Business Responsibility Report

Section A: General Information about the Company

1. Corporate Identity Number (CIN) of the Company: L17110MH1973PLC019786
2. Name of the Company: Reliance Industries Limited
3. Registered address: 3rd Floor, Maker Chambers IV, 222, Nariman Point, Mumbai 400 021, India
4. Website: www.ril.com
5. E-mail id: sustainability.report@ril.com
6. Financial Year reported: 2013-14
7. Sector(s) that the Company is engaged in (industrial activity code-wise):
   - Exploration and Production of Oil and Gas, Refining, Petrochemicals (Polymers, Polyester and fibre intermediates) and Textiles

<table>
<thead>
<tr>
<th>Industrial Group</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>061</td>
<td>Extraction of crude petroleum</td>
</tr>
<tr>
<td>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>
<tr>
<td>192</td>
<td>Manufacture of refined petroleum products</td>
</tr>
<tr>
<td>201</td>
<td>Manufacture of basic chemicals, fertilizers and nitrogen compounds, plastic and synthetic rubber in primary forms</td>
</tr>
<tr>
<td>203</td>
<td>Manufacture of man-made fibres</td>
</tr>
</tbody>
</table>

   As per National Industrial Classification – Ministry of Statistics and Programme Implementation

8. List three key products/services that the Company manufactures/provides (as in balance sheet):
   - Transportation Fuels
   - Polymers
   - Polyester Fibre

9. Total number of locations where business activity is undertaken by the Company:
   - Number of National Locations: RIL has business activity carried out in over 50 domestic locations. The manufacturing divisions are at Allahabad, Barabanki, Dahej, Hazira, Hoshiarpur, Jamnagar, Nagothane, Nagpur, Naroda, Patalganga, Silvassa and Vadodara. The Exploration and Production (E&P) units are at KG-D6 – Gadimoga and Panna-Mukta-Tapti. Besides, there are CBM Blocks and various regional marketing offices.

10. Markets served by the Company – Local/State/National/International: In addition to serving Indian markets, RIL exported to 123 countries worldwide during FY 2013-14.

Section B: Financial Details of the Company

1. Paid up capital (INR): 3,232 crore
2. Total turnover (INR): 4,01,302 crore
3. Total profit after taxes (INR): 21,984 crore
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%): 3.24%
5. List of activities in which the CSR expenditures have been incurred:
   The major areas in which the above expenditure has been incurred includes education, healthcare, livelihood support, rural development, heritage conservation, environment and safety initiatives for the community.

CSR Expenditure

3.24% of profit after tax
Spent on Corporate Social Responsibility
Section C: Other Details

1. Subsidiary Company/Companies
   The number of RIL’s subsidiary Companies as on 31st March, 2014 was 103.

2. Participation of Subsidiary Company/Companies in the BR Initiatives of the parent company
   RIL encourages its subsidiary companies to participate in its group-wide Business Responsibility (BR) initiatives on several topics. All subsidiaries are aligned to the activities under the aegis of Reliance Foundation. RIL’s subsidiaries like Reliance Retail Limited and Reliance Trading Limited have taken part in initiatives across several areas during FY 2013-14. The areas are farm engagement activities, training and skill development of youth, community connect activities and promotion of education, etc.

3. Participation and percentage of participation of other entity/entities (e.g. suppliers, distributors, etc.) that the Company does business with, in the BR initiatives of the Company
   RIL collaborates with all relevant stakeholders as part of the BR initiatives of the company. This includes suppliers, distributors, local communities, government and other entities in the value chain. Considering the spread of RIL’s value chain, at present the number of entities who directly participate in the BR initiatives would be less than 30%.

