

INVEST. INNOVATE. INSPIRE. FOR A NEW INDIA.



2014 - 2015
SUSTAINABILITY
REPORT





Invest. Innovate. Inspire. For a new India.

At RIL, we constantly strive towards perfection in every facet of our business and are working towards retaining our position as a leading organisation. Our goals are geared towards ensuring that we improve not just the profitability of our business, but also nurture our people, the environment and the society around us. Our business strategy encompasses acting responsibly towards the society. Our endeavour is to enhance social and environmental impact. This is what prods us towards investing in developing and empowering the nation, innovating products that are socially acceptable and environment friendly and inspiring progress in a manner that ensures the progress of our people and the society.

The imminent effects of climate change owing to industrialisation and economic development are posing as a huge concern for developing countries dependent on energy. At Reliance, it is our constant endeavour to ensure that we work towards innovating responsible products. Our values and behaviours are intrinsically linked to responsible product stewardship that believes in putting the customer first. In doing this, we focus on their needs and the impact it would have on the society. This has given us impetus to develop and deliver products that are not just economically viable, but also have societal benefits. At Reliance, we believe that innovation extends beyond developing new products and services and actually seeks to create sustainable solutions that not only enrich lives but also generate value.

At Reliance, we are conscious about the effects that our business has on the environment and we are working relentlessly to ensure that we invest our time, energy and money towards developing a more sustainable and environment friendly business. Our business philosophy is aligned towards ensuring inclusive growth that seeks to invest in enriching the lives of those around us. All our manufacturing units are driven by our vision and mission - to ensure sustainable growth of the country. Our recent investments for creating societal value at par with our financial value, showcases our commitment to the country.

At Reliance, we believe in setting an example for our employees and those we interact with, so that they can imbibe our values and become catalysts of change. Through the myriad initiatives which we undertake, we wish to redefine the future of our business and that of the nation. As we grow, so does our value chain and we are constantly working towards ensuring the sustainability of our suppliers by enhancing their awareness about the essence of sustainability. Our CSR initiatives too stand true to our ability to inspire those around us. By developing and empowering the marginalised and the needy, we can inculcate values that will inspire them to become change agents in the society.

Our 11th sustainability report is a testament of our endeavors to ensure sustainable value creation to empower societies and ensure that we invest responsibly, innovate thoughtfully and inspire successfully in order to create a new India.

**“We must forge a new partnership for a great India.
A strong and constructive partnership between industry,
government and society.”**

Late Shri Dhirubhai H. Ambani
Founder Chairman

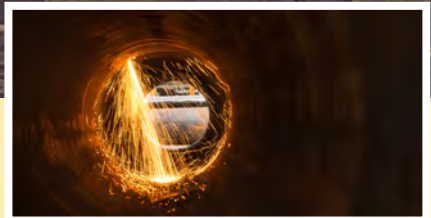
INVEST. INNOVATE. INSPIRE. FOR A NEW INDIA.



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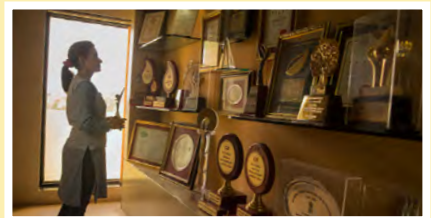
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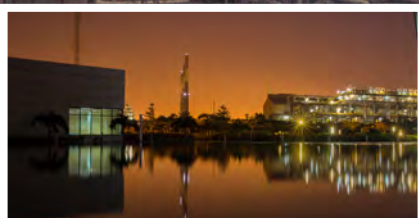
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Message from the CMD

Dear Stakeholders,

Our strategy has been to meet our business aspirations while building capabilities for businesses of the future. As we continue to sustain our position as a leading Indian corporate, we have also broadened our horizons and created growth engines. Our investment in the nation's integrated energy value chain and India-centric consumer businesses during FY 2014-15, which was a record setting \$ 16 billion (over ₹ 100,000 crores), has set the tone for our growth path.

The global economic scenario saw extreme turmoil during FY 2014-15, with significant reduction in crude oil prices impacting energy businesses. Despite this, we achieved our highest ever consolidated net profit of ₹ 23,566 crores. Both our energy and consumer businesses continue to show strong growth potential.

While we grow incessantly in size, complexity and revenue, we also embrace environmental and societal responsibilities. Our '4P' approach continues to act as the cornerstone of our growth strategy and we are guided by the core values of Customer Value, Ownership Mindset, Respect, Integrity, One Team and Excellence. At RIL, we believe in driving growth, value and innovation in society. We strive to be a product and service leader across our industries, a great employer and above all, we wish to contribute to the society.

Sustainability at RIL encompasses numerous steps that help redefine the future of our businesses and that of the nation. In the FY 2014-15, we formed a Sustainability Council in order to integrate sustainability considerations in decision making and improve our energy and environment performance. Our sustainability initiatives are geared by the dream of our Founder Chairman Late Shri Dhirubhai Ambani who envisioned India as a superpower in which industry, government and society partnered constructively.

Financial Sustainability

Our total turnover saw a decline compared to FY 2013-14 mostly due to the decrease in oil prices during the year. Despite this, we generated a record-breaking net profit which increased by 4.8% compared to the previous reporting year. We retained our position as the second largest producer of polyester fibre and yarn globally. Our refining business delivered record EBIT of ₹ 15,827 crore and gross refining margins of \$ 8.6/bbl. We also started a new 650 KTPA PET plant at Dahej, which is one of the world's largest bottle grade PET resin capacities at a single location. Our new PTA facility at Dahej with a capacity of 1,150 KTPA was also commissioned during the year, thereby increasing our global capacity share to 4%. Demand for petrochemicals is strongly linked to economic growth. India's expected economic growth bodes well for the growth of this business. We are bringing several new capacities on-stream to leverage the expected spurt in demand.

Sustainable Energy

The availability of energy resources is critical for the growth of any economy. While we strive to identify and harness alternative and renewable energy sources, the dependence on non-renewable energy sources is still largely existent.

A large proportion of the nation's energy requirements are met through non-renewable sources. Being one of the leading Indian energy companies, we play a critical role in providing the nation with sustainable and clean energy. Our 11th sustainability report showcases our growth in the energy value chain and our efforts to ensure increased self-sufficiency for our nation to meet its energy requirements. Our petcoke gasification project, designed to convert low-value petroleum coke into high value syngas, is under execution. This will enable increasing self-reliance in energy at Jamnagar, and also aid the manufacture of other value-added chemicals.

₹ 1,00,000 crore
Invested in creating growth
engines for the future

Formation of
Sustainability Council
in FY 2014-15

Enhancing the Natural Capital

Through our operations and other interventions, we have always strived to restore the balance in the natural environment. Compliance with environmental regulations is accorded utmost importance. We have taken several steps to reduce our negative environmental impacts and enhance our positive impacts so that our environmental bottom line is 'net-positive'.

During the year, we increased the share of renewable sources in our total energy consumption by 2.5%. We also strive continuously, to reduce the extraction of natural raw materials. This year, we have increased the consumption of material recycling in our operations by 4.1%. Our operations are designed in a way that they do not exert any negative impact on the local ecosystems.

Safety Practices

Safety is one of the five enablers of our business strategy. We believe that safe operations allow us to preserve enterprise value and provide a perpetual license securing our right to operate across India and globally.

Safety is considered to be one of the critical aspects in delivering responsible products. We ensure the safety of our employees, contractors, suppliers and vendors, as well as communities in which we operate. A fully equipped and well-qualified HSE department is in place at all our locations providing necessary governance, documentation and HSE assurance. All the manufacturing divisions are certified for OHSAS 18001 safety management system and integrated with quality

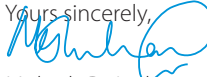
and environment management systems (ISO 9001 and ISO 14001).

Creating Value

We have been a pioneer and continue to be at the forefront of the 'Make in India' campaign. We see our investments as a contribution towards the sustainable economic growth and social prosperity of India. We have taken strong steps towards product stewardship in various businesses. We have progressively enhanced our R&D efforts and intensified our efforts towards development of biofuels & bio-chemicals and breakthrough technologies, and in the areas of health, safety & environment. In a move to spur innovation in the industry, GenNext Ventures (an RIL sponsored Venture Capital fund) and Microsoft Ventures, have floated the Global Innovation Hub. This globally competitive platform will support entrepreneurs and shape disruptive innovation in a resourceful setting, with help and guidance from leaders across industries and functionalities.

Our CSR initiatives help elevate the quality of life for millions across the country. We seek to touch and transform lives by promoting healthcare, education, rural wellbeing and employment opportunities. We aim to continue our efforts to build on our tradition of social responsibility to empower people and deepen our social engagements.

The Reliance growth story is a tribute to India's entrepreneurial spirit. We have invested in growth and built a culture of innovative excellence that inspires our people, and in turn ensures holistic progress for all stakeholders.

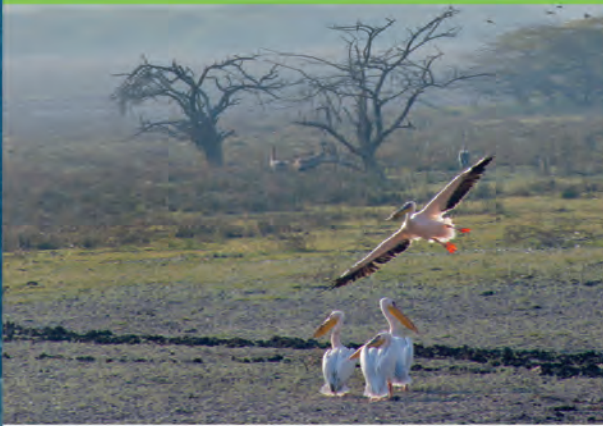
Yours sincerely,

Mukesh D. Ambani

DIMENSIONS OF SUSTAINABLE GROWTH - 4P'S

(PLANET, PEOPLE, PRODUCTS & PROCESSES AND PROFIT)

Our 4P Growth Approach¹ showcases our sustainability agenda and forms the basis of the organisation's endeavour to protect the planet, empower people, invest and innovate products, and increase profits. During our journey towards excellence, we undertook numerous key initiatives which include:

PLANET



- Conserved **1,63,500+ tonnes** of soil till date
- Planted **17,31,000+ saplings** till date
- Reduction in Direct GHG Emissions by **3.1%**
- Increase in renewable energy consumption by **2.5 %**
- Reduction of air emissions (NOx) by **4.5%**
- Reduction of air emissions (SOx) by **11.7%**
- Increase in consumption of recycled materials by **4.1%**

PEOPLE



- Reduction in injury rate by **42.2%**
- Reduction in lost day rate by **38.4%**
- Supported **1,533 students** till date through Reliance Dhirubhai Ambani Protsaham scheme
- Disseminated **10,489 advisories** to farmers and fisherfolk during FY 2014-15
- Conducted programmes to enhance the skill and knowledge of **1,87,415 small and marginal farmers** during the year
- **Re-built Sir H.N. Reliance Foundation Hospital and Research Centre** in Mumbai with state-of-the art facilities
- Increase in the number of women employees by **4%**
- Provided **1.76 million** manhours of training to workforce

1,63,500+ tonnes of soil has been conserved till date

2.5 % Increase in renewable energy consumption

4% Increase in the number of women employees

PRODUCTS AND PROCESSES



- Encouraged the use of **Rice Husk PVC composite boards** for construction and furniture reducing the demand for wood, to save forest coverage
- **Used PE Flexible Silo Bags** to store food grains to reduce wastage
- Adopted **Recron Green Polyester Staple Fibre**, eco-friendly fibre that addresses environmental concerns
- R&D Expenditure was **₹1,220 crore**
- Granted a total of 22 patents during the year
- **More than 800 professionals** working in research and technology activities under Reliance Technology Group
- Harnessed natural resources through '**Algae to Biocrude**' and '**Jatropha based biodiesel**'

PROFIT



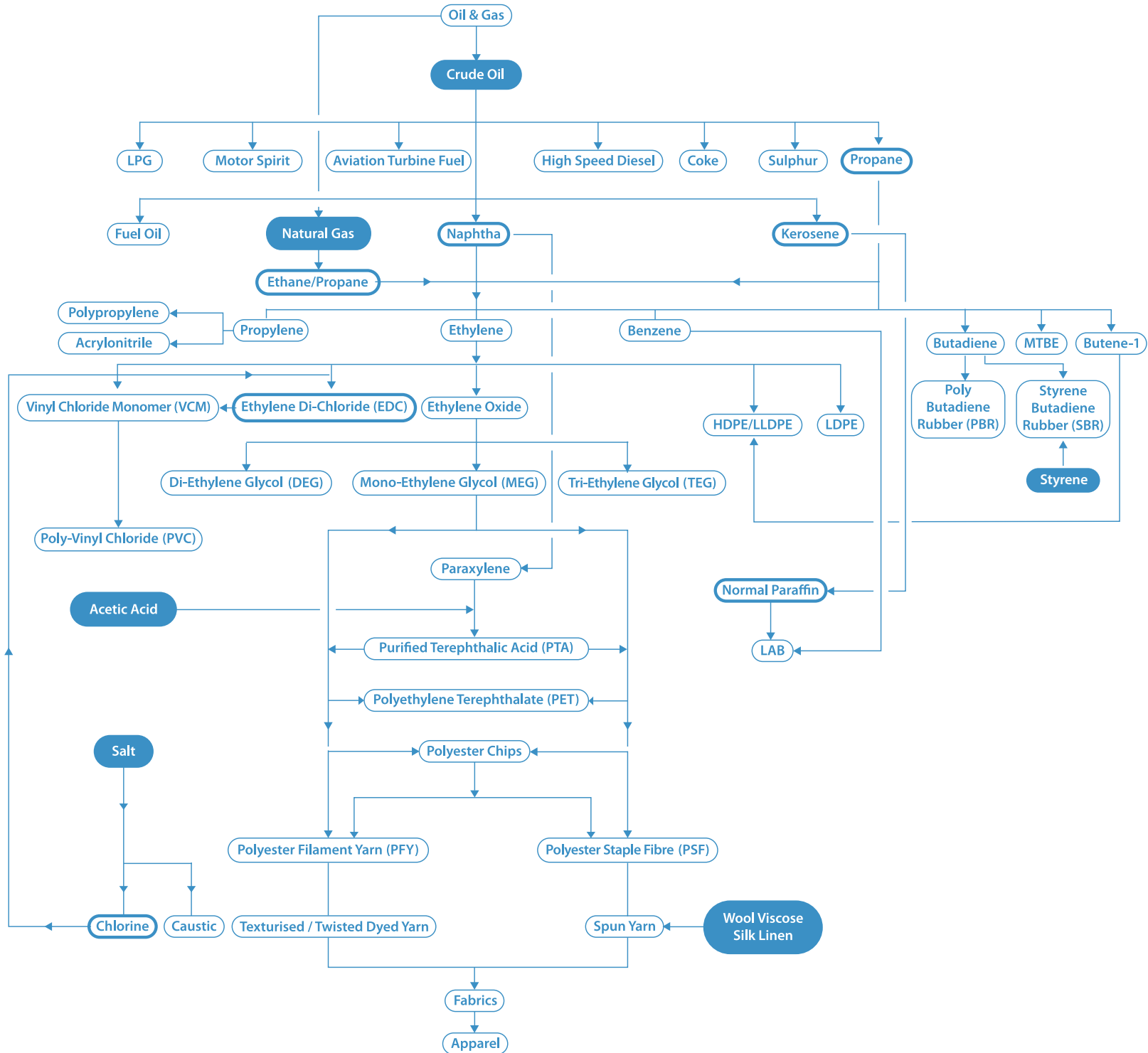
- Highest ever dividend payout of **₹ 3,559 crore** (including dividend distribution tax) recommended for this year
- Largest ever capital expenditure programme to significantly enhance profits
- Increase in PBDIT by **5%**
- Increase in PAT by **4.8%**

₹1,220 crore
R&D Expenditure:

₹ 3,559 crore
Highest ever dividend payout

5%
PBDIT Increase to
₹ 45,977 crore (\$7.4 billion)

Product Flow



● Purchased raw materials

○ Partly purchased raw materials

○ Existing Products



Controller cum Riser Platform (CRP), Offshore, KG-D6 Block

About Reliance Industries Limited



We are India's largest private sector company with respect to key financial parameters, with an annual revenue of \$ 62.2 billion. We are a significant global player in the integrated energy value chain, and have a growing presence in retail and digital services in India.

