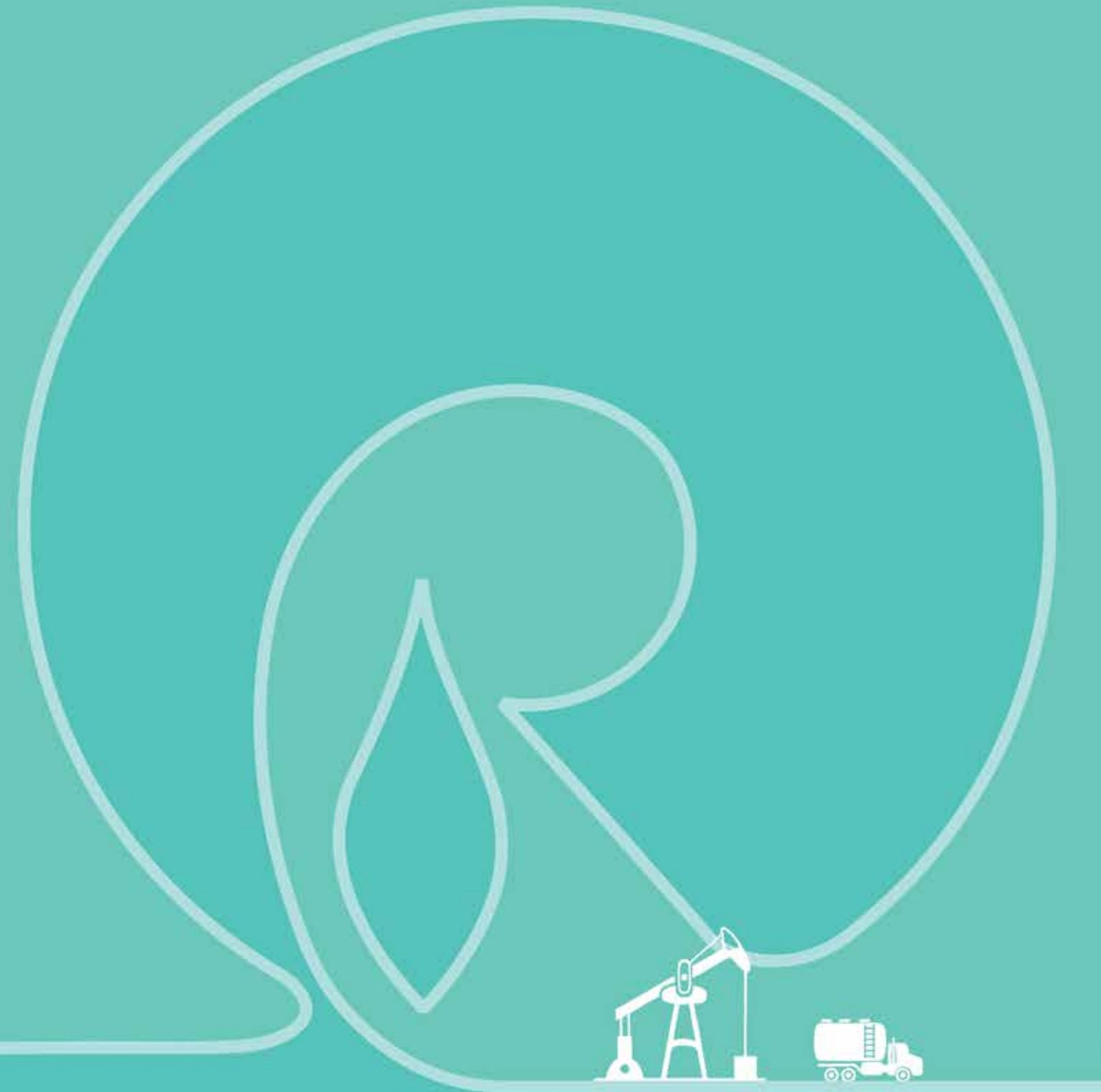
At RIL, the need to leverage both internal and external opportunities has been recognised. We will shortly launch one such 'Connected Intelligence' initiative for our Refining & Marketing business, which is powered by the IBM Watson platform and uses natural language processing (NLP) techniques to gather market intelligence from online and offline sources to identify movements in the international oil markets.

Our IT organisation, through a combination of motivated and engaged talent and an eco-system of technology partners, is well positioned to enable our digital journey.



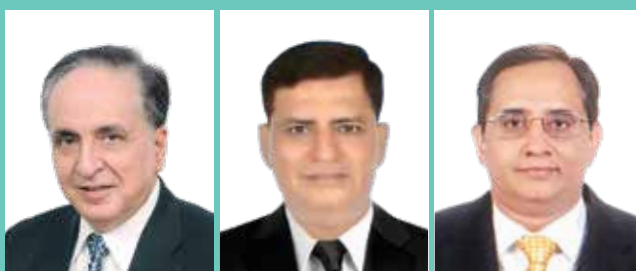
Fluid Catalytic Cracking (FCC) unit at Jamnagar

Manufactured Capital





Paramjit Singh



A. Srinagesh

“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 and Enterprise Asset Management.

Reliance leverages digital technology in the area of advanced analytics to create innovative solutions for value added business functions. Its investment in mega projects and extremely diverse and complex supply chain ensure improved energy efficiency and reduced operating and maintenance cost.”



Raw Material Security



Employee at Jamnagar Manufacturing Division

Steps Towards Digitisation

- Enabled logistics process digitization and vehicle tracking system for raw material security
- Temperature variation sensor and thermometer were attached with silicon vial to reduce consumption of scarce chemicals

We understand the importance of availability of raw material resources and strive to utilise the same in an efficient manner. We have inculcated the 3R philosophy of Reduce, Reuse and Recycle in all our processes to alleviate the impacts of resource scarcity. Our key competitive advantage lies in vertical integration from oil & gas to refining and downstream petrochemical products. We emphasise on the usage of recycled materials within our operations and production processes.

Our 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 manage high quality refining assets with advantageous design capacity for processing 1.24 million barrels per day (MMBPD) of crude.

Illustration: Reducing Material Intensity through 100% Recycled Products

PET bottles which are non-biodegradable in nature, after disposal, lead to environmental degradation.

Action Taken: Recron Green Gold Polyester Staple Fiber is produced by a highly eco-friendly process; apart from being made from 100% recycled PET bottles, it also uses 90% recycled water.

Scale of Impact: We are recycling about 60,000 tons/year of polyester waste

Outcome: Removal of non-biodegradable waste from the environment and diligent use of scarce resources.



As an outcome of our conscious efforts, our logistics infrastructure and flexible state-of-the-art assets allow optimisation of crude mix to suit the changing market conditions. Effective utilisation of secondary processing units and innovative approach to optimise logistics cost enabled us to sustain our performance in challenging and dynamic market environment. We have incorporated production flexibility and are sourcing the high-value feedstock in our value chain to enhance production efficiency.

Illustration: Process modification beyond design for reduced chemical consumption

Action taken: Temperature variation sensor and thermometer were attached with silicon vial to check actual temperature setting. Stirring rate while heating was optimised for proper dissolution of sample.

Outcome: Reduced consumption of scarce chemical.



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.

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

Our products include hydrocarbon derivatives, in the form of upstream oil and gas, refined products polymers, polyesters and bulk chemicals used as feedstock and are transported through ships, tankers and pipelines. Products that use reclaimed packaging material constitute an insignificant part of our overall production and hence we have not captured or reported the same.

In FY 2016-17, for manufacturing locations, the crude throughput was 70.1 MMT, petrochemical production was 24.9 MMT and oil and gas production was 2.14 MMT.

Material Consumption

Manufacturing locations	2016-17	2015-16	2014-15	2013-14	2012-13
Raw materials (000'tonnes)	79,239.11	78,734.96	76,131.77	77,828.60	77,774.37
Associated materials (000'tonnes)	289.08	291.41	457.22	524.86	505.69
Intermediates (000'tonnes)	29.16	26.84	29.75	30.23	32.84
Packaging materials (000'tonnes)	93.72	93.48	90.34	79.44	65.26
Materials recycled (000'tonnes)	75.47	82.02	71.99	69.15	63.22
Materials recycled (%)	0.09	0.10	0.09	0.09	0.08
Increase in material recycled (%)	-7.99%	14%	4.10%	9.30%	-2.50%
E&P Locations	2016-17	2015-16	2014-15	2013-14	2012-13
Associate materials (MT)	3710.98	440.50	1,294.12	1,218.97	1,852.33
Casings and tubulars (000'meters)	283.56	576.09	353.35	65.33	81.29
Chemicals – solid (000'tonnes)	23.31	21.20	10.27	56.93	6.40
Chemicals – liquid (000'kL)	5.17	1.13	1.50	5.71	4.60



Employee working in Jamnagar Refinery

Supply Chain Management



Employee at Jetty Port

Steps Towards Digitisation

- Digitisation of pricing was implemented to enable system based policy driven pricing leading to harmonised pricing cascade across petrochemical business.
- Embraced automation and paperless operations by implementing solutions like digitally signed invoices, ePOD (Electronic Proof of Delivery), auto service certification for transporters and automation of credit and debit notes for customers and Electronic Data Interchange (EDI) with shipping lines.

Suppliers are our strategic partners who are important for timely execution of our projects. It is imperative to encourage our suppliers to support in our quest for sustainable growth. We treat our suppliers as our business associates, extending them dignity and respect. Regular interaction with suppliers and engaging them through various means like personal interactions and site visits forms a part of the supplier management process.

At Reliance, the supply chain and procurement process is viewed as a strategic function. The procurement process encourages us to create a fair and competitive model for supply chain activities. A large portion of our customer base belongs to the business-to-business category. The monitoring of various aspects related to safety, complaint redressal, security and environmental impacts is carried out at each interval of the supply chain.

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

Supplier Management

Over the years, many of our suppliers have grown with us and have now become leading India based suppliers. Our supplier management process encompasses seven focus areas viz., Supplier Evaluation & Registration, Managing Supplier Database, Segmentation, Stakeholder Mapping, Supplier Performance Management, Supplier Development and Supplier Collaboration.

Our supplier management process ensures that 100% of the suppliers we engage with are qualified through rigorous registration and performance management process. Our supplier base includes top performing engineering/supervision companies, construction companies, joint ventures and consortia. We conduct periodic supplier segmentation and evolve or deploy supplier relationship strategies based on supplier segments. We have successfully and consistently been building relationships with India based vendors to create lasting business & technological capabilities and increase their economic value. We monitor our suppliers' performance on an ongoing basis. We are committed towards development of our suppliers through vendor visits and meet periodically to educate and appraise them about all aspects of our products, practices and

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. For effective supplier engagement, we manage a supplier portal, conduct periodic supplier meets and satisfaction surveys.



About Supplier Code of Conduct

We have a Supplier Code of Conduct that governs our relationship with suppliers and help us evaluate them on the basis of social and environmental factors. The Supplier Code of Conduct 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. Encompassing the aspects on environmental issues, child labour, forced labour, non-discrimination and freedom to association/ collective bargaining, health and safety specifies the code of conduct for association with Reliance. In FY 2016-17, no cases were observed which could have significant risk of child and forced labour in our operations or at the suppliers operations. During the year, a number of suppliers were screened using the environmental and social criteria and we have not identified suppliers having significant actual and potential negative social impacts.

Compliance with this Code of Conduct is an integral part of supplier's commitment to being our preferred business partner. 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 terminate contracts with those suppliers who do not meet our standards of contractual obligations.

Collaboration with Suppliers

We follow a collaborative approach to engage our suppliers in enriching their capability. Our commitment to the local suppliers gets highlighted from the fact that we have procured goods and services (non-crude/non-feedstock) worth over ₹14,341 crore from indigenous suppliers. We are a proud Indian company and take efforts to build competitiveness in India and the local industry. Through sustained investments in mega projects and operations, we have developed India's chemicals and engineering supplier base. Today, leading Indian engineering companies, raw materials and industrial goods companies are our long-term vendor partners. While we always believe in working with highest capability vendors, majority of our suppliers and contractors are India based.

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. Our manufacturing sites act as an economic nerve centre for local communities and businesses. We ensure that we engage with 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. Some of these vendors have been serving us for the past two generations. We have identified 583 tier 1 suppliers across the supply chain activities for whom we spent around 90% of the total procurement amount.

We endeavor to repay our debt to the nation's security keepers in small way by hiring ex-servicemen into our security services. We are committed to develop local suppliers through vendor visits, meets on regular intervals to educate and appraise them about all aspects of our products, practices, systems. Wherever possible, we endeavor to provide apt technical/R&D support and opportunities to local vendors.

Sustainable Sourcing

In order to promote sustainable sourcing at our company, we have undertaken various initiatives aiming towards social progress, economic development and reduction of 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 with statutory laws and regulations including labour laws by our contractors.

1. Green Packaging:

Our aim is to procure green materials and services. We prefer vendors who practice green initiatives. Sourcing managers are continuously exploring ways to "**reduce, recycle and reuse**". In packaging material, practice of recycling of plastic / wooden pallets used for domestic market is well established. Our paper based packaging materials use recycled paper. We segregate office waste for recycle and disposal to NGO's. We have reduced consumption of paper in paper tube by optimising specification & by alternate product development. Packaging materials are used for multiple cycles. Waste/reprocessed material is used for manufacturing packaging product.

2. Supplier collaboration:

We continue to collaborate and emphasise on maintaining long term association with our suppliers. We encourage the local vendors for indigenisation. To gain significant cost and quality advantage we emphasise on supplier collaboration.

3. Regeneration and safe disposal:

We save cost and resources by reducing or eliminating waste by questioning the need to buy, promoting re-use and recycle, minimising packaging, enhancing transport efficiencies. Disposed waste from our manufacturing locations is sent for recycling or reuse after some value addition to reduce the supply side requirement from natural resources. We have achieved the most innovative, energy efficient solutions with procurement actions, particularly through increased dialogue with suppliers and producers. We also dispose bio sludge as manure through approved/ qualified buyers. We send hazardous waste only to PCB approved processors.

4. Development of engineering talent:

Our relentless pursuit in setting up large scale capacities in the chosen business allows engineering professionals to be engaged in multi-year capital cycles. This enables them to have an unparalleled opportunity in managing world scale projects in India. Engineering professionals are recognised by other leading integrated oil, gas and petrochemicals players for their prowess. Through years of capital investments in India, we have

enabled creation of a large engineering base in all the engineering services companies operating in India.

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 emphasise 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 viz., build mobility based order tracking for users, create spend analytics IT platform and 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.

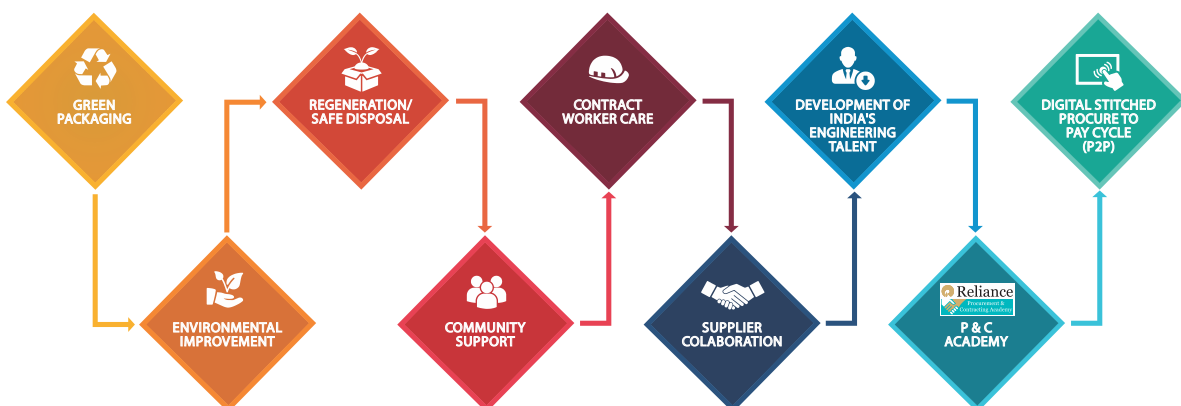
Protection of Human Rights across Supply Chain.

We require our suppliers to comply fully with all legal requirements regarding labour practices and human rights, including freedom of association and collective bargaining. We have robust mechanisms in place to monitor the performance of our significant suppliers, especially with respect to their performance against our Supplier Code of Conduct. We prohibit child, forced or compulsory labour in any of our operations and also ensure the same is followed across our supply chain.

India has ratified more than 40 conventions of the International Labour Organization (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 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.



Security and Asset Protection



The Floating Production Storage and Offloading (FPSO) facility

Steps Towards Digitisation

- Development and implementation of smart pressure testing using intrinsically safe wireless, Highway Addressable Remote Transducer (HART) communication protocol.
- Model based automated real time corrosion monitoring systems

In order to deliver safe and reliable performance, protection of physical assets is of utmost importance to us. Our conscious efforts towards security of our assets resulted in longer durability, cost saving and enhanced quality of business operations. For security and asset protection, we have developed measures which are intelligence led and technology driven to mitigate the risks associated with our operations.

Physical Security and Risks

The management of security risks is a part of our efforts to protect our employees, contractors, communities and the environment. We have adopted the latest and best industry standards, processes, tools and applications available to enhance our security systems. We continuously monitor and assess emerging threats, vulnerabilities and risks to manage our physical security. The group security function and embedded security teams provide assurance to businesses at all levels with respect to the management of security risks affecting our people, assets and operations. Considering the scale of our operations, we must be prepared to respond to a range of events which may cause disruption. To respond to natural calamities we maintain disaster recovery, crisis and business continuity management plans to respond to a disruption or an incident. A security management plan based on the hazard evaluation and risk management is developed and implemented. Some of the security risks which we consider important are as follows:

Cyber security risks

An increasing number of business processes are now digitally driven. Larger the digital landscape, larger is the potential cyber security threat. A digital security breach or disruption to digital infrastructure, due to intentional or unintentional actions, such as cyber- attacks or human error could lead to serious business impacts. These include injury to staff, loss of process control, impact on business 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. To mitigate the cyber security risks various proactive activities to continuously improve our cybersecurity policies, standards, technical safeguard, ongoing monitoring of new and existing threats and cyber security awareness initiatives. The reactive responses to cybersecurity threats, which include IT disaster recovery, emergency response and business continuity management capabilities to enable the reduction of the impacts of a cybersecurity event.