Section D: BR Information

1. Details of Director/Directors responsible for BR
   a) Details of the Director/Directors responsible for implementation of the BR policy/policies
      The Corporate Social Responsibility and Governance (CSR&G) Committee of the Board of Directors is responsible for implementation of BR policies. The following are the members of the CSR&G Committee:

      - DIN Number: 00001879
        Name: Shri Yogendra P. Trivedi (Chairman)
        Designation: Independent Director
      - DIN Number: 00001620
        Name: Shri Nikhil R. Meswani
        Designation: Executive Director
      - DIN Number: 00001982
        Name: Dr. Dharam Vir Kapur
        Designation: Independent Director
      - DIN Number: 00074119
        Name: Dr. Raghunath A. Mashelkar
        Designation: Independent Director

   b) Details of the BR Head
      
      | Particulars | Details |
      |-------------|---------|
      | DIN Number  | 00001879|
      | Name        | Shri Yogendra P. Trivedi |
      | Designation | Independent Director |
      | Telephone Number | 022 - 2363 3600 |
      | E-mail id   | trivedi_yogendra@yahoo.co.in |

2. Principle-wise (as per NVGs) BR policy/policies
   (Reply in Y/N)

   P1– Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
   P2– Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
   P3– Businesses should promote the well-being of all employees
   P4– Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised
   P5– Businesses should respect and promote human rights
   P6– Businesses should respect, protect, and make efforts to restore the environment
   P7– Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
   P8– Businesses should support inclusive growth and equitable development
   P9– Businesses should engage with, and provide value to their customers and consumers in a responsible manner
Business Responsibility Report (Continued)

<table>
<thead>
<tr>
<th>Questions</th>
<th>P1</th>
<th>P2</th>
<th>P3</th>
<th>P4</th>
<th>P5</th>
<th>P6</th>
<th>P7</th>
<th>P8</th>
<th>P9</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have policy/policies for....</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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</tr>
<tr>
<td>Has the policy being formulated in consultation with relevant stakeholders?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>Does the policy conform to any national/international standards? If yes, specify? (The policies are based on NVG-guidelines in addition to conformance to the spirit of international standards like ISO 9000, ISO 14000, OHSAS 18000, UNGC guidelines and ILO principles)</td>
<td>Y</td>
<td>Y</td>
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<td>Y</td>
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<tr>
<td>Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/appropriate Board Director?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>Does the Company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<td>Y</td>
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<tr>
<td>Indicate the link for the policy to be viewed online?</td>
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<td><a href="http://www.ril.com/html/aboutus/sustainability_report.html">http://www.ril.com/html/aboutus/sustainability_report.html</a></td>
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<tr>
<td>Has the policy been formally communicated to all relevant internal and external stakeholders?</td>
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<tr>
<td>Does the Company have in-house structure to implement the policy/policies?</td>
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<tr>
<td>Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders’ grievances related to policy/policies?</td>
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<tr>
<td>Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?</td>
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</table>

1The policy is embedded in the Environment policy, Business communication policy and CSR policy.

3. Governance related to BR

- **Frequency of the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company**
  
The CSR&G Committee annually assesses the BR performance of the Company.

- **BR and Sustainability Reports published, frequency and link of published reports**
  
  RIL publishes its Sustainability Report annually based on Global Reporting Initiative’s latest reporting guidelines. RIL has been publishing GRI A+ application level check reports since 2005-06. The last published Sustainability Report for FY 2012-13 and all previous reports are available at http://www.ril.com/html/aboutus/sustainability_report.html

Notes

2Declaring an Application Level results in a clear communication about which elements of the GRI Reporting Framework have been applied in the preparation of a report. The reporting levels C, B and A reflects an increasing application or coverage of the GRI Reporting Framework while the ‘+’ sign signifies that the report is externally assured.

Section E: Principle-wise performance

**Principle 1 - Ethics, Transparency and Accountability**

**Businesses should conduct and govern themselves with Ethics, Transparency and Accountability**

Conducting business on the pillars of ethics and transparency fosters trust of stakeholders. RIL, believes that image and reputation are vital in adding value to the organisation.
1. **Coverage of policy relating to ethics, bribery and corruption (e.g. Joint Ventures, Suppliers, Contractors, NGOs etc.)**

   RIL's policy on bribery and anti-corruption covers all individuals working with it, and its subsidiaries at all levels and grades. This mechanism includes directors, senior executives, officers, employees (whether permanent, fixed-term or temporary) and third parties including consultants, contractors or any other person associated with RIL. The well-defined policy lists tenets on ethical business conduct, definitions and the framework for reporting concerns.