Built on strong values, we are steadfastly rooted in the culture of safety, integrity and commitment. We are dedicated to our vision of participating in India's economic growth and social wellbeing. We strive to be a product and service leader across industries, create a great working culture and enhance value for our stakeholders and society. We

are the first private sector company from India to feature in Fortune's Global 500 list of 'World's Largest Corporations'; in terms of revenue, our current rank is 114. This is the 11th consecutive year that we featured in the Fortune Global 500 list.

Our businesses range across exploration and production of oil and gas, petroleum refining and marketing, petrochemicals (polyester, fibre intermediates, plastics and chemicals), textiles, retail, telecommunication, etc.



Jamnagar Refining Complex

We have business activities in more than 50 domestic locations, with manufacturing facilities at Allahabad, Barabanki, Dahej, Hazira, Hoshiarpur, Jamnagar, Nagothane, Nagpur, Naroda, Patalganga, Silvassa and Vadodara. Our exploration and production facilities are located at KG-D6 – Gadimoga, Panna Mukta Tapti and CBM Blocks at Sohagpur (East and West). Along with strong domestic presence, we expanded internationally to regions like North America, Australia, Europe, East Africa, Middle East and Asia. Our business activities are also carried out in eight international locations, the major ones being Turkey, Malaysia, China, UK and Netherlands. We have also been involved in exporting to 121 countries across the world in FY 2014-15.

Our Upstream Business Operations

Our upstream activities consist of exploration, appraisal, development and production of oil and gas. The major upstream activities are carried out in deep-water blocks off the east coast of India and the US shale gas regions of Eagleford and Marcellus. Exploration and production facilities are located at KG-D6 Gadimoga, Panna Mukta Tapti and CBM Blocks at Shahdol (Sohagpur East & Sohagpur West). In our upstream business we work closely with various partners.

Our Downstream Business Operations

The downstream business focuses mainly on refining and marketing, petrochemicals, polymers, polyester & fibre intermediates, and textiles businesses. We have a large variety of products in our downstream business which have a number of applications. During FY 2014-15, we further consolidated our leadership position in India in the production of synthetic rubber. We lead the domestic market for Poly Propylene (PP) with a market share of around 58%. In Poly Ethylene (PE) production, our focus was mostly on high-value sectors in High Density Poly Ethylene (HDPE) as well as Low Density Poly Ethylene (LDPE) production. Last year we commissioned a fully automated plant at Silvassa, thereby strengthening our position in the global polyester market.

Our Jamnagar refinery complex has the capability of processing the most challenging crudes. This year it processed 13 new crudes and also achieved 110% operating rate by processing 67.9 million metric tonnes (MMT) of crude oil.

Major Subsidiaries and New Businesses

As of 31st March 2015, the number of our subsidiary companies stand at 96. The major subsidiaries and new businesses are listed below:

Reliance Retail

Reliance Retail is one of the largest revenue retailers in India with more than 2000 stores across the country.

Our retail outlets offer value-based and specialty-based products. The core growth strategy of backward integration has made rapid progress towards building an entire value chain starting from farmers to end consumers. We strengthened our presence across various format sectors and now operates 2,621 stores covering over 12.5 million square feet in 200 cities.

Reliance Jio Infocomm Limited (RJIL)

Our Mumbai-based subsidiary, Reliance Jio Infocomm Limited (RJIL) was established to connect India's population and shape their future using end to end solutions. During the year, we were successful in acquiring the right to use spectrum in 800 MHz or 1800 MHz bands or both in 13 key circles across India. With this, Reliance Jio has spectrum in either 800 MHz or 1800 MHz or both in 20 out of the 22 circles in the country. This is in addition to the pan India spectrum in the 2300 MHz band.

Report Scope and Boundary



It is our privilege to present the Reliance Industries Limited (RIL) Corporate Sustainability Report for the year 2014-15. This is our 11th annual sustainability report developed based on the Global Reporting Initiative (GRI G3.1) Guidelines. The report also contains disclosures in-line with the Oil & Gas Sector Supplement (OGSS), and covers the Financial Year (FY) 2014-15.

Our Sustainability Report includes operations and businesses that fall under our direct control. The report covers our operations at

manufacturing divisions in Allahabad, Barabanki, Dahej, Hazira, Hoshiarpur, Jamnagar, Nagothane, Nagpur, Naroda, Patalganga, Silvassa and Vadodara. The report boundary also extends to oil and gas exploration and production units at Gadimoga and Shahdol (Sohagpur East & Sohagpur West). The boundary covers our businesses in chemicals, fibre intermediates, polyester, polymers, petroleum, supply & procurement, and other entities: Reliance Foundation, Dhirubhai Ambani Foundation and Reliance Corporate Park (RCP).



Standards and guidelines used to develop this report

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

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

The report has been developed according to the GRI G3.1 guidelines (including the Oil and Gas Sector Supplement which was released in the last financial year). The report has been independently assured by KPMG in India.

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

We continue to align the report to the 9 core principles² detailed in the NVG-SEE released by the Ministry of Corporate Affairs, Government of India. We have also formally published our third Business Responsibility Report, as per SEBI's mandate (Clause 55 of listing agreement), as part of our Annual Report.

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

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

Oil and Gas industry guidance on voluntary sustainability reporting by IPECA/API and OGP

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

World Business Council for Sustainable Development (WBCSD) focus areas

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

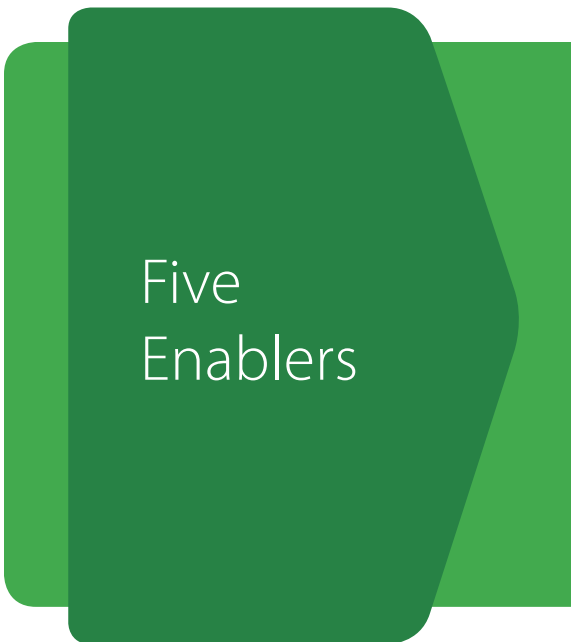
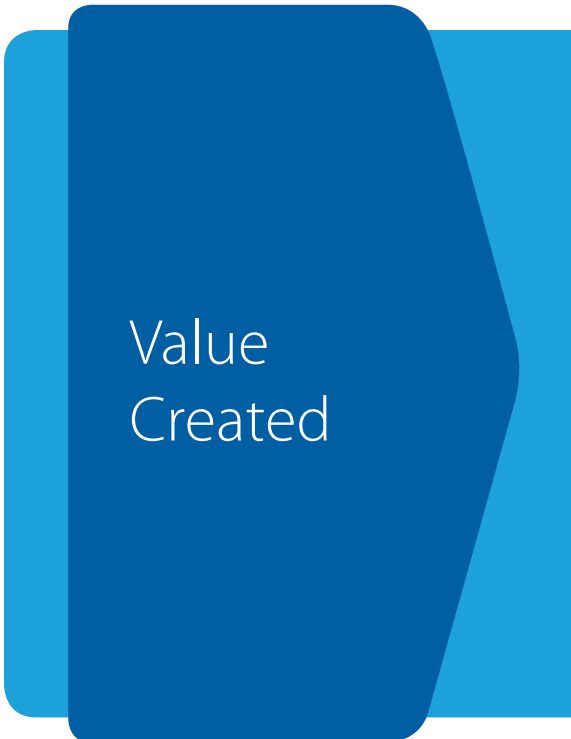
Sustainable Development Goals

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

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.

²http://www.mca.gov.in/Ministry/latestnews/National_Voluntary_Guidelines_2011_12jul2011.pdf



Our goal is to be the leader in the business segments we operate in and be a relevant significant player, even globally. We underpin everything we do through safe operations, by adopting leading digital technology, capital productivity and operating efficiency, and ethics. Our Reliance Group Strategy is represented below:

Driving growth, value, innovation and transformation in society

We are pursuing our strategy to grow by leveraging the existing know-how and asset base and investing in opportunities critical to our current businesses and those of the future. We initially focused on activities and investment in India to take advantage of the large domestic market and build competencies that can be rolled out on a global scale. Our businesses create value for our shareholders, employees, customers and society, and each new opportunity we pursue must meet these criteria.

Shareholder Value

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

Employee Value

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

Customer Value

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

Societal Value

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

Safe operations, digital technology, capital productivity, operational efficiency and ethics

Our group strategy is founded on the following five enablers:

- Safety and compliance are core values, and they help us to preserve enterprise value and provide a perpetual license securing our right to operate across India and globally.
- We are pioneers in harnessing new digital technologies and mobility initiatives that change how we conduct our businesses.
- Capital is judiciously used, and achieving enhanced capital productivity is a priority across our businesses to create competitive advantage.
- We remain committed to achieve the highest levels of operating efficiencies and effectiveness across all our activities, both customer facing and internal. A mindset for continuous improvement in processes forms the bedrock of all our operations.
- We are committed to conduct all our initiatives with the highest levels of integrity.

Driving Sustainability

Depleting natural resources are detrimental to any organisation and are pushing companies to undertake mechanisms that counter the effects of global warming and climate change. We strive to develop strategies and policies that positively impact the environment and create societal value. Our sustainability strategy is driven by our overall group strategy which seeks to drive growth, value and innovation, to create a positive transformation in society. The five pillars of our sustainability strategy not only ensure our long-term profitability, but also provide focus areas that allow us to make concerted efforts towards ensuring a positive impact.

Five Strategic Pillars



Energy Security

As a part of continuous improvement, various initiatives were undertaken during the year like; harnessing natural resources through 'Algae to Biocrude' and 'Jatropha based biodiesel'

Stepped-up efforts to augment production from the field through interventions like side-track wells and onshore terminal booster compressor to partly offset the natural decline in the fields at KG-D6

Recovering product gasoline heat, by heating effluent exchanger inlet stream devised by Pinch Technology, using super target software resulting in fuel savings of 4.81 Gigacalorie per hour (Gcal/hr)



Environment Responsibility

An 'Environmental Compliance Review Committee' has been created at each manufacturing site with an aim to go beyond compliance

All major sites have adopted 'Integrated Management System' combining Environment (ISO- 14001), Quality (ISO-9001) and British Safety Council UK's Environment 5 star Audit

Created water harvesting structures that serve as critical sources of irrigation for communities living in dry and rain-fed areas, and harvested and stored 447 lakh cubic metres of rain water

Conducted Vendor and Supplier Orientation on environmental issues



Product Stewardship

Adopted Recron Green Polyester Staple Fibre which is made from 100% post-consumer waste PET bottles and has one of the lowest carbon footprints

Used Rice Husk PVC composite boards for construction and furniture, thereby reducing the demand for wood and saving forest coverage

Used PE Flexible Silo Bags to store food grain to reduce wastage.

Promoted Polypropylene Raffia Bags in fodder packaging for improved milk production



Occupational Health and Safety

We have implemented a unique programme called 'Task Based Health Risk Assessment' (TBHRA) to identify and manage health risks at the workplace

REFERS, (Reliance Employee & Family Emergency Response Services) offers 24x7 assistance in case of any medical, accident, fire and security exigencies

Our hospitals and laboratories are accredited by highly reputed agencies like the Joint Commission International, National Accreditation Board for Hospitals, National Accreditation Board for Laboratories, etc

Our manufacturing divisions are certified as per the Occupational Health and Safety Management



Social Institutional Building

1.76 million man-hours of training imparted to our workforce.