We are committed towards providing a healthy and safe work environment to our employees, contractors and all the visitors to our sites. We have successfully implemented Operating Management Systems for reduction in Health, Safety, Security and Environment (HSSE) risks.

Asset Protection

A risk based approach is adopted to recognise the need of asset protection and safety in our operations. We evaluate existing and potential threats for our business to achieve longer existence. 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.

Illustration: Monitoring Equipment Health through SmartSignal

Rotating equipment like compressors, turbines, pumps etc. in the manufacturing plants are getting overhauled or serviced as per the direction of the manufacturer. But this might not be sufficient to minimise the risk of shutting down of machinery.

Action Taken: We use SmartSignal Solution to monitor equipment health that checks for inconsistencies in the functioning of the machinery and tries to give a notice of any failure well in advance with details of when and how a machine will fail and what priority should be given to this signal. Report is generated and shared in an email format.

Outcome: Safety, reduced equipment downtime.



Smart Manufacturing

We are a harbinger in the Oil and Gas sector for adopting state-of-the-art technologies and smart manufacturing processes in our value chain. Smart Manufacturing comprises of intelligent analysis of real time data and tracking of various operating

Illustration: Digitisation of Equipment Inspection

Owing to the vast size of our facilities inspection of equipment to ascertain their health becomes a time consuming and expensive affair.

Action Taken: Prediction models were designed to understand to help predict the corrosion rate and remaining life of materials. The predicted corrosion rate and expected life of machinery is made available in the dashboard.

Outcome: Prediction model supports inspection planning, allocation of resources as a safety net towards corrosion, inspection reminders for machinery with high corrosion rate, mitigation of production losses, optimising asset integrity and reliability programmes, decrease asset replacement and increase asset life.



processes. Smart manufacturing technology also aids us to improve our performance in terms of integrity, reliability and effectiveness of business operations.

With the availability of vast amount of operation data and big data technologies, we have initiated development and implementation of Industrial Internet of things (IIoT) based solutions for realisation of “last mile” of optimisation across our manufacturing facilities. These are targeted through continuous and strategic improvement initiatives.

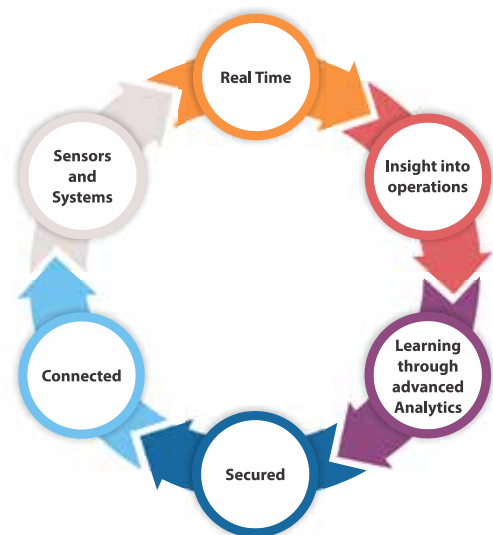
We leverage Smart manufacturing technologies in our operations as follows:

1. Use of robotics for very high risk jobs such as catalyst loading in inert atmosphere
2. Development and implementation of smart pressure testing using intrinsically safe wireless, Highway Addressable Remote Transducer (HART) communication protocol. This smart monitoring of pressure testing eliminates exposure risk in-addition to the improving the operation efficiency
3. Implementation of new technologies in Rotary / Inspection and corrosion monitoring:
 - Critical equipment monitoring and early event detection.

- Model-based automated real-time corrosion monitoring system.
- Develop high temperature thickness probe using the same material of high temperature Long-Range Ultrasonic Testing (LRUT).
- Usage of newly developed corrosion under insulation monitoring tool using microwave technique.

4. Development and implementation of IIoT based advanced predictive analytics solution to predict the future state of manufacturing viz. equipment, process health to take corrective/preventive actions for any future performance deterioration.

Our smart manufacturing is also known as RIL Secured Connected System (RIL SCS). The principles of RIL SCS are described in the adjacent diagram: This is based on Real Time Insight into operations by Learning through advanced analytics to predict the future state established on the foundation of securely connected sensors and systems. The principles of RIL SCS are described in the adjacent diagram:



We are also developing a partner ecosystem to effectively implement smart manufacturing solutions. This includes the support of infrastructure available through our Jio network and Jio cloud. With this initiative, we can not only optimise our own processes, but also include other small scale industries (SMEs) in the journey.

Use of robotics for very high risk jobs such as catalyst loading in inert atmosphere



Employee at Jamnagar Manufacturing Division

Financial Capital





Economic Performance



Employees at Hazira Manufacturing Division

Steps Towards Digitisation

- Actively pursuing digital solutions in the form of SWIFT messaging, digitisation of cross border trade, big data, electronic bond platform and robotic process automation.
- Effective incorporation of digitisation has indeed provided visibility to segment and sector level leadership through dashboards on key business parameters to steer business effectively.
- Digitisation of internal financial controls

Key financial indicators	FY 2016-17 (₹ in crore)
Total Assets	5,46,746
PBDIT	51,965
Cash Profit	40,909
Net Profit	31,425
Operating cost	1,70,774
CSR expenditure	659

We aspire to foster India's economic growth and social development through our significant contribution towards overall development of our country. Our contribution has nurtured globally competitive petrochemical and refining businesses with a new-age India-centric consumer businesses. We have achieved a diversified capital structure using a mix of different instrument classes and financial products across maturities and currencies. As a pioneer in debt markets and the largest offshore borrower from India for loans, we have excellent access to global capital markets and enjoy strong relationships with nearly 100 banks. We are also one of the largest corporate user of Export Credit Agencies (ECA) financing globally which gives us the ability to raise long term resources from global financial markets at very competitive rates.

Our focus on enhancing operating efficiencies has yielded significant positive results, further enhancing our profitability. Our revenue from operations for FY 2016-17 was ₹2,65,041 crore (US\$ 40.9 billion) an increase of 5.5% on y-o-y basis. Profit after tax was at ₹31,425 crore (US\$ 4.9 billion) an increase of 14.8 % against ₹27,384 crore in the previous year. Basic EPS for the year was ₹96.9 as against ₹84.6 in the previous year.

Strong refining and petrochemicals margin environment contributed to higher operating profits for the year. Gross refining margins recorded an eight-year-high of US\$11.0/ bbl whereas petrochemicals EBIT margin were at five year high level of 14.0%. Operating profit before other income and depreciation increased by 10.8% on a y-o-y basis to ₹46,194 crore (US\$7.1 billion) from ₹41,704 crore in the previous year. Profit after tax (excluding exceptional item) was higher by 18.8% at ₹29,901 crore as against ₹25,171 crore in the previous year.

The total economic value generated by us increased by 5.77% to ₹2,737.50 billion, while the total economic value distributed was at ₹2,328.41 billion. Our total economic value retained for

FY 2016-17 was ₹409.09 billion. We have contributed ₹513.99 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.

Revenue from the Refining and Marketing segment increased by 6.8% y-o-y to ₹2,50,833 crore (US\$38.7 billion) including inter segment transfers. Refining EBIT increased by 6.5% to a record level of ₹25,056 crore (US\$3.9 billion), supported by higher GRM and crude throughput. GRM for the year stood at US\$11.0/bbl as against US\$10.8/bbl in the previous year. Our GRM outperformed Singapore complex margins by US\$5.2/bbl, highest in the last eight years. As at the end of the year, we operated 1,221 fuel outlets in the country.

Our petrochemicals business delivered strong earnings growth led by volume growth, favourable naphtha cracking economics and recovery in polyester chain margins. Revenue from the Petrochemicals segment increased by 12.2% y-o-y to ₹92,472 crore (US\$14.3 billion) including inter segment transfers, primarily due to increase in prices across polymers and polyester chain. Petrochemicals segment EBIT increased sharply by 27.5% to a record level of ₹12,990 crore (US\$2.0 billion), supported by favorable product deltas and marginal volume growth.

During FY 2016-17, PVC prices were up 9% due to healthy demand from India. PP and PE prices

Increase of 5.5% revenue from previous year

Increase of 14.8% profit after tax from previous year

were moderately down by 2% and 5% respectively mainly on account of slower demand growth. PP and PE deltas softened from FY 2015-16 levels and were down by 19% and 6% respectively. However, PVC deltas strengthened by 20% on y-o-y basis due to robust demand and tight supply from China.

In case of Polymers and Crackers, Asian Naphtha and ethylene prices for FY 2016-17 were lower by 3-4% y-o-y. Propylene prices were marginally up by 4% on account of tight supply resulted from scheduled maintenance and unplanned outages.

In India, polymer demand registered growth of 7% during FY 2016-17. Comparatively slower growth rate was witnessed due to soft domestic market that subsided gradually with measures taken by government to restore liquidity in the market. PVC demand registered highest growth rate of 10% y-o-y followed by 8% in PE. PP registered the lowest growth rate of 3% y-o-y among polymers with major contributing sectors fiber & filaments, automotive and appliances.

FY 2016-17 witnessed recovery in polyester chain deltas with firm stable demand, higher operating rates in China and lower inventory levels. In FY 2016-17, domestic polyester markets witnessed marginal growth of 3% y-o-y. Polyester producers kept plant utilisation rates high in order to maintain inventory for the peak season demand. Operating rates of polyester fibre and yarn plants in China were in the range of 82-84% during the quarter. Strong textile demand and new applications are driving polyester demand growth and it continues to replace natural fibre. PET domestic demand increased 6% y-o-y.

Revenue from the Oil and Gas segment decreased

by 30.9% y-o-y to ₹5,191 crore (US\$0.8 billion) including inter segment transfers, the decline in revenue was led by lower upstream production and lower domestic gas price realisation. Volumes were lower on account of slowdown in development activity and natural decline. Consequently, segment EBIT was negative at ₹(1,584) crore, as against ₹3,630 crore in the previous year. For the year, domestic production (RIL share) was at 95 Bcfe, down 23% y-o-y and production (our share) in US Shale business was 174.0 Bcfe, down 14.6% y-o-y basis.

The global oil demand growth at 1.6 mb/d in FY 2015-16 was strong post the multi-year high demand growth of 2.0 mb/d in FY 2014-15. Nearly 50% of the global demand growth came from Asian economies of China, India and South Korea. Oil demand in India remains strong, growing by 5.2% in FY 2016-17 led by high gasoline demand (more than 8.8%), ATF (more than 12.1%) and LPG (more than 9.8%). Gasoil demand in India grew at a slower pace of 1.8%. In FY2016-17, the Singapore complex margin averaged \$ 5.8/bbl compared to \$ 7.5/bbl in FY 2015-16. Light distillate cracks receded from the exceptional highs in FY16. Gasoline demand growth has moderated in key consuming markets post the robust growth seen in FY16. Gasoline margins were also impacted by strong supply side response to high cracks last year. Gasoil cracks were marginally lower in FY 2016-17 on lower industrial and economic activity.

Financing for Ethane Project

In October 2016, US\$ 572 million financing was tied up to purchase six state-of-the-art Very Large Ethane Carriers (VLECs) – the first vessel of its type

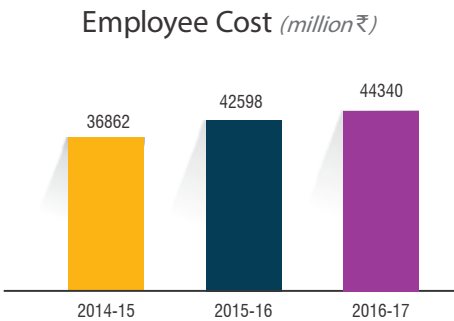


Jamnagar manufacturing division

and size globally, to transport Ethane imported from the United States to provide feedstock security to our existing crackers at Dahej, Hazira and Nagothane. This financing deal carries a tenor of 12 years and comprises of US\$286 million tranche insured by Korea Trade Insurance Corporation (K-Sure). This deal got a **“Better than Sovereign Rating”** and is one of the most structured and innovative financing deal ever done by the Group.

We continue to re-commission our retail petroleum network; 1,221 outlets are now operational. Further, growing Trans-connect customer base, credit solutions, and e-cash loading facilities have helped RIL to more than double sales volume in FY 2016-17.

Additionally, large procurements made by us for our regular business as well as for ongoing capex projects has a huge cascading impact – creating jobs and business opportunities for entire socio-economic spectrum.



At RIL, we increased employee pay-out by 4.09% to ₹44.34 billion vis-à-vis ₹42.59 billion for the year ended 31st March 2016. In addition, we continue to provide our employees with other intangible benefits. Our basic Earnings per Share (EPS) for the year ended 31st March, 2017 was pegged at ₹96.9 per share as opposed to ₹84.56 for the last financial year.

Our financial discipline and prudence is reflected in the strong credit ratings ascribed by rating agencies. We have successfully retained our credit rating two notches higher than India's sovereign rating throughout the capex cycle. S&P has rated our international debt as BBB+ with a 'stable' outlook which is two notches above than 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.



Social & Relationship Capital





P.M.S. Prasad



Jagannatha Kumar

"RIL's ambition is to create more and more opportunities for the wider society to ensure sustainable and inclusive growth. The Company aims to take all its stakeholders into the fold while embarking on its growth agenda. While direct interventions are designed to benefit the local communities in a structured way, the Company also ensures that the voices of its other stakeholders such as customers and suppliers are factored in RIL's decision making process. RIL collaborates with stakeholders across the value chain to create better opportunities for growth. The Company will continue to work with every strata of the economy to benefit the society, industry and ultimately, the nation."



Customer Satisfaction



Polyester Bobbins at Silvassa

Steps Towards Digitisation

- Empowering customers and channel partners through e-Commerce transactions on smart devices.
- Facilitated information sharing on mobility platforms and sales force enablement on e- RM mobile applications for efficient operations and effective customer engagement.

We have always been a forerunner in implementation of policies and practices that provide customers a superior customer experience and enhanced service levels. We focus on customer centricity by placing great emphasis on understanding customer needs. Our effort to develop varied products to satisfy customer needs makes us a reliable supplier.

We have helped customers with technical know-how to achieve better end product quality and higher throughput. We ensure to deliver our products and services in a manner that makes our customers look upon us as their trusted advisor and solution provider.

Putting customers first

In this technology driven world, educating a customer is mandatory for driving growth of businesses. During the year, we conducted numerous consumer awareness programs which helped our customer base grow.

We conduct regular Customer Relation Meets (CRMs) to educate and acquaint customers regarding our products and services. Additionally, we organise customer audits, customer surveys, direct feedback sessions from visiting managers/plant personnel and factory visits for customers in order to understand customer concerns and identify mitigation measures. We also conduct third-party mystery customer audits, customer satisfaction surveys and call center evaluation studies. This helps us ensure periodic fulfilment of service delivery promise, conformance to internal norms and standards, identification of process improvement areas, and understand customer attitude and behavioral change to ascertain that customer needs are met at all stages.

Our Petro Retail business undertook a CSAT survey for the first time in May 2016. Our Petro Retail business secured 2nd rank on CSAT in comparison with scores across key customer segments namely fleet, owner driver & passengers. We have taken necessary interventions like improving outlet infrastructure, training of DSMs, streamlining of processes, structures and other new initiatives related to fleet customers over the last 6-9 months. These initiatives have enabled us outscore the competition and supported us to set new standards on CSAT.

Besides regular customer engagement activities, we conduct customer feedback surveys at fixed intervals i.e. end of every financial year to continuously meet customer expectations by ensuring product availability and timely delivery.

We distribute customer feedback forms and based on the responses received, a customer satisfaction index is plotted for specific products. Apart from this, we have a separate defined framework to deal with customer complaints. In FY 2016-17, we received 2005 customer complaints, of which 1940 were satisfactorily resolved. The framework 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

Product stewardship – Driving customer value

We are committed towards customer safety through our business operations. We review the environmental, health and safety impacts of our products continuously to ensure that they do not pose any risks to people and environment. We ensure uniformly high standard for product stewardship complying with all health and safety regulatory mandates and go beyond regulatory legal requirements. In house capabilities were also built for noise and air dispersion modelling and Life Cycle Assessment (LCA) studies. For upcoming projects, we have accomplished identification of potential environmental risks and assessment through detailed environmental impact and risk identification studies. In FY 2016-17, no significant incident of non-compliance with regulations and voluntary codes concerning health & safety impacts of products has been reported.

We adhere to all compliances of product information and product labelling. Our marketing communication efforts abide by the brand standards and guidelines with regard to visual manifestation, brand promise and relevancy and saliency of the target group. We also adhere to all legal statutes with respect to product labelling and display of product information. We follow a

Petro Retail business secured
2nd rank on CSAT survey

Globally Harmonised System for classification of chemicals and preparation of Material Safety Data Sheets. Besides, we share information with our customers on safe handling and use of products at the time of distribution. In FY 2016-17, no incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling have been reported. No significant incident of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship.

Some of the instances of product stewardship are listed below:

Product Stewardship in Refining and Marketing

The various initiatives undertaken at Refining and Marketing are:

- Improved capability to produce BS VI gasoline specifications in DTA refinery
- Enhancement of unit capacity for improving propylene recovery
- Upgradation of hardware facility to process opportunity crudes

Product Stewardship in Petrochemical

The various initiatives undertaken at Petrochemicals are:

Polymers:

- Successfully used geotextiles and geogrids for stabilisation of railway tracks in different regions
- Use of mulch films for cotton cultivation which resulted in better growth of plants and enhanced the productivity
- Successful completion of research trials of Polypropylene (PP) non-woven fruit covers on Litchi fruit which resulted in 25% increase in yield

Polyesters:

- Continuous efforts for development of variety of new products such as Recron Linen, Sparkle linen used for aesthetic linen appearance and Recron Kooltex for moisture management used for active wears
- Recron Green Gold is one of the green textile fibers, which has reduced its own carbon footprint by 28% over last two years
- Redron certified sleepless mobile pillow which supports and comforts neck while traveling

We extended our co-branding for sewing threads and strengthened Recron®SHT to new partners.

Illustration: Facilities optimisation for ethane pipeline project

Action Taken: We carried out immediate isolation of pre-existing pipelines and to house control equipment for a new parallel ethane pipeline. We used compact low-power control equipment (e.g. electro-hydraulic actuated valves) for the first time in cross-country pipeline.

Outcome: The compact size and low energy requirement of control equipment would reduce the size of land parcel, fire suppression system and electrical supply system.



Illustration: Relwood™ – Innovating Sustainable Product development for wood replacement

Action Taken: The Development: Relwood™ is superior product which looks like wood, behaves like wood but is much stronger than wood. It is a unique environmentally-friendly composites developed out of natural silicates, polymer and specialised blend of additives. It is durable, water-resistant, fire retardant, UV and termite-resistant product and can replace wood in all its applications. It is highly flexible unlike wood and can also be bent, curved or molded for construction of beautiful contemporary furniture.

Outcome: Sustainable product and eco-friendly alternative for Wood



Product Stewardship in Oil and Gas Exploration and Production

Our E&P production team has adopted innovative approaches to increase recovery of oil and gas reserves by keeping the wells flowing at their Indian East Coast KG basin deep water offshore operation. A number of these innovative approaches have been adopted for the first time at 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. Some examples of innovative approaches are:

- Injecting surfactant into subsea producing wells facilitating well fluid to be carried up to the surface
- High pressure gas injection (at depth of 600m) at sea bed to assist well fluids flowing to surface

Transforming life into Quality life - 'Chemistry for Smiles'

Our R&D endeavours to partner with our customers in developing products and services that bring smiles on the faces of end-consumers, adds value to life. Chemistry being our foundation at Reliance Petrochemicals, we refer to the journey as 'Chemistry for Smiles'. To put this in practice, we have adopted the business-to-business-to-consumer (B2B2C) model to address the needs of all our customers. We aspire to upgrade our supply chain to create a fully integrated, digitally enabled and best in class platform to deliver unmatched service levels and customer experience. By creating a responsive organisation structure, we envision to delight our customers along with optimisation of services.

The DNA of adventure has our Polyesters in it

At Reliance, we produce the raw-materials required to make high quality adventure sport equipment. This helps people push the boundaries of human achievement.

The DNA of life has our Polymers in it.

Water is a vital part of our everyday life. At Reliance, we are playing our role to ensure that everyone in India has access to it. Our specialty polymer formulations help make durable all-weather pipes that help transport water wherever it is needed.

The DNA of nation building has our PetChem products at its core.

At Reliance, we produce the materials that are used as secondary reinforcement for making stronger roads. This helps connect the nation and boost the economy of our country through long-lasting infrastructure for efficient transportation.

The DNA of the next generation wood lies in our sustainable products.

RelWood™ is a superior product that looks and feels like wood but is much stronger. It is made using patented German technology that blends Material Sciences with Interfacial Sciences. RelWood™ does not require any trees to be cut down, ensuring the preservation of environment.

Community Development



Village Development Plan

Steps Towards Digitisation

- Information services (technology enabled solutions) to enhance livelihood opportunities
- Collaboration with the University of Chicago to use cloud based software application
- Digital classroom solutions to improve the teaching-learning process.
- Launched digital learning van to provide access to quality education to underprivileged children
- Digitisation of Primary Health Centres (PHCs) in Punjab

Corporate Social Responsibility at RIL

We believe in corporate citizenship and are committed towards giving back to the society in a manner that resonates with India's development goals. Through focused efforts, we seek to transform and enrich lives of the citizens. This is achieved through focused efforts to enhance their standard of living.

Through leveraging technology and innovation, the endeavor is to provide sustainable agricultural and livelihood solutions for the marginalised and underprivileged communities across India.

The key philosophy of all our CSR initiatives is guided by three core commitments of SCALE, IMPACT and SUSTAINABILITY (SIS). Our CSR initiatives focus on various social challenges, all aimed at providing a better quality of life and livelihoods for a stronger and inclusive India.

Reliance Foundation (RF), established in 2010, is an umbrella organisation for our social developmental initiatives. Most of the CSR

activities of the Company are carried out under the aegis of the Reliance Foundation. These initiatives are aligned with the objectives defined by the Sustainable Development Goals (SDGs), outlined in the United Nations 2030 Agenda for Sustainable Development.

We have undertaken initiatives in compliance with Schedule VII of Section 135 of the Companies Act, 2013. In order to streamline our developmental initiatives, we have identified the following focus areas: Rural Transformation, Health, Education, Sports for Development, Disaster Response, Arts, Culture and Heritage and Urban Renewal.

As stated in our CSR Policy, we focus on these areas through direct engagement and partnering with organisations having relevant expertise and experience. We aim to scale up further for better reach, more effective engagement and greater impact.

We have not identified any of our operations with significant actual and potential negative impacts on local communities.

Highlights of the Financial Year



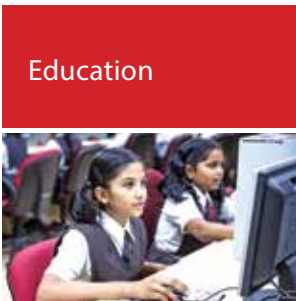
Rural Transformation

- Livelihoods of 8+ lakh farmers, fisher folks and livestock owners enhanced.
- 2,200+ Ha of land brought under improved cultivation.
- 2,900+ Ha land brought under irrigation through water harvesting and conservation efforts.
- Capacity created to collect 32+ lakh cubic metres of rainwater.
- 12+ lakh saplings planted.



Health

- 5+ lakh health consultations provided.
- 33,900+ women screened for anaemia and 8,000 were diagnosed and treated.
- 29,700+ children screened for malnutrition 2,000+ malnourished children were treated.



Education

- Quality education provided to ~1 lakh underprivileged children, 12 partner NGOs supported.
- 528 student scholarships to pursue higher studies.
- Launched Digital Learning Van for underprivileged children.



Sports for development



- Engaged ~6 lakh students to integrate basketball into physical education curriculum.
- 18 scholarships under Young Champs programme for developing football abilities.
- Rural sports initiative reached out to 1,500+ rural youth.



Disaster response



- Provided 60+ million litres drinking water to 100+ drought affected villages of Maharashtra.
- Rejuvenated Sona River ensuring drinking water security for 14,000+ people.
- Tech enabled support during floods in Madhya Pradesh focussing on disaster related compensations and disease management.



Arts, culture and heritage



- Extended support to the annual concert, 'Abbaji', organised by Ustad Zakir Hussain in the memory of his father, Ustad Allah Rakha Khan.



Urban Renewal



- 'Sudama Setu' facilitating the pilgrims to visit the Panchnad and Panchkui area - Dwarka, Gujarat.

CSR Expenditure	FY 2016-17 (₹ in crore)	FY 2015-16 (₹ in crore)
Rural Transformation	138	103
Health	267	315
Education	227	222
Sports For Development	27	9
Disaster Response	11	10
Arts, Culture and Heritage	1	-
Urban Renewal	3	-
Total	674	659

Note: Out of Total CSR expenditure, ₹659 crore is from RIL and rest is from the group companies which is 2.13% of RIL's average net profit for the last three financial years.

Our developmental initiatives have so far touched the lives of more than 12 million people across India in more than 12,500 villages and 74 urban locations. This year, we have undertaken several significant interventions aimed at improving lives of the marginal and underprivileged communities. The following sections provide details of our key initiatives undertaken in this year.

Rural Transformation



Under Reliance Foundation’s flagship programme ‘Bharat-India-Jodo’ (BIJ), we work to bridge the developmental gap between rural ‘Bharat’ and urban India by improving rural livelihood, addressing poverty, hunger and malnutrition. Key initiatives in this area include supporting farm and non-farm livelihoods. Towards creating holistic self-reliant and sustainable models of rural transformation, we work to improve productivity of the farm lands, ensuring water security by water conservation and rain-water harvesting. We help rural communities in organising themselves to form Village Associations (VAs) and producer companies. In doing so, technology is used as an enabler for delivering need based information to improve the quality of life. These initiatives focus on improving food security, enhancing nutrition and developing community infrastructure. Since inception, the programme has reached out to over 52,000 families across 500 villages.

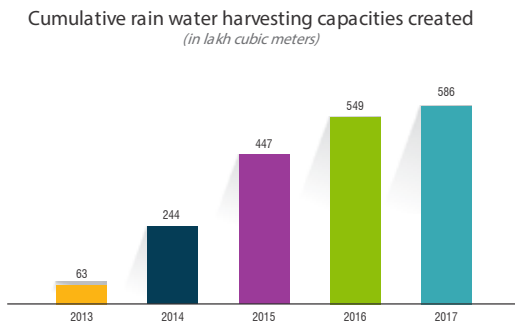
Institution building

We work to establish our rural transformation model in building community institutions that are based on values of democracy inclusiveness and transparency to achieve holistic village development. The primary outcome of the engagement is an empowered and self-reliant community based organistaion with robust membership base and strong leadership. The uniqueness in design lies in the co-creation and co-designing of solutions contextualised as per social, economic and ecological situations. Till date, more than 52,000 rural households have joined hands to form 529 Village Associations to drive village transformation.

Water Security

Under our rural transformation initiatives, we have contributed towards conserving rainwater in all our programme villages. Various harvesting structures including new and renovated earthen check dams, masonry check dams, farmponds and open wells, temporary structures such as boribandhan, tank’s etc. have been constructed. Through these structures, over 5.86 crore cubic metres of rain water harvesting capacity created since inception. Through these initiatives, over 2,900 hectares of land has been brought under water efficient irrigation system this year and over 23,500 hectares brought under irrigation since inception.

Reliance Foundation used ferro-cement technology for overcoming the challenges in construction of conventional water storage tanks especially in the hilly terrain of Uttarakhand where construction in itself is a challenge. These tanks reduce the cost of water storage by almost three-times. Over 100 ferro-cement structures were constructed last year across the villages. As a result of these water



security measures, 131 villages achieved drinking water security and 51 villages were secured for irrigation. For effective use of water resources, water budgeting has been done in 354 villages.

Food and nutrition security

We have adopted integrated sustainable crop management practices to enhance crop productivity and availability of food grains in every household throughout the year. At the same time, we ensured reduction in cost of production to enhance farm incomes. Till date, over 56,000 Ha of land has been brought under sustainable agriculture with nearly 5,000 Ha of private wasted land brought under cultivation. This has ensured food security for over 20,000 households.

To improve nutritional food intake, we have been setting up nutrition gardens. As on date, nearly 8,000 Reliance Nutrition Gardens (RNGs) have been developed. Our RNG model has been highly praised by various Government and Non-Government organisations on different platforms.

Several organisations have adopted our nutrition garden model and have scaled it up in their project areas with technical support from the implementing team of Reliance Foundation. Government of Maharashtra (GoM) has adopted the nutrition garden model to scale it up in 8 districts. Under this initiative, we have trained 1,066 master trainers from various line departments on design, layout and maintenance of RNG. This has resulted in establishment of 3,035 nutrition gardens benefitting over 62,000 children across these districts. The content developed by us on nutrition garden is used in a newly developed application titled "WCD" in the section of nutrition garden by Department of Women and Child Development, GoM.

Producer Companies

A significant downside for marginal farmers is the marketability of farm produce. Several challenges which influence the marketing of agriculture produce such as smaller land holdings, smaller volumes of produce make it a difficult and unviable business proposition. Risks such as climatic variability, monsoon failure, price fluctuations and lack of market access negatively impact the sustenance of farming as a primary occupation. As a sustainable solution for farm and non-farm livelihoods and making agriculture a productive business, we have been supporting marginal and small farmers in establishing producer companies. We work towards creating market linkages of

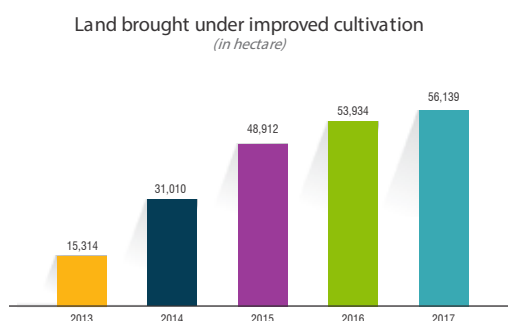
the products for better price realisation. So far, 17 producer companies have been established benefitting over 20,000 families. These companies have transacted over 4,500 metric tonnes of farm and non-farm produce, with a business turnover of about ₹10 crore.

Use of technology in enhancing agricultural output

We have been developing technological solutions for improved agricultural productivity. Technology sheets, which are lower in cost and could yield higher returns, are being introduced in rural areas for producing Azolla, a green manure for paddy that has an immense potential to meet the growing demand of fodder among small and marginal farmers. Over 800 such farmers in Andhra Pradesh have benefitted from technology sheets. Apart from the production of Azolla, the technology sheets being used by farmers for banana plantations are protecting fruits from pests and birds, thus yielding a good market value with increased returns. Till date, we have distributed over 50,000 banana covers to over 450 farmers. This low cost technology is a simple solution that can be replicated and scaled up.

Ecological security

This year, we conserved over 2,200 hectares of unproductive land and converted it into cultivable land (more than 56,000 hectares since inception). More than 80% of this land has been used for food production while rest of it has been used for activities such as cultivation of fodder and other commercial crops, etc. Furthermore, in an effort to promote bio-diversity and preserve the ecology, over 12 lakh saplings were planted this year (over 1.38 crore saplings planted since inception).



In order to get high yield from cost effective farming, we we help conduct soil health activities such as workshops, soil testing, application of nutrients, etc. This year, essential nutrients were applied to about 797 hectares of agricultural

Illustration: Information services protecting fisher folks from adverse sea conditions

Action Taken: Fishermen who anchor their boats at Mirkarwada Jetty near Ratnagiri received information about bad weather conditions through our voice message advisories. The forecast warned the fishermen to visit the sea while they were on the verge of launching their boats. The forecast thus saved fisher folk's boats, fishing nets and of all their lives.

Outcome- Our messages reduced the fishermen's input cost such as diesel, ice, etc. and thus increased the profit.



land. Additionally, in collaboration with different knowledge partners over 3,500 soil health tests were conducted this year (over 10,371 tests since inception) based on which relevant advisories were disseminated at village level.

Information services for livelihood enhancement

We are empowering communities by providing reliable and robust information tailored to the local needs of farmers, fisher folk and livestock owners. This information is disseminated both through digital technology and direct community level interventions. The mobile based advisories have reached out to about 8 lakh individuals this year. Together, the technology embedded information has reached out to about 28 lakh individuals since inception. As part of direct interventions, interactive programmes are being conducted at community level on various issues such as health, agriculture, livelihood, livestock, etc. This year, over 3,700 interactive programmes (over 10,000 programmes since inception) were conducted that reached out to over 1.4 lakh individuals (over 3.4 lakh since inception).

We have been collaborating with like-minded organisations including research institutions, line departments, NGOs and knowledge providers. So far, we have partnered with over 619 information providers and 284 grassroots organisations. Through these partners, the information services

reach out to the most needy population subgroups.

Swachh Bharat Abhiyan

Since the launch of Government of India's Swachh Bharat Mission, we have been conducting several activities to improve health outcomes in our programme villages. This year, we carried out awareness campaigns through posters, kalajathas and rallies in each of the programme villages to sensitise them on the importance of toilet construction. Additionally, using technological platform, we informed people about the procedures through teleconferencing and toll free helplines to avail the benefits of schemes such as Sardar Awas Yojana, Pradhan Mantri Gramin Awaas Yojana, Vriddha Pension Yojana, Animal Loan Yojana, etc. The village associations are also collaborating with different Government Departments/ Agencies in order to leverage the funds available under various government schemes to achieve the Open Defecation Free (ODF) status, create additional water harvesting capacity, etc. As a result of these efforts, over 15,000 toilets have been constructed in about 263 villages and 48 villages were declared to be ODF by the Government.



Water conservation in a check dam at Moyari, Chhindwara, Madhya Pradesh

Illustration: Empowering women on financial management and decision making

Action Taken: We are supporting rural women to form thrift & credit groups for bringing social and economic freedom through accumulation and retention of local wealth within the village. This model enables and engages women to participate, drive and manage the socio-economic change processes while being financially self-reliant and playing an active role in decision making.

Outcome: More than 3,000 women have formed 106 thrift groups across 14 districts in 7 states and have collected over ₹22 lakh.



Illustration: Transition from a contract labourer to a self-sustained farmer

Action Taken: Mr. Vitthal had to look for work as a contract labourer in spite of owning 6 acres of agricultural land, since he did not have access to irrigation facilities. Due to dependence on rain, Vitthal earned only ₹31,000 a year by cultivating toor, cotton and soya bean.

In 2012, Reliance Foundation mobilised villagers to form Bhumiputra Shetkari Samiti, the local Village Association (VA). The VA helped Vitthal with bunding, trenching, and the application of black soil and farmyard manure on his land. The VA also built a water harvesting structure that provided access to irrigation.

Outcome: The productivity of Vitthal's crops improved and his farmlands thrived. He started growing Rabi crops like sorghum, wheat, spinach, fenugreek and pulses, in addition to his usual Kharif crops. Vitthal's total annual income tripled.



Illustration: Empowering women to emerge as a role model

Action Taken: Sujata Rout and her husband Dinabandhu owned 7.55 acres of land of which only 4.07 acres was utilised for cultivating paddy. The income generated from selling 49 quintals of paddy was not sufficient for feeding the family. In 2013, Reliance Foundation (RF) launched its Rural Transformation programme in Sujata's village, Kalijharan. Attending the Village Association (VA) meetings, Sujata soon found her voice and became an active participant. The VA helped Sujata rejuvenate her fields through different land development activities, including land levelling and bunding. With RF's support, she also received training on professional skills such as stitching and food processing, to increase her income.

Outcome: Though RF's assistance, Sujata Rout used her entrepreneurial ingenuity to generate multiple sources of income for her family. The produce from her farm shot up from 49 quintals of paddy to 89 quintals. In the process, she has emerged as a role model for women in her district.



Health

We address issues around affordability and accessibility of quality healthcare and bring about improvement in awareness and healthy living practices in various parts of India. The focus is on improving primary, secondary and tertiary healthcare facilities to enhance preventive and curative services. Additionally, we work on bringing about behavioural change for improving maternal and child health.

Another key focus area is improving healthcare delivery through innovative outreach programmes. We work in the areas of communicable and non-communicable diseases and use technology for training, competency evaluation and clinical decision support for medical professionals. Through the Drishti programme, we have supported a number of visually impaired people with corneal transplant surgeries.



Health Camp organised by Reliance

Preventive and primary healthcare services

We address health needs of the underprivileged through our preventive and primary healthcare services in both rural and urban areas. The health services are made more accessible through nine Mobile Medical Units (MMUs) and three Static Medical Units (SMUs) in Maharashtra, Uttarakhand and Madhya Pradesh. This year, one more MMU has been launched in Palghar district which will provide outreach health services in 11 villages to about 18,000 people.

The medical units are equipped with state-of-the-art technology, including cloud-based software to store patient information. Through Reliance managed hospitals, MMUs, SMUs and camps, over 5 lakh health consultations were provided this year. The total health consultations provided since inception are over 40 lakh. A survey found that the patients who availed services from SMUs and MMUs are highly satisfied with the healthcare providers, availability of diagnostic facilities and time spent by healthcare providers.

Healthcare for women and children

Through dedicated community initiatives, we aim to address the key health challenges of women and children including nutrition, anaemia, maternal health and improved menstrual hygiene. Under our newly initiated maternal and child health programme in the rural areas, we engage

community volunteers in planning and delivering the health needs of pregnant women and mothers. The programme has adopted a unique community engagement model where volunteers from the community are involved and empowered to provide basic healthcare services. These community volunteers called Swaasth Sanginis, who are mostly Accredited Social Health Activists (ASHAs) working for the public health systems, are trained and empowered to provide basic diagnostic services besides educating women on birth preparedness and complication readiness during maternity.

The nutrition intervention spread across 136 villages and 74 urban locations has screened 29,706 children under 5 years of age for malnutrition this year (42,528 screenings since inception). Of these, about 8 percent i.e. 2,217 children were identified malnourished and received treatment (3,511 treatments since inception). Over 33,958 women were screened for anaemia this year (45,979 screenings since inception). A study undertaken to evaluate the impact of nutrition intervention in the urban slums of Mumbai and Navi Mumbai shows a remarkable improvement in the health of children below five years. The study found that almost 56% of malnourished children showed an improvement in nutritional outcome while another 35% children got cured of malnutrition.

These findings demonstrate that the services provided through our health outreach programme were found beneficial to the marginalised urban population.

In FY 2016-17, the programme enrolled over 1,440 women for availing maternal health services (2,441 women since inception). Through the maternal health intervention, over 350 women were saved from high risk complications that could otherwise cause death.

The health professionals routinely conduct awareness campaigns on health and nutrition. This year, the campaign was scaled up through the use of technology in which Jio TV conferences were organised to provide information to the local communities. In collaboration with District Health Officials of Mallapuram, Kerala, a conference was organised to showcase the importance of immunisation and child health which drew a viewership of more than 1.5 lakh people. This conference was aimed at reducing diphtheria cases and improving immunisation rate among children in the district.

Illustration: Mission Zero Malnourishment Project

Action: We have set up a campaign at Nagothane to attain Zero Malnourishment in a public-private partnership programme. The project cycle involves networking with local teachers for identification of malnourished children, formal testing of blood, urine and X-Ray for identified children, medicines and nutritious food support, monthly paediatric check-ups, fortnightly progress monitoring and continuous analysis of the process.

Outcome: The project has identified and addressed malnutrition among 123 children across 44 villages of Roha and Pen Talukas.



Sir H. N. Reliance Foundation Hospital and Research Centre

Sir H. N. Reliance Foundation Hospital (RFH), in its 3rd year of operations is getting recognised and developed as a 'Center of Quality Care' in Mumbai. Inaugurated by Hon'ble Prime Minister Shri Narendra Modi, the hospital has crossed many medical milestones in its initial journey.



Sir H. N. Reliance Foundation Hospital and Research Centre

The hospital performed 3,415 surgeries this year and 608 Cathlab procedures with excellent outcomes. Recently, the hospital took a significant stride by starting the 'Organ Transplant' program. A large number of patients who required complex medical management have also been treated at the hospital. Some of these patients required high end equipment like ECHMO, which are not available in most hospitals.

In addition to providing world class medical services, the hospital believes that 'prevention is better than cure'. This year alone 7,210 medical screenings have been conducted. The hospital also organises health awareness & education programs. This year, the hospital organised 30 community awareness programs covering over 2,800 people. The hospital also organised 50 corporate health awareness talks, camps

and school screening camps covering over 4,800 people. As part of an ongoing Continued Medical Education Program (CME) the hospital organised 23 symposiums, workshops and seminars involving almost 2,400 doctors.

The hospital has provided medical benefits to more than 180 underprivileged individuals, besides providing 9,024 free OPD consultations, in the previous year. The services provided to these needy patients include specialised treatments including complex Pediatric Cardiac surgeries & Cancer therapies - true to its core value 'Respect for Life'.

With a commitment to its fundamental principle 'Patient First', the hospital has taken a number of initiatives to improve the hospital experience of the patients and their family members. Their visits to the hospital are substantially reduced by online availability of reports. Similarly, online registration and mobile application help find suitable doctors and get online appointments. An outstation clinic has also been opened in Surat in order to reach out and provide access to the best doctors for the patients coming from Gujarat.

The hospital is designed for highest international quality standards. It has been awarded "IGBC's LEED GOLD" certification for new construction by Indian Green Building Council (IGBC).



Sir H. N. Reliance Foundation Hospital
and Research Centre

Dhirubhai Ambani Hospital

The Dhirubhai Ambani Hospital at Lodhivali near Patalganga, is an 82-bed state-of-the-art hospital catering to the industrial and rural population in the Raigad district of Maharashtra. It has provided free outpatient and subsidised inpatient treatment to 2,211 patients during FY 2016-17. A majority of these patients include the underprivileged, senior citizens, traumatised victims from the economically weaker section of the society. Dhirubhai Ambani Hospital has one of the largest Anti-Retroviral Therapy (ART) centre, a major CSR initiative which caters to HIV affected patients. This ART centre has registered a total of 237 new persons with HIV AIDS during the reporting period (3,809 persons with HIV AIDS since inception). All these patients have been provided free consultation, counselling, investigation and treatment. During this period, 14,621 consultations were performed at the centre (1,26,280 consultations since inception).

Specialised care for HIV AIDS and Tuberculosis

We provide several HIV care services through specialised hospitals and different interventions including nutritional support to children, care and support to infected people, IEC sessions and testing camps for migrant workers, truck drivers and sex workers, etc. Our HIV & TB Control Centre at Mora village, Surat provides diagnostic and curative services to HIV AIDS patients. More than 3,300 infected patients have registered for treatment and over 12,000 patients have been examined in the year 2016-17.

Consecutively for the second year, we conducted a marriage bureau for individuals affected with HIV at Hazira ART centre. This year, over 230 people participated in this event from the surrounding communities of Gujarat, Rajasthan, Madhya Pradesh and Maharashtra.

For care and support of People Living with HIV (PLHIV), nutritional support has been provided to children infected with HIV through Reliance HIV & TB Control Centre at Hazira, Moti Khavdi Medical Centre at Jamnagar and in Gadimoga. This year, we provided nutritional kits to 410 children affected with HIV besides providing emotional and social care for their wellbeing through dedicated projects including HOPE, BalKalyan and Gift.

Through Khushi Clinic at truck parking area, all the truck drivers are checked for HIV Testing besides providing other facilities available including examination by doctors, outpatient management of patients, general awareness and counselling

on health, personal hygiene and de-addiction. About 3,400 truck drivers got benefitted through these services in the FY 2016-17. At Jamnagar, the Integrated Counselling and Testing Centre of Moti Khavdi Medical Centre has catered to 1,367 people this year.

Corneal Transplant Surgeries and Other Eye Care Services

We have been supporting visually impaired underprivileged people for the past 10 years through corneal transplant surgeries. The programme is partnering with the National Association for the Blind, Arvind Eye Hospital and Hyderabad Eye Institute and has supported 1,096 corneal transplants (15,824 corneal transplants since inception). Under this programme, we also organised a week-long Drishti Art and Essay Competition to increase awareness about the importance of eye donation which involved participation of about 10,000 people this year.

Through mobile eye clinics and special eye camps, we provided comprehensive eye care services across different locations registering over 19,500 people this year. In FY 2016-17, we conducted 26 eye camps through which about 7,300 individuals were screened for vision related problems.

Technology in Healthcare

We have entered into a collaboration with the University of Chicago to use technology based education, training, competency evaluation and clinical decision support. The collaboration

is aimed at improving clinical diagnosis and supporting doctors in real-time and evidence-based clinical decision-making. The programme uses cloud-based software applications to train medical professionals through virtual patients and state-of-the-art clinical reasoning tools. These tools will help reduce diagnostic errors and help in saving many more lives globally. Through this programme, we aim to enhance access to quality healthcare in India.

We implemented a project in Punjab for digitisation of Primary Health Centres (PHCs) of a block on a pilot basis. Reliance Jio has developed a health application which was used in this project. This application includes the Auxiliary Nurse Midwife (ANM) application used by the ANMs on Tablet, PHC application used by the doctors, pharmacists or at PHCs on desktop or laptop. Reliance Foundation's health team provided on-ground technical support in training, implementation & go live of the application to its end users in pilot area to get them acquainted and efficiently use the applications.

Strengthening of Health System

We are working towards improving the quality of health-care by strengthening the health systems. The programme initiated its activities by training the sanitary workers across different departments of Mahatma Gandhi Memorial Hospital of Warangal district, Telangana on management of bio-medical waste. The training covered aspects such as infection control practices and strengthening the systems within the hospital.

Education

We work on several initiatives towards providing quality education, training, skill enhancement for improving the quality of living and livelihood. Our initiatives in education are aimed at promoting primary and secondary education, enabling higher education through merit cum means scholarships, (including specially-abled) across the country. We intend to promote higher education by setting up and supporting universities, skill development and vocational training.



Children Benefitted from Education Programmes

Education Scholarship Programmes

We have been providing educational scholarships to students since 1996. In the 21st year of the Dhirubhai Ambani Scholarship programme, 437 meritorious students demonstrating financial needs across India were provided scholarships to pursue higher education (11,358 scholarships since inception).

Since inception, we have supported the upliftment of 13,100 meritorious children from poorer socioeconomic background through different education scholarship programmes.

Reliance Schools

A total of 13 **Reliance Foundation Schools** educating about 15,000 children are located in Jamnagar, Surat, Vadodara, Dahej, Lodhivali, Nagothane, Nagpur and Navi Mumbai. The schools offer education right from the kindergarten level to class 12 and are affiliated to CBSE, Gujarat State Board and Maharashtra State Board. In 2016, a new Reliance Foundation School providing pre-primary education was setup in Dahej.

A football tournament was organised between the six schools in Maharashtra, which received participation from 94 boys in the under-12 category. The event was designed to build and strengthen the school football teams and provide

a competitive environment to refine their talent. Besides this, an Art and Craft competition and exhibition was organised for these schools. The objective was to provide a platform for young artists to showcase their talent and to create meaningful conversations between art learners and educators.

Students of Reliance Foundation Schools continue to excel in academics, as well as co-scholastic, sporting and co-curricular pursuits. Most of the schools have reported 100 percent results in Class X and Class XII examinations, with one school achieving 100 percent distinctions in Class XII science stream. Students have also won several awards in various events at the district, state and national levels.

Dhirubhai Ambani International School (DAIS), Mumbai prepares students for the ICSE, the IGCSE and the IB Diploma examinations. The school is a member of the Cambridge International Primary Programme. The school provides world-class education to over 1,000 children and has 150 teachers with rich experience in national and international curricula. The students have consistently achieved outstanding results across all three curricula. In 2016, two students topped the world in Mathematics, one topped the world in Biology, and two students topped in India in various subjects. Over the years, DAIS has achieved the highest standard of excellence on all performance parameters. In 2016, Education World ranked DAIS as the best International school in India for the fourth consecutive year. DAIS has also been ranked the best ICSE school in India in the Education World Academic School Rankings, 2016. The Hindustan Times C fore School Survey, 2016 ranked DAIS the best school in Mumbai for the fourth time in five years. DAIS has also been recognised as the best school in academics in the country, with the conferment of the 'Excellence in Academics' award in the NDTV Education Awards 2016.

Illustration: Reliance Dhirubhai Ambani Protsaham Scheme

Action Taken: The Reliance Dhirubhai Ambani Protsaham Scheme was launched in the academic year 2008-09 in order to encourage the young, underprivileged and meritorious students to pursue their intermediate studies. The scheme facilitates qualifying students to get admissions in colleges of their choice for pursuing further education.

Outcome: This year, 91 students were benefitted from this scheme in Andhra Pradesh.



We are promoting **Digital Classrooms** to improve the teaching-learning processes and ensuring quality of education. This year, we have deployed digital classroom solutions in 100 schools across Andhra Pradesh and Gujarat. SCERT has used the setup to train more than 800 teachers virtually.

Reliance University

Work is in progress to set up a globally benchmarked, multi-disciplinary university in Maharashtra. It will provide an enabling environment and cutting-edge research facilities.

Education for all

With an objective of providing access to quality education to underprivileged children in India, we launched the Education for All initiative in 2010 with ardent support from Mumbai Indians. In 2017, the initiative is supporting twelve partner NGOs. With an objective to provide virtual learning experience to underprivileged children, a Digital Learning Van is launched this year. Since inception, the initiative has positively impacted the lives of about 1,00,000 underprivileged children.

Partnerships to Enhance Education

In partnership with Eklavya Foundation, we implemented a pilot project reaching out to 1,300 children in 41 villages of Madhya Pradesh to improve the learning abilities of children through Shiksha Protsahan Kendras (SPKs). By creating a positive and conducive learning environment, the programme addressed the bottlenecks in learning that most of the children have. An assessment done to review the intervention found active participation of children in SPKs and demonstrated the breakthrough they had from the programme to participate effectively in mainstream education.

At Jamnagar, a pilot program was designed to bridge the deficiency and to enhance the proficiency levels in schools. 'Functional English' supplementary classes and subjects such as science, maths are carried out in 3 schools at present, reaching out to about 1000 students. The unique aspect of the project is that a group of 33 lady volunteers (mostly educated homemakers and spouses of our employees) teach in schools under the guidance of an eminent educationist.

In another education initiative, we supported The Bombay Community Public Trust's English E-Teach (EET) project which aims to improve quality of English of poor children that can improve their employment opportunities. So far, the EET initiative has reached about two lakh children in Maharashtra.

Career and infrastructure support for education

For the betterment of education, we have provided infrastructure and other support such as seminars for preparing board exams, life planning education and career guidance sessions. This included 40 schools and 1,580 children from rural marginal households including tribal households. These events were appreciated by school principals, teachers and all parents, as they motivate students and encourage them to excel.

School infrastructure such as toilets, libraries, educational kits, etc. ensure children's attendance and regularity. To promote digital literacy in rural areas, we donated 288 computers to 48 schools spread across 29 villages of Jamnagar, Vadodara and Shahdol. About 6 schools were provided with RO plants to provide pure drinking water to around 1,100 students. Support has been extended to three schools to construct toilets which benefitted 169 students.

With a view to promote the well-being of children and women, we developed a model Anganwadi Centre at Gadimoga village in coordination with ICDS Department and UNICEF. We renovated the existing Panchayat Building as a model Anganwadi Centre. A nutrition garden was developed behind the Anganwadi Centre to create awareness among lactating mothers and pregnant women about the importance of nutritional food intake.

As a part of improving attendance in Government Schools and to support the Government efforts in providing quality education to children attending the schools, we distributed Education Kits every academic year to around 2,000 students belonging to 10 Schools in Gadimoga and Bhairavapalem Panchayats. A similar initiative was undertaken by the Vadodara Manufacturing division. Basic amenities like floor mats, green teaching boards for class rooms & sports kits were provided to primary schools. A total of 22 Primary Schools and 5,945 students were benefitted from this initiative.

Sports For Development

We promote health, fitness and an active lifestyle to bring about a positive change. We seek to enhance the skills and development of the youth through sports. Our key initiatives are aimed at using sports as a tool for development of students in both urban and rural settings to encourage learning and inculcate leadership among the youth through sports activities.

Reliance Foundation Youth Sports

Prime Minister Shri Narendra Modi and Minister of Youth Affairs and Sports Shri Vijay Goel, along with Smt Nita M Ambani, Founder and Chairperson of Reliance Foundation (RF), digitally linked 8 sports grounds at Kochi, Chennai, Goa, Mumbai, Delhi, Kolkata, Guwahati and Pune through a live broadcast in July 2016, to launch the Reliance Foundation Youth Sports (RFYS) programme. In his interaction with school children,



Shri Narendra Modi urged the nation to 'Play' and hailed the initiative as a unique step towards promoting culture of sports among youth.

In the inaugural year, RFYS promoted football competitions in 8 cities, for boys and girls separately. RF funded and developed the sports programmes, and created a talent scouting pool in all disciplines to provide scholarships to deserving children. The programme is aimed at promoting sports in more than 50 cities by 2020 and creating opportunities for youngsters to pursue sports as a career.

hone their skills with world-class facilities and best-in-class training. Under the programme, this year, 18 children were awarded scholarships to develop their football skills making the total scholarships 41. The programme provided exposure to children and coaches to advanced level sporting abilities and took them to six international football academies to compare their standards with the elite youth footballers across the world. In another initiative to promote football sports in rural areas, we distributed more than 34,500 footballs to over 6,520 village schools and youth clubs.

Reliance Foundation Jr. NBA Programme

The Reliance Foundation Jr. NBA programme is a comprehensive school-based youth basketball programme. The first phase of the programme started in 2013 and the second phase started in 2016. Together the programme has reached out to about 34 lakh youths across 18 cities in India since inception. Through this collaborative programme, we are committed to promote sports among millions of youths across the country. The programme promotes health, fitness and an active lifestyle through basketball and teaches values of the game such as teamwork, sacrifice, discipline, dedication and sportsmanship.

Reliance Foundation Young Champs Programme

Young Champs is a unique, full scholarship based, full-time residential football and education programme. It aims to provide aspiring football talents from across the country an opportunity to

Rural Sports

The rural sports initiative is being implemented in Madhya Pradesh enrolling over 1,500 children this year (over 4,000 children since inception). The initiative is aimed at empowering communities to improve education, health, gender equality and leadership qualities. This programme is run by the community members where youths volunteer to lead the activities.



Disaster Response

We have a track record of organising timely relief and rehabilitation of communities that are affected by natural calamities. We respond to the affected areas in a timely and impactful manner. Our initiatives in disaster response are aimed at building capacities of local communities and developing expertise and resources to respond to disaster.

Disaster Relief Measures-Technology Support in Flood Relief

In August and September 2016, for the first time, we experimented with the potential of technology solutions to address the aftermath of floods in Madhya Pradesh. Our aim was to disseminate information on several aspects related to compensation. This included the details of compensation available,



A community well comes to the rescue in parched Jalna, Maharashtra

procedures for availing it, etc. We also provided information on disease management of crops in the post flood scenario. As a part of this relief measure, 5,500 helpline calls were attended. More than 76,000 individuals were benefited from 78 different advisories provided through mobile phones. In addition to this, 21 multi-location audio and video conferences were organised using Jio's 4G network.

The direct intervention under flood relief also included disease prevention measures, distribution of wheat flour, distribution of gambusia affinis (mosquito fish species), conducting diagnostic camps for malaria, etc. Besides this, we used JioChat to co-ordinate our relief operations in the Chennai flood relief operations which involved bringing volunteers drawn from across businesses.

Mission Rahat - Drought Relief in Marathwada

As the Marathwada region suffered severe water crisis in the summer of 2016, we swiftly supported the 4 most distressed districts of the region – Latur, Hingoli, Jalna and Nanded with drinking water. We distributed over 60 million litres of drinking water to about 2.1 lakh people in 106 villages across these districts. This also helped

in reducing the woes of many local women who had to earlier travel long distances to fetch water. As a sustainable solution to the prolonged water crisis, our experts supported water development and conservation plans in all these 106 villages besides seeking implementation support from the Government and other agencies. Additionally, we extended our support in the rejuvenation of the Sona River by undertaking de-siltation of the river bed up to 2.5 lakh cubic metre, repairing 3 existing gate structures and construction of a new structure. This intervention created capacity of 15 lakh cubic metre for harvesting rainwater in the upcoming monsoon. The project ensured drinking water security for over 14,000 people living in and around the block. Additionally, the project assured irrigation for about 2,500 acres of land in 5 villages around Sona River.

To bring in synergy in the drought relief effort, we supported Sawali Trust to implement our Jalyuktashivar Project in Jalna and Aurangabad districts of Marathwada region. The project worked towards revival of a river passing through Pulamary tehsil of Aurangabad district and conducted excavation of about 8 kilometers aimed at addressing the water woes of people and livestock in six villages.

Illustration: Steering lives back to safety

Action: In November 2015, the ESSO-Indian National Centre for Ocean Information Services (INCOIS) and the India Meteorological Department (IMD) issued a joint bulletin with a cyclone alert in coastal Tamil Nadu warning fisher folk against venturing into the sea for a day. Kesavan, a fisherman, ventured into the sea to retrieve his boat anchored at the sea as it was his only source of livelihood. However, by the time Kesavan started moving the boat into the river, the wind had grown stronger and a stray rope got caught in the propeller of the boat, strangling him in the sea.



His efforts to contact his family members failed due to weak mobile signal. He then managed to contact Reliance Foundation Information Services (RF-IS). He conveyed the situation to them. RF-IS immediately informed his family members who also ventured into the sea to save him. However, due to strong winds they got stuck too.

Sensing the urgency of the situation RF-IS quickly arranged for two sturdy, well-equipped trawlers, and a small team of fishermen to save them. Kesavan, his 4 family members, and the two broken boats were finally rescued.

Outcome: RF gave timely assistance to Kesavan through its information services and rescued him and his family members.

Arts, Culture and Heritage

We work towards preserving the rich heritage, art and culture of India for its future generations and makes conscious efforts to ensure its continuity and enhance avenues for livelihood of traditional artisans and craftsmen. Our key initiatives are aimed at working towards protecting and promoting India's art, culture and heritage through various promotional and developmental projects and programmes, support and promotion of artists and craftsmen, promotion and preservation of traditional art and handicraft, documenting India's rich heritage for the benefit of future generations.



Abbaji Annual Concert 2017

We continued support to the annual concert "Abbaji" organised by Ustad Zakir Hussain. The concert featured renowned musicians who came together to pay tribute to the legendary Guru, Ustad Allah Rakha Khan.

Illustration: Support towards maintaining cultural heritage

Action Taken: To support the mission of Vadodara Municipal Corporation, our VMD team took an initiative for developing and landscaping the Channi Circle and maintenance of Manjalpur circle. Vad Sculpture is renowned as an architectural structure of Vadodara city. Our team also shifted the Vad Sculpture to Channi Circle.

Outcome: We are supporting the maintenance of Vad Sculpture which is a heritage of Vadodara city.



Illustration: Retail skilling for urban underprivileged candidates

Action Taken: A pool of young talent is being developed by us in urban areas to take up suitable jobs in retail stores across different companies.

Outcome: So far, over 1,600 individuals from the underprivileged segments including slums have been trained through the programme out of which 1,121 people were employed in retail stores.



Urban Renewal

We work on city-modernisation initiatives through our urban renewal programme in order to improve the quality of life and infrastructure in cities. The initiatives strive to enrich and improve public spaces to revitalise the ageing infrastructure and also provide newer facilities.

Infrastructure Development

In collaboration with Government of Gujarat, we constructed a cable suspension bridge “SudamaSetu” that connects River Gomati and Panchkui area. It is now facilitating the pilgrims to visit the Panchnad and Panchkui area, both believed to be dated and associated with the mythological history “Pandavas”.

Financial Literacy to Urban Women

For the financial empowerment of urban underprivileged women, we are working through our financial literacy programme which is aimed at making women living in slums financially literate and inculcate the habit of savings in them. Till date, the programme has trained over 7,500 women on aspects related to financial literacy.

Impacts of CSR Initiatives

Rural Transformation

- Enhanced income and livelihood of rural marginal and small farmers
- Increased employment opportunities
- Ensuring sustainable agricultural production with secured water needs
- Improved food and nutrition security, and eradication of hunger and malnutrition
- Creating value chain for agricultural produce
- Empowering women and ensuring gender equality in village development processes
- Improved health, hygiene and sanitation
- Ensuring financial security for underprivileged women
- Skill development for better employment opportunities
- Ensure access to affordable, reliable, sustainable and modern energy for all
- Promote peaceful and inclusive societies for long-term sustainable development
- Improved quality of life

Education Initiatives

- Addressing inequalities by providing education support to underprivileged students
- Enhanced quality of education and digital literacy among students
- Skill development enabling higher education opportunities
- Development of education infrastructure

Disaster Response

- Restoration of lives and communities in and around disaster-affected areas
- Empowerment of disaster-affected communities with knowledge on relief related services

Health

- Improved availability, accessibility and affordability of healthcare services
- Saving lives of mothers and children from preventable maternal deaths
- Improved care and support for the people affected by HIV
- Effective management of non-communicable diseases
- Lives of underprivileged communities enlightened through comprehensive eye-care services
- Addressing nutritional deficiencies for building healthy future
- Effective participation of women in improving health outcomes
- Improved health, hygiene and sanitation

Sports For Development

- Inculcating sports as a medium of development
- Development of leadership skills through sports
- Skill development of children and youth in building career in sports

Arts, Culture and Heritage

- Promotion of arts and culture
- Protection of Indian heritage

Urban Renewal

- Revitalisation of city infrastructure
- Infrastructure development in rural and urban areas
- Provide clean and safe environment



Annexures



Independent Assurance Statement



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

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

Independent Reasonable Assurance Statement to Reliance Industries Limited on their Sustainability Report for Financial Year 2016-17

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 for FY 2016-17 ('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 Standards of GRI including the oil and gas sector disclosures, American Petroleum Institute's International Petroleum Industry Environment Conservation Association (API/PIECA) guidelines, United Nations Global Compact (UNGC) principles, World Business Council for Sustainable Development (WBCSD) focus areas & National Voluntary Guidelines on Social Economic and Environmental responsibilities of business (NVG- SEE).

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 (Revised), 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 characteristics of relevance, completeness, reliability, neutrality and understandability.
- Type 2, High level assurance requirements of AA1000 Assurance Standard 2008 (AA1000AS 2008) by AccountAbility.
 - Under this standard, we have reviewed the nature and extent of adherence to the AA1000 AccountAbility Principles Standard 2008 (AA1000APS 2008) 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.

Boundary Scope and Limitations

- The scope of assurance covers the sustainability performance of RIL's manufacturing divisions, refineries, exploration and production in India; business divisions namely chemicals; fibre intermediates; petroleum; polyester; polymers; Reliance Foundation and corporate office at Reliance Corporate Park Navi Mumbai, for the period 01 April 2016 to 31 March 2017.
- 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 disclosures subject to assurance as per the GRI Standards were as follows:

General Disclosures

- Organizational Profile – 102-1-102-4, 102-6 – 102-8, 102-11-102-13
- Strategy – 102-14-102-15
- Ethics and Integrity – 102-16
- Governance – 102-18 – 102-20, 102-23, 102-26, 102-32
- Stakeholder Engagement – 102-40 – 102-44
- Reporting Practice – 102-45- 102-56

Management Approach: 103-1-103-3

Specific Disclosures

Economic

- Economic Performance: 201-2
- Indirect Economic Impacts: 203-1-203-2
- Anti-Corruption: 205-1-205-3

Environmental

- Energy: 302-4
- Biodiversity: 304-1-304-4, OG4
- Effluents and Waste: 306-1-306-5, OG5-OG-7
- Environmental Compliance: 307-1

Social

- Employment: 401-1-401-3
- Labour/ Management Relations: 402-1
- Occupational Health and Safety: 403-1, 403-3, 403-4
- Training and Education: 404-1-404-3
- Diversity and Equal Opportunity: 405-1
- Child Labor: 408-1
- Forced or Compulsory Labor: 409-1
- Local Communities: 413-1-413-2, OG10-OG11
- Customer Health and Safety: 416-1-416-2
- Marketing and Labelling: 417-1-417-2
- Socio Economic Compliance: 419-1

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 controls relevant to the preparation 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 Standards and the AA1000 AccountAbility Standard 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 manufacturing locations and at the corporate office to understand the risks 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 2016-17 and included in the Report.
- Verification of key performance data through site visits to manufacturing units at Barabanki, Dahej, Hazira, Hoshiarpur, Jamnagar DTA, Jamnagar SEZ, Nagothane, 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 desk review of key performance data from Shahdol.

Appropriate documentary evidences were obtained to support our conclusions on the information and data verified. Where such documentary evidences could not be collected due to sensitive nature of the 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 Standards including the 'Oil and Gas Sector Supplement' and covers RIL's sustainability performance covering its operations as mentioned in the boundary, scope and limitations.
- 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 and 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 issues across economic, environmental and social aspects. The methodology of materiality determination used for the Report considers the perspectives of senior executives 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 responds 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 its sites and has plans to conduct periodic internal assurance.

Independence

The assurance was conducted by a multidisciplinary team of KPMG including professionals with suitable skills and experience in auditing environmental, social and economic information in line with the requirements of the ISAE 3000 (Revised) and AA1000AS (2008) standards. 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 December 2017

GRI Content Index



GRI Content Index for 'In Accordance' Comprehensive option

GRI Standard	Disclosure	Page Number	Omissions
GRI 101: Foundation 2016 (GRI 101 does not include any disclosures)			
General Disclosures			
GRI 102: General Disclosures 2016	Organizational profile		
	102-1 Name of the organization	Page No 13	
	102-2 Activities, brands, products, and services	Page No 13,16	
	102-3 Location of headquarters	Page No192	
	102-4 Location of operations	Page No 37	
	102-5 Ownership and legal form	RIL Annual Report- Page No 213	
	102-6 Markets served	RIL Annual Report- Page No 140-141	
	102-7 Scale of the organization	Page No 13, 16, 81, 83, 129 RIL Annual Report- Page No 56	
	102-8 Information on employees and other workers	Page No 81, 83, 87	
	102-9 Supply chain	Page No 119-121	
	102-10 Significant changes to the organization and its supply chain	Page No 36	
	102-11 Precautionary Principle or approach	Page No 66	
	102-12 External initiatives	Page No 35	
	102-13 Membership of associations	Page No 57	
	Strategy		
	102-14 Statement from senior decision-maker	Page No 10-11	
	102-15 Key impacts, risks, and opportunities	Page No 24-25, 29-30, 61-63, 155 RIL Annual Report- Page No 3, 58, 59, 120, 127, 143, 149, 150, 153-160	
	Ethics and integrity		
	102-16 Values, principles, standards, and norms of behavior	Page No 8-9, 44, 65-66 RIL Annual Report Page 460	
	102-17 Mechanisms for advice and concerns about ethics	Page No 65-66 RIL Annual Report Page No197-198	

GRI Standard	Disclosure	Page Number	Omissions
GRI 102: General Disclosures 2016	Governance		
	102-18 Governance structure	Page No 54-56	
	102-19 Delegating authority	Page No 56-57	
	102-20 Executive-level responsibility for economic, environmental, and social topics	Page No 56 RIL Annual Report Page No 197-198	
	102-21 Consulting stakeholders on economic, environmental, and social topics	Page No 39 RIL Annual Report Page No 199-200	
	102-22 Composition of the highest governance body and its committees	Page No 54-56 RIL Annual Report Page No 200	
	102-23 Chair of the highest governance body	Page No 54, 56	
	102-24 Nominating and selecting the highest governance body	RIL Annual Report Page No 205-207	
	102-25 Conflicts of interest	RIL Annual Report Page No 210	
	102-26 Role of highest governance body in setting purpose, values, and strategy	RIL Annual Report Page No 198-199	
	102-27 Collective knowledge of highest governance body	RIL Annual Report Page No 207-208	
	102-28 Evaluating the highest governance body's performance	RIL Annual Report Page No 206	
	102-29 Identifying and managing economic, environmental, and social impacts	RIL Annual Report Page No 198-199	
	102-30 Effectiveness of risk management processes	Page No 63	
	102-31 Review of economic, environmental, and social topics	Page No 56	
	102-32 Highest governance body's role in sustainability reporting	Page No 10-11, 56-57	
	102-33 Communicating critical concerns	Page No 39	
	102-34 Nature and total number of critical concerns	Page No 56-57 RIL AR - Page No 185	
	102-35 Remuneration policies	RIL Annual Report - Page No 209-212	
	102-36 Process for determining remuneration	RIL Annual Report - Page No 209-211	
	102-37 Stakeholders' involvement in remuneration	RIL Annual Report - Page No 209-212	
	102-38 Annual total compensation ratio	RIL Annual Report - Page No 209-212	
	102-39 Percentage increase in annual total compensation ratio	RIL Annual Report - Page No 209-212	
	Stakeholder engagement		
	102-40 List of stakeholder groups	Page No 39	
	102-41 Collective bargaining agreements	Page No 85	
	102-42 Identifying and selecting stakeholders	Page No 39	

GRI Standard	Disclosure	Page Number	Omissions
GRI 102: General Disclosures 2016	102-43 Approach to stakeholder engagement	Page No 39-41	
	102-44 Key topics and concerns raised	Page No 39-41	
	Reporting practice		
	102-45 Entities included in the consolidated financial statements	RIL Annual Report - Page No 252-257	
	102-46 Defining report content and topic Boundaries	Page 35-36, 43-44, 46-47	
	102-47 List of material topics	Page No 36	
	102-48 Restatements of information	Page No 36	
	102-49 Changes in reporting	Page No 36	
	102-50 Reporting period	Page No 35	
	102-51 Date of most recent report	Page No 35	
	102-52 Reporting cycle	Page No 35	
	102-53 Contact point for questions regarding the report	Page No 36	
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Comprehensive option	
	102-55 GRI content index	Page No 160	
	102-56 External assurance	Page No 158-159	
Material Topics			
GRI 201: Economic performance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Page No.47	
	103-2 The management approach & its components	Page No 47, 129-131	
	103-3 Evaluation of the management approach	Page No 56	
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	Page No 129	
	201-2 Financial implications and other risks and opportunities due to climate change	Page No 71-72	
	201-3 Defined benefit plan obligations and other retirement plans	Page No 131	
	201-4 Financial assistance received from government	Page No 129	
GRI 203: Indirect economic impacts			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Page No 47	
	103-2 The management approach & its components	Page No 47, 129-131, 139-140, 155	
	103-3 Evaluation of the management approach	Page No 56	

GRI Standard	Disclosure	Page Number	Omissions
GRI 203: Indirect Economic impacts 2016	203-1 Infrastructure investments & services supported	Page No 139-140, 155	
	203-2 Significant indirect economic impacts	Page No 139-140, 155	
GRI 204: Procurement practices			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Page No 47	
	103-2 The management approach & its components	Page No 47, 119-121	
	103-3 Evaluation of the management approach	Page No 56	
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	Page 120	
GRI 205: Anti-corruption			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 47	
	103-2 The management approach & its components	Page No 47, 65-66	
	103-3 Evaluation of the management approach	Page No 56	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Page No 66	
	205-2 Communication and training about anti-corruption policies and procedures	Page No 66	
	205-3 Confirmed incidents of corruption and actions taken	Page No 66	
GRI 301: Materials			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No. 46	
	103-2 The management approach and its components	Page No 46, 115-116	
	103-3 Evaluation of the management approach	Page No 56	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Page No. 115-116	
	301-2 Recycled input materials used	Page No. 115-116	
	301-3 Reclaimed products & their packaging materials	Page No. 116	
	OG-1 Volume and Type of estimated proved reserves and production	Page No. 115-116	
GRI 302: Energy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 46	
	103-2 The management approach and its components	Page No 46, 71-73	
	103-3 Evaluation of the management approach	Page No 56	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Page No 71-73	
	302-2 Energy consumption outside of the organization	Page No 71-73	

GRI Standard	Disclosure	Page Number	Omissions	
GRI 302: Energy 2016	302-3 Energy intensity	Page No 73		
	302-4 Reduction of energy consumption	Page No 71, 73		
	302-5 Reductions in energy requirements of products and services	Page No 71		
	OG-2 Total amount invested in renewable energy	Page No 72		
	OG-3 Total amount of renewable energy generated by source	Page No 72		
GRI 303: Water				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 46		
	103-2 The management approach and its components	Page No 46, 75, 77		
	103-3 Evaluation of the management approach	Page No 56		
GRI 303: Water 2016	303-1 Water withdrawal by source		Information unavailable: Due to expansion of projects at multiple sites, we are unable to segregate the data on a standalone basis within the reporting boundary. The information will be available within the next 2 years.	
	303-2 Water sources significantly affected by withdrawal of water	Page No 75, 77		
	303-3 Water recycled and reused	Page No 75, 77		
GRI 304: Biodiversity				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 46,76		
	103-2 The management approach & its components	Page No 46,76		
	103-3 Evaluation of the management approach	Page No 56		
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Page No 76		
	304-2 Significant impacts of activities, products, and services on biodiversity	Page No 76		
	304-3 Habitats protected or restored	Page No 76		
	304-4 IUCN Red List species & national conservation list species with habitats in areas affected by operations	Page No 76		
	OG-4 Number & percentage of significant operating sites in which biodiversity risk has been assessed and monitored	Page No 76		
GRI 305: Emissions				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 46		
	103-2 The management approach and its components	Page No 46, 71-73, 77		
	103-3 Evaluation of the management approach	Page No 56		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions		Information unavailable: Due to expansion of projects at multiple sites, we are unable to segregate the data on a standalone basis within the reporting boundary. The information will be available within the next 2 years.	

GRI Standard	Disclosure	Page Number	Omissions
	305-2 Energy indirect (Scope 2) GHG emissions		
	305-3 Other indirect (Scope 3) GHG emissions		
	305-4 GHG emissions intensity		
	305-5 Reduction of GHG emissions		
	305-6 Emissions of ozone-depleting substances (ODS)	Page No 77	
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Page No 77	

GRI 306: Effluents and waste

GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No. 46	
	103-2 The management approach & its components	Page No. 46, 75-77	
	103-3 Evaluation of the management approach	Page No. 56	
GRI 306: Effluents and waste 2016	306-1 Water discharge by quality and destination	Page No 76-77	
	306-2 Waste by type and disposal method	Page No 76-77	
	306-3 Significant spills	Page No 77	
	306-4 Transport of hazardous waste	Page No 77	
	306-5 Water bodies affected by water discharges and/or runoff	Page No 75	
	OG-5 Volume and disposal of formation or produced water	Page No 75	
Sector specific aspect: Effluent and waste 2016	OG-6 Volume of flared and vented hydrocarbon	Page No 76	
	OG-7 Amount of drilling waste (drill mud & cutting) and strategies for treatment and disposal	Page No 75	

GRI 307: Environmental compliance

GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 46	
	103-2 The management approach and its components	Page No 46, 66	
	103-3 Evaluation of the management approach	Page No 56	
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	Page No 66	

GRI 401: Employment

GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 47	
	103-2 The management approach and its components	Page No 47, 81-83, 87	
	103-3 Evaluation of the management approach	Page No 56	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Page No 83	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page No 131	
	401-3 Parental leave	Page No 87	

GRI Standard	Disclosure	Page Number	Omissions
GRI 402: Labor management relations			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 47	
	103-2 The management approach and its components	Page No 47,81-82, 85-86	
	103-3 Evaluation of the management approach	Page No 56	
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Page No 85	

GRI 403: Occupational Health & Safety			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 46	
	103-2 The management approach and its components	Page No 46, 89-92	
	103-3 Evaluation of the management approach	Page No 56	
GRI 403: Occupational health and safety 2016	403-1 Workers representation in formal joint management-worker health and safety committees	Page No 90	
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Page No 92	Information unavailable: Due to expansion of projects at multiple sites, we are unable to segregate the data on a standalone basis within the reporting boundary. The information will be available within the next 2 years.
	403-3 Workers with high incidence or high risk of diseases related to their occupation	Page No 92	
	403-4 Health and safety topics covered in formal agreements with trade unions	Page No 85	

GRI 404: Training and Education			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 47	
	103-2 The management approach and its components	Page No 47, 82-83, 87	
	103-3 Evaluation of the management approach	Page No 56	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Page No 82,87	
	404-2 Programs for upgrading employee skills and transition assistance programs	Page No 82, 84-86	
	404-3 Percentage of employees receiving regular performance and career development reviews	Page No 86	

GRI 405: Diversity and Equal opportunity			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 47	
	103-2 The management approach and its components	Page No 47, 81-83	
	103-3 Evaluation of the management approach	Page No 56	
GRI 405: Diversity and Equal opportunity 2016	405-1 Diversity of governance bodies and employees	Page No 54-55, 81-83	
	405-2 Ratio of basic salary and remuneration of women to men	Page No 81	

GRI Standard	Disclosure	Page Number	Omissions
GRI 408: Child labor			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 47	
	103-2 The management approach and its components	Page No 47, 85	
	103-3 Evaluation of the management approach	Page No 56	
GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Page No 85, 119	
GRI 409: Forced or compulsory labor			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 47	
	103-2 The management approach and its components	Page No 47, 85	
	103-3 Evaluation of the management approach	Page No 56	
GRI 409: Forced or Compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Page No 85, 119	
GRI 413: Local communities			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 47	
	103-2 The management approach & its components	Page No 47, 139-140	
	103-3 Evaluation of the management approach	Page No 56	
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Page No 139-140, 155	
	413-2 Operations with significant actual and potential negative impacts on local communities	Page No 139	
GRI 414: Supplier social assessment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 47	
	103-2 The management approach and its components	Page No 47, 119-121	
	103-3 Evaluation of the management approach	Page No 56	
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	Page No 119	
	414-2 Negative social impacts in the supply chain and actions taken	Page No 119	
GRI 416: Customer health and safety			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 46	
	103-2 The management approach & its components	Page No 46, 135-137	
	103-3 Evaluation of the management approach	Page No 56	
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Page No 135	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Page No 135	





GRI Standard	Disclosure	Page Number	Omissions
GRI 417: Marketing and labeling			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 46	
	103-2 The management approach & its components	Page No 46, 135-137	
	103-3 Evaluation of the management approach	Page No 56	
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Page No 135-136	
	417-2 Incidents of non-compliance concerning product and service information and labeling	Page No 136	
	417-3 Incidents of non-compliance concerning marketing communications	Page No 136	
GRI 419: Socio-economic compliance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 47	
	103-2 The management approach and its components	Page No 47, 65-66	
	103-3 Evaluation of the management approach	Page No 56	
GRI 419: Socio economic compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	Page No 66	
Asset Utilisation and Reliable Operations*			
Management Approach	Management approach	Page No 46, 109-111	
Security and Asset Protection*			
Management Approach	Management approach	Page No 47, 123-124	
Fuel Security*			
Management Approach	Management approach	Page No 46, 115-116	





*Non GRI Topic






Content Index- IPIECA/UNGC/NVG-SEE

Report Section	IPIECA/API	UNGC	NVG-SEE	Page No.
Theme				
Vision, Mission and Values				
Message from the CMD				
Organizational Profile				
Product Flow Chart				
Our Value Chain				
Business Model–Value creation				
Business Model–Integrated approach				
Strategy and framework				
Report Scope and Boundary				
Engaging with Our Stakeholders	SE1, SE16		Principle 4	
Our Materiality Assessment Process				
Performance on commitments				
Disclosure on management approach		Principle 1		
Corporate Governance				
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Ethics, Integrity and Compliance	SE11, SE12, SE14	Principle 2, Principle 10	Principle 1, Principle 7	
Energy Efficiency of Operations	E1, E2, E3, E4	Principle 8, Principle 9		
Managing Environmental Impact	E5, E6, E7, E8, E9, E10	Principle 7, Principle 8		
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Health & Safety	HS1, HS2, HS3, HS5			
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Research and Technology				
Asset Utilisation and Reliable Operations				
Raw Material Security		Principle 8		
Supply Chain Management				
Security and Asset Protection				
Economic Performance				
Customer Satisfaction		Principle 2,	Principle 9	
Community Development	SE1, SE4, SE8, SE9, SE10, SE15, SE16, SE17, SE18	Principle 3, Principle 4, Principle 5	Principle 3, Principle 5, Principle 6, Principle 8	
Independent Assurance Statement				
GRI Standards Content Index				
Sustainable Development Goals				
UNGC – Communication on progress				
Content index - IPIECA/UNGC/NVG	SE2, SE3, SE5, SE6, SE7, SE13			
The World Business Council for Sustainable development				
Business Responsibility Risk (BRR) 2015-16 linkage				
Awards & Recognition				
Energy Saving initiatives				

Linkage of the 17 Sustainable Development Goals adopted at the United Nations Sustainable Development Summit

Sustainable Development Goals	Business Responsibility Report	GRI Indicators	Case Studies
<div>  </div> <div> 1 NO POVERTY </div> <div> End poverty in all its forms everywhere </div>	<div> NVG8 </div> <div> Businesses should support inclusive growth and equitable development </div>	<div> 413-2, 202-1,103-2, 203-2 </div>	<ul style="list-style-type: none"> • Transition from a contract labourer to a self-sustained farmer • Touching and transforming lives of marginalised communities
<div>  </div> <div> 2 ZERO HUNGER </div> <div> End hunger, achieve food security & improved nutrition and promote sustainable agriculture </div>	<div> NVG2 </div> <div> Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle </div> <div> NVG8 </div> <div> Businesses should support inclusive growth and equitable development </div>	<div> 203-2, 413-2, 411-1, 201-1, 203-1, </div>	<ul style="list-style-type: none"> • Mission Zero Malnourishment project • Transition from a contract labourer to a self-sustained farmer
<div>  </div> <div> 3 GOOD HEALTH AND WELL-BEING </div> <div> Ensure healthy lives and promote well-being for all at all ages </div>	<div> NVG3 </div> <div> Businesses should promote the well-being of all employees </div>	<div> 203-2, 305-1, 305-2, 305-3, 305-6, 305-7, 403-2, 403-3, 306-1, 306-2, 306-3, 306-4, OG5, OG7 </div>	<ul style="list-style-type: none"> • Mission Zero Malnourishment project • Monitoring Reliance Employee Health index • Elimination of safety hazard through process modification • Promoting Safety & Operational Risk culture amongst contract workforce
<div>  </div> <div> 4 QUALITY EDUCATION </div> <div> Ensure inclusive & equitable quality education and promote lifelong learning opportunities for all </div>	<div> NVG8 </div> <div> Businesses should support inclusive growth and equitable development </div>	<div> 102-27,404-1 </div>	<ul style="list-style-type: none"> • Empowering women to emerge as a role model • Reliance Dhirubhai Ambani Protsaham Scheme

Sustainable Development Goals	Business Responsibility Report	GRI Indicators	Case Studies
 <p>5 GENDER EQUALITY</p> <p>Achieve gender equality and empower all women and girls</p>	<p>NVG5</p> <p>Businesses should respect and promote human rights</p>	<p>103-2, 202-1, 405-2, 401-1, 404-1, 404-3, 405-1, 201-1, 203-1, 406-1, 401-3, 102-22, 102-24, 405-1, 414-1, 414-2</p>	<ul style="list-style-type: none"> • Empowering women to emerge as a role model • Empowering women on financial management and decision making
 <p>6 CLEAN WATER AND SANITATION</p> <p>Ensure availability and sustainable management of water and sanitation for all</p>	<p>NVG6</p> <p>Businesses should respect, protect and make efforts to restore the environment</p>	<p>303-1, 303-2, 303-3, 304-1, 304-2, 304-3, 304-4, 306-1, 306-2, 306-3, 306-5, OG5, OG7, OG13,</p>	<ul style="list-style-type: none"> • Enhanced recycling through advanced water treatment technologies
 <p>7 AFFORDABLE AND CLEAN ENERGY</p> <p>Ensure access to affordable, reliable, sustainable and modern energy for all</p>	<p>NVG2</p> <p>Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle</p> <p>NVG6</p> <p>Businesses should respect, protect and make efforts to restore the environment</p>	<p>302-1, 302-2, 302-3, 302-4, 302-5, 201-1, 203-1, 302-1, 302-2, OG3</p>	<ul style="list-style-type: none"> • Retrofit of Energy Efficient Equipment • Enhancing Energy Efficiency beyond Designed Specifications • Throughput Enhancement through Retrofitting
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p> <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>	<p>NVG3</p> <p>Businesses should promote the well-being of all employees</p>	<p>408-1, 203-2, 405-1, 201-1, 401-2, 103-2, 201-1, 409-1, 404-1, 404-2, 404-3, 102-8, 202-2, 401-1, 302-1, 302-2, 302-3, 302-4, 302-5, 405-2, 102-41, 407-1, 203-2, 414-1, 414-2, 402-1, 301-1, 301-2, 406-1, 403-1, 403-2, 403-3, 403-4, 401-3, 301-3, 303-3, 401-1, OG5, OG13</p>	<ul style="list-style-type: none"> • Enhancing recovery in E&P • Enhancing Vinyl Chloride Monomer (VCM) through resource optimisation beyond original design standards • Creating value out of waste • Reducing material intensity through 100% recycled products • Process modification beyond design for reduced chemical consumption • Relwood™ – Innovating Sustainable Product development for wood replacement • Empowering women to emerge as a role model • Retail skilling for urban underprivileged candidates • Empowering women on financial management & decision making • Ultimate Pitch-Collaborating with 30 leading B-Schools • Driverless GST & GST for millions

Sustainable Development Goals	Business Responsibility Report	GRI Indicators	Case Studies
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> <p>Build resilient infrastructure, promote sustainable industrialisation and foster innovation</p>	<p>NVG6</p> <p>Businesses should respect, protect and make efforts to restore the environment</p>	<p>201-1, 203-1,</p>	<ul style="list-style-type: none"> • Reduced HSE risks through CASHe • Innovation in Machinery Repair • Reducing separation cycle time • Partnering for innovation • Facilities optimisation for ethane pipeline project • Monitoring Equipment Health through SmartSignal • Digitisation of Equipment Inspection • Enabling innovations-Mission Kurukshetra
 <p>10 REDUCED INEQUALITIES</p> <p>Reduce inequality within and among countries</p>	<p>NVG5</p> <p>Businesses should respect and promote human rights</p>	<p>203-2, 405-2</p>	<ul style="list-style-type: none"> • Empowering women to emerge as a role model • Retail skilling for urban underprivileged candidates • Empowering women on financial management and decision making
 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p> <p>Make cities and human settlement inclusive, safe, resilient and sustainable</p>	<p>NVG9</p> <p>Businesses should engage with and provide value to their customers and consumers in a responsible manner</p>	<p>203-1, OG-13</p>	<ul style="list-style-type: none"> • Support towards maintaining cultural heritage
 <p>12 RESPONSIBLE CONSUMPTION & PRODUCTION</p> <p>Ensure sustainable consumption & production patterns</p>	<p>NVG2</p> <p>Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle</p> <p>NVG9</p> <p>Businesses should engage with and provide value to their customers and consumers in a responsible manner</p>	<p>301-1, 301-2, 302-1, 302-2, 302-3, 302-4, 302-5, 305-1, 305-2, 305-3, 305-6, 305-7, 306-1, OG-6, 303-3, 306-4, 204-1, 417-1, 301-3, 306-3, 302-1, 302-2, 306-2, 306-4</p>	<ul style="list-style-type: none"> • Enhancing Vinyl Chloride Monomer (VCM) through resource optimisation • Creating value out of waste • Reducing material intensity through 100% recycled products • Process modification beyond design for reduced chemical consumption • Relwood™ – Innovating Sustainable Product development for wood replacement
 <p>13 CLIMATE ACTION</p> <p>Take urgent actions to combat climate change and its impacts*</p>	<p>NVG6</p> <p>Businesses should respect, protect and make efforts to restore the environment</p>	<p>304-1, 304-2, 304-3, 304-4, 305-1, 305-2, 305-3, 305-4, 305-5, 305-7, 305-7, 306-1, 306-3, 306-5</p>	<ul style="list-style-type: none"> • Information services protecting fisher folks from adverse sea conditions

**Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.*

Sustainable Development Goals	Business Responsibility Report	GRI Indicators	Case Studies
 <p>14 LIFE BELOW WATER</p> <p>Conserve and sustainably use the oceans, seas and marine resources for sustainable development</p>	<p>NVG6</p> <p>Businesses should respect, protect and make efforts to restore the environment</p>	<p>304-1, 304-2, 304-3, 304-4, 305-1, 305-2, 305-3, 305-4, 305-5, 305-7, 306-3, 306-5</p>	<ul style="list-style-type: none"> • Support towards maintaining cultural heritage
 <p>15 LIFE ON LAND</p> <p>Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</p>	<p>NVG6</p> <p>Businesses should respect, protect and make efforts to restore the environment</p>	<p>304-1 304-2, 304-3, 304-4, 305-1, 305-2, 305-3, 305-4, 305-5, 305-7, 306-3, 306-5</p>	
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p> <p>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels</p>	<p>NVG1</p> <p>Businesses should conduct and govern themselves with Ethics, Transparency and Accountability</p> <p>NVG4</p> <p>Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised</p> <p>NVG7</p> <p>Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner</p>	<p>205-1, 205-2, 205-3, 307-1, 102-16, 102-17, 102-21, 102-22, 102-24, 102-29, 102-37, 103-2, 408-1, 417-1, 417-2, 410-1, 418-1, 406-1</p>	<ul style="list-style-type: none"> • Integrating Values and Behaviours
 <p>17 PARTNERSHIPS FOR THE GOALS</p> <p>Strengthen the means of implementation and revitalise the global partnership for sustainable development</p>	<p>NVG7</p> <p>Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner</p>	<p>203-2</p>	<ul style="list-style-type: none"> • New Distribution Model for Lubes Business (Relstar) • Ultimate Pitch-Collaborating with 30 leading B-Schools • Partnering for Innovation

UNGC- Communication on Progress

Global Compact Principles		Our response
Human Rights	Support and respect the protection of internationally proclaimed human rights within the business’ sphere of influence.	We recognise and accept our responsibility to uphold human rights at the workplace and its sphere of influence. We comply with all labour laws formulated by the Constitution of India. Our grievance mechanism is equipped to address all employee grievances related to work environment and company policies.
	Ensure that the business is not complicit in human rights abuses	
Labor Standards	Uphold the freedom of association and effective recognition of the right to collective bargaining.	We exercise freedom of association and comply with all the regulations enacted by Government of India developed to address labour issues. We have trade unions representing workers and disputes are dealt in accordance with the Industrial Disputes Act of 1947. There has been no loss of workdays during FY 2016-17 on account of any labour dispute.
	Uphold the elimination of all forms of forced and compulsory labor. Uphold the effective abolition of child labor. Uphold the elimination of discrimination in respect of employment and occupation.	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 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.

Global Compact Principles		Our response
Environment	Support a precautionary approach to environmental challenges	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. Our manufacturing plants are ISO 14001:2004 certified and have specific goals and targets which are monitored at regular intervals.
	Undertake initiatives to promote greater environmental responsibility	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.
	Encourage the development and diffusion of environmentally-friendly technologies.	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)
Anti-Corruption	Work against all forms of corruption, including extortion and bribery.	<p>Our Code of Conduct defines our commitment of conducting business with due regard to the interests of our stakeholders and also the environment. Further, the Code of Conduct and Ethics Policy cover such issues as bribery & 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>





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

Section A: General Information About The Company

Disclosures	Information/Reference sections																
Corporate Identity Number (CIN) of the Company	L17110MH1973PLC019786																
Name of the Company	Reliance Industries Limited																
Registered Address	3rd Floor, Maker Chambers IV, 222, Nariman Point, Mumbai - 400 021, India																
Website	www.ril.com																
E-mail id	investor_relations@ril.com																
Financial Year Reported	2016-17																
Sector(s) that the Company is engaged in (industrial activity code-wise)	Refining, Petrochemicals (Polymers, Polyester and Fibre Intermediates), Exploration and Production of Oil & Gas and Textiles.																
	<table> <tr> <th>Industrial Group</th><th>Description</th></tr> <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> </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
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																
	As per National Industrial Classification – The Ministry of Statistics and Programme Implementation																
Key Products of the Company	RIL Annual Report: Manufactured Capital Page No. 140-141																
Number of operational locations & markets served	RIL Annual Report: Manufactured Capital Page No. 140-141																
	RIL Annual Report: Corporate Governance Report Page No. 218																

Section B: Financial Details of The Company

Disclosures	Information/Reference sections
Paid up Capital	₹3,251 crore
Total Turnover	₹2,65,041 crore
Total profit after taxes	₹31,425 crore
Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2.13%
List of activities in which expenditure in above mentioned disclosures has been incurred	Report on Corporate Social Responsibility RIL Annual Report: Page No. 166-167

SECTION C: OTHER DETAILS

Disclosures	Information/Reference sections
Participation of Subsidiary companies or any other entities in RIL's BR initiatives.	<p>The number of RIL's subsidiary companies as on 31st March, 2017 is 94. RIL undertakes various Business Responsibility (BR) initiatives throughout the year and encourages its subsidiary companies to participate in its group-wide BR initiatives on several topics. All subsidiaries are aligned with the Group's CSR agenda and philosophy which gets implemented through the Reliance Foundation. During FY 2016-17, RIL's operating subsidiaries and associates like Reliance Retail Limited, Reliance Corporate IT Park Limited etc. participated in various initiatives across several areas which includes promotion of health care, promoting education, cleanliness drives, rural development etc.</p> <p>As part of its BR initiatives, RIL collaborates with relevant stakeholders like suppliers, distributors, local communities, government and other entities in the value chain.</p>

SECTION D: BR INFORMATION

Disclosures	Information/Reference sections															
1. DETAILS OF DIRECTOR/DIRECTORS RESPONSIBLE FOR BR																
a. Details of the Director/ Directors responsible for implementation of the BR policy/policies	<div>The Corporate Social Responsibility and Governance (CSR&G) Committee of the board of Directors is responsible for implementation of BR policies.</div> <div>The members of the CSR&G Committee include:</div> <table><tr><th>DIN Number</th><th>Name</th><th>Designation</th></tr><tr><td>00001879</td><td>Shri Yogendra P. Trivedi (Chairman)</td><td>Independent Director</td></tr><tr><td>00001620</td><td>Shri Nikhil R. Meswani</td><td>Executive Director</td></tr><tr><td>00001982</td><td>Dr. Dharam Vir Kapur</td><td>Independent Director</td></tr><tr><td>00074119</td><td>Dr. Raghunath A. Mashelkar</td><td>Independent Director</td></tr></table>	DIN Number	Name	Designation	00001879	Shri Yogendra P. Trivedi (Chairman)	Independent Director	00001620	Shri Nikhil R. Meswani	Executive Director	00001982	Dr. Dharam Vir Kapur	Independent Director	00074119	Dr. Raghunath A. Mashelkar	Independent Director
DIN Number	Name	Designation														
00001879	Shri Yogendra P. Trivedi (Chairman)	Independent Director														
00001620	Shri Nikhil R. Meswani	Executive Director														
00001982	Dr. Dharam Vir Kapur	Independent Director														
00074119	Dr. Raghunath A. Mashelkar	Independent Director														
b. Details of the BR head	<div>Details of the BR head</div> <table><tr><th colspan="2">Particulars Details</th></tr><tr><td>DIN Number (if applicable)</td><td>00001879</td></tr><tr><td>Name</td><td>Shri Yogendra P. Trivedi</td></tr><tr><td>Designation</td><td>Independent Director</td></tr><tr><td>Telephone Number</td><td>022 – 2284 2463</td></tr><tr><td>E-mail ID</td><td>trivedi_yogendra@yahoo.co.in</td></tr></table>	Particulars Details		DIN Number (if applicable)	00001879	Name	Shri Yogendra P. Trivedi	Designation	Independent Director	Telephone Number	022 – 2284 2463	E-mail ID	trivedi_yogendra@yahoo.co.in			
Particulars Details																
DIN Number (if applicable)	00001879															
Name	Shri Yogendra P. Trivedi															
Designation	Independent Director															
Telephone Number	022 – 2284 2463															
E-mail ID	trivedi_yogendra@yahoo.co.in															
2. Governance Related to BR																
Frequency of assessing BRR performance	RIL assesses its BRR performance annually.															
Frequency of publishing a Sustainability Report and hyperlink for the same	RIL publishes Sustainability Report annually. Hyperlink for the report http://www.ril.com/Sustainability/CorporateSustainability.aspx															

Principle - Wise As Per National Voluntary Guidelines (NVGS) BR Policy/Policies (Reply in Y/N)

Sl. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have policy/policies for...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	Has the policy been formulated in consultation with relevant stakeholders?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	Does the policy conform to any national/international standards? If yes, specify. (The policies are based on NVG, in addition to conformance to the spirit of international standards like ISO 9000, ISO 14000, OHSAS 18000, UNGC guidelines and ILO principles)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	Has the policy been approved by the Board? If yes, has it been signed by the MD/owner/CEO/ appropriate Board Director?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	Indicate the link to view the policy online	Please refer NOTE* for web link of policies and Annexure 3 for linkages of these policies with NVG principles.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to RIL's key internal stakeholders. The BR policies are communicated through this report. Besides, the Company continues to explore other formal channels to communicate more with relevant stakeholders.								
8	Does the Company have in-house structure to implement its policy/policies?	Yes, the CSR&G Committee of the Board of Directors is responsible for the implementation of RIL's policies.								
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to policy/policies?	Yes, any grievance or feedback related to the policies can be sent to investor_relations@ril.com. CSR&G Committee of the Board of Directors is responsible for addressing stakeholder concerns related to BR policies.								
10	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	The BR policy is evaluated internally. Policies pertaining to health, safety and environment have been audited externally by DNV.								

Note*:

LINKS

1. Environment Policy:

<http://www.ril.com/Sustainability/HealthSafety.aspx>

2. Health, Safety and Environment Policy:

<http://www.ril.com/Sustainability/HealthSafety.aspx>

3. Corporate Social Responsibility Policy:

<http://www.ril.com/getattachment/d5fd70ef-e019-47e5-bb83-de2077874505/Corporate-Social-Responsibility-Policy.aspx>

4. Our Code:

<http://www.ril.com/getattachment/ee7b0fc7-e62e-4132-a69d-2f52f82e605b/Our-Code.aspx>

5. Code of Conduct:

<http://www.ril.com/getattachment/3724d19a-8a2b-4a6e-898a-a5c7f01aaf01/Code-of-Conduct.aspx>

6. Values & Behaviours:

<http://www.ril.com/getattachment/04fad041-a37a-42f8-85f8-6ed19be58602/Values-and-Behaviours.aspx>

Linkage of Policies of RIL With BR Principles as Per NVG

Principle No.	NVG Principle	Reference Document	Reference Section
1	Ethics, Transparency and Accountability	Code of Conduct	Section 2, 3, 5 and 7
		Values and Behaviours	Customer Value
		Our Code	Section 3
2	Products life cycle sustainability	Code of Conduct	Section 6
		Values and Behaviours	Customer Value
		Corporate Social Responsibility Policy	Section 3
		Health, Safety & Environment	Policy Please refer page no 183 for web link
3	Employees' well-being	Code of Conduct	Section 3, 4, 6 and 8
		Values and Behaviours	Excellence Value
4	Stakeholder engagement	Code of Conduct	Section 5 and 6
		Our Code	Section 5
		Corporate Social Responsibility Policy	Section 3
5	Human rights	Code of Conduct	Section 6 and 8
		Our Code	Section 5
6	Environment	Corporate Social Responsibility Policy	Section 3
		Environment Policy	Please refer page no 183 for web link
7	Policy advocacy	Code of Conduct	Section 5 and 6
8	Inclusive growth	Our Code	Section 5
		Health, Safety & Environment Policy	Please refer page no 183 for web link
		Corporate Social Responsibility Policy	Section 3
9	Customer value	Values and Behaviours	Customer Value
		Our Code	Section 2 and 5
		Code of Conduct	Section 5
		Corporate Social Responsibility Policy	Section 3

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1: Ethics, Transparency and Accountability

Disclosures	Information/Reference sections
Coverage of Code of Conduct policy and details of stakeholder complaints received and resolved in FY 2016-17.	Human capital Page no. 125-126
	Corporate Governance Report Page no. 197-198
	For Investor grievances please refer to Corporate Governance Report Report Page no. 207
	During FY 2016-17, 2,005 customer grievances were received, of which 1,940 were successfully resolved by 31st March, 2017. Subsequently, most of these complaints have been resolved.

Principle 2: Products Life Cycle Sustainability

Disclosures	Information/Reference Sections
Products and services incorporating environmental and social risks	RIL Annual Report: Manufactured capital Page no. 140-141
Recycled products and waste	RIL Annual Report: Natural capital Page no. 117-120
Procedures for sustainable sourcing and procuring goods and services from small and local vendors	RIL Annual Report: Social and Relationship capital Page no. 146

Principle 3: Employees' Well-Being

Disclosures	Information/Reference Sections
Total workforce by various indicators of diversity (e.g. gender, physical disability, contract type etc.) and efforts for their skill enhancement	At RIL, 84.42% of its permanent employees received safety and skill up-gradation trainings during the year, while 83.18% of the women employees received trainings through classroom, as well as web-based training programmes. Out of 71 permanent employees with disabilities, 39.24 % received safety and skill up-gradation trainings. All the employees of RIL participate in safety related training and activities. RIL Annual Report: Human capital Page no. 122-127
Workforce representation and grievance redressal	RIL Annual Report: Human capital Page no. 126

Principle 4: Stakeholder Engagement

Disclosures	Information/Reference Sections
Identification and engagement with stakeholders including the vulnerable and marginalised groups	RIL Annual Report: Report on Corporate Social Responsibility Page no. 164-179 RIL Annual Report: Social and Relationship capital Page no. 145

Principle 5: Human Rights

Disclosures	Information/Reference Sections
Company's policy and practices for addressing human rights concerns	RIL Annual Report: Human capital Page no. 125-126

Principle 6: Environment

Disclosures	Information/Reference Sections
Company's policies and practices for environmental protection including use of clean technologies, resource conservation and climate change adaptation and mitigation	RIL Annual Report: Natural capital Page no. 114-120 RIL Annual Report: Board's Report Page no. 246-248
Ensuring compliance to environmental regulations	RIL Annual Report: Natural capital Page no. 120

Principle 7: Policy Advocacy

Disclosures	Information/Reference Sections
Responsible policy advocacy in collaboration with policymakers	RIL Annual Report: Social and Relationship capital Page no. 148

Principle 8: Inclusive Growth

Disclosures	Information/Reference Sections
Details of the Company's community development initiatives including financial contribution and ensuring long term sustainability of projects	RIL Annual Report: Report on Corporate Social Responsibility Page no. 165-179 RIL Annual Report: Social and Relationship capital Page no. 148-149 RIL Annual Report: Board's Report Page no. 233-241 In FY 2016-17, RIL has spent ₹659 crore on community development initiatives.

Principle 9: Customer Value

Disclosures	Information/Reference Sections
Ensuring customer satisfaction while conforming to regulatory requirements	RIL Annual Report: Social and Relationship capital Page no. 146 For customer complaints refer Business Responsibility Report Principle 1: Ethics, Transparency and Accountability Page no. 185

Awards and Recognition

Some of the major awards and recognitions conferred during FY 2016-17 are:

LEADERSHIP



Reliance Foundation Chairperson Smt. Nita M. Ambani became the first Indian woman member of the International Olympic Committee (IOC).

Shri Mukesh D. Ambani has entered the Light Reading's 'Hall of Fame 2017' that recognises individuals for their contribution to the global communications industry.

RIL was conferred the Dun and Bradstreet Corporate Award 2016 for leading the Oil-refining and Marketing business in India.

Shri Mukesh D. Ambani ranked first by India Today in the definitive list of India's 50 most powerful.

Shri Mukesh D. Ambani is the only Indian on Forbes Global Game Changers List for 2017.

Smt. Nita M. Ambani felicitated by Metropolitan Museum of Art for her philanthropic work.

HUMAN RESOURCES

Awarded National Institute of Personnel Management award for best HR practices 2016.

Received Greentech Gold award for best HR strategy 2016.

Awarded Golden peacock award for HR excellence 2016.

RIL won Golden Peacock National Training award 2017.

Reliance debuts in LinkedIn 'Top companies -where India wants to work' list-2017.

PROJECT MANAGEMENT

Received Global Performance Excellence Award-2016 from Asia Pacific Quality Organisation, Philippines.

Won the Award in "Cost Optimisation Category" at "Manufacturing Today - Reinventing the Future - 2016".

QUALITY

Received 'Par excellence' award in 30th National convention on Quality concepts – NCQC 2016.

"Quality Achievements Award 2016" in Gold Category by ESQR (European Society for Quality Research) at Quality Awards function held in UK.



Winner of nine 'Par excellence' and 'Excellence' awards at National level Quality concepts competition – NCQC 2016.

Received Golden Peacock National Quality Award 2016.

"The Majestic Five Continents Award for Quality & Excellence 2016" at a function held in Germany.

Received Gold award for Quality control in Polyester manufacturing at ICQCC, Bangkok.

ENERGY & WATER CONSERVATION/ EFFICIENCY

Received Excellent Energy Efficiency Unit Award at CII's 17th National Award for Excellence in Energy Management.

Received 17th Annual Greentech Environment Platinum Award 2017.

Won CII "Excellent Energy Efficient Unit" Award - 2016.

Won National energy conservation award 2016 by Bureau of Energy Efficiency (BEE).

Received Indian Chemical Council (ICC) award for excellence in energy conservation and management.

TECHNOLOGY, PATENTS, R&D AND INNOVATION

Recron GreenGold fibre has been certified as 'Greenest Textile fibre in the World' by SGS Hong Kong.	Winner of IP Business Congress Asia Elite award 2016 from Intellectual Asset Management (IAM).	Winner of North American Maintenance Excellence Award for Process Manufacturing 2016.
Development of Recron Recosilk first time in the world in Polyester manufacturing plant.	Won The Australasian Maintenance Excellence Award 2016 from SIRF business network, Australia.	Received IMC Ram Krishna Bajaj National Quality Performance Excellence Trophy 2016 in the Manufacturing Category.

HEALTH, SAFETY & ENVIRONMENT

Winner of the first Healthy Workplace Platinum 2016 Award instituted by the Arogya World India Trust and Public Health Foundation of India.	Won Golden peacock award for Occupational Health & Safety 2016.	Won Greentech Safety "Gold" Award 2016.
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RETAIL

Great Place to Work Institute and Retailers Association of India (RAI) have recognised Reliance Retail as the great place to work for in retail industry in India in 2016.	Won 'Silver W3 Award' for creative excellence on the web by the Academy of Interactive in 2016.	Reliance Footprint was awarded Retailer of the Year - Non Apparel/ Footwear at Retail Asia Congress Awards 2016.
Reliance Jewels receives the "Jewellery Brand of the Year" award at 94.3 My FM & Stars of the Industry Jewellery Awards 2016.	Received Visual Arts and wins 'Excellence in Digital Experience' award in SAP Ace Awards 2016.	

JIO

Reliance Jio Infocomm Ltd. (RJIL) was conferred a special award for its staff-related practices by the Society for Human Resource management in 2016.	Reliance Jio Infocomm Ltd. ("Jio") and Samsung Electronics Co. Ltd. ("Samsung"), won the "Best Mobile Innovation for Emerging Markets" for Social and Economic Development from Global Mobile Awards 2017 at Mobile World Congress 2017.
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CAPITAL RESOURCES

Trade Finance – Deal of the Year 2016; Reliance VLEC Deal	TXF Perfect 10 Top Deal of 2016 - Best Overall ECA/Project Finance Deal of the Year; Reliance VLEC Deal	GTF – Shipping Debt Deal of the Year Asia – 2016; Reliance VLEC Deal
Corporate Treasurer award for the best Trade Finance strategy	2016 Deal of the Year Award: ECA – East from Marine Money, Reliance VLEC Deal	The Asset – Best Transport Deal – 2016; Reliance VLEC Deal

CORPORATE SOCIAL RESPONSIBILITY

CORPORATE SOCIAL RESPONSIBILITY		
Winner of India CSR Awards 2016 for Best Documentary Film.	Won 'First ICSI CSR Excellence Award 2016' by The Institute of Company Secretaries of India.	"Best use of CSR practices in Manufacturing award 2016" at Asia Best CSR practices awards function held in Singapore.
Winner of India CSR Awards 2016 for Water Conservation efforts.	Received "Best ART (Anti-Retroviral Therapy) Centre Award" by Gujarat State AIDS Control Society.	
Winner of India CSR Awards 2016 for Agriculture Development.		

STAINABILITY

Winner of Golden peacock award for Sustainability 2016.	Won the best "Sustainable Corporate of the year" 2017 at Sustainability 4.0 awards by Frost and Sullivan and TERI
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Energy Saving Initiatives

Refining and Marketing



Jamnagar manufacturing division (DTA)

- Installation of heat recovery system from flue gasses to preheat combustion air for three heaters in Coker plant and increase heater efficiency.
- Increased heat recovery from Naphtha Splitter (NS) bottom stream to High Pressure Boiler Feed Water (HP-BFW) and reduce Medium Pressure (MP) steam consumption.
- Installation of new flue gas cooler in Fluid Catalytic Cracker Unit (FCCU) resulting in additional steam generation.
- Reduction of power recovery train wind-milling steam with low pressure steam line modification.
- Increased heat recovery from Clarified Slurry Oil (CSO) and Light Cycle Oil (LCO) streams to preheat cold feed and boiler feed water by modifying heat exchanger network in FCCU.
- Increased heat recovery from Hydrogen plant to preheat Boiler Feed Water.
- Naphtha Splitter column is refurbished with divided wall column technology to reduce energy consumption in distillation.
- Routing propylene from Propylene Recovery unit (PRU) directly to Polypropylene (PP) unit and reduce pumping power consumption.
- Medium Pressure Boiler Feed Water (MP-BFW) preheating by heat recovery from by Ortho-Xylene product.

Jamnagar manufacturing division (SEZ)

- Installation of heat exchanger to increase medium pressure steam generation in Diesel Hydro Desulfurisation unit.
- Increased heat recovery from Clarified Slurry Oil (CSO) and Light Cycle Oil (LCO) streams to preheat cold feed and boiler feed water by modifying heat exchanger network in FCCU and reducing steam consumption. Refurbishment of the Platformer heater in Heavy Naphtha Unionfining Unit (HNUU) resulting in increased heat recovery from flue gasses.

Petrochemicals

Hazira manufacturing division

- Combustion and air optimisation in cracker furnaces by reducing lower speed limit of the Induced Draft (ID) fan, resulting in fuel gas consumption reduction.
- Reflux flow optimisation and pressure reduction in Benzene Column resulted in Medium Pressure (MP) steam consumption reduction in Aromatics plant.
- Installation of new pressure control system in benzene tower for reduction of medium pressure steam in aromatics plant.
- Stoppage of cooling tower fan in butane plant resulted in power consumption reduction.
- Installation of Advanced Process Control (APC) in butane-1 plant resulted in reduced steam consumption.
- Reflux optimisation in Para Di-ethyl benzene plant resulted in High Pressure (HP) steam consumption reduction in Aromatics plant.
- Reduction in Low Pressure (LP) steam consumption by increasing heat recovery via Solvent Exchanger in Butadiene plant.
- Installation of additional LP steam pipelines to increase Steam export from Purified Terephthalic Acid plant (PTA).
- Installation of flash vessel to generate Intermediate Pressure (IP) steam from High Pressure (HP) condensate.
- Installation of high efficiency air preheater for hot-oil vaporiser resulting in reduction of fuel gas consumption in Poly-Ethylene (PE) Plant.
- Provision of soft switch in Styrene Butadiene Rubber (SBR) unit for operating dryer conveyor during cleaning resulting in power consumption reduction.
- Reduction in diameter of Vinyl Chloride Monomer (VCM) hi-boil column bottom-up pump impeller resulted in power reduction.

- Impeller replacement and corrosion proof coating in cooling tower pumps resulted in efficiency improvement and reduction in power consumption.
- Effluent recycle from Demineralisation plant to Demineralisation Reverse osmosis resulted in reduction of filter water consumption.
- Replacement of DH Column Fin Fan condenser blades with high efficiency fans to reduce power consumption.

Vadodara manufacturing division

- Drying column feed preheating with column bottom product resulted in steam consumption reduction.
- Control system modification in deaerator of Gas Turbine Power Plant (GTPP) to increase heat recovery from Poly-Butadiene Rubber (PBR) plant and reduce steam consumption.

Dahej manufacturing division

- Installation of Hydraulic Power Recovery Turbine (HPRT) to generate electrical power from hydraulic pressure reduction.
- Interconnected High Pressure (HP) and Low Pressure (LP) air headers to reduce air venting and to stop one air compressor.
- Power consumption reduction by stoppage of one amine booster pump in Ethylene Propylene Recovery Unit (EPRU)
- Refurbishment of condensate stripper in Gas Cracker Unit (GCU) for reduced steam and power consumption.
- Installation of closed loop condensate system at GCU for increased recovery of condensate.

Nagothane manufacturing division

- Low pressure condensate recovery in the Gas Cracker (GC)
- Optimisation of the main steam header pressure at Captive Power Plant (CPP).

- Installed a small air compressor and switched-off of a bigger compressor to avoid venting and reduce power consumption.
- Stoppage of nitrogen compressor in Air Separation Plant through improved Nitrogen stock Management to reduce power consumption.

Patalganga manufacturing division

- Refurbishment of Air Pre-Heater (APH) of the back end heaters in Linear Alkyl Benzene (LAB) plant to reduce fuel consumption.
- Replacement of burner tips with new energy efficient ones in stripper reboiler furnace of Para-Xylene (PX) plant and increase furnace efficiency.
- Replacement of internal packings of paraffin column in Linear Alkyl Benzene plant and reduce energy consumption in the distillation column reboiler.

Other initiatives taken at various manufacturing divisions

- Replacement of old motors with Energy efficient motors in Barabanki and Hoshiarpur Manufacturing Divisions.
- Replacement of Fluorescent tube lights with LED lights in Barabanki and Naroda Manufacturing Divisions.
- Installations of an Energy efficient boiler & air compressor to replace old ones for saving energy at Naroda Manufacturing Division.

Steps taken by the Company for utilising alternate sources of energy

- Rooftop solar photo voltaic projects are being installed across RIL manufacturing units.
- Innovative applications of renewable energy such as solar thermal integration with manufacturing processes, biomass co-firing etc. are being evaluated.
- Biogas generation facilities being installed at various sites to process organic waste.



Abbreviations

International Integrated Reporting Framework	<IR>	Earnings per Share	EPS
Accredited Social Health Activists	ASHAs	Employee Adoption Drive	EAD
The American Chemistry Council	ACC	English E-Teach	EET
American Fuel & Petrochemical Manufacturers	AFPM	Ethane Propane Recovery Unit	EPRU
American Petroleum Institute	API	European Petrochemicals Association	EPCA
Anti-Retroviral Therapy	ART	Export Credit Agencies	ECA
Artificial Intelligence	A.I.	Federation of Indian Chambers of Commerce and Industry	FICCI
Associated Chambers of Commerce and Industry of India	ASSOCHAM	Financial Management System	FMS
Association of Oil and Gas Operators in India	AOGO	Floating Production, Storage and Offloading	FPSO
Association Of Synthetic Fibre Industry	ASFI	Function Risk & Assurance Committees	FRAC
Auxiliary Nurse Midwife	ANM	Gas Gathering Station	GGs
Bharat-India-Jodo	BIJ	Government of India	GoI
Business Responsibility	BR	Government of Maharashtra	GoM
Business Risk and Assurance Committees	BRAC	Greenhouse Gas	GHG
Business-to-Business-to-Consumer	B2B2C	Giga Joule	GJ
Carbon dioxide	CO ₂	Gross Refinery Margin	GRM
Career Acceleration Program	CAP	Group Essentials	GE
Certified Emission Reductions	CERs	Gujarat Ecological Commission	GEC
Chairman and Managing Director	CMD	Gulf Petrochemicals & Chemicals Association	GPCA
Change Agents for Safety Health and Environment	CASHe	Health Management System	HMS
Chemicals and Petroleum Manufacturers Association	CPMA	Health, Safety and Environment	HSE
Coal Bed Methane	CBM	Health, Safety, Security & Environment	HSSE
Confederation of Indian Industry	CII	Highway Addressable Remote Transducer	HART
Continued Medical Education	CME	Hydraulic Power Recovery Turbine	HPRT
Continuous Improvement	CI	India Meteorological Department	IMD
Corporate Social Responsibility	CSR	Indian Chemical Council	ICC
Corporate Social Responsibility and Governance	CSR&G	Indian Green Building Council	IGBC
Customer Relation Meets	CRM	Indian National Centre for Ocean Information Services	INCOIS
Cu.M	Cubic Meter	Induced Draft	ID
Define Discover Develop Demonstrate	D4	Industrial Internet of things	IIoT
Dhirubhai Ambani International School	DAIS	International Integrated Reporting Council	IIRC
Don't Scratch Your Head	DSYH	International Labour Organization	ILO
		International Organization for Standardization	ISO

International Petroleum Industry Environmental Conservation Association	IPIECA	Refining And Marketing	R&M
Internet of Things	IoT	Registration, Evaluation, Authorisation and Restriction of Chemical's	REACH
Joint Commission International	JCI	Reliance Employee and Family Emergency Response Services	REFERS
Leadership Expectations	L&E	Reliance Foundation	RF
Life Cycle Assessment	LCA	Reliance Foundation Hospital	RFH
Light Emitting Diode	LED	Reliance Foundation Information Services	RF-IS
Long Term Evolution	LTE	Reliance Foundation Youth Sports	RFYS
Long-Range Ultrasonic Testing	LRUT	Reliance Innovation Council	RIC
LTE using Frequency Division Duplex	LTEFDD	Reliance Innovation Leadership Centre	RIL-C
LTE using Time Division Duplex	LTETDD	Reliance Management System	RMS
Media and Entertainment	M&E	Reliance Nutrition Gardens	RNGs
Million Barrels of Crude Per Day	MMBPD	Risk Management Framework	RMF
Mobile Medical Units	MMUs	Safety and Operational Risk	S&OR
National Centre for Marine Biodiversity	NCMB	SCALE, IMPACT and SUSTAINABILITY	SIS
National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business	NVG-SEE	Secured Connected System	SCS
New Product Development and Introduction	NPDI	Shiksha Protsahan Kendras	SPKs
Occupational Health and Safety Assessment Series	OHSAS	Small and Medium-sized Enterprises	SMEs
Occupational Health Centres	OHCs	Static Medical Units	SMUs
Open Defecation Free	ODF	Sustainable Development Goals	SDGs
Operating Management System	OMS	Task Based Health Risk Assessment	TBHRA
Oxides of Nitrogen	NOx	Total Particulate Matter	TPM
Oxides of Sulphur	SOx	United Nations Framework Convention on Climate Change	UNFCCC
Ozone Depleting Substances	ODS	United Nations Global Compact	UNGC
People Living with HIV	PLHIV	Values & Behaviors	V&B
People Management System	PMS	Very Large Crude Carriers	VLCC
Photo-Bioreactor	PBR	Very Large Ethane Carrier	VLEC
Polypropylene	PP	Village Associations	VAs
Process Hazard Analysis	PHA	Vinyl Chloride Monomer	VCM
Procure to Pay Cycle	P2P	Volatile Organic Compounds	VOCs
Proof of Concepts	PoCs	Work life Improvement for Safety and Health	WISH
Quantity Risk Assessment	QRA	World Business Council for Sustainable Development	WBCSD
Radio-Frequency Identification	RFID	World Economic Forum	WEF
		Year on Year	y-o-y

Feedback Form

This is our 13th 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?

☐ Very good ☐ Good ☐ Average ☐ Poor ☐ Very poor

2. Please give your feedback to the following aspects:

a. Data availability	Very good	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	Very poor	<input type="checkbox"/>
b. Coverage	Very good	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	Very poor	<input type="checkbox"/>
c. Reader friendliness	Very good	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	Very poor	<input type="checkbox"/>

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

☐ Very good ☐ Good ☐ Average ☐ Poor ☐ Very 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



Sir H.N. Reliance Foundation Hospital and Research Centre

State-of-the-Art Planning, Design, Architecture and Infrastructure

The hospital conforms to AIA design standards, ASHARE for HVAC, NFPA for Medical Gases, the American Disability Act, AERB for Radiation & Nuclear Medicine, and the Drug Controller of India for the Blood Bank.

Cutting-Edge Technology, Equipment and Resources

The OT Complex is truly 'modular', built to manage infection, increase productivity, and adapt to future technology changes. Emergency Medical Services examines and treats patients all in one place. Imaging modalities reduce radiation doses. The state-of-the-art CT scan (which reduces radiation exposure) is Asia's first, and the world's fifth. India's first Pneumatic Tube system transports medicines and materials, while separate, parallel lines carry Bio-Medical Wastes.

High-Quality Care with No Differentiation in Service

Clinical care across the hospital is standardised, and transcends socio-economic status. The hospital is Mumbai's first to offer self-contained rooms (toilets, showers, rest areas for relatives) to indigent and subsidised patients.

Scalable, Multi-Use In-Patient and Isolation Rooms

The In-Patient rooms are designed with the capability to convert to a single-room step-down ICU. Dedicated Isolation Rooms have been planned across in-patient floors to accommodate patients with special requirements.

Fully-Digitised, Instant Access to Patient Medical Records

The seamless integration of all radiology equipment, HIS (Hospital Information Systems) and the PACS (Picture Archiving and Communication System) ensures real-time transfer of data and reports across hospital systems.

National & International Green Building Conformance

The hospital harvests rainwater, re-uses water for flushing after STP treatment, generate hot water from waste heat and uses energy-efficient devices. It is the first hospital to introduce mega AHUs. Sir H N Hospital is the largest LEED Gold rated Green Hospital in Mumbai.



Largest Gold Certified
Green Hospital in Mumbai



RESPECT FOR LIFE



Registered Office:
3rd Floor, Maker Chambers IV, 222, Nariman Point, Mumbai 400 021, India.
Tel.: +91-22-2278 5000 | Fax: +91-22-2278 5111
<http://www.ril.com>