2. **Stakeholder complaints received in the past financial year and percentage of complaints satisfactorily resolved by the management**

   As specified in the Corporate Governance Report, 3,322 investor complaints were received during FY 2013-14. Only one complaint was outstanding, as on 31st March, 2014. In addition to this 3,164 customer complaints were received out of which 3,126 were successfully resolved as on 31st March 2014. Subsequently most of these complaints have been resolved.

   As part of the business responsibility policy manual, a policy on stakeholders’ grievance redressal has been instituted. This makes provision for all the stakeholders to freely share their concerns and grievances with RIL through a structured mechanism.

**Principle 2 – Product Lifecycle Sustainability**

*Businesses should provide safe goods and services that contribute to sustainability throughout their life cycle*

Creating sustainable products is a part of RIL's endeavour towards responsible product stewardship. RIL aims to make its products more safe and environment friendly.

1. **List three products or services whose design has incorporated social or environmental concerns, risks and/or opportunities**

   It is RIL's constant endeavour to make products that have a positive impact on the environment and cater to consumer needs. Some such products created during FY 2013-14 are listed below:

   a) **PP non-woven fabric**

      This is utilised as a crop cover for protection against extreme cold weather. It prevents the crop leaves from freezing and allows sunlight to pass, thus resulting in normal photosynthesis. The cover also acts as a protection from pests and insects. It eradicates the use of chemical pesticides, maintaining the natural quality of soil.

      During FY 2013-14 RIL has undertaken this initiative for watermelon, chilly, chappan tinda and coriander crops.

   b) **Double Wall Corrugated Polyethylene Pipes**

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

c)  PVC-based food grain packaging

PVC food grain storage structures are airtight (hermetic) and unsupported rectangular structures made of lightweight UV-resistant PVC sheets. Due to excellent gas tightness of the structure, it can maintain low oxygen and high carbon dioxide level within the packaging. This ensures zero survival of insects, which in turn, protects food grains.

2. Procedures in place for sustainable sourcing (including transportation) and percentage of inputs sourced sustainably

The Company’s motto is to establish long term relationship with its vendors and include them in its growth story. In addition to techno-commercial aspects, RIL’s procedures with regard to finalising vendors emphasises on environmental practices, existing certifications, safe working conditions, prevention of child labour and general housekeeping. RIL engages with its vendors periodically and also offers technical assistance whenever required. The selection procedure of RIL’s transport vendors (Trucks and Containers) involves scrutiny at various levels like young vehicle/container fleet, presence of mandatory inspections and safe driving procedures. Further, the Company urges its large group of transport vendors to focus on load and route optimisation to ensure fuel efficiency and reduce the environmental impact due to transportation.

PTA product bulk dispatch at Hazira

At RIL’s Hazira operations, bulk dispatching of PTA product has been implemented. Dispatch levels have increased to 70-75% of PTA. The higher dispatch volume in the tanks (32MT/truck when compared to jumbo bags - 16.5MT/truck) has resulted in emission reduction due to decreased number of trips.

Green Polymer Packaging Bags

Green polymer (fully recyclable) packaging is used in the packaging of polyester and polymer products. A weight reduction of 3.5%-12% was achieved without compromising on mechanical properties of packaging materials. The process has lowered the number of trucks required for transportation of the product thereby reducing fuel consumption and hence emissions.

3. Steps taken to procure goods and services from local and small producers, including communities and capability building activities undertaken for local and small vendors

In order to ensure a positive impact of sourcing of raw materials and other resources as well as product distribution, RIL supports, encourages and develops local vendors. E.g., the Company developed a local vendor for the supply of a critical chemical. Various contracts have been entered with local villagers around RIL’s plants in vehicle hiring, material handling, housekeeping, waste handling and horticulture. These contracts have led to entrepreneurship development around the manufacturing sites and have created employment for the populace.

Through financial assistance and encouragement, RIL supports many small suppliers, predominantly civil contractors and transport suppliers. Some of these partners have been serving to RIL for the past two generations.

4. Mechanism to recycle products and waste and the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%)

RIL has taken various initiatives towards waste management and continuously monitors it with a view to ensure reduction in waste generation. RIL has taken various measures such as converting waste to organic manure and bio gas generation.

RIL ensures responsible disposal of waste generated by partnering with various agencies to encourage end-of-life recycling and reuse. At Hoshiarpur and Barabanki recycled polyester fibre is being produced through post-consumer PET bottle recycling.

<table>
<thead>
<tr>
<th>Total recycled material at Manufacturing Divisions (tonnes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-14</td>
</tr>
<tr>
<td>69,147</td>
</tr>
</tbody>
</table>

9.4% Increase in recycled material utilisation

The industrial waste generated at Naroda plant is converted into useful ‘bio-manure’ by the vermicomposting method, thereby reducing the load of waste disposal on the environment.

The Jamnagar refinery has reduced its load on the environment by tapping and desalinating sea water instead of using fresh water resources. The waste water generated is treated and used for green belt development thereby ensuring zero effluent discharge.
RIL has recycled treated waste water across its manufacturing divisions which amount to more than 50% of its fresh water withdrawal.

**Recycling of used PET blend fabrics by bio route**

Polyester is not easily amenable to microbial attack and hence polyester fabric waste poses a huge disposal problem. Separation of polyester from its blends and dye will aid in recycling of the polyester. There are some chemical recycling processes including hydrolysis, methanolysis and glycolysis that are being adopted to digest the polyester portion of the blends. Work is underway by RIL’s R&D group on exploring the possibility of recycling used PET via a biological route in an environmentally friendly manner using enzymes from microbes.

**Principle 3 Employee Well-being**

**Businesses should promote the well-being of all employees**

RIL believes in its people power propelling its progressive growth. Their knowledge, experience and passion to perform are fundamental to building the organisation further. Hence RIL provides its employees with opportunities that encourage them to excel. RIL ensures a work environment that promotes well-being.

**Workforce Breakdown (%)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leader</td>
<td>6</td>
</tr>
<tr>
<td>Manager</td>
<td>36</td>
</tr>
<tr>
<td>Executive</td>
<td>23</td>
</tr>
<tr>
<td>Trainees</td>
<td>2</td>
</tr>
<tr>
<td>Apprentices</td>
<td>2</td>
</tr>
<tr>
<td>Non Supervisors</td>
<td>31</td>
</tr>
</tbody>
</table>

1. **Total number of employees**
   The total number of employees is 23,853 as on 31st March, 2014.

2. **Number of permanent women employees**
   The total number of permanent women employees is 1,149 as on 31st March 2014.

3. **Number of permanent employees with disabilities**
   The total number of permanent employees with disabilities is 99 as on 31st March 2014.

4. **Employee associations recognised by the management**
   RIL has various unions and associations of employees at various sites which encourage the employees to participate freely in constructive dialogue with the management.

5. **Percentage of permanent employees that are members of recognised employee association**
   Almost 100% of non-supervisory permanent employees at manufacturing locations are members of trade unions / employee associations.

6. **Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year**
   There were no cases of child labour/ forced labour/ involuntary labour and discriminatory employment during the year. As for protection against sexual harassment, RIL has formed an internal complaints committee to which employees can write their complaints. Also the Company has sexual harassment policy in which it formalised a free and fair enquiry process with clear timeline.
7. Percentage of under mentioned employees that were given safety & skill up-gradation training in the last year

**Permanent Employees**
**Permanent Women Employees**
**Employees with Disabilities**
**Casual/Temporary/Contractual Employees**

It is RIL’s constant endeavour to keep its employees abreast with the latest technical knowledge. During FY 2013-14, a total of 1.36 million manhours* of training was imparted by RIL to its workforce.

<table>
<thead>
<tr>
<th>Training (million manhours*)</th>
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</thead>
<tbody>
<tr>
<td>13-14</td>
</tr>
<tr>
<td>1.36</td>
</tr>
<tr>
<td>12-13</td>
</tr>
<tr>
<td>1.30</td>
</tr>
</tbody>
</table>

4.6% Increase in manhours of training imparted

*On the Job trainings provided to trainees are not included.

62.05% of RIL’s permanent workforce and 49.5% of the permanent women employees received safety and skill upgradation trainings through classroom as well as web-based training programmes. Out of 99 permanent employees with disabilities, 41.4% received safety and skill upgradation trainings. All of RIL’s contractual employees receive mandatory safety training before entering the premises and receive on the job training through the contractor and the Company.

**Principle 4 – Stakeholder Engagement**

**Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised**

Stakeholders play an important role in determining RIL’s growth story. Stakeholder engagement, at RIL, aims to provide transparency in communications and continual improvement. It’s a dialogue that defines the RIL approach of understanding stakeholder needs, and developing action plans to fulfil them.

1. **Mapping of internal and external stakeholders**

RIL’s major stakeholders have been mapped and the key categories are as below:

i) Government and regulatory authorities  
ii) Employees  
iii) Customers  
iv) Local community  
v) Investors and shareholders  
vi) Suppliers  
vii) Trade unions  
viii) NGOs

RIL engages with its identified stakeholders on an on-going basis through a constructive consultation process. There is a structured stakeholder engagement programme which entails specific engagement mechanisms for each stakeholder group. The Company follows a system of timely feedback and response through formal and informal channels of communication to ensure that the stakeholder information remains current and updated.

2. **Identification of the disadvantaged, vulnerable & marginalised stakeholders**

Through RIL’s stakeholder engagement, the disadvantaged and marginalised stakeholders are identified.

3. **Special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalised stakeholders**

A large number of RIL’s livelihood support programmes are women centric and have helped them become self-reliant and gain a steady source of income through a range of different vocations. The Company is continuously improving the access to quality education for children by adopting schools in and around its manufacturing units. These educational institutions include children from the underprivileged communities whose fee is completely or partially waived. Meritorious
students are assisted with scholarships to pursue higher education in the colleges. Students who are physically challenged are specially assisted to pursue high education in colleges. ‘Mumbai Indians’ supported projects for providing access to quality education for underprivileged children, supporting girl child education, imparting life skills to the differently-abled and creating a level field by providing support classes to the vulnerable children.

For its trucker community RIL conducts AIDS awareness programs on a large scale including skits and role plays. ‘Hamrahi’, a clinic operating in Allahabad continues to provide voluntary testing and counselling for HIV/AIDS primarily for truckers and nearby residents. Under the “Chirudeepam” initiative and “Project Hope”, the employees at E&P sites and the Reliance Ladies Club (an association of spouses of RIL managerial employees) at Hazira support children affected by AIDS and supply them with nutritive kits every month, in conformance with the WHO standard.

For specific details, please refer to Report on Corporate Social Responsibility.

Principle 5 – Human Rights

Businesses should respect and protect human rights

RIL’s culture demonstrates integrity and respect for human rights. RIL developed policies and mechanisms to ensure human rights are an entitlement to all. It is guaranteed in day-to-day operations and in the way RIL conducts its business. RIL publicly reports its progress against the ten principles by UNGC, one of them being human rights.

1. Coverage of the company’s policy on human rights to the company and its extension to Group/Joint Ventures/Suppliers/Contractors/NGOs/Others

RIL has instituted a ‘Human Rights Policy’ that demonstrates its commitment towards the preservation of human rights across the value chain. The Company believes that a sustainable organisation rests on a foundation of ethics and respect for human rights. RIL promotes awareness of the importance of respecting human rights within its value chain and discourage instances of abuse.

2. Stakeholder complaints received in the past financial year and percentage of complaints satisfactorily resolved by the management

There were no reported complaints during FY 2013-14.

Principle 6 – Environmental Management

Businesses should respect, protect and make efforts to restore the environment

RIL believes in safeguarding the environment, while executing its operations. To this effect, it takes every effort towards environmental conservation. RIL ensures to do business with a minimal environmental impact that aims at rational use of natural resources and reduced waste and emissions.

Some of the initiatives adopted to improve and reduce environmental footprint at RIL’s manufacturing location during FY 2013-14 include:

- An IT-enabled process for tracking and monitoring of environmental performance and statutory compliance is implemented across major sites.
- Organisation level Greenhouse Gas Accounting and reporting standard and Audit protocol development.

1. Coverage of the policy related to Principle 6 and its extension to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others

Environmental conservation is core to RIL’s business strategy. RIL’s Health, Safety and Environmental policy is a comprehensive document which identifies environmental preservation and pollution prevention as its responsibility. The policy addresses the issues not only related to the RIL manufacturing units but of the Group companies, JV partners, suppliers, contractors, communities, and other stakeholders as well. Safety of personnel is of prime importance and given the top most priority.

RIL encourages sharing of process and product innovations within the group and extending it to benefit the industry and key members of its value chain.
2. **Company’s strategies/initiatives to address global environmental issues such as climate change, global warming, etc.**

One of the key strategic pillars of RIL’s sustainability strategy is ensuring energy security. In its endeavour to become a key global energy player, the Company has strengthened its focus in recent years on opportunities to harness alternative energy sources.

RIL undertakes continuous activities to improve energy efficiency and thereby reduce Green House Gas (GHG) emissions. It has a separate Clean Development Mechanism (CDM) cell to focus on climate change mitigation projects. As a responsible corporate, RIL monitors and develops measures to reduce emissions at all locations. RIL adheres to all legal requirements and norms of energy conservation and other environmental conservation standards exercised by the Government of India and other countries where RIL has a presence. Through its sustainability report, RIL reports on direct and indirect emissions and measures undertaken for GHG emission reduction.

### Total NOx emissions at Manufacturing Divisions (’000 Tonnes)

<table>
<thead>
<tr>
<th>Year</th>
<th>Emissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-13</td>
<td>28.78</td>
</tr>
<tr>
<td>13-14</td>
<td>28.47</td>
</tr>
</tbody>
</table>

**1.09% Reduction in NOx emissions**

3. **Identification and assessment of potential environmental risks**

At RIL, risk assessment is a continuous activity across all operations. RIL has systems in place that ensure continued monitoring. A standard process includes identification of environmental aspects in RIL’s activities and further addressing them with a structured framework to mitigate the associated environmental impacts. All the manufacturing Divisions are certified by 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 RIL identify potential risks at its locations.

The measures highlighted in the environmental assessments are addressed in a timely manner and monitored accordingly. Mitigation measures and environmental parameters are internalised at all stages of project design, execution, construction, operation and maintenance.

4. **Company’s initiatives towards Clean Development Mechanism**

The Company continues to work towards development and implementation of climate change mitigation projects, mainly through energy efficiency and use of cleaner fuels. RIL has 8 CDM projects registered with the United Nations Framework Convention on Climate Change (UNFCCC). The Company has built in-house capacity to develop CDM projects and obtain the registration and issuance of the same in the form of Certified Emission Reductions (CERs) from the UNFCCC.

5. **Company’s initiatives on clean technology, energy efficiency, renewable energy, etc.**

This year, RIL has adopted various initiatives for deployment on clean technology, energy efficiency and renewable energy. Some of these initiatives are listed below:

a) **Clean Technology**

   *Maintaining H2S liberation from desalted brine in regulated concentration*

   The Jamnagar refinery has established a simple scheme of flushing H2S generated in the Effluent Treatment Plant (ETP). This process is under implementation within the DTA Refinery at Jamnagar.

b) **Energy Efficiency**

   *Catalytic HTL process for conversion of biomass to oil*

   Development of a catalytic process for the conversion of biomass to bio crude oil has been initiated. In this process harvested biomass is subjected to catalytic hydrothermal liquefaction to achieve energy efficiency in the process.

c) **Renewable**

   *Aggregation of surplus waste agri-residue as biomass for conversion to biofuels /biochemicals*

   RIL is focusing on in-house research and external technology for converting abundantly available cellulosic biomass in India to fuels & chemicals. For example, isoprene production through a biological route will address environmental issues and
harness the inherent energy stored in renewable feedstock. This would also stop the current practice of agri-residues being burnt which leads to a lot of smoke and pollution.

6. Reporting on the emissions/waste generated by the company as per the permissible limits given by CPCB/SPCB

The emissions/waste generated by the company is not only within but in many cases significantly lower than the permissible limits given by the State or Central pollution control boards. In RIL’s environmental management system, environmental compliance is an indispensable aspect. RIL’s emissions/waste generated reports are regularly submitted to CPCB/SPCB by the Company and no non-conformances have been observed.

7. Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year

No pending or unresolved show cause/ legal notices from CPCB/SPCB, as on end of FY 2013-14.

Principle 7 – Public Advocacy

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

RIL’s collaboration with industrial bodies and academia demonstrates its approach towards addressing sustainability challenges. RIL aims to create an environment that encourages supportive decisions made in a responsible way. The associations formed are in consultation with the Board, and contain representation from the Board in certain memberships.

1. Representation in any trade and chamber or association

RIL has its representation in several business and industrial associations’ such as The World Economic Forum, The American Chemistry Council (ACC), Indian Chemical Council (ICC), The Chemicals and Petroleum Manufacturers Association (CPMA), Gulf Petrochemicals & Chemicals Association (GPCA), 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).

2. Advocated/lobbied through above associations for the advancement or improvement of public good

RIL as a responsible producer of petrochemicals is collaborating with ICPE (Indian Centre for Plastic & the Environment) on a voluntary basis and provides technical and financial support to help developing newer technologies for plastics waste management, establishment of pilot projects for plastics waste management in cooperation with municipal authorities and civil society.

Principle 8 – Inclusive Growth

Businesses should support inclusive growth and equitable development

RIL believes in creating opportunities for the people around its operations to enable a sustainable future and ensure inclusive growth. Its community development activities focus on areas that foster development and well-being of communities. RIL’s CSR initiatives are aligned to aspects, such as education, healthcare, skill enhancement, infrastructure development, promoting sportsmanship, women empowerment, among others.

1. Specified programs/initiatives/projects by the Company in pursuit of the policy related to Principle 8

RIL’s CSR policy demonstrates its efforts towards social and economic development. RIL’s community development initiatives focus on education, healthcare, skill enhancement, infrastructure development, promoting sportsmanship, women empowerment, among others.

Following are some of the initiatives RIL has undertaken during FY 2013-14:

- Ensuring well-being of local communities
- Building capabilities for employment generation
- Empowering women
- Creating access to health care
- Conserving environment

2. Modes through which programs/projects undertaken (through in-house team/own foundation/external NGO/government structures/ any other organisation)

Reliance Foundation – A comprehensive approach towards community development

RIL implements a number of its community development initiatives through Reliance Foundation (RF).
RF has a comprehensive approach towards community development with focus on five pillars of Rural Transformation, Education, Health, Urban Renewal and Arts, Culture and Heritage. Through various initiatives under these core areas, the Foundation strives to bring a synergetic approach towards community development.

For specific details about RF, please refer to the Report on Corporate Social Responsibility under the following heads:

- Reliance Foundation BIJ- Bharat India Jodo
- Information services
- Health Programmes
- Reliance Foundation Drishti
- The Dhirubhai Ambani Scholarship Programme
- Sports for Development
- Arts, Culture & Heritage
- Disaster Response
- Environmental Sustainability

3. Impact assessments for initiatives

Needs assessment is an important aspect of RIL’s operational strategy for Corporate Social Responsibility (CSR) initiatives. Before initiation of a CSR activity, the potential areas of intervention and target groups are identified by using various tools. Information on communities is captured through baseline data collection, primary and secondary resources. The need assessment process sets a background and gives critical information on the said context. The areas and strategies for action are worked out based on the information elicited. The RF BIJ programme management system is ISO 9001:2008 compliant since May 2013.

After initiation of the CSR activities, RIL has constituted mechanisms to collect relevant information about the beneficiaries so that the progress and changes could be measured over a period of time. RIL continuously seeks feedback to understand the impact of its initiatives which also includes visits by its CSR teams on a periodic basis. In addition feedback is also sought from the village heads/Sarpanch to get an understanding of the impacts of the initiatives and opportunities for improvement.

4. Company’s direct contribution to community development projects

During FY 2013-14, RIL spent ₹ 711.72 crore on community development initiatives. CSR expenditure incurred by RIL is on various projects pertaining to education, healthcare, livelihood support, rural development, heritage conservation, environment, safety etc.

5. Steps undertaken to ensure that community development initiatives are successfully adopted by the community

RIL ensures its presence is established right from the commencement of the initiatives. RIL collaborates with communities from need identification stage to project implementation. The Company involves the community in decision-making process, right from the problem identification stage till implementation. The extensive engagement with the community establishes joint ownership of projects. All concerns are amicably addressed and the initiatives are adopted since they are designed as per the identified and prioritised needs of the communities, implemented with the active participation of the communities and progress is jointly evaluated with the community representatives.

Principle 9 – Value for Customers

Businesses should engage with, and provide value to their customers and consumers responsibly

Understanding customer needs is a key step in RIL’s endeavour towards developing an efficient product stewardship programme. RIL ensures utmost care is taken towards customer safety. Putting customers first has always been its approach of conducting business.

1. Percentage of customer complaints/consumer cases pending as on the end of financial year

RIL conducts regular Customer Relation Meets (CRM) to educate and apprise customers about all aspects of its products and takes their feedback in addition to understanding their concerns.

The Company has a separate framework to deal with customer complaints. As on 31st March 2014, 1.2% of customer complaints were pending which were subsequently resolved.

2. Product information and product labelling

All marketing communication efforts of the Company adhere to the brand standards/ guidelines with regard to visual manifestation, brand promise and relevancy and saliency of the target group. RIL follows all legal statutes with respect to product labelling and display of product information. RIL follows the Globally Harmonised System for classification of chemicals and preparation of Material Safety Data Sheets. Besides, RIL shares information with its customers on safe handling and use of products during distribution.
3. **Case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year**

Nil

4. **Consumer survey/ consumer satisfaction trends carried out by the Company**

Customer satisfaction is RIL’s goal, which drives RIL to ensure its products deliver results that continually meet customer requirements. To understand customers better, RIL follows several modes of engagement. These engagements include customer audits, customer surveys, call centres, direct feedback taken by visiting managers/plant personnel and factory visits organised for customers. These modes help RIL to understand customer requirements, satisfaction levels and customer behaviour. RIL also conducts one-to-one meetings with customers to enable efficient communication and resolve specific needs. In addition, RIL conducts web-based customer satisfaction surveys.

RIL has also conducted third-party Mystery Customer Audits, Customer Satisfaction Index and Call Centre evaluation studies for this purpose. This has helped RIL to ensure periodic fulfilment of service delivery promise, conformance to internal norms and standards, identification of process improvement areas and understand customer attitude and behaviour stage to ascertain that needs are met at all stages.