The Reliance Foundation directly engages with small and marginal farmers and promotes sustainable agricultural practices to transform their lives

Sir H.N. Reliance Foundation Hospital and Research centre offers the finest medical care, nursing care and global facilities at affordable prices

Initiated a life insurance programme for villagers of the Balangir district of Odisha

VISION, MISSION & VALUES

Vision

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

Mission

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

Values

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



Controller cum Riser Platform (CRP), Offshore, KG-D6 Block

Awards and Recognitions





Award gallery at Dahej Manufacturing Division

Some of the major awards and recognitions conferred on us during FY 2014-15 are:

Leadership

- RIL's Chairman and Managing Director Shri Mukesh D. Ambani was conferred the Honorary Doctor of Science degree by the Institute of Chemical Technology (ICT)

Corporate Social Responsibility

- Awarded the '**Corporate Social Responsibility Company of the Year**' for the second consecutive time at the Asia Oil & Gas Awards 2015, organised by Oliver Kinross
- Awarded the '**Best CSR project in environment management forestry / horticulture & Best CSR Innovation Award**' by the Institute of Chartered Accountants of India (ICAI)
- Won the '**Best Corporate Social Responsibility Practices Award**' and the '**Best use of Corporate Social Responsibility practices in Manufacturing Award**' at the 3rd Global CSR Excellence and Leadership Conference of the World CSR Congress

Quality and Excellence

- Won three Par **Excellence and One Excellence Award** under Quality Circle (QC) and Lean QC category respectively at the National Convention 2014 of the Quality Circle Forum of India (QCFI)
- Won the Par **Excellence Award** at the National Convention of Quality Concepts (NCQC)



Golden Europe Award for Quality & Commercial Prestige 2014

- Received the '**Best-in-Class Award**' from Asia Pacific Quality Organisation (APQO)
- Received Par **Excellence award** at National Quality Circle Convention-2014 and Gold Awards at Annual Convention on Quality Concepts (ACQC) organised by QCFI

Received



Bechtel's Award for Quality Engineering
for its off-site & utilities engineering



Received Excellent Energy Efficient Unit Award 2014

Projects and Engineering

- Received '**Bechtel's Award for Quality Engineering**' for our off-site and utilities engineering

Health, Safety and Environment

- The Floating Production Storage and Offloading (FPSO), Dhirubhai-1 platform, received the '**Best Overall Safety Performance**' in the offshore production platforms category in 2014
- Adjudged as the '**HSE Company of the Year**' at the Asia Oil & Gas Awards 2015, organised by Oliver Kinross' Gold Award in Arogya World Healthy Workplace Award 2014'

- Received the esteemed '**Golden Europe Award**' for Quality & Commercial Prestige at the convention organised by Otherways Management & Consulting Association (OMAC)
- Received the '**Gold Award**' at the International Convention of Quality Control Circles - 2014 (ICQCC)
- Won two Par **Excellence Awards** in Kaizen, presented by the Quality Circle Forum of India
- Won the '**Gold Award**' at the Annual Convention on Quality Concepts, organised by QCFI
- Won the '**Diamond Award**' and '**Gold Award**' at the Annual Convention and Competition on Lean Six Sigma Convention



Leadership: RIL's Chairman and Managing Director Shri Mukesh D. Ambani was conferred the Honorary Doctor of Science degree by the Institute of Chemical Technology (ICT)

Received CII-ITC Sustainability Award 2014

- Awarded the 'Golden Peacock Occupational Health & Safety Award' for the year 2014
- Awarded the 'Golden Peacock Environment Management Award' for the year 2014
- Won the 13th annual 'Greentech Safety Award 2014'
- Won the 15th annual 'Greentech Environment Award 2014'
- Won the first position in the 'Green Warrior' competition organised by Times of India

Energy and Water Conservation / Efficiency

- Awarded 'Excellent Energy Efficient Unit Award' at the CII National Energy Efficiency Summit
- Received 1st prize in the Petrochemicals sector in the **National Energy Conservation Award – 2014**, organised by the Bureau of Energy Efficiency

Human Resources, Learning and Development

- Awarded the 'Golden Peacock National Training Award 2014'

Retail

- Recognised as the 'Best Brand' in the Consumer Electronics and Appliances Retailers category by The Economic Times Best Brands 2014
- Franchise India **Retail Awards 2014** - CDIT and Telecommunications Retailer
- Awarded the 'Most Admired Retailer' of the Year - Large Format as well as Private Label by Images Retail Awards 2014
- Ranked among the 'Most Trusted Service Brands' in India by Brand Equity



- Award for 'Marketing Excellence in Retail Sector' given in the field of Marketing Dynamics towards a sustainable tomorrow and continuous marketing practice in Retail
- Award for 'Best Diamond Jewellery' of the Year from National Jewellery Awards 2014, in Vogue and Bridal category

Sustainability

- Won the 'CII-ITC (Confederation of Indian Industry) Sustainability Award 2014'
- RIL is ranked as **India's Greenest Company** in a survey of 500 global majors conducted by The Newsweek in partnership with Corporate Knights Capital. Ranked at 185, RIL is the highest ranked Indian company among the World's Greenest Companies

Corporate Governance





Jamnagar SEZ Refinery

Formation of Sustainability Council in FY 2014-15 to integrate sustainability in decision making

Our endeavour for value creation for all our stakeholders is unwavering in the ethos that we live by. While we work tirelessly to create and sustain value, we also ensure that it is done in a manner which is in line with our defined policy framework for ethical conduct of businesses. In all of our practices we imbibe the six core values: Customer Value, Ownership Mindset, Respect, Integrity, One Team and Excellence.

Our philosophy on Code of Governance³

The objective of our policy framework is to meet stakeholders' aspirations and societal expectations. Good governance practices stem from the dynamic culture and positive mindset of the organisation. We are committed to meet the aspirations of all our stakeholders. This is demonstrated in shareholder returns, high credit ratings, governance processes and an entrepreneurial performance-focused work environment.

We make sure that our goal of enhancing our customers' delight goes hand-in-hand with our principles of integrity, transparency and accountability. We achieve this by integrating components of good governance by carefully balancing the complex inter-relationship among the Board of Directors, Audit Committee, Finance, Compliance and Assurance teams, Auditors and the senior management.

We are committed to sound Corporate Governance principles and practices and constantly strive to adopt the emerging best practices followed worldwide. It is our endeavour to achieve high standards and provide oversight and guidance to the management in strategy implementation, risk management and fulfilment of stated goals and objectives.

We believe Corporate Governance is not just a destination, but a journey to constantly improve sustainable value creation. It is an upward-moving target that we collectively strive towards achieving.

Governance Structure

We have instituted an internal governance structure with defined roles and responsibilities of every constituent of the system.

Board of Directors

Our board of directors consists of 13 Directors, 7 out of which are Independent Directors. The Board's actions and decisions are aligned with our best interests. It is committed to the goal of sustainably elevating our value creation. We have defined guidelines and an established framework for the meetings of the Board and Board Committees. These guidelines seek to systematise the decision-making process at the meetings of the Board and Board Committees in an informed and efficient manner.

³ For further details please refer RIL's Annual Report for 2014-15. Page No. 122 – 153

The Board of Directors



Shri Mukesh D. Ambani
Chairman and
Managing Director



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



Shri P.M.S. Prasad
Executive Director



Prof. Dipak C. Jain
Independent Director



Shri Nikhil R. Meswani
Executive Director



Dr. Dharam Vir Kapur
Independent Director



**Shri Mansingh L.
Bhakta**
Independent Director



Shri Yogendra P.
Trivedi
Independent
Director



Shri Hital R. Meswani
Executive Director



Prof. Ashok Misra
Independent
Director



Dr. Raghunath A.
Mashelkar
Independent
Director



Shri Adil Zainulbhai
Independent
Director



Shri Pawan Kumar
Kapil
Executive Director

The management of our company is vested in the Board and the Board exercises powers for and on behalf of the Company.

Every Independent Director, at the time of his first appointment to the Board and thereafter at the first meeting of the Board in every financial year, gives a declaration that he meets the criteria of independence as provided under Section 149 of the Companies Act, 2013 and Clause 49 of the listing agreement with stock exchanges.

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

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

The Chairman and Managing Director (CMD), appointed by the Board with the approval of shareholders, provides overall direction and guidance to the Board. Concurrently, the CMD is responsible for overall implementation. In the operations and functioning of the Company, the CMD is assisted by four Executive Directors and a core group of senior level executives.

Management Initiatives for Controls and Compliance

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

Policy Framework

We strive to conduct our business responsibly and strengthen our relationships in a manner that is dignified, distinctive and responsible. We have in place a comprehensive Code of Conduct (the Code), which is applicable to all the employees and Non-executive Directors including Independent Directors. The Code gives guidance and support needed for ethical conduct of business and compliance of law. The Code reflects our values viz. - Customer Value, Ownership Mind-set, Respect, Integrity, One Team and Excellence. 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. Some of these codes and policies are:

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

Audits and Internal Checks and Balances

We have an Internal Audit Cell besides external firms which act as independent internal auditors that review internal controls and operating systems and procedures. A dedicated Legal Compliance Cell ensures that we conduct our businesses with high standards of legal, statutory and regulatory compliances. We have instituted a legal compliance programme in conformity with the best international standards, supported by a robust online system that covers the our manufacturing units as well as our 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.

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

Transformation for 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:

- We have a designated Lead Independent Director with a defined role.
- All securities related filings with Stock Exchanges and SEBI are reviewed every quarter by our Stakeholders' Relationship Committee of Directors.
- We have 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 undergo quarterly secretarial audits conducted by an independent company secretary who is in whole-time practice.
- We have formed a Sustainability Council to integrate sustainability considerations in decision making and improve performance on Energy and Environment sustainability indicators. The major responsibilities of the council is to identify material issues, risks and opportunities, define broad strategies and initiatives. The frequency for this council to meet is once in a month to review performance metrics, sustainability initiatives and results.

Working Towards Planet, People, Product & Processes and Profit

We work towards attaining a sustained financial bottom line along with enhancing natural capital, human capital and product development. We are committed to reducing our negative impacts and enhancing our positive impacts on the society as well as on the environment.

We support life cycle assessment studies done by the Indian Centre for Plastics in the Environment (ICPE) and also work with the Bureau of Indian Standards for formulating the standards and guidelines.

In addition to making a positive economic contribution to the nation and society at large, we have focused our energy on identifying specific impact areas. We endeavour to alleviate the underprivileged and marginalised sections of the society and have an active engagement with them to ensure their holistic development.

We are committed to create value for the nation and enhance the quality of life across the entire socio-economic spectrum. We believe that Corporate Social Responsibility extends beyond the ambit of business and should focus on a broad portfolio of assets: human, physical, environmental and social. We give utmost importance to the conservation of natural capital at our operations. We are committed to responsible stewardship of the natural resources and conduct our operations in a sustainable manner.

Business Responsibility Report⁴

To strengthen our commitment to responsible business, our Board has adopted a Business Responsibility Framework based on the principles of National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG) as issued by the Ministry of Corporate Affairs, Government of India. Our governance codes and policies have adopted the principles of the NVG. In sync with this and Clause 55 of the Listing Agreement, a Business Responsibility Report is attached forming part of the Annual Report. The Corporate Social Responsibility and Governance Committee is responsible for the implementation of the BR policies. This committee, comprising Shri Yogendra P. Trivedi (Chairman, Independent Director and BR Head), Shri Nikhil R. Meswani (Executive

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

Handling Investor grievances

We focus intently on listening to the voice of the investor as much as we focus on creating a shared value for them. In order to act on investor grievances, we have a dedicated Stakeholder Relationship Committee which looks into these aspects. We received a total of 2,301 investor complaints during the reporting period, all of which were resolved, as on 31st March, 2015.

Public Policy Advocacy

In order to gain a more holistic understanding of our stakeholders' concerns and their future demands, we continuously share our resources with industry bodies, academia and other relevant organisations; this also contributes to the knowledge sharing process and also helps in gaining crucial information that can help us in our future endeavours for the society at large.

We have representation across business and industrial associations such as The World Economic Forum, The American Chemistry Council (ACC), Indian Chemical Council (ICC), The Chemicals and Petroleum Manufacturers Association (CPMA), Gulf Petrochemicals & Chemicals Association (GPCA), World Business Council for Sustainable Development (WBCSD) European Petrochemicals Association (EPCA), American Fuel & Petrochemical Manufacturers (AFPM) Association of Oil and Gas Operators in India (AOGO), Federation of Indian Chambers of Commerce and Industry (FICCI), Confederation of Indian Industry (CII), Associated Chambers of Commerce and Industry of India (ASSOCHAM) and Association Of Synthetic Fibre Industry (ASFI).

We, as a responsible producer of petrochemicals, are collaborating with ICPE (Indian Centre for Plastic in the Environment) on a voluntary basis and providing technical and financial support to help develop newer technologies for plastic waste management and establish pilot projects for plastic waste management in cooperation with municipal authorities and civil society.

⁴The linkage of the NVG-SEE principles to the content of the sustainability report can be found at NVG-SEE content index on page 103

For further information please refer RIL's Annual Report 2014-15 Page No. 104-121

Management Systems





Reliance aims to be among the
Top-50 companies
 in the **Fortune 500**
 list by 2020

We operate in diverse industries and global markets, and therefore require a robust approach to risk management. An integrated system of risk management and internal controls, which is tailored to our specific segments and businesses, has been deployed. This takes into account various factors, such as the size and nature of the inherent risks and the regulatory environment of the individual business segment or operating company. In order to ensure that we stay committed towards meeting our goals and targets, and improve our performance, we have established robust systems to improve risk, environment and safety management. These areas are critical to us and we are continuously working to enhance these systems to better manage risks and promote stakeholder confidence.

Risk Management Systems

We face a number of risks in our operations, financial activities and in the implementation of long-term strategy. If these risks materialise, they can significantly impact our financial position. At RIL, risk management is a process through which we control the level of risk. Our Risk Management Framework (RMF) identifies, evaluates, manages and reports risks arising from our operations and financial activities. The RMF covers risk management activities at three levels:

1. Day-to-day Risk Management – This includes identification and mitigation of risk by the management and staff at our entities, assets and functions. Each entity, asset and function will prepare a risk register with the list of the risks, their causes, their likelihood and consequences. This is executed as an embedded component in Operating Management System, Financial Management System and People Management System

2. Business and Strategic Risk Management – This is executed by Business, Function and Group leadership. They use risk registers to prioritise resources towards required risk management activities. This results in a shared perspective of key risks at each entity, an understanding of how significant they are and how they are being managed. It also results in integration of risk with key business processes such as strategy, planning, performance management, resource allocation and project appraisal.

3. Oversight and Governance – The Board, Executive Committees and Functional leadership provide oversight to the identification and management of the most significant risks. Apart from reviewing the most significant risks, these committees are also responsible for improving the RMF and ensuring compliance.

Reliable Operations

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

The OMS provides a systematic and consistent approach for:

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

The OMS framework defines a set of operating requirements and chart 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.

People Management Systems

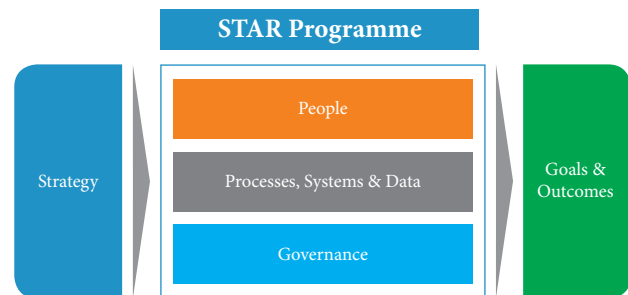
We continue to focus on implementing a robust Human Capital Management system to support our global, multi-geographical and diversified organisation on one common platform. The R-HR Transformation journey was initiated to revamp our people processes and implement world-class HR practices. Our leadership team inculcates a culture of inspiring people through six basic tenets:

- Clearly communicate vision and purpose
- Motivate & inspire employees to succeed & aspire for the best globally
- Develop capability through continuous learning
- Show passion to excel
- Effective teamwork, trust and collaboration
- Integrate diverse perspectives.

Smart Transformation at Reliance (STAR)

We have been working to deliver a large scale, multi-year business transformation programme called STAR. The STAR programme is an integral part of our strategy to build competitive advantage and use technology for our advantage. This programme has seen concentrated efforts on three pillars -

- a. People – to build and sustain a human capital advantage
- b. Processes Systems & Data – to develop an integrated, end-to-end digital chain providing real time information
- c. Governance – to provide continuous assurance to all stakeholders



The focus for FY 2015-16 will be to

- Embed and operationalise a full cycle for governance within the new RMS framework
- Complete the full implementation of the people R-HR Transformation projects
- Implement systems go-lives for remaining Petrochemical businesses

When fully deployed, our goal is that all of these transformation projects will create a foundation to support and enable us to be among the top-50 companies in the Fortune 500 list by 2020, with a most admired company' status in India.





Jamnagar Refinery

Disclosures on Management Approach



Jamnagar Refinery

Economic Indicators

We have time and again proven that we are a financially viable and a responsible organisation. Our contribution to the economic system in which we operate is an indication of our commitment to a sustainable future. We have always focused on creating value for our internal and external stakeholders through our partnerships. We are cognizant of the impacts on the natural capital because of our economic growth. Our economic policies and structures are formulated on the basis of financial viability, market conditions, consumer preferences, our past performance, government regulations and our corporate governance ethics, amongst others. We understand our responsibility towards the society and hence are focused towards increasing employment opportunities. To help the under privileged, we have supported multiple initiatives to help uplift the community and enhance quality of life.

Environmental Indicators

All our manufacturing divisions and Exploration & Production (E&P) operations at Gadimoga, have implemented environmental management systems such as ISO 14001:2004, and have developed robust internal structures and mechanisms to support our mission towards environmental sustainability.

We continue to maintain high standards of Health, Safety and Environment (HSE) performance through well-established systems and policies. We have constituted a HSE committee which is responsible for reviewing and monitoring the implementation of HSE management systems. We further strengthen our compliance processes, we have a dedicated 'Environmental Compliance Review Committee' that has been created at each manufacturing site. We continue to adopt renewable and alternative sources of energy at our manufacturing plants. Biodiversity is a crucial element in our environmental systems and hence we have put in place biodiversity management plans for locations which are sensitive and we have also taken efforts to use materials that are environmentally benign in our processes and products. We are also compliant with all the environmental laws at the locations where we operate and to which we export our products.

Labour Indicators

We recognise that our employees are our biggest asset and we strive to become their employer of choice. Our code of conduct ensures the welfare and well-being of our employees. Our values and behaviours are geared towards ensuring values towards Corporate Citizenship,

Process Safety Management (PSM) approach has helped us to adopt best-in-class safety practices and management systems

Customer Value, Respect, One Team, Ownership Mindset, Integrity, Safety and Excellence. We have policies set in place which empower our employees to gain the attention of the relevant management and voice their opinion without fear of reprisal in cases of distress. We focus on improving the competency of our employees and lay equal importance on their lifelong learning which includes specialised career development and succession planning systems. We amply reward employees with performance incentives and recognition for improving their skill sets across all levels. The safety of our employees is given the highest priority and the Process Safety Management (PSM) approach has helped us to adopt best-in-class safety practices and management systems. Our Manufacturing divisions and E&P Gadimoga operations have received OHSAS 18001:2007 certification.

Human Rights Indicators

Our commitment to respecting human rights forms the foundation of our approach towards community engagement practices and development. We believe that we must behave in a manner that respects the human rights of employees, communities and business partners. We believe that our foundation rests on respecting social and economic dignity and freedom, regardless of nationality, gender, race, economic status or religion. To ensure that our practices are fair, we have covered issues related to bribery and corruption, fraud, insider trading, human rights and discrimination & their corrective measures in to our code of conduct and ethics policies. We conduct our businesses in an ethical manner with due regard to the interests of our stakeholders and the environment. We ensure the freedom of association, prohibition of child labour, protection of indigenous rights and prohibition of forced & compulsory labour.

Society Indicators

We believe that contributing to the society helps us grow and flourish. We have well-defined processes to execute our CSR policy and this helps us to demonstrate our approach towards the needs of communities. Community development through our Foundation focuses on Rural Transformation, Health Care, Education, Environment, Protection of national heritage, Art and culture and Disaster Response.

Product Responsibility Indicators

Creating sustainable products is a part of our responsible product stewardship. Our procedures with regard to finalising vendors emphasise on environmental practices, existing certifications, safe working conditions, prevention of child labour and general housekeeping. We engage with our vendors periodically and also offer technical assistance whenever required. The Reliance Technology Group (RTG) is working as a focal point to integrate Research and Technology (R&T) initiatives across the organisation. Research & Development (R&D) continues to drive our business and helps reduce our environmental impact by developing cleaner and safer products and alternatives.

PARTNERING WITH OUR STAKEHOLDERS

Stakeholders have the ability to influence the way a company is perceived and can affect its license to operate. Our five step stakeholder engagement process aims to identify, prioritise and engage with our key stakeholders. The main criteria considered for this exercise, was our impact on the respective stakeholder groups and their influence on our operations. We incorporated the feedback received from our senior management for prioritising the stakeholders and finalising the modes, and frequency of engagement. Out of an array of varied stakeholder groups, we have prioritised eight key stakeholder groups with whom we interact and discuss sustainability topics:



GOVERNMENT & REGULATORY AUTHORITIES



EMPLOYEES



CUSTOMERS



LOCAL COMMUNITIES

Medium for Engagement

- Industry Bodies/ Forums

Key priorities derived out of the engagement process

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

Frequency of Engagement

- Annually
- Need based

Report reference section

- Corporate Governance (Pg 27)
- Social Institution Building (Pg 72)

Medium for Engagement

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

Key priorities derived out of the engagement process

- Skill development
- Work Environment
- Healthy & safe operations
- Employee engagement and involvement

Frequency of Engagement

- Annually
- Quarterly
- Monthly
- Need based

Report reference section

- Occupational health and safety (Pg 68)
- Social Institution Building (Pg 72)

Medium for Engagement

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

Key priorities derived out of the engagement process

- Information on the safe use of products
- Grievance redressal and transparency
- Availability of product
- New grade Product development
- Pricing of product
- Logistics
- Efficient Service
- Quality of product

Frequency of Engagement

- Annually
- Monthly
- Need based

Report reference section

- Product Stewardship (Pg 60)

Medium for Engagement

- Visits
- Meetings
- Camps

Key priorities derived out of the engagement process

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

Frequency of Engagement

- Annually
- Quarterly
- Need based

Report reference section

- Occupational health and safety (Pg 68)
- Social Institution Building (Pg 72)

Government & Regulatory Authorities, Employees, Customers, Local Communities, Investors & Shareholders, Suppliers, Trade Unions and NGOs. The primary objective of our stakeholder engagement process is to attain a better understanding on their perspectives on key issues as well as build a strong relationship with them. The engagement process helps us in making better informed decisions by enhancing business intelligence, thereby avoiding risk. The engagement process also helps bring together diverse perspectives and ideas that enhance innovation in products and services, leading towards sustainable outcomes.

In order to understand our priorities, it is critical that we analyse the issues that have a potential or actual high impact from our

organisation and the stakeholders perspectives. This is necessary for us to devise action plans and manage our impacts in the best possible way. Our materiality analysis process follows a structured approach, taking care of key concerns and priorities of all of our internal as well as external stakeholder groups. The process involves identification of issues using primary as well as secondary information (such as peer benchmarking). After identifying the universe of issues, they are filtered based on three key criteria, viz. impact on our business, impact on our stakeholders and impacts related to our value chain. Our engagement with these eight stakeholder groups further helps to prioritise and address the issues from their perspective.



SHAREHOLDERS



SUPPLIERS



TRADE UNIONS



NGOS

Medium for Engagement

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

Key priorities derived out of the engagement process

- Financial Performance
- CSR
- Business growth
- Sectoral policies
- Our business strategy
- Transparency
- Good governance practices

Frequency of Engagement

- Annually
- Half-yearly
- Quarterly
- Need based

Report reference section

- Product Stewardship (Pg 60)

Medium for Engagement

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

Key priorities derived out of the engagement process

- Innovation and Collaboration Opportunities
- Knowledge and infrastructure support
- Regular communication & updates on business plans
- Long term association

Frequency of Engagement

- Annually
- Quarterly
- Monthly
- Need based

Report reference section

- Occupational health and safety (Pg 68)
- Social Institution Building (Pg 72)

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

Report reference section

- Social Institution Building (Pg 72)

Medium for Engagement

- Works committee
- Grievance committee
- Union meetings Camps
- Telephonic Discussions
- Site visits

Key priorities derived out of the engagement process

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

Frequency of Engagement

- Annually
- Need Based

Report reference section

- Social Institution Building (Pg 72)

“Stakeholder Quotes”



Suppliers

“We take pride in dealing with RIL, a Company where Innovation and development of cutting-edge technology is in each & every facet of their business. During our association of three decades, we have developed several industrial packaging products for packing various Polymers with the active support of RIL’s procurement, production & development team”.

Our association with RIL has helped us to become the largest processor in the Woven Sack Industry.”

V. S. Pandit

Director – Technical, Jai Corp Limited



Customer

“We at Sanathan have been regular RIL customers for over 20 years. Starting with only one, today we procure a number of RIL’s products. The quality standards are world class and enable us to run our plant at optimum efficiency. This in turn equips us to deliver equally good quality products for our customers.

We believe that RIL’s manufacturing facilities in India enable local sourcing for customers like us and reduce our dependence on imported material hence upholding the “Make in India” motto of our Prime Minister”.

Paresh Dattani

Director, Sanathan Textiles Pvt. Ltd.



NGO

“Open and constructive conversations strengthen our relationship; this help us to understand other perspectives and guide our strategies and commitments. Our Partnership take different forms, ranging from informal and casual to formal and structured. We talk to each other regularly to share information, ideas and experiences. We also have highly organised, collaborative relationship where we together design projects and run them successfully.”

Mr. D.K. Manwar

Asst. Programme Coordinator, BAIF- MITTRA



Employee

“Responsible production for brand creation and sustenance is ingrained in each of us, and is being popularised by the recently launched Transformation initiatives. RIL is an ocean of opportunities, knowledge and values that, as an employee I am glad to receive. My only anxiety is whether I may be able to give back at least half of what I am receiving.”

Mr. Anup Chandar

Patalganga Manufacturing Division

Local Community

"Because of Capacity building training and IGA provided activities by the RIL-NMD CSR team SHG women's social and economic status has increased.

The CSR team was able to achieve to bridge social, regional and gender gaps, with the active participation of the community through educational activities".

Mrs. Manisha Ganesh Jawake

Sarpanch, Kuhire Grampanchayat

Customer

"Being a customer, I can say RIL at each point of its business cycle has satisfied us not only in terms of providing quality products but also helped us sustain in critical market conditions.

RIL will be always on my reference list for sure..."

Mr Deepak Gondalia

Gokullanand Petrofibres

Local Community

"Due to health camps and educational activities conducted by RIL, we found a reduction in disease in the community. The CSR team created values and ethics among the school going children and women are participating in decision making processes. As a Sarpanch, I am extremely satisfied with the efforts taken by RIL NMD CSR."

Mrs. Aruna Atmaram Mhaskar

Sarpanch, Vani Grampanchayat

Local Community

"Ever since the start of the Jamnagar refinery project, RIL has always been a company that has shown an interest, and made multiple efforts in developing neighbouring villages. We are always highly appreciative of being a neighbour to an organisation like RIL, one which cares".

Padana Gram Panchayat

Performance on Commitments



Employee working at Jamnagar site



Clean Energy

Performance During FY 2014-15

- Increase in the share of renewable energy sources in our total energy consumption by 2.5%.

Target

- Ensure maximum use of clean energy in all our 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

Performance During FY 2014-15

- Total people strength stands at 24,930 including 1,195 female employees.
- Employed people from 19 nationalities.

Target

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



Waste Management

Performance During FY 2014-15

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

Target

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



Customer Satisfaction

Performance During FY 2014-15

- 96.36% of customer complaints resolved.

Target

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



Product Stewardship

Performance During FY 2014-15

- Promotion of Recron Green Polyester Staple Fibre, which is made from 100% post-consumer waste PET bottles and have one of the lowest carbon footprints.

Target

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



Community Development

Performance During FY 2014-15

- +3,000 patients benefitted at Dhirubhai Ambani Hospital.
- We contributed ₹ 761 crores towards community engagement initiatives.

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 @ 2% of the net profit.



Water Management

Performance During FY 2014-15

- Reutilised 47.65% of our freshwater withdrawal.

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.



Health

Performance During FY 2014-15

- Regular periodic medical examinations (PME).
- Implemented ambitious Project 'WISH' (Work life Improvement for Safety and Health) to focus on emotional 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.



Safety

Performance During FY 2014-15

- Injury rate was reduced by 42.2% and lost day rate was 38.4%.

Target

- Work with Industry peers to define and upgrade standards on process safety and proactively promote safety for ourselves 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.



Management of Environmental Impact

Performance During FY 2014-15

- Reduction of total direct GHG emission by 3.1%.
- Shore power supply tugs at Hazira lead to reduction in CO₂ emissions by 360 tons per year.

Target

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



Asset Utilisation

Performance During FY 2014-15

- Crude processed at 110% utilisation rate.

Target

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



Supply Chain Management

Performance During FY 2014-15

- 100% automation of operating process.

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 Review

Environmental

Manufacturing Locations	2014-15	2013-14	2012-13	2011-12	2010-11
Material Consumption					
Raw materials (000' tonnes)	76,131.77	77,828.60	77,774.37	76,159.78	74,086.83
Associated materials (000' tonnes)	457.22	524.86	505.69	546.13	508.70
Intermediates (000' tonnes)	29.75	30.23	32.84	39.21	44.44
Packaging materials (000' tonnes)	90.34	79.44	65.26	64.61	97.54
Materials recycled (000' tonnes)	71.99	69.15	63.22	64.90	73.43
Material recycled (%)	0.09	0.09	0.08	0.08	0.10
Energy					
Direct energy consumption (000' GJ)	366,384	375,513	391,675	391,603	382,917
Indirect energy consumption (000' GJ)	6,594	4,622	1,920	1,351	1,378
Total energy consumption (Direct & Indirect) (000' GJ)	372,978	380,135	393,595	392,954	384,295
Renewable (000' GJ)	475.81	464.33	481.71	483.18	463.48
Energy saved due to conservation (000' GJ)	4,333.40	3,019.38	4,307.09	2,227.76	2,431.33
Water					
Total water withdrawal (000' Cu.M)	126,932.58	121,298.19	118,884.54	120,127.44	120,302.41
Percentage of water recycled (%)	47.65	52.07	55.05	54.52	50.46
Total effluent discharge (000' Cu.M)	21,691.43	21,141.31	21,227.12	21,977.98	22,390.69
GHG Emissions					
Direct emissions (000' tonnes of CO ₂ e)	24,686.64	25,485.91	25,084.85	24,702.94	23,647.65
Indirect emissions (000' tonnes of CO ₂ e)	1,651.49	1,110.69	547.42	387.88	391.50
Total GHG emissions (Direct & Indirect) (000' tonnes of CO ₂ e)	26,338.13	26,596.60	25,632.27	25,090.82	24,039.15
Reduction in GHGs (000' tonnes of CO ₂ e)	253.89	164.05	281.25	129.00	172.45
Air Emissions					
TPM (000' tonnes per year)	2.91	2.88	2.86	2.61	2.69
SOx (000' tonnes per year)	10.25	11.61	10.84	10.14	11.39
NOx (000' tonnes per year)	27.20	28.47	28.80	28.93	29.42
VOCs (000' tonnes per year)	42.20	42.21	42.77	42.88	40.34
Waste Disposed					
Hazardous waste (000' tonnes)	41.11	35.39	47.07	58.74	51.34
Non-hazardous waste (000' tonnes)	99.13	95.64	75.87	49.89	59.34

⁵ For the FY 2013-14 and 2014-15, the safety performance has been reported only for steady state operations. Due to a number of greenfield and brownfield project activities, the safety performance for construction related activities has been excluded. The safety performance of office location at Reliance Corporate Park has been included.

⁶ There were no cases of Lost Time Incidents as well as fatalities involving women at any of our locations.

⁷ The injury rate and lost day rate have been calculated as per the methodology prescribed by GRI.

⁸ As per global reporting practice, we have reported the number of lost days sans fatalities. As per Indian regulations, each fatality is equivalent to 6000 lost days.

⁹ The only fatality that happened during the year was at our Jamnagar refinery.

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

Social

Manufacturing Locations	2014-15	2013-14	2012-13	2011-12	2010-11
Safety Performance⁵					
Injuries (nos.) ⁶	48	64	81	73	64
Injury rate (per 100 workforce) ⁷	0.048	0.083	0.095	0.099	0.090
Lost days (nos.) ⁸	3,219	4,053	5,822	3,354	4,112
Lost day rate (per 100 workforce) ⁷	3.24	5.26	6.82	4.54	5.73
Man-hours worked (Million hours)	198.49	153.87	170.82	147.47	143.58
Fatalities (nos.) ⁹	1	3	3	2	2

Environmental

E&P ¹⁰	2014-15	2013-14	2012-13	2011-12	2010-11
Associated materials (MT)	1,294.12	1,218.97	1,852.33	2,278.00	1,098.00
Casings and tubulars (000' meters)	353.35	65.33	81.29	96.85	66.11
Chemicals - solid (000' tonnes)	10.27	56.93	6.40	12.38	2.15
Chemicals - liquid (000' KL)	1.50	5.71	4.60	15.90	43.54
Energy					
Diesel (000' GJ)	317.44	423.71	297.01	10.34	2,466.44
Gas (000' GJ) ¹¹	3,712.07	3,165.29	9,171.27	10,804.01	8,544.13
HFO (000' GJ)	00.00	00.00	0.12	0.10	1.66
Total Direct energy consumption (000' GJ)	4,029.51	3,589.00	9,468.40	10,814.45	11,012.23
Indirect energy consumption (000' GJ)	6.07	5.04	4.23	4.53	5.41
Total energy consumption (Direct & Indirect) (000' GJ)	4,035.59	3,594.04	9,472.63	10,818.98	11,017.64
Water*					
Water consumption (000' Cu.M)	461.43	421.62	690.55	421.58	461.87
Produced water (000' Cu.M)	833.65	1,894.01	6,457.15	6,169.72	-
GHG and Air Emissions					
Direct emissions (000' tonnes of CO ₂ e)	255.09	261.00	552.90	606.76	682.04
Indirect emissions (tonnes of CO ₂ e)	1,383.51	1,149.07	868.77	942.70	1,128.00
TPM (tonnes per year)	0.23	0.58	0.56	0.20	16.63
SOx (tonnes per year)	1.96	2.50	295.20	446.58	319.25
NOx (tonnes per year)	5.28	5.91	1,877.1	1,466.15	1,253.92
Waste					
Hazardous waste (tonnes) [#]	344.04	175.19	279.29	506.24	1,329.92
Non-hazardous waste (tonnes)	1,191.23	659.19	806.97	1,733.70	413.75

¹¹ The values are related to steady state operations facility at Gadimoga

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

** Calculations are made using actual measurements through stack monitoring reports.

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

Social

E&P	2014-15	2013-14	2012-13	2011-12	2010-11
Safety Performance					
Injuries (nos.)	0	0	5	13	5
Injury rate (per 100 workforce)	0.00	0.00	0.05	0.21	0.06
Lost days (nos.)	0.00	0.00	2,472	17	80
Lost day rate (per 100 workforce)	0.00	0.00	25,307	0.278	0.990
Man-hours worked (Million hours)	9.74	10.23	19,536	12,220	16,100
Fatalities (nos.)	0	0	0	0	1

Social

Across RIL

Workforce breakdown	2014-15	2013-14	2012-13	2011-12	2010-11
Leader (nos.)	1,200	1,323	1,159	1,094	901
Manager (nos.)	8,823	8,672	8,236	7,937	7,624
Executive (nos.)	6,620	5,477	5,211	4,795	4,832
Trainees (nos.)	616	544	401	357	140
Apprentice (nos)	632	504	567	527	352
Retainers/Consultants (nos.)	55	6	-	-	-
Workers (nos.)	6,984	7,327	7,945	8,456	8,812
Total number of employees (nos.)	24,930	23,853	23,519	23,166	22,661
Attrition rate (%) ¹²	9.29	11.24	8.06	7.57	7.91
HSE expenses (million ₹)	2,897.46	2,849.49	2,819.03	2,471.34	2,019.61
Benefits provided to employees (Million ₹)	5,610	4,928	4,286	4,284	4,449.60
Number of employees availing maternity leave (nos)	48	55	46	43	-
Number of employees availing maternity leave and completing 12 months after returning to work (nos)	43	51	42	37	-

¹² In FY2014-15, there were a total of 3,534 new joiners out of which 158 left the organisation within the same year

Training	2014-15	2013-14	2012-13	2011-12	2010-11
Leader (hours)	17,303	32,624	24,388	14,336	13,566
Manager (hours)	476,623	604,112	526,757	444,796	372,817
Executive (hours)	675,975	359,340	261,188	215,953	223,402
Non-supervisory (hours)	209,520	32,955	228,921	199,518	166,228
Contract Labour (hours)	386,061	338,787	262,808	298,001	410,291

Social Expenditure (Million ₹)	2014-15	2013-14	2012-13	2011-12	2010-11
Education	218.0	807.6	667.13	750.62	910.10
Health	6,082.5	4,166.9	1407.16	910.30	469.90
Community Development	1,263.3	1,657.2	731.04	216.88	283.47
Environment (Greening activities)	4.2	5.2	12.01	21.50	7.64
Others	37.8	480.3	692.65	613.39	342.30
Total	7,605.8	7,117.2	3,510.00	2,512.68	2,013.41

Economic Performance



We have always believed in investing in India and in businesses of the future. FY 2014-15 was a landmark year for our company. We have invested over (\$16 billion) ₹ 1,00,000 crore in creating growth engines for the future. This is the highest ever in the history of our company and is a testimony to our project execution capabilities. This is also the highest by any Indian corporate in a single year and is about 0.8% of India's GDP.



Employee at Jamnagar site

We have undertaken the single largest expansion in the petrochemicals sector in the world. We are looking at a **65% overall volume expansion in the years to come.**

Key Financial Indicators

Total Assets: ₹ 3,977.85 billion (\$ 63.65 billion)

PBDIT: ₹ 403.23 billion (\$ 6.5 billion)

Cash Profit: ₹ 318.32 billion (\$ 5.1 billion)

Net Profit: ₹ 227.19 billion (\$ 3.6 billion)

Dividend of 100%, payout of ₹ 35.59 billion (\$ 0.569 billion)

Operating costs: ₹ 2,771.22 billion (\$ 44.3 billion)

This year, our turnover was ₹ 3,408.14 billion (\$ 54.5 billion), a decrease of 15.1% over the previous year led by nearly 21% reduction in prices. The net profit achieved for the year was ₹ 227.19 billion (\$ 3.6 billion), an increase of 3.3%. With decrease in oil and product prices, exports from India were lowered by 17.1% at ₹ 2, 286.51 billion (\$ 36.6 billion) as against ₹ 2, 758.25 billion in the previous year. In this financial year, we exported to 121 countries across the globe.

Refining business revenues decreased by 16.3%, petrochemicals by 6.9% while oil & gas revenues decreased by 9.2% on account of lower oil/ condensate prices and decline in gas production. The total economic value generated¹⁶ by us decreased by 14.8% to ₹ 3,495.36 billion, while the total economic value distributed was at ₹ 3,212.63 billion. Our total economic value retained for FY 2014-15 was ₹ 282.73 billion. We have contributed ₹ 333.22 billion to the national exchequer in the form of various taxes and duties.

We have an overall share of 38% in the Indian Polymer market. We are the world's sixth largest producer of PP. During FY 2014-15, we have produced 2.7 MMT of PP. We have a pre-eminent position in the domestic PP market with a share of 58%.

We completed six years of operations at our KG-D6 production facility. During FY 2014-15, the gas production at KG-D6 declined by 12% to 157.6 BCF. The fall in production was mainly due to natural decline in the fields coupled with partial shutdown of the MA field due to the Hudhud cyclone and the fire in East-West pipeline during the year. This was partly offset by incremental production from side track wells: MA6H and MA5H.

¹⁶Calculated as per GRI G3.1 guideline which is Net sales plus revenues from financial investments and sale of assets. Please note that Economic Value Added differs from commonly used term Total Value Added

Our Petcoke gasification project using 'Bottom-of-the-barrel' upgradation is under fast-track implementation. It is designed to convert low-value petroleum coke into high value Syngas for further use as fuels and for hydrogen and chemicals production. Based on the 'E-gas technology', it has operational flexibility to use coal and petcoke as feedstock, providing competitive energy costs for the integrated refining complex, thus reducing volatility in earnings.

We have undertaken the single largest expansion in the petrochemicals sector in the world. We are looking at a 65% overall volume expansion in the years to come. We are also creating a larger and more diversified portfolio of products. To enable this, we are building one of the world's largest ethylene crackers, securing the benefits of economies of scale and integration with refineries at Jamnagar; this will enable the plant to be among the top decile in global cost competitiveness.

Vendor Management and Business to Community

We patronise local vendors wherever feasible and endeavour to enhance and empower them. At all our operations we extend assistance towards the development of our vendors through research, development and technical support. We have also provided benefits to ex-servicemen by engaging them as contractors; the project valuing approximately ₹ 1.56 crore covering 52 beneficiaries. Various contracts valuing ₹ 34.40 crore covering 1815 beneficiaries were awarded in the areas of Vehicle Hiring,

Material Handling Service, Horticulture, Gardening & Housekeeping Services, Waste Handling Services and Fishery Culture Development.

In an endeavour to prevent road accidents, truck/tanker drivers were trained for 'Defence Driving Techniques' and 'Material Transportation' at the Drivers Safety Training Centre, Hazira. During FY 2014-15, 21,092 drivers were trained, and since its inception over 2,60,000 drivers have been trained.

As an ongoing initiative to create local employment, we have imparted various textile industry trades to locals through the Surat Technical Education & Research Society (STERS). For the past ten years, we have been sourcing skilled manpower from STERS for conducting Quality checks in their Polyester Plants. The contract value for STERS for the reporting year was approximately ₹ 4.85 Crore.

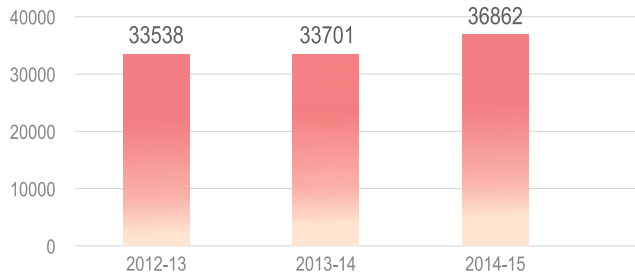
Employee Benefits

During the year, we increased employee pay-out by 9.4% to ₹ 36.86 billion vis-à-vis ₹ 33.70 billion for the year ended 31st March, 2014. In addition, we continue to provide our employees with other intangible benefits. Our basic Earnings per Share (EPS) for the year ended 31st March, 2015 was pegged at ₹ 70.25 per share as opposed to ₹ 68.05 for the last financial year.





Employee Cost (Million INR)



Ratings

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





We are one of the leading energy companies in India and we therefore have a significant role to play in enhancing the country's energy security. The challenge of meeting the country's energy demand presented us with a significant business opportunity, which also led to an increased focus on energy security through backward integration into exploration and production of petroleum products.



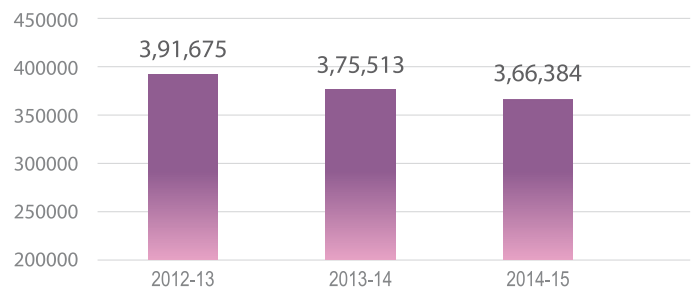
Jetty facility at Hazira Manufacturing Division

We processed **67.9 million** metric tonnes (MMT) of crude oil at its Jamnagar refinery complex, achieving **110%** operating rate

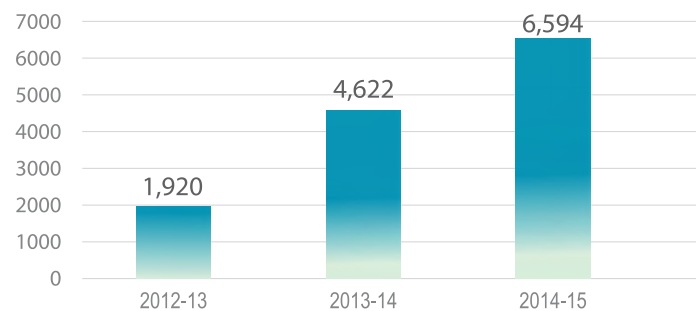
Energy management continues to be the focus area across RIL. We understand the importance of energy management and have undertaken various energy conservation initiatives to reduce the consumption and its associated emissions. This has also helped us to address issues pertaining to increasing energy costs.

We look beyond short-term gains and understand the long-term implications that our operations could have on the environment. We aim to integrate environmental policies and practices into everyday business operations. By doing so, we ensure responsible decision making. We are also developing processes that will help attain a positive environmental impact. The judicious use of these resources helps save cost and minimises our impact on the environment.

Total Direct Energy Consumption(000'GJ) -Manufacturing Location



Total Indirect Energy Consumption (000'GJ) -Manufacturing Locations



Investing in upstream opportunities

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, Coal Bed Methane (CBM) and Shale Gas. 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 and Shale Gas. 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. Along with our partners, we have made investments in order to augment production through interventions to partly offset the natural decline. Our investment in the US shale business has recorded its highest production and is a material contributor to our earnings.

Table 1: Total production over the three years

	Units	FY 2014-15	FY 2013-14	FY 2012-13
Crude oil	Million MT	0.160	0.160	0.602
Natural gas	Million m ³	2,678	3,030	6,732

Fuel Security

Refining & Marketing (R&M) business segment sources crude and feedstock from the international markets, processes it at Jamnagar refinery complex and sells high value petroleum products globally. We generate value by processing the most advantageous crudes, optimally utilising refinery assets and placing products in the highest net-back markets. We manage high quality refining assets with advantageous design capacity for processing 1.24 million barrels per day (MMBPD) of crude, fully utilising the range of options and flexibility that is built into them.

We processed 13 new crudes during the year. The crude sourcing strategy was driven by continuous adjustment of sourcing pattern based on relative economics. The ability to operate at high utilisation levels and switch product slate to suit market conditions enable, us to capture margin optimisation opportunities in the market.

Asset Utilisation

At RIL, we continue to optimally utilise our best-in-class down-stream assets, with new full utilisation in most of our petrochemical units. We believe in managing and utilising our assets most efficiently to generate greater value for our shareholders.

Our Petrochemicals business margins improved on the back of healthy polymer and polyester deltas, partly offset by weak fibre intermediate deltas. Our Refining business delivered record EBIT of ₹15,827 crore and gross refining margins of \$ 8.6/bbl.

Exploring Alternative Energy

We have a global energy business, and hence we recognise our responsibility towards climate change mitigation and adaptation. We view climate change as an opportunity that will strengthen the company and position us for future growth and success. We continue to work towards the development and implementation of climate change mitigation projects. This is primarily done through energy efficiency initiatives at all manufacturing sites. During the year, we have taken up various initiatives for the deployment of renewable energy, like rooftop solar photovoltaic projects, biogas generation project, and carrying out wind resource assessment for exploring possibility of installation of wind turbines. During FY 2014-15, we consumed a total of 475.81 (000'GJ) of renewable energy at our manufacturing locations. In FY 2014-15 we undertook numerous projects for developing renewable energy options:

Algae to Bio-crude

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' algal strains with optimal inputs of sea water, low cost nutrients (N, P) and crop protection measures. Use of Algae to produce bio-crude represents the adaptation of 'Green Chemistry / Green Technology' with benefits such as

- Low environmental impact on land currently used for production of food crops
- Use of land that is otherwise non-productive
- Potential to reduce the generation of GHG and recycle CO₂ emissions from flue gases from power plants & natural gas operations.

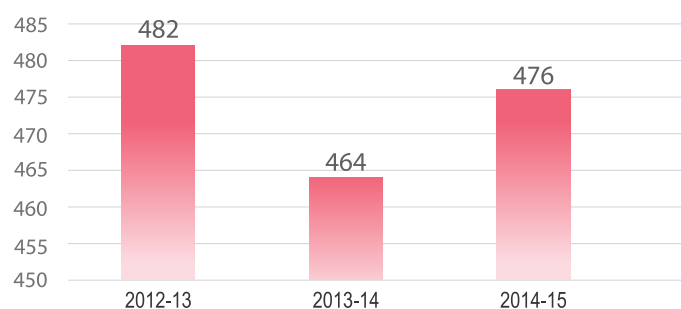
Agri-residue to hydrocarbons

Agri-residue is often burnt in the open to quickly clear fields. Our technology provides a better alternative by enabling efficient conversion of this waste agri-residue into products such as kerosene. This provides us with an alternate energy options and also reduces the emissions that would have been otherwise generated.

Jatropha-based biodiesel

We are also developing Jatropha-based biodiesel. The agronomy-based development efforts are helping to develop high-yielding and robust Jatropha cultivars that can be deployed over marginal lands. This initiative is expected to provide better and stable economic alternatives to farmers, who today have limited cultivation options and are exposed to price fluctuations of their produce. We are partnering with global leaders in hybrid development and evaluating their hybrids in its research farms, with an objective of putting together the best technology available worldwide.

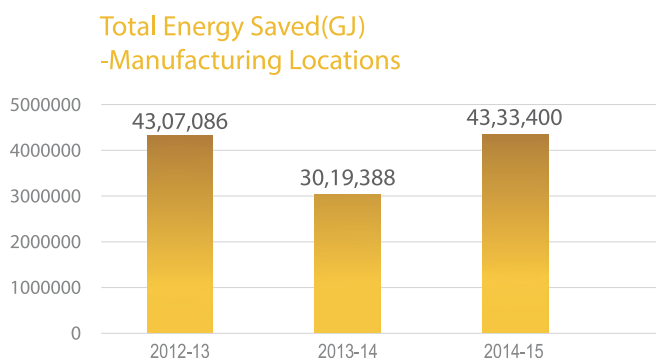
Total Renewable Energy Consumption (000'GJ)



Ensuring Conservation of Energy

Energy efficiency in operations is one of the key focus areas of our plant locations. Our manufacturing sites are committed to conservation of energy and minimisation of losses. We engage in energy conservation initiatives and invest in improving energy efficiency in order to reduce our environmental burden. During FY 2014-15, our energy efficiency improvement efforts led to energy savings of 4.33 million GJ. All our manufacturing sites regularly account for GHG emissions, resulting

from their manufacturing operations. A dedicated Clean Development Mechanism (CDM) cell identifies the opportunities, and works on climate change mitigation projects and initiatives across RIL.



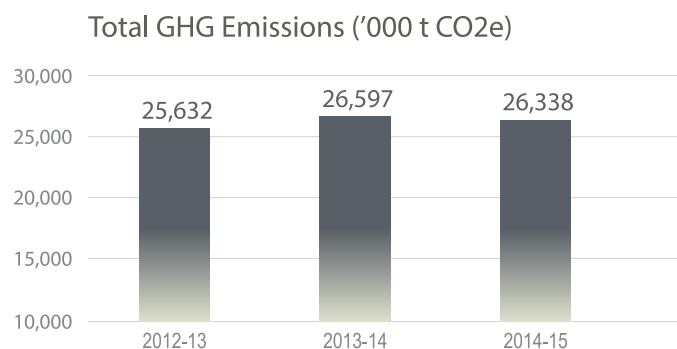
Shore power supply tugs at Hazira: Reduction in fuel oil consumption of support tugs by providing shore electrical power supply at Jetty.

Benefits:

- Reduction of HSD fuel consumption by 138 KL
- Reduction in maintenance cost

Protection of the environment:

- Reduction in CO₂ emission by 360 tonnes per year
- Reduction in noise level on board vessel
- Reduction of waste in lube oil generation



Managing our Carbon Footprint

During FY 2014-15, our manufacturing divisions emitted 26.33 million tCO₂e GHG (direct and indirect). The total emissions generated as a result of the employees' business travel was 14460 tCO₂e. It is our endeavor to maintain the emission generated from our operations to a minimum level. To ensure this we undertake emission, reduction as well as energy efficiency initiatives on an on-going basis. We have built in-house capacity to develop CDM projects, and obtain the registration and issuance of the same in the form of Certified Emission Reductions (CERs) from the United Nations Framework Convention on Climate Change (UNFCCC).

As of 31st March, 2015 the following CDM projects are registered at UNFCCC.

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

**This reflects the energy savings achieved from energy conservation initiatives that were implemented during FY 2014-15. These initiatives are of an ongoing nature and savings are realised year-on-year.*



Solar roof top project at MAB in Jamnagar Manufacturing Division

Environment Responsibility



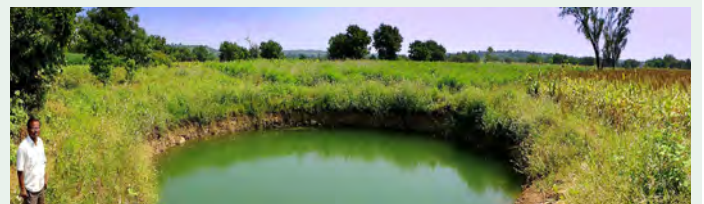
In our journey towards excellence in environmental management, we have started further strengthening our compliance processes and systems to reach compliance plus level. Strong environmental performance is essential for sustainable development of our business and is a critical parameter for our stakeholders. Improvement in resource productivity, increased water efficiency, controlling air emissions, proactive waste management and biodiversity preservation are a few of the areas where we encourage our manufacturing divisions and E&P locations to take up initiatives.



Biodiversity at Dahej Manufacturing Division

India's greenest & most
environment friendly company,
ranking **185th** among
the world's largest 500 companies

We are proud to stand as India's greenest and most environment-friendly company, ranking 185th among the world's largest 500 companies, according to Newsweek's Green Rankings 2014. We continue to give utmost importance to conservation of the natural capital and are committed to responsible stewardship. We strive to achieve the highest standards when it comes to making our processes environment friendly and give priority to compliance with relevant laws and regulations at all our operating divisions. We strive to instill the responsibility of environmental preservation among our stakeholders and ensure adherence to our group standards on environment through regular audits and training. All major sites have adopted 'Integrated Management System' combining Environment (ISO- 14001), Quality (ISO-9001) and Occupational Health & Safety Management System (OHSAS-18001).



Water Conservation



Material Stewardship



Biodiversity



Waste Management



Air Emissions



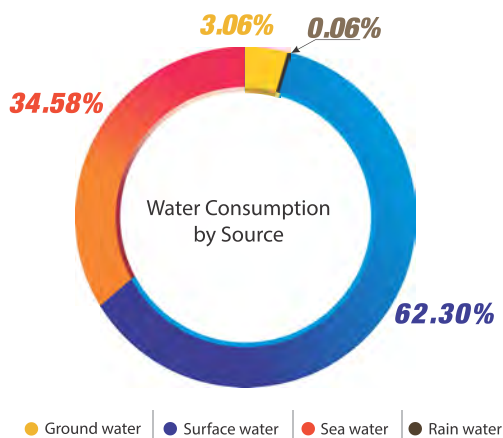
Spill Management

Water Conservation

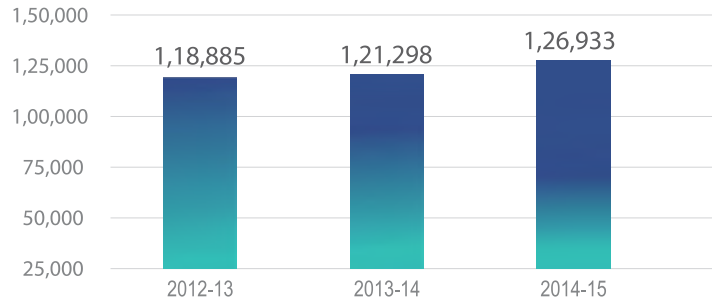
Water is a critical and valuable resource for our company's operations. Water scarcity is an emerging issue and is becoming a key business risk that needs to be managed in the same way as energy and carbon. As far as possible, we design and run our operations in ways that help reduce water use. We also take utmost care not to contaminate the ground water as a result of our operations. This is ensured through design as well as regular monitoring. Conservation of water is one of the key focus areas of our group.

At our manufacturing divisions, we consumed a total of 126.933 million Cu.M of water in FY 2014-15, as compared to 121.29 million Cu.M of water in FY 2013-14. We also ensure that the quality of discharged water is well within permissible limits as per the local regulations before it goes out of our premises. In FY 2014-15, over 47.65% of our freshwater withdrawal was re-utilised through recycle and reuse at our manufacturing locations. The water consumed at our operations is primarily sourced from surface water sources such as lakes, rivers and reservoirs through the local water utility departments. At Jamnagar, the substantial quantity of water required for the refinery is obtained by desalination of sea water, thereby saving the fresh water resources of the area which is generally arid. All the water after industrial use is recycled and channeled to greenbelt, mangroves, etc. While some of our manufacturing divisions are already zero discharge sites, we aim to achieve a zero discharge status at all of our operational sites. In FY 2014-15, we discharged a total of 21.691 million Cu.M of treated effluent from our manufacturing divisions.

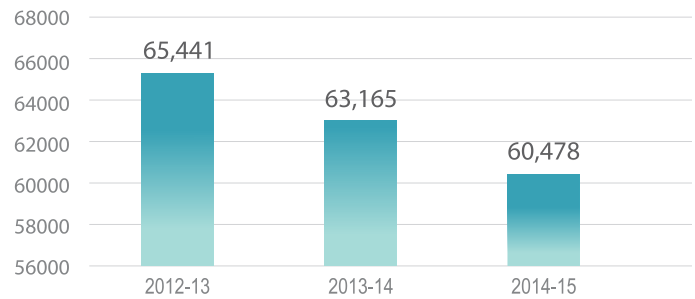
During FY 2014-15 we generated around 0.833 million Cu.M of produced water at our E&P operations as a result of exploration activities. The water was treated to maintain the effluent quality within the stipulated limits before releasing back to the sea. We also generated 25,882 tonnes of drill mud and cuttings with the use of aqueous and non-aqueous drilling fluid during our exploration activities.



Total water withdrawal* (000' Cu. M) -Manufacturing Locations



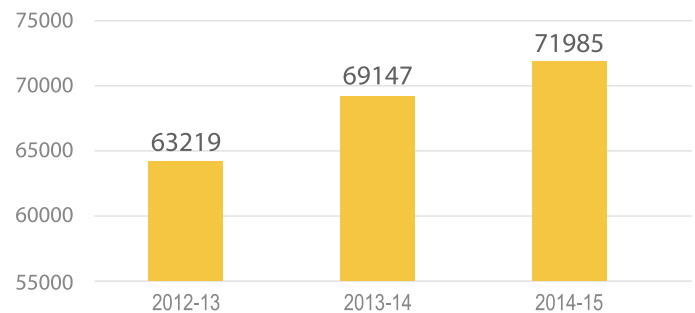
Total water recycled and reused ('000 Cu. M) -Manufacturing locations



Material Stewardship

We understand the importance of the availability of natural resources and strive to reduce the impact of our operations on the environment. We emphasise on the usage of recycled materials within our operations and production processes. In the reporting year we have increased the recycled materials usage by 4.1%.

Total Recycle Material -Manufacturing Locations(MT)



Increased the recycled materials usage by 4.1%

* The decrease in recycled water percentage was due to consumption of water for project activities including supply to labour colonies.

† The increase in water withdrawal was primarily because of ongoing expansion project activities at Jamnagar, Dahej and silvassa.

Biodiversity

Activities related to biodiversity conservation form an integral part of the way we function. We take up various initiatives for preservation of biodiversity such as plantation and maintenance of mangroves in the coastal areas. A lush green cover is a common feature at all our manufacturing divisions and E&P operations. During the financial year, we have added close to 80 acres of green belt. In our operations, out of which 40 acres were added at our Jamnagar operations. As on 31st March 2015, we have developed 2,584 acres of green belt surrounding our Jamnagar facilities.

We conduct environment impact assessments for all new and expansion projects and engage external experts to undertake periodic monitoring of our impacts on biodiversity. Based on the recommendations, we review our biodiversity management plans. We ensure our operations have no impact on local biodiversity and ecosystems.

Waste Management

We continually monitor and review the waste generated across operations with a single focus on reducing waste generation at the source. It is our effort to maximise the recycle and reuse of waste generated at our facilities. We follow a hierarchical model of waste management with disposal being the last option. The disposal of hazardous waste is done through authorised agencies.

Air Emissions

Emissions are regularly monitored as part of our environmental management plan. In addition to greenhouse gas emissions, we closely monitor the emissions of Total Particulate Matter (TPM), Oxides of Sulphur (SO_x) and Oxides of Nitrogen (NO_x). Along with these, we also monitor the emissions pertaining to Volatile Organic Compounds (VOCs) at our refinery in Jamnagar. In FY 2014-15 we have emitted 2.91, 10.25 and 27.20 thousand tonnes of TPM, SO_x and NO_x emissions respectively and 42.20 thousand Tonnes of VOC at our Jamnagar manufacturing division. Further we have emitted 0.23, 1.96, 5.28 tonnes of TPM, SO_x and NO_x emissions respectively at our E&P operations.

The total amount of flared and vented hydrocarbons at our manufacturing divisions during FY 2014-15 has been 63,222 tonnes while the corresponding figure for E&P locations has been 7,596 tonnes.

Spill Management

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



Tree Plantation at Jamnagar Manufacturing Division



Product Stewardship

We believe in an integrated approach to product stewardship and assess the Health, Safety and Environment (HSE) impacts of our products and processes. Our values and behaviour guides us in our endeavor to be a responsible organisation that believes in developing products that are both socially and environment friendly.



Yarn Packaging at Hazira Manufacturing Division

We inculcate the **3R**
(Reduce, Reuse and Recycle)
philosophy into the
production process

We take into consideration the entire lifecycle of a product, in order to ensure that we minimise its impact on the environment. The growing concern about depleting natural resources has pushed us to undertake initiatives that benefit the society and the environment at large. We take cognizance of the fact that environmental responsibility is integral to producing world-class products and we strive to inculcate the responsibility of environmental preservation through all our products and services.

We work towards increasing the recycling and reuse of materials, and thereby inculcating the 3R (Reduce, Reuse and Recycle) philosophy into the production process. It is our constant endeavor to make products that have a positive impact on the environment and cater to consumer needs. Some of the instances of product stewardship are listed below:

Product Stewardship in Refining

Our DTA refinery at Jamnagar has produced unleaded gasoline, since its inception. A new benzene recovery unit is being implemented in the Jamnagar DTA Refinery, to reduce benzene from the FCC gasoline, and upgrade it to clean fuels of Euro III/Euro IV standards. This shall help to reduce the environmental impact of these fuels at the end use stage.

Product Stewardship in Petrochemical

In our petrochemical business we have taken numerous initiatives. Some of them are as given below:

- Promotion of Polyethylene (PE) Flexible Silo Bags for food grain storage to reduce wastage of grain
- Promotion of Rice Husk PVC Composite Boards for construction and furniture, thus reducing the demand for wood
- Promotion of Recron Green Polyester Staple Fibre which is made from 100% post-consumer waste PET bottles and have one of the lowest carbon footprints
- Promotion of Polypropylene Raffia Bags in fodder packaging for improved milk production
- Enhancing PET recycle capacity by 11KT/year

Enhancing Customer Value

We enhance customer value through product innovation, application and service levels. We aspire to deliver a consistently high consumer experience and enhance our overall reputation and brand in the markets we operate in. We continue to add innovative and environmental friendly products to our range thereby enhancing customer satisfaction.

Our approach towards Product Stewardship

Product stewardship involves active management along the value chain that seeks to maximise value, minimise waste, conserve resources and to minimise health and environment impacts of the products through their lifecycle.

In order to effectively drive product stewardship, we have undertaken an approach that showcases our attempt to ensure that our products positively impact the environment and society at large.



- We value our **customers** and continuously use their feedback for making improvements in our products & services.
- We **respect** all our stakeholders and have always taken into account their views and opinions. Our endeavour to always place the customer first starts from the product development phase and is a never ending drive for betterment.
- We work as **one team** by collaborating seamlessly, seeking and offering help as "One Team, One Vision".
- Our mission is to create value for the nation and enhance the quality of life through sustainable measures. This mission gives

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

- We believe in **integrity** of thoughts and actions & in building a spirit of trust with all our stakeholders.
- We believe in **excellence** in everything we think, say and do. At every opportunity, we work towards making our products greener and cleaner. We strive to consume fewer resources and deliver more thereby working for the greater good of the nation.

Grievance Mechanisms

In order to effectively meet the expectations of our business partners (suppliers, vendors and contractors) we have adopted a formal grievance resolution mechanism. Along with conducting regular engagement exercise, our mechanism helps us gain an in-depth understanding of our business partners' needs and their grievances.

Concerns such as delivery issues, availability or product, infrastructure inadequacy can be brought to our notice through this mechanism. A dedicated email id EProcurement.Helpdesk@ril.com is also in place for customers to direct their queries. This online system has been made user friendly for the business partner to log incidents and track the status of pending queries which are categorised by nature of complaints.

Sustainable Sourcing at Reliance

Our belief on sustainable sourcing portrays our protection of the environment, social progress and supporting India's economic development. We have adopted RC-14001 responsible care management system in an endeavour to effectively manage the manufacturing, distribution and use of chemicals in the products. In order to improve the protection of human health and the environment, we have sourced REACH (Registration, Evaluation, Authorisation and Restriction of Chemical's) compliant materials and its requirements include that our tier 1 suppliers also procure REACH compliant materials. We ensure 100% compliance of statutory laws and regulations including labour laws by our contractors.

Our commitment to the local suppliers gets highlighted from the fact that we have procured goods and services (non-crude/non-feedstock) worth over ₹ 25,000 crore from indigenous suppliers which is nearly 9.8% of the total cost of materials consumed in our operations. Looking at our pan-India presence, we refer to all Indian suppliers as indigenous. We source from indigenous suppliers at all of our manufacturing and E&P locations which are our significant locations of operations.

Green Packaging

We are committed to the environment and at every step we work towards procuring green materials and services. Our preference is for vendors who practice green initiatives. Sourcing managers are continuously exploring ways to "reduce, recycle, 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.

Collaborating with Business Partners

In an effort to ensure product stewardship and effectively ascertain that our standards are met, we take initiatives to ensure that our vendors and suppliers join this journey of sustainability and inculcate our approach on product stewardship.

Collaboration with Suppliers

We have an extremely diverse and complex supply chain that spans the entire hydrocarbon value chain. We believe that it is our extended responsibility to ensure that our supply chain partners grow along with us in a sustainable manner. Our Code of Conduct signifies our commitment in doing the right thing. By engaging with us, our contractors and suppliers are agreeing to uphold this code. We seek to work with third parties who operate under principles that are similar to our Code.

We have taken several measures to make our supply chain practices responsible and our suppliers sustainable. At RIL, we work with leading global companies and have a rigorous screening process for registration, evaluation and performance management. Supplier performance evaluation module (our internal assessment) is a scorecard based

methodology, of which the parameters and proposed questionnaire are well defined. In addition, we engage regularly with their supply base with a structured feedback survey on all aspects viz. query, complaint redressal and Health, Safety, Security and Environment (HSSE). At every opportunity, we work towards procuring green products and are constantly exploring ways to "reduce, reuse and recycle". We are committed towards producing products that are not of any detriment towards the environment and society and are working hand-in-hand with one of our long time suppliers for the adoption of sustainable products/ technologies. We especially imbibe Collaborative Supplier Management for increased supplier driven collaborations to gain significant cost, quality and time advantages. We implement a culture of supplier meritocracy by continuously monitoring and managing supplier performance. We adopt joint product development programmes with our leading suppliers. Regular meetings and visits to supplier facilities is our practice for achieving effective supplier driven collaborations. We encourage long term association with suppliers.

We believe in developing and patronising local vendors. Through this effort, we have been able to provide employment and a constant source of business to local vendors and have de-risked the availability of raw material for our operations, apart from significant savings in cost and travel related emissions.

Innovation at Reliance

It is innovation that transformed us from a small textile trading firm into India's largest private sector enterprise and a Fortune 500 company. From sparking off the equity cult in India to setting up the world's largest grassroots refinery to now ushering in a digital revolution in India, we have always demonstrated that innovation is in our DNA. Our innovations touch many facets of life in India – be it transportation, retail, or healthcare.

The Reliance Innovation Council (RIC) – which consists of global thought leaders, Nobel Laureates, and iconic personalities – provides vision to the innovation movement at Reliance. The Reliance Innovation Leadership Centre (RIL-C) serves the vision of the council. This centre implements the innovation agenda by deploying the best and next transformational innovative practices that have sustainability deeply embedded in them.

We believe that innovation not only unveils exciting new opportunities in existing business verticals, but also helps create roadmaps to develop new business models. We are passionate about finding new pathways to progress through consistent innovation. In FY 2014-15, a total of 22 patents were granted to us, of which three were for India, ten for USA, two for China, one for South Korea, one for Indonesia, one for Taiwan, two for Singapore, one for Nigeria and one for Poland. To ensure a robust sustainability practice that will help advance business priorities and drive innovation, we have undertaken numerous initiatives to develop products.

Internal Programmes



Mission Kurukshetra (MK)

We recognise that every mind is creative. MK is a step towards democratising creativity and innovation within the organisation. Through the MK platform, our people can submit ideas and track their progress right up to implementation. In addition, businesses can put up specific challenges seeking novel ideas and solutions. In short, MK aims to be a platform where ideas are born, brought to logical conclusion and executed for impact.



Beyonders Programme

The Beyonders programme aims to create innovation leaders who can take on substantial innovation initiatives and introduce the 'next big thing' to the world. This programme creates innovation leaders by linking opportunity with innovation training. The participants receive training in multiple world-class innovation approaches to break psychological inertia and enhance quantity and the quality of their ideas.



D4 (Define-Discover-Develop-Demonstrate)

The D4 programme aims to create a drive for innovation within our people, ultimately creating a vibrant culture of innovation. This programme is action-oriented-participants identify innovation opportunities and are trained to use cutting-edge innovation tools and techniques to find innovative solutions. The D4 programme aims to enable and empower middle management to ideate and innovate; hence challenging the assumption that innovation comes only from top leadership.



Leading Expert Access Programme (LEAP)

Innovation thrives within inspired minds. LEAP was born with the aim of providing our people with access to global thought and innovation leaders through interactive sessions.

External Programmes

Global Innovation Hub

In a move to spur innovation in industry, GenNext Ventures, a RIL sponsored Venture Capital fund and Microsoft Ventures have floated the Global Innovation Hub. This globally competitive platform will support entrepreneurs shape their disruptive ideas in a resourceful setting with help and guidance from leaders across industries and functionalities. The collaboration will allow entrepreneurs to access the Microsoft business units for product feedback, marketing and technical guidance, including access to Microsoft's Biz Spark programme. The four-month long programme grooms, mentors and nurtures high potential start-ups, by providing deep engagement to strengthen and grow customer traction. Beyond the initial four-month programme, GenNext Ventures will fund selected start-ups graduating from the hub and provide them hands-on support to build and grow their companies into successful global companies.

Few initiative undertaken by RIL to promote innovation

- 3,00,000 sq. ft. of space, including 1,20,000 sq. ft. of laboratory space, with state-of-the-art R&D facilities at the Reliance Technology Group (RTG) Laboratory in Navi Mumbai
- RTG has transitioned from a smart buyer of technology to a fast customiser and flagship developer of technology
- Investments in R&D in various businesses, biofuels & bio-chemicals, breakthrough technologies & in areas of health, safety & environment
- Strong steps towards product stewardship in various businesses



The Reliance Innovation Council (RIC) sets an agenda to actively nurture innovation within our company in order to safeguard our standing as a unique corporate entity. The council consists of:



SHRI MUKESH D. AMBANI Chairman and Managing Director of RIL. He is a Member of Millennium Development Goals (MDG) Advocacy Group (MDG Advocate) constituted by United Nations (UN) and a Member of The Foundation Board of World

Economic Forum. He is also a member of the Prime Minister's Council on Trade and Industry, Government of India and the Board of Governors of the National Council of Applied Economic Research, New Delhi.



PROF. JEAN-MARIE LEHN A professor at the Collège de France in Paris, who was awarded the Nobel Prize in Chemistry in 1987 for his studies on the chemical basis of 'molecular recognition'. Author of more than 800 scientific publications, he is a member of many academies & institutions.



DR. RAGHUNATH A. MASHELKAR An eminent scientist and the President of Global Research Alliance. Formerly, he was the Director General of the Council of Scientific and Industrial Research (CSIR) and also the President of Indian National Science

Academy (INSA). For his various contributions to India, he has been honoured with some of the highest civilian honours bestowed in India including the prestigious Padma Vibhushan award.



PROF. GARY HAMEL One of the world's foremost management experts and authors, he has been called "the world's most influential business thinker" by The Wall Street Journal and "the world's leading expert on business strategy" by Fortune magazine. He also works with governments on matters of innovation policy,

entrepreneurship and industrial competitiveness, and is a Fellow of the World Economic Forum.



DR. GEORGE M. WHITESIDES A Professor at Harvard University and the world's foremost chemist. He has held advisory positions on the National Research Council, National Science Foundation and the Defense

Advanced Research Projects Agency (DARPA) of the Department of Defense, and is a member of the American Academy of Arts and Sciences, National Academy of Sciences, National Academy of Engineering, and the American Philosophical Society, among other organisations.



DR. WILLIAM A. HASELTINE He is the chairman of Haseltine Global Health LLC, a pharmaceutical company. He is also president of the Haseltine Foundation for Medical Sciences and the Arts, a foundation that supports access to high-quality health for the poor and middle class of developing countries and that also fosters a dialog between sciences and the arts. He is also well-known for his pioneering work in cancer and HIV/AIDS.



PROF. ROBERT GRUBBS He is a Victor and Elizabeth Atkins Professor of Chemistry at California Institute of Technology. He received the 2005 Nobel Prize in Chemistry, along with two others, for his work in the field of olefin metathesis.



Investing in Research and Development

Reliance Technology Group's (RTG) vision is to develop novel and proprietary catalysis, processes and products to improve profitability and sustain our growth. RTG focuses on:

- New products, processes and catalyst development to support existing businesses (near-term R&D), and create breakthrough technologies for new businesses (breakthrough R&D)
- Advanced troubleshooting
- Supporting capital projects, along with improving profit and reliability in manufacturing plants as part of open innovation.

RTG is actively collaborating with various international and national institutions for R&D related activities.

Navi Mumbai R&D Centre

The newly constructed Research Laboratory became fully operational last year. With a total area of 3,00,000 square feet including 1,20,000 square feet of laboratory space, the new laboratories are among the best equipped with sophisticated analytical instruments such as, mass spectrometers, chromatographs, nuclear magnetic resonance imaging, electron microscopes, infrared spectrometers, X-ray photoelectron spectrometers, rheometers, etc. This R&D centre focuses on catalysis,

chemistry, process engineering, modelling, simulation, material science, synthetic biology, biotechnology, downstream polymer processing, reaction engineering, advanced analytical sciences and product applications. In its next phase, R&D infrastructure will include high throughput experimentation systems that significantly increase its ability to explore technology options and reduce the time for technology development.

R&D - Health Safety and Environment

Our research has yielded benefits in sustainability, process intensification and HSE. Few examples of RTG's initiatives related to HSE include the following:

- Our new technology **uses proprietary ionic liquid in place of HF** improving safety and reducing risk to the environment.
- We have developed a technology that increases the **efficacy of sulphur as a fertiliser**. It is estimated that Indian soils are 40% deficient in sulphur and our new sulphur fertiliser (RelFarmS™) will greatly improve agriculture productivity throughout India. We have also acquired specialty polymer technology from Agricultural Research Institute and are exploring its application for sustained and slow release of water to the plants.



Employee Working at Laboratory

We also run initiatives and campus recruitment drives across universities and colleges to attract fresh talent and the next generation of engineers and scientists. The total number of professionals working to support the research and technology activities under RTG is more than 800.

Protection of Intellectual Property

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

R&D Expenditure (₹ crores)

	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
Capital	203	654	738	810	722
Revenue	314	335	380	408	498
Total	517	989	1,118	1,218	1,220

Some of the breakthrough R&D initiatives which RTG is focusing on are provided below:

- i) Metabolic flux analysis and pathway modification for production of biomolecules
- ii) Scale up of process in bioreactors
- iii) Polyester fabric waste recycling
- iv) Biomass deconstruction
- v) Productivity improvement in agri-based biofuels
- vi) Development of hybrids and improved production protocols.

R&D Refining

RTG continues to pursue research in the areas of coking, hydro processing, Fluidized Catalytic Cracking (FCC), crude processing, molecule-based process optimisation and value addition from low value refinery streams. In addition to the conventional refining area, RTG is also venturing into new areas like biomass gasification, carbon dioxide capture and its utilisation and Nano technology based applications.

R&D Petrochemicals

R&D – Petrochemicals RTG provides technology support to olefin crackers, polymers, fibre intermediates, LAB and polyester. The focus areas include:

- i) Efficient asset utilisation
- ii) Development of specialty product grades/ materials/catalysts
- iii) Value-addition to by-product streams
- iv) Leveraging opportunities at the chemicals/oil interface.

Several projects in the following areas have been completed or are ongoing across the refining and petrochemicals businesses:

- Product & Process development and improvements
- Energy efficiency
- Enhancing product value to customer
- Product applications development
- Catalyst development
- Additive development
- Automation technology.

Occupational Health and Safety



It has always been our goal to ensure a zero accident workplace and create an environment that ensures the well-being of our employees. Safety is given the utmost priority in all our operations. The policy of safe operations is embedded in our way of working, driven by management commitment and made functional through the elements of our Health, Safety and Environment Management system.



Fire station at Hazira Manufacturing Division

A significant initiative, 'REFERS'

(Reliance Employee & Family Emergency Response Services)

offers 24x7 assistance in case of any medical, accident, fire and security exigencies.

Safety is well and truly integrated in all aspects of our operations. Our priority is to ensure a safe and healthy workplace for our employees wherein we are aiming towards achieving our goal of having a zero accident workplace. We preach as well as practice the motto of 'Safety First' in all our operations. We are constantly striving towards achieving zero accidents and zero fatalities, and further to create an environment that ensures the well-being of our employees. We are exposed to a wide spectrum of HSSE risks, given the diversity and complexity of the industries we operate in. Our stringent HSE policy states that, 'Safety of persons overrides all production targets', which incentivises all employees to strive for excellence in safety management for the benefit of our employees, customers and the communities. We have set ourselves the goal of 'zero injuries and incidents'. We also conduct Health, Safety, Security and Environmental (HSSE) audits to get assurance on HSSE management framework protocols and regulatory compliances. In an effort to further enhance our commitment on 'creating a safe environment, our HSE committee constantly monitors and ensures that the highest standards of environmental, health and safety norms are maintained, and our operations are in compliance with the applicable laws across locations.

Security & Asset Protection

We have developed a risk based approach to assess the risks that threaten the achievement of the Group's business objectives over the short to medium term. For security and asset protection, we have developed measures to mitigate these risks and related opportunities. We maintain and communicate to the workforce a local operating policy, consistent with the our vision and OMS (Operating Management System), and which includes the Reliance Commitment to Health, Safety, Security and Environmental performance.

Employee Health and Well-being

Driven by the philosophy of 'One Reliance. Healthy Reliance!' RIL strives to achieve excellence in improving its employees' occupational and personal health. The aim is to ensure a healthy and productive work environment by minimising health hazards and providing state of the art facilities. To further the cause, we have set up world-class occupational and family welfare centres and follows international HSE best practices at all manufacturing, E&P locations and major office complexes.

In addition to emergency medical services, the Occupational Health Centres (OHC) offer preventive, promotive, curative and rehabilitative health services to its employees. All centres are equipped with state-of-the-art diagnostic and therapeutic equipment. These are managed by qualified occupational health specialists. Additionally, training sessions are regularly held for medical staff to enhance their skill and knowledge.

Our medical and occupational health departments focus extensively on the prevention and management of lifestyle diseases, such as hypertension and diabetes; communicable diseases like tuberculosis and HIV/AIDS. Structured monthly health awareness sessions, regular health tips programme and personal counselling are conducted across locations. These activities are also extended to employees' family members staying

at Company townships thereby creating a positive impact through these initiatives.

'Health Awards' were introduced as a new initiative on the wellness front across all locations this year. The initiative will have a long-term benefit in creating a culture of healthy living among employees and their family members.

To overcome emerging mental health issues, we undertook an ambitious Project 'WISH' (Work life Improvement for Safety and Health) to focus on emotional health as a part of Resilience Management. A group of employees who have been trained by expert in the field of psychology and they act as a missionaries to enhance awareness pertaining to emotional health and psychological well-being.

Our employees undergo regular periodic medical examinations (PME). The medical check-up facility is also extended to contract employees at manufacturing divisions. The results are maintained online and analysed to provide targeted interventions at individual and group levels. Employees are subjected to health risk assessments and appropriate measures are taken to prevent any medical complications.

Under our Health Management System (HMS), PME reports are generated and documented. Based on an individual's Health score, employees are mapped into Red, Yellow and Green categories. A high alert recall is then sent as per the pre-defined criteria and follow up is done till the parameter comes to normal along with an auto generated mail that is sent to the treating doctor, site Chief Medical Officer (CMO) and Group CMO.

Key quality indicators are developed for evaluation of individuals' health status and its effectiveness of application strategies.

We started the 'Change Agents for Safety Health and Environment' (CASHe) programme 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 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.

We have also implemented a unique programme called 'Task Based Health Risk Assessment' (TBHRA). This unique programme has given focused approach to evaluate occupational hazard effect on individual with respect to task and job position and also provide exposure data linked to each employee or group of employees during medical surveillance.

A very unique and significant initiative, REFERS, (Reliance Employee & Family Emergency Response Services) offers 24x7 assistance in case of any medical, accident, fire and security exigencies.

Emergency Medical Services are provided to our employees and their family members 24x7 across the country through strategic tie ups with

multi-speciality hospitals across India.

Jamnagar Manufacturing division's state of the art and ultra-modern ophthalmology Mobile Eye Clinic facility, the first of its kind in this region was shaped up as a CSR Initiative to reach the doorstep of the needy patients in remote areas of 24 nearby villages.

Our initiative to combat TB and HIV/AIDS is a unique public-private partnership programme between the Government, NGOs and us. It creates awareness and provides care, support and treatment (including free-of-cost treatment) to the poor.

The Hazira Manufacturing Division's HIV/AIDS Centre is one of the largest Anti-Retroviral Treatment Centre (ART Centre) in India. It is a fully functional 32-bed hospital for HIV/AIDS patients. ART Centre facilities are replicated as per the successful Hazira model in Jamnagar, Patalganga and Lodhivali.

Accreditation

- Joint Commission International (JCI) and National Accreditation Board for Hospitals (NABH) certification at Jamnagar township hospital
- National Accreditation Board for Laboratories (NABL) certified laboratories at all manufacturing sites

Creating a Safe Environment

We consider safety as critical aspect in delivering responsible products, and hence we conduct our operations taking into consideration the safety of our employees, suppliers and vendors, as well as communities in which we operate. A fully equipped and well-qualified HSE organisation is in place at all locations providing necessary governance, documentation and HSE assurance. The HSE organisation is backed by a Centre of Excellence at the Corporate, which brings in subject matter expertise in various fields of HSE, apart from governance. RIL has also formed a board-level HSE committee. This committee meets on a regular basis and is facilitated by the Chief of Centre for HSE Excellence. This Apex body conducts quarterly reviews guiding the Group on HSE policy matters. In line with RIL's holistic safety oriented governance structure, the Group has even established contractor safety subcommittees at all manufacturing sites. We have established a structure of governance for our Safety Management System which involves individuals from plant level to Directors level to focus on various elements of safety management. This system involves the formation of sub-committees (Rules and Procedure, Incident Investigation, Process Safety Management, Safety Observation to name a few) who meet on a periodical basis and is driven by managers representing various functions at plants and sites.

Our HSE Learning and Development (L&D) programmes and e-modules are designed to equip employees with skills needed for safe operations. These modules cover workplace risk and process risk management. This e-learning is corroborated by field training. Collaborating and networking with global institutions and industries has helped in improving the competencies at every level of line management. The implementation of HSE Management system across the company is well demonstrated in

the safety performance over the last several years.

We have established Reliance Management System (RMS) which is a holistic set of management systems, organisation structures, processes, requirements and behaviours that are employed to conduct our business. The Health, Safety, Security and Environment (HSSE) risks in our operating activities will be managed by Operating Management System (OMS) which sets out our principles for operating and provides a framework to deliver and sustain conformance to the essentials, followed by excellence, in operating activities & processes. OMS provides a systematic and consistent approach for:

1. Reducing HSSE risks in our operating activities
2. Continuously improving the quality of operating activities
3. Delivering competitive performance.

To ensure the effective functioning of the HSE-MS systems and for conducting regular performance reviews, we have integrated our IT platform with our safety management systems in order to thoroughly investigate accidents, thus arriving at all the contributing factors that lead up to it. In order to interpret and make improvements to the results, there are teams of qualified specialists who provide recommendations so as to prevent the accident from taking place in the future. The action plan is monitored through a comprehensive and robust tracking system to ensure complete adoptability of the plan. RIL has implemented 'Learning From Incidents' (LFI) across its sites. This tool helps sites to ensure that incidents do not repeat and also helps prepare documents used for sharing and future reference.

Safety Performance

During FY 2014-15, RIL recorded an injury rate of 0.048 per 100 workers at manufacturing divisions, while the lost day rate was 3.24. For its E&P business, RIL recorded the injury rate and lost day rate as zero. There was one fatality during this year. Some of the safety measures undertaken by RIL at various locations are given below:

Safety helmet and seat belt campaign at Dahej Manufacturing Division (DMD):

While HSE risks are assessed at operational projects, we focus equally on addressing risks in new and upcoming projects by putting in place Health, Safety and Environment Management systems in order to identify them beforehand to be able to mitigate them efficiently.

Ensuring Road Safety

RJIL organised 26th Road Safety Week: As a part of its safety promotion activities, the team of RIL observed the 26th Road Safety Week in all R4G states (states where RJIL is present). The theme for this year's safety week 'Safety is not just a slogan, it's a way of life' was aimed at creating awareness of road safety and pedestrian rules. During the campaign, the team organised several activities such as display of posters and banners with the slogan 'Speed thrills, but kills' at various maintenance points, offices and workplaces, distributed safety badges, road safety

pocket guides and leaflets to employees and contractor workers, and held training sessions on defensive driving and screening of road safety videos. The team also organised safety quizzes, safety slogan competitions and Drawing & Essay competitions.

National safety week campaign was also organised at Reliance Corporate Park. The theme for the 43rd National Safety Week celebrations was, 'Manage stress at work place and control hazards'. The event began with the distribution of Safety Day badges to employees. Safety banners and posters were displayed at various strategic locations to create awareness of workplace related hazards. The attendees were briefed on the background and objectives of the Safety Day, emphasizing on ways to manage stress and practice the HSE culture. The importance of safety in all spheres of life to prevent mishaps and accidents due to neglect or lack of awareness was also highlighted. Our Dahej Manufacturing Division carried out an across the site Life Protection Rules – Zero Tolerance (LPR-ZT) Campaign to celebrate National Safety Day 2014. The HSEF team put up LPR-ZT banners at prominent locations to create awareness, besides carrying out an online safety quiz and other activities such as best safety initiative competition, poster making competition, identification of unsafe acts and conditions for contract workers, slogan competition and poster drawing competition for employees' children.

We analyse the security threats and takes all the necessary steps to secure our people and operations. We have a security policy which is formulated to ensure preparedness to protect people and assets. The security policy also has a provision for identifying and reporting security incidents and encourages workforce to report any irregularities or non-compliance with security procedures. Safety officers are trained on aspects of human rights, industrial and labour laws, etc. The security team in turn imparts awareness training to employees and contractors to create a culture of individual responsibility in the prevention, detection and mitigation of security events.



Employee Working at Patalganