INTRODUCTION
At Reliance Industries Limited (RIL), sustainability is viewed as environmental and social responsibility, which allows the Company to deliver on stakeholder expectations. RIL continues to communicate the Company’s obligations and performance to all its stakeholders through its Business Responsibility Report (BRR). As a responsible corporate citizen, RIL continues to actively engage with all its stakeholders to drive their growth for all. The Company believes in accelerating India’s transition to a knowledge economy and continues its efforts to create value for India by elevating the quality of life across the entire socio-economic spectrum.

This report conforms to the Business Responsibility Reporting (BRR) requirements of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI LODR) and the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs (MCA), Government of India. To provide guidance to businesses regarding responsible business conduct, the MCA released a set of guidelines in 2011 called the National Voluntary Guidelines on the Social, Environmental and Economic Responsibilities of Business (NVGs). In order to align the NVGs with the Sustainable Development Goals, UNGP, new principles called the National Guidelines on Responsible Business Conduct (NGRBC) were formed in March 2015. RIL is one of the pioneers to adopt the NGRBC guidelines.

The Company publishes its sustainability performance in a Sustainability Report, which is prepared in accordance with Global Reporting Initiative (GRI) standards and is externally assured. All the Sustainability Reports published till date can be accessed at www.ril.com.

ANNEXURE 1

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
2019-20

Sector(s) that the Company is engaged in
Manufacture of other textiles

Manufacture of refined petroleum products

Spinning, weaving and finishing of textile

Markets served by the Company

In addition to serving Indian markets, RIL exported to 109 countries worldwide during FY 2019-20.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

Disclosures

Information/Reference sections

Paid-up capital (₹)
6,339 crore as on 31st March, 2020

Total turnover (₹)
3,65,202 crore as on 31st March, 2020

Total profit after taxes (₹)
30,903 crore as on 31st March, 2020

Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (₹)
909 crore as on 31st March, 2020 (2.08%)

List of activities in which the Corporate Social Responsibility (CSR) expenditures have been incurred

The major areas in which the CSR expenditure has been incurred include:
1. Rural transformation
2. Health
3. Education
4. Sports for development
5. Disaster response
6. Arts, culture and heritage
7. Urban renewal

* Based on average net profit of the Company for last three financial years
SECTION C: OTHER DETAILS

Disclosures  Information/Reference sections

Subsidiary companies
The number of RIL’s subsidiary companies as on 31st March, 2020 is 166. For details on subsidiaries, please refer Annual Report 2019-20, Page no. 440.

Participation of subsidiary company/companies in the BR initiatives of the parent company
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 themes. All subsidiaries are aligned with the Group’s CSR agenda and philosophy which gets implemented through Reliance Foundation, Reliance Foundation Youth Sports (RFYS) and Reliance Foundation Institute of Education and Research (RFIER). During FY 2019-20, RIL’s operating subsidiaries and associates such as Reliance Retail Limited, Reliance Jio Infocomm Limited, etc. participated in various initiatives across several areas which include promotion of health care, promoting education, cleanliness drives and rural development among others.

Participation and percentage of participation of other entity/entities (e.g. suppliers and distributors, among others) that the Company does business with, in the BR initiatives of the Company
As part of its BR initiatives, RIL also collaborates with the relevant external stakeholders such as suppliers, distributors, local communities, government and other entities in the value chain. Stakeholders have the ability to influence the way a company is perceived. RIL engages with several stakeholders such as suppliers, distributors, local communities, government and other entities in the value chain. The Company collaborates with all relevant stakeholders as part of its BR initiatives. Considering the spread of RIL’s value chain, at present, the number of entities that directly participate in the BR initiatives would be more than 60%.

SECTION D: BR INFORMATION

Disclosures  Information/Reference sections

1. DETAILS OF DIRECTOR/DIRECTORS RESPONSIBLE FOR BR:
   a. Details of the Director/Directors responsible for the 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: Dr. Shumeet Banerji
        Designation: Non-Executive Director
      • DIN Number: 00001620
        Name: Shri Nikhil R. Meswani
        Designation: Executive Director
      • DIN Number: 00001620
        Name: Dr. Raghunath A. Mashelkar
        Designation: Non-Executive Director
      • DIN Number: 02787784
        Name: Dr. Shumail Banai
        Designation: Non-Executive Director

   b. Details of the BR head
      The CSR&G Committee assesses the BR performance of the Company annually.
      | Sl. No. | Particulars | Details |
      |-------|------------|--------|
      | 1     | DIN Number (if applicable) | 00001620 |
      | 2     | Name       | Shri Nikhil R. Meswani |
      | 3     | Designation | Executive Director |
      | 4     | Telephone Number | 022 – 3555 5000 |
      | 5     | E-mail ID   | nikhil.meswani@ril.com |

2. GOVERNANCE RELATED TO BR
   a. Frequency with which the Board of Directors, Committee of the Board or CEO meet to assess the Company’s BR performance
      The CSR&G Committee assesses the BR performance of the Company annually.

   b. BR and Sustainability Reports published; frequency and link of published reports
      RIL publishes its Sustainability Report annually.
      http://www.ril.com/Sustainability/CorporateSustainability.aspx

ANNEXURE 2 – DETAILS OF COMPLIANCE

PRINCIPLE-WISE AS PER NATIONAL VOLUNTARY GUIDELINES (NVGS) BR POLICY/POLICIES (REPLY IN Y/N):

<table>
<thead>
<tr>
<th>Sl. No.</th>
<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>1</td>
<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>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>2</td>
<td>Has the policy been 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>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>3</td>
<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 guidelines like ISO 9000, ISO 14000, OHSAS 18000, UNESCO guidelines and ILO principles)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>4</td>
<td>Has the policy been approved by the Board?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>5</td>
<td>Does the Company have a specified committee of the Board/Board/Director 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>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>6</td>
<td>Indicate the link to view the policy online?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>7</td>
<td>Has the policy been formally communicated to all relevant internal and external stakeholders?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>8</td>
<td>Does the Company have an in-house structure to implement its policy/policies?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>9</td>
<td>Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders’ grievances related to the policy/policies?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>10</td>
<td>Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>

Links
- Environment Policy
  http://www.ril.com/Sustainability/HealthSafety.aspx
- Health, Safety and Environment Policy
  http://www.ril.com/Sustainability/HealthSafety.aspx
- Corporate Social Responsibility Policy
- Our Code
- Code of Conduct
- Values & Behaviours
  http://www.ril.com/DownloadFiles/IRStatutory/VB.pdf
ANNUXRE 3

LINKAGE OF POLICIES OF RIL WITH BR PRINCIPLES AS PER NATIONAL VOLUNTARY GUIDELINES (NVG) ON SOCIAL, ENVIRONMENTAL & ECONOMIC RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Principle No.</th>
<th>NVG Principle</th>
<th>Reference Document</th>
<th>Reference Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Businesses should conduct and govern themselves with Ethics, Transparency and Accountability</td>
<td>Code of Conduct</td>
<td>Section 2, 3, 5 and 7</td>
</tr>
<tr>
<td>2</td>
<td>Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle</td>
<td>Code of Conduct</td>
<td>Section 6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vakas and Behaviours</td>
<td>Customer Value</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Our Code</td>
<td>Section 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Corporate Social Responsibility Policy</td>
<td>Section 3</td>
</tr>
<tr>
<td>3</td>
<td>Businesses should promote the wellbeing of all employees</td>
<td>Code of Conduct</td>
<td>Section 4, 6 and 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vakas and Behaviours</td>
<td>Customer Value</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Our Code</td>
<td>Section 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Packaging Social Responsibility Policy</td>
<td>Section 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Corporate Social Responsibility Policy</td>
<td>Section 3</td>
</tr>
<tr>
<td>4</td>
<td>Businesses should respect, protect and promote human rights</td>
<td>Code of Conduct</td>
<td>Section 6 and 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Our Code</td>
<td>Section 5</td>
</tr>
<tr>
<td>5</td>
<td>Businesses should respect, protect and make efforts to restore the environment</td>
<td>Corporate Social Responsibility Policy</td>
<td>Section 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Health and Environment Policy</td>
<td>Please refer BRR 2019-20, Page no. 5 for web link</td>
</tr>
<tr>
<td>6</td>
<td>Businesses should support inclusive growth and equitable development</td>
<td>Our Code</td>
<td>Section 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Health, Safety &amp; Environment Policy</td>
<td>Please refer BRR 2019-20, Page no. 5 for web link</td>
</tr>
<tr>
<td>7</td>
<td>Businesses should engage with and provide value to their customers and consumers in a responsible manner</td>
<td>Code of Conduct</td>
<td>Section 5 and 6</td>
</tr>
<tr>
<td>8</td>
<td>Businesses should promote the wellbeing of all employees</td>
<td>Code of Conduct</td>
<td>Section 4, 6 and 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vakas and Behaviours</td>
<td>Customer Value</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Our Code</td>
<td>Section 5</td>
</tr>
<tr>
<td></td>
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<td>Packaging Social Responsibility Policy</td>
<td>Section 5</td>
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<tr>
<td>9</td>
<td>Businesses should engage with and provide value to their customers and consumers in a responsible manner</td>
<td>Our Code</td>
<td>Section 2 and 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vakas and Behaviours</td>
<td>Customer Value</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Code of Conduct</td>
<td>Section 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Corporate Social Responsibility Policy</td>
<td>Section 3</td>
</tr>
</tbody>
</table>

ANNUXRE 4

SECTION E: PRINCIPLE-WISE PERFORMANCE

Disclosures

Information/Reference sections

Principle 1: Ethics, Transparency And Accountability

BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH ETHICS, TRANSPARENCY AND ACCOUNTABILITY

Coverage of the Code of Conduct policy and details of stakeholder complaints received and resolved in FY 2019-20

Annual Report 2019-20, Human Capital and People Connect, Page no. 122

For Investor Complaints please refer to Annual Report 2019-20, Corporate Governance Report, Page no. 184

Principle 2: Product Life Cycle Sustainability

BUSINESSES SHOULD PROVIDE SAFE GOODS AND SERVICES THAT CONTRIBUTE TO SUSTAINABILITY THROUGHOUT THEIR LIFECYCLE

Products or services incorporating social or environmental concerns

As a global business leader, RIL continuously endeavours to address that environmental and social concerns that are reflected in its business processes and products. Some such products created during FY 2019-20 have been listed below:

a. PET-based fabric recycling: In an attempt towards fostering the circular economy and addressing the environmental burden caused due to discarded PET-based fabrics, RIL is targeting to separate PET from fabric blends and convert it back into fibres and eventually into fabric.

b. Slag waste to chemicals – Green process to recover metals from slag waste: Conventional, Hydro or Pino process is employed to extract metals from waste and this process requires a large quantity of acid or alkali for leaching, which involves very high temperature i.e., above 1700°C. RIL has developed a low-cost low-temperature hybrid green process to extract vanadium from gasifier slag.

c. Ionic liquids replacing Hydrofluoric Acid (HF) – Replacing hazardous catalyst: For manufacturing of Linear Alkyl Benzene's (LAB), RIL developed an Ionic Liquid (IL)-based technology to replace the Hydrofluoric Acid (HF) catalyst, which is potentially hazardous. LAB produced form the pilot plant has been used for market seeding. This process significantly reduces the risk of health and environmental hazards of operation.

Disclosures

Information/Reference sections

Research and technology at RIL create superior value by harnessing internal research and development skills and competencies and create innovations in emerging technology domains related to RIL’s various businesses. Research and technology at RIL focuses on (i) new products, processes and catalyst developments to support existing business and create breakthrough technologies for new businesses; (ii) advanced troubleshooting, and (iii) support to capital projects, and profit and reliability improvements in manufacturing plants.

Some of the products, which incorporate environmental and social concerns in their design, are:

i. Disentangled Polyethylene (DPE) based specialty products: High-strength tapes and fibres for automotive and automotive.

ii. EBS: Technology development of functional EBS grades for silica-based composites for green tyre.

iii. ReForm: To add value to refinery elemental sulphur to develop a new product ReFarm as soil nutrient to enhance crop yield and use it in converting toxic soil to cultivable soil.


v. Waste Plastic to Oil: Development of process for waste plastic conversion to oil.


Total workforce by various indicators of diversity (e.g. gender, physical disability, contract labour etc.) and efforts for their skill enhancement

The total number of employees is 26,488 as on 31st March, 2020. The total number of permanent women employees is 1,552 as on 31st March, 2020. The total number of permanent employees with disabilities is 55 as on 31st March, 2020.

Health and safety of employees is of paramount importance to RIL, and to create safe workplace emphasis is given on health and safety related training programmes. During FY 2019-20, RIL imparted 168,653 man hours of training to its workforce. RIL’s contractual employees receive comprehensive safety training before entering the Company’s premises and also acquire on-the-job training through the contractor and the Company.

At RIL, 94% of its permanent workforce received safety and skill upgradation trainings. 59% of women employees received trainings through classroom and web-based training programmes. Out of 55 permanent employees with disabilities, 24% received safety and skill upgradation trainings. RIL ensures 100% employee participation in safety and skills for the workforce.

Workforce representation and diversity redressal

Annual Report 2019-20, Human Capital and People Connect, Page no. 122

Principle 4: Stakeholder Engagement

BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TOWARDS ALL STAKEHOLDERS, ESPECIALLY THOSE WHO ARE DISADVANTAGED, VULNERABLE OR MARGINALISED

Identification and engagement with stakeholders, including the vulnerable and marginalised groups

RIL has taken the path of inclusive development to address the societal issues and engage with the disadvantaged, vulnerable and marginalised stakeholders. At RIL, there are certain criteria for selecting a social development project. To determine the beneficiaries, the Company undertakes a community need assessment in which the local people express their requirements in the areas of agriculture, livestock, health, education, access to information among others and rank those in the order of priority.

The Company has identified communities from the poor and marginal sections of the society as its primary population. These include backwards, landless, small and marginal farmers, small fishermen, under skilled and unemployed youth, children and youth from poor socio-economic background, adolescent girls and women, HIV patients, visually impaired and others.
Please refer the links of the policies provided below which cover each principle stated in National Guidelines on Responsible Conduct:

**POLICY AND MANAGEMENT PROCESSES**

<table>
<thead>
<tr>
<th>Principle</th>
<th>Description</th>
<th>Reporting Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principle 2</td>
<td>Core Elements related to the Principle that the policies cover</td>
<td>All the core elements stated as part of the Principles are covered in the policies approved by the Board/top management</td>
</tr>
<tr>
<td>Principle 3</td>
<td>Policy/policies relating to each principle that has been translated into guidelines and procedures</td>
<td>y y y y y y y y</td>
</tr>
<tr>
<td>Principle 4</td>
<td>Extent to which manpower, planning and financial resources have been allocated for the implementation of the policies/policies relating to each Principle</td>
<td>y y y y y y y y</td>
</tr>
<tr>
<td>Principle 5</td>
<td>National and International codes and standards adopted mapped to various Principles</td>
<td>The policies are based on NVG, in addition to conformance to the spirit of international standards like ISO 9000, ISO 14001, OHSAS 18000, UNSG guidelines and ILO principles</td>
</tr>
<tr>
<td>Principle 6</td>
<td>BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CUSTOMERS AND STAKEHOLDERS</td>
<td>Corporate Social Responsibility and Governance (CSR&amp;G) Committee of the Board of Directors is responsible for the implementation of RIL's policies</td>
</tr>
<tr>
<td>Principle 7</td>
<td>BUSINESSES SHOULD SUPPORT INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT</td>
<td>The CSR&amp;G Committee oversees the sustainability performance on a continuous basis</td>
</tr>
<tr>
<td>Principle 8</td>
<td>Responsible policy advocacy in collaboration with policymakers</td>
<td>The Committee reviews the policies and practices developed in line with the sustainability strategy. The annual performance against the policies is reviewed by the Board committee and specific action points are recommended to enhance sustainable performance.</td>
</tr>
<tr>
<td>Principle 9</td>
<td>BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CUSTOMERS AND CONSUMERS RESPONSIBLY</td>
<td>A dedicated Legal Compliance Cell ensures that the Company conducts its businesses with high standards of legal, statutory and regulatory compliances. RIL has instituted a legal compliance programme in conformity with the best international standards to review various statutes, such as industrial and labour laws, taxation laws, corporate and securities laws and health, safety and environmental laws.</td>
</tr>
<tr>
<td>Principle 10</td>
<td>BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CUSTOMERS AND CONSUMERS RESPONSIBLY</td>
<td>The CSR&amp;G Committee reviews the business alignment with the principles and core elements annually.</td>
</tr>
</tbody>
</table>

**STAKEHOLDER ENGAGEMENT**

11. Description of the process to identify your business’s key stakeholders
   RIL has identified eight internal and external stakeholder groups: Customers, Local Communities, Employees, Suppliers, Trade Unions, NGOs, Investors & Shareholders and Government and regulatory authorities.

12. Description of the process to engage with your stakeholders on the Principles
   RIL aims to build strong and long-lasting relationships with their stakeholders through structured dialogues. The Company weaves stakeholder engagement throughout the sustainability reporting process, and the organization continuously engages the stakeholders as it relates to its business needs and to understand their priorities.

13. Description of the processes to identify groups that are vulnerable and marginalised stakeholders
   RIL has been working for education, health and well-being of marginalised sections of the society. To identify the vulnerable and marginalised stakeholders within the identified focus areas, several methodologies were adopted such as desk research for situational analysis, participatory rural appraisal, community need assessment and focus group discussion with the stakeholders. These methodologies have been prioritised in line with the community level interventions that would contribute to the overall development goals of the country.

14. Description of the processes to identify issues related to inclusion and impact of adopting the Principles on vulnerable and marginalised
   RIL's CSR policy outlines its commitment towards improving the lives of India's most marginal and vulnerable communities. The development initiatives have been systematically analysed and identified the population that is catering to the marginal and vulnerable criteria.

15. Description of process to communicate to stakeholders, the impact of your policies, procedures, decisions and performance that impact them
   RIL aims to build strong relationships with its stakeholders and communicate the impacts of the Company’s policies and procedures through various medium like Supplier meets, Customer meets, community meetings, Annual General Meetings, workshops, intranet and regular updates, among others.
**SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE**

**Essential Indicators**

- **Principle 1: Integrity, Ethics, Transparency and Accountability**
  - The Company has constituted a Corporate Social Responsibility and Governance Committee which assists the Board in formulating and monitoring the implementation of sustainability and overall governance regarding social responsibility.
  - The Committee also oversees the implementation of policies mentioned in the Business responsibility manual covering the principles and core elements of the Guidelines. The Committee reviews the Business Responsibility Report and recommends the Board for the approval.
  - The Company aims to follow and promote sustainable business practices and continuously strives to create awareness among all the stakeholders. The leadership team was informed regarding the new principles released, called the National Guidelines on Responsible Business Conduct (NGRBC).
  - Annual Report 2019-20, Corporate Governance Report, Page no. 184
  - Annual Report 2019-20, Board’s Report, Page no. 212

- **Leadship Indicators**
  - RIL has developed its Annual Report based on the applicable accounting standards and has incorporated the principles of the International Integrated Reporting (IIR) Framework (IIR) published by the International Integrated Reporting Council (IIRC) into the Management Discussion and Analysis section of the Report. The sustainability disclosures in Annual Report are assessed using reasonable assurance criteria as per ISAE 3000 (Revised) standards. The assurance statement provided by KPMG India is available in the ‘Independent Assurance Statement’ section of the Integrated Annual Report.
  - A large number of RIL’s suppliers are multinational Original Equipment Manufacturers (OEMs). The Company has observed that all these companies regularly publish sustainability performance and are quite advanced in the sustainability curve. RIL requires its smaller scale suppliers to ensure they implement environmental as well as health and safety initiatives to make their operations green as well as safe. The Company also ensures that they are compliant to all regulatory requirements and review their performance on a regular basis. This helps the Company to ensure continuity of its suppliers’ businesses and thereby its own business as well. 
  - Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156

**Principle 2: Safe and sustainable goods and services**

- **Essential Indicators**
  - As a global business leader, RIL continuously endeavours to address environmental and social concerns, which is reflected in its business processes and products. Some such products created during FY 2019-20 have been listed below

**Legal Statements**

- **a. ReliComposites**: Reliance Composite Solutions (RCS), commissioned an unsaturated polyester resin plant under the trademark RELIC®. In FY 2019-20, RCS commissioned a press for glass mat process line at the plant in Sikar. RCS also manufactures plastic sandwich paneling and has worked with several local, nodal and national regulators to implement the Innovate India program. RCS is also working with several local, nodal and national regulators to implement the Innovate India program.
  - Annual Report 2019-20, Corporate Governance Report, Page no. 184
  - Annual Report 2019-20, Board’s Report, Page no. 212

- **b. Ionic Liquids replacing Hydrofluoric Acid – replacing hazardous catalyst**
  - For manufacturing of Linear Alkyl Benzene (LAB), RIL developed an Ionic Liquid (IL)-based technology to replace the Hydrofluoric Acid (HF) catalyst which is potentially hazardous. LAB produced form the pilot plant has been used for market sales. This process significantly reduces the risk of health and environmental hazards of operation.

- **c. Recycling of PET bottles**: Research and technology at RIL helps create superior value by harnessing internal research and development skills and competencies and creates innovations in emerging technology domains related to RIL’s various businesses. Research and technology at Reliance focus on (i) new products, processes and catalysis development to support existing business and create breakthrough technologies for new business areas, (ii) advanced troubleshooting, and (iii) support to capital projects, and profit and reliability improvements in manufacturing plants.
  - Some of the products that incorporate environmental and social concerns in their design are:
    - a. Disentangled Polyethylene (DPE) based specialty products: High-strength tapes and fibres for armour and automotive
    - b. EISBR: Technology development for functional EISBR grades for silica-based composites for green tyre
    - c. Refilm: To add value to refinery elemental sulphur to develop new product. Refilm can act as soil nutrient to enhance crop yield and b) to convert sodic soil to cultivable soil.
    - d. BioPlastic polymers: Technology development for Biodegradable Blends and their Polymer (Packaging films for Reliance Retail applications)
    - e. Waste plastic to oil: Development of process for waste plastic conversion to oil
    - f. Hydrogen Economy: Assessing hydrogen economy to disrupt transportation and power/industrial sector

- **Leadership Indicators**
  - RIL continues to collaborate and emphasises on maintaining long term association with its stakeholders.
  - RIL encourages the local vendors for indigenisation. Mission Kurukshetra is a step towards democratising creativity and waste to wealth
  - Hydrogen Economy: Assessing hydrogen economy to disrupt transportation and power/industrial sector
  - RELX™. In FY 2019-20, RCS has developed an unsaturated polyester resin plant under the trademark RELIC®. In FY 2019-20, RCS commissioned a press for glass mat process line at the plant in Sikar. RCS also manufactures plastic sandwich paneling and has worked with several local, nodal and national regulators to implement the Innovate India program. RCS is also working with several local, nodal and national regulators to implement the Innovate India program.
  - Annual Report 2019-20, Corporate Governance Report, Page no. 184
  - Annual Report 2019-20, Board’s Report, Page no. 212

- **Annual Report 2019-20, Natural Capital and Climate Change, Page no. 114
  - Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156

**Legal Statements**

- **Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156
  - Leadership Indicators**
  - RIL encourages the local vendors for indigenisation. 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.
  - Annual Report 2019-20, Human Capital and People Connect, Page no. 122
  - Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156
Business Responsibility Report (contd)

Disclosures Information/Reference sections

Principle 3: Well-being of Employees

Essential Indicators

Number of cases/complaints against child labour, forced labour, discrimination
Annual Report 2019-20; Human Capital and People Connect, Page no. 122
BRR Annexure 4 Page no. 6

Leadership Indicators

Work life balance topics which are implemented
Annual Report 2019-20; Human Capital and People Connect, Page no. 122

Principle 4: Respect and responsiveness to all stakeholders

Essential Indicators

Identification of stakeholders
Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156

Principle 5: Respect and promote Human Rights

Essential Indicators

Stakeholder groups governed by the grievance committee for human rights issues
Annual Report 2019-20; Human Capital and People Connect, Page no. 122
BRR Annexure 4 Page no. 6

Coverage of Employee categories by the human rights policies

Leadership Indicators

% of contractual employees and value chain partners trained on human rights aspect
Annual Report 2019-20; Human Capital and People Connect, Page no. 122
BRR Annexure 4 Page no. 6

Principle 6: Respect, protect and restore the Environment

Essential Indicators

Good practices in reduction, recycling, and reuse initiatives that contributed to lowering the adverse environmental footprint
PET-based fabric recycling: In an attempt towards fostering circular economy and addressing the environmental burden caused due to discarded PET-based fabrics, RIL is targeting to separate PET from fabric blends and convert it back into fibres and eventually into fabric.

Slag waste to chemicals – Green process to recover metals from slag waste: Conventionally, Hydro or Pyro processes are employed to extract metals from waste and these processes require large quantity of acid or alkali for leaching, which involves very high temperature, i.e., above 1700°C. RIL has developed a low-cost low temperature hybrid green process to extract vanadium from gasifier slag.

Ionic liquids replacing Hydrofluoric Acid – Replacing hazardous catalyst: For manufacturing of Linear Alkyl Benzenes (LAB), RIL developed an Ionic Liquid (IL)-based technology to replace the Hydrofluoric Acid (HF) catalyst which is potentially hazardous. LAB produced from the pilot plant has been used for market seeding. This process significantly reduces the risk of health and environmental hazards of operation.

There were no cases of any show cause/ legal notices from CPCB.

Disclosures Information/Reference sections

Leadership Indicators

Principle 7: Responsible and transparent policy advocacy

Essential Indicators

Review public policy advocacy positions by the governance structure for consistency with Principle
Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156

Leadership Indicators

The public policy positions available in the public domain
Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156

Examples (up to three) of any policy changes in the past year as a result of your advocacy efforts

Principle 8: Promote inclusive growth and equitable development

Essential Indicators

Social impact assessments of your business operations and details of investments (if any) in regions which are vulnerable/marginalised groups
Annual Report 2019-20; Social and Relationship Capital and Value Creation, Page no. 156

Leadership Indicators

Impact of your community initiatives contribute to local and national development
Annual Report 2019-20; Social and Relationship Capital and Value Creation, Page no. 156


Principle 9: Provide value to consumer responsibly

Essential Indicators

Number of complaints with respect to data privacy, advertising, delivery of essential services
BRR Annexure 4 Page no. 6

Leadership Indicators

List of national/international product labels / certifications being used by the business

Steps taken to inform and educate vulnerable and marginalised consumers about safe and responsible usage of products

RIL has introduced products such as Recron® GreenGold, which uses CertainT, a proprietary DNA-molecular based traceability system that identifies, tags, tests and tracks the original recycled PET pellets to finished products.

For improving human health impacts and the protection of environment, the Company has sourced REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals) compliant materials, and its requirements include that its Tier 1 suppliers also procure REACH-compliant materials.

Management and staff at RIL facilities, assets and functions identity and manage risks, promoting safe, compliant and reliable operations. RIL is committed towards customer safety through its business operations. RIL reviews the environmental, health and safety impacts of its products continuously to ensure that they do not pose any risks to people and the environment. RIL ensures uniformly high standards for product stewardship, complying with all health and safety regulatory mandates and goes beyond regulatory legal requirements.
Achieve gender equality and empower all women and girls

- Project ASMAN
- DAI - Dialogue with senior women leaders
- DAI – R-Aadya table talks
- ‘Aavni’ - all women grocery stores
- People development initiative at Jamnagar – Women in night shift.

Ensure availability and sustainable management of water and sanitation for all

- Water and Sanitation

Affordable and clean energy – Ensure access to affordable, reliable, sustainable and modern energy for all

- Energy conservation/ Resource conservation
- Replacement of lithium ion batteries instead of the traditional Valve-Regulated Lead-Acid (VRLA) batteries

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

- Computer Vision and Machine Learning
- Skilling and livelihood
- Reliance Smart stores collaboration and partnership with local NGOs
- Social mobility
- On the Lubex growth curve with Relstar: Empowerment driven growth

End poverty in all its forms everywhere

- Livelihood and Skilling
- Strengthening Farmer Producer Organisations: enabling farmers
- Saksham

End hunger, achieve food security and improved nutrition and promote sustainable agriculture

- Reliance Nutrition Garden
- Livelihood security
- Addressing the triple bottom line by serving customers, building business and saving the planet; one neighbourhood, one store and one farmer at a time
- Food and nutritional security

Ensure healthy lives and promote well-being for all at all ages

- Rare Liver Swap Transplant at Sir H.N. Reliance Foundation Hospital saves two lives
- Village Development Fund (VDF)
- Health
- R-Swasthya
- Jo’s ACONAHAIAREGANDIAJEETHEGA initiative
- Jio’s #CORONAHAAREGAINDIAJEETHEGA initiative
- L&D - R-Manager Programme
- People Development Initiatives at sites: Dronacharya - FE skill school

Ensure inclusive and equitable quality Protsaham scheme education and promote lifelong learning opportunities for all

- Education and Sports for All (ESA)
- Education
- Jo’s ACONAHAIAREGANDIAJEETHEGA initiative
- L&D - R-Manager Programme
- People Development Initiatives at sites: Dronacharya - FE skill school

Social and Relationship Capital and Value Creation
- Manufactured Capital and Product Stewardship
- Intellectual Capital and Innovation
- Financial Capital and Credit Rating

Human Capital and People Connect
- Natural Capital and Climate Change

Business Responsibility Report (contd)

References of Illustrations

Social and Relationship Capital and Value Creation
- Manufactured Capital and Product Stewardship
- Intellectual Capital and Innovation
- Financial Capital and Credit Rating

Human Capital and People Connect
- Natural Capital and Climate Change

Business Responsibility Report

Corporate Social Responsibility

References of Illustrations
### Principle 3: Employee Well-being
- AI-powered Machli working wonders
- D&I Connect
- R-Swasthya - 3 Billion by Founder’s Day
- Monitoring Environment Footprint

### Principle 2: Product Life Cycle Sustainability
- Empowered Gram Panchayat transforms village in Gujarat
- Disaster response
- Monitoring environmental footprint

### Principle 6: Environmental Management
- Addressing the triple bottom line by serving customers, building business and saving the planet, one neighbourhood, one store and one farmer at a time
- Monitoring Environment Footprint
- Swachhata Hi Seva

### Principle 9: Value for Customers
- Creating value from waste
- Marine litter clean-up at Versova beach and volunteering programme
- Ensuring sustainable consumption and production patterns

### Principle 7: Policy Advocacy
- Creating value from waste
- Monitoring Environment Footprint
- Ensuring sustainable consumption and production patterns

### Reference of Illustrations
- AI-powered Machli working wonders
- Disaster response
- Monitoring environmental footprint
- Swachhata Hi Seva
- Monitoring Environment Footprint

### References of Illustrations
### Business Responsibility Report

#### Corporate Social Responsibility

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

<table>
<thead>
<tr>
<th>Principle</th>
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<th>Ethics, Transparency and Accountability</th>
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<td>Employee Well-being</td>
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<td>Stakeholder Engagement</td>
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<td>Policy Advocacy</td>
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<td>8</td>
<td>Inclusive Growth</td>
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**Strengthen the means of implementation and revitalise the global partnership for sustainable development**

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</table>

#### References of Illustrations

- Empowered Gram Panchayat transforms village in Gujarat
- On the Lubes growth curve with Relstar: Empowerment driven growth
- People Development Initiatives at sites: MDP programmes for JMD in collaboration with IM B
- Industrial Internet of Things (IIOT)
- Reliance Smart stores collaboration and partnership with local NGOs

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### GRI CONTENT INDEX

Reliance has adopted the GRI Standards which are the first global standards for Sustainability reporting. The GRI Content index depicts the linkage of the content in the Annual Report with the GRI standard disclosures.

**GRI Standard**  | **Location of Disclosure & Page Number references of Annual Report 2019-20**
--- | ---
GRI 101: FOUNDATION 2016 | 
GRI 102: GENERAL DISCLOSURE | 
GRI 103: Management Approach 2016 | Human Capital and People Connect (Page 122)
GRI 403: Materials 2016 | Natural Capital and Climate Change (Page 114)
GRI 301: Water 2016 | Natural Capital and Climate Change (Page 119)
GRI 303: Water 2016 | Natural Capital and Climate Change (Page 119)
GRI 305: Emissions 2016 | Natural Capital and Climate Change (Page 119-120)
GRI 306: Effluents and waste 2016 | Natural Capital and Climate Change (Page 119-120)
GRI 307: Environmental Compliance 2016 | Natural Capital and Climate Change (Page 119)
GRI 301: Management Approach 2016 | Natural Capital and Climate Change (Page 114)
GRI 303: Water 2016 | Natural Capital and Climate Change (Page 119)
GRI 305: Emissions 2016 | Natural Capital and Climate Change (Page 119-121)
GRI 306: Effluents and waste 2016 | Natural Capital and Climate Change (Page 119-121)
GRI 307: Environmental Compliance 2016 | Natural Capital and Climate Change (Page 119)
GRI 103: Management Approach 2016 | Natural Capital and Climate Change (Page 114)
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GRI 305: Emissions 2016 | Natural Capital and Climate Change (Page 119-121)
GRI 306: Effluents and waste 2016 | Natural Capital and Climate Change (Page 119-121)
GRI 301: Management Approach 2016 | Natural Capital and Climate Change (Page 114)
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GRI 306: Effluents and waste 2016 | Natural Capital and Climate Change (Page 119-121)
GRI 301: Management Approach 2016 | Natural Capital and Climate Change (Page 114)
GRI 303: Water 2016 | Natural Capital and Climate Change (Page 119)
GRI 305: Emissions 2016 | Natural Capital and Climate Change (Page 119-121)
GRI 306: Effluents and waste 2016 | Natural Capital and Climate Change (Page 119-121)
GRI Standard

Energy Efficiency of Operations & Carbon abatement and offsetting

GRI 103: Management Approach 2016  
GRI 302: Energy 2016  
GRI 305: Emissions 2016

Renewable and Alternative Energy

GRI 103: Management Approach 2016  
GRI 302: Energy 2016

Customer Satisfaction

GRI 103: Management Approach 2016  
GRI 416: Customer health and safety 2016  
GRI 417: Marketing and Labeling 2016

Supply Chain Management

GRI 103: Management Approach 2016  
GRI 204: Procurement practices 2016  
GRI 408: Child Labor 2016  
GRI 409: Forced or Compulsory labor 2016  
GRI 412: Human rights assessment 2016

Community Development

GRI 103: Management Approach 2016  
GRI 203: Indirect economic impacts 2016  
GRI 413: Local communities 2016

Ethics, Integrity and Compliance

GRI 103: Management Approach 2016  
GRI 205: Anti-corruption 2016  
GRI 419: Socio economic compliance 2016

Talent Attraction and Retention

GRI 103: Management Approach 2016  
GRI 401: Employment 2016  
GRI 404: Training and Education 2016

Labour Management

GRI 103: Management Approach 2016  
GRI 402: Labor/Management Relations 2016
INDEPENDENT REASONABLE ASSURANCE STATEMENT TO RELIANCE INDUSTRIES LIMITED ON THEIR SUSTAINABILITY DISCLOSURES IN THE INTEGRATED ANNUAL REPORT FOR FINANCIAL YEAR 2019-20

To the Management of Reliance Industries Limited, 3rd Floor, Maker Chambers IV, 222, Nariman Point, Mumbai 400021, Maharashtra, India.

INTRODUCTION
We (‘KPMG in India’, or ‘KPMG’) have been engaged for the purpose of providing assurance on the selected Sustainability disclosures presented in the Integrated Annual Report (the Report) of Reliance Industries Limited (‘RIL’ or the ‘Company’) for FY 2019-20. Our responsibility was to provide reasonable assurance on the scope as described in the boundary, scope and limitations, as part of the Company’s sustainability reporting assurance process.

REPORTING CRITERIA
RIL has developed its report based on the applicable accounting standards and has incorporated the principles of the International Integrated Reporting Framework (IIRF) published by the International Integrated Reporting Council (IIRC) into the Management’s Discussion and Analysis section of the Report.


ASSURANCE STANDARDS
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.

BOUNDARY, SCOPE AND LIMITATIONS
The boundary of assurance covers the sustainability performance of RIL’s manufacturing divisions, refineries, exploration and production in India, business divisions such as chemicals, fibre intermediates; petroleum; polyester; polymers, Reliance Foundation and corporate office at Reliance Corporate Park, for the period 1st April, 2019 to 31st March, 2020.

The sustainability disclosures covered as part of the scope of the assurance process were limited to water recycled and reused, reduction of energy consumption, total number of employees at RIL, and total man-hours of training provided to RIL workforce.

The assurance process was limited to the selected sustainability disclosures at relevant sections in the annual integrated report.

• The selected disclosures on the other reporting criteria and frameworks/initiatives were restricted to those that were shared by the Company with KPMG and are mentioned in this report.
• The assurance scope excludes:
  • Aspects of the report other than those mentioned above;
  • Data and information outside the defined reporting period;
  • The Company’s statements that describe expression of opinion, belief, aspiration, expectation, aim or future intention and assertions related to Intellectual Property Rights and other competitive issues

ASSURANCE PROCEDURES
Our assurance process involves performing procedures to obtain evidence about the reliability of specified disclosures. The nature, timing and extent of procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the selected sustainability 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.

The assurance procedures also included:
• Assessment of RIL’s reporting procedures regarding their consistency with the application of GRI Standards;
• Evaluating the appropriateness of the quantification methods used to arrive at the sustainability disclosures presented in the Report;
• Verification of systems and procedures used for quantification, collation, and analysis of sustainability disclosures 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.

Furthermore, the company has also referred to other reporting criteria and emerging frameworks as mentioned under reporting criteria.

We have provided our observations to the Company in a separate management letter. These, do not, however, affect our conclusions regarding the Report.

INDEPENDENCE
The assurance was conducted by a multidisciplinary team including professionals with suitable skills and experience in auditing environmental, social and economic information in line with the requirements of ISAE 3000 (Revised) standard. Our work was performed in compliance with the requirements of the ISQC 1 and the practitioner’s responsibility is to ensure 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.

Santhosh Jayaram
Partner
KPMG India
June 20, 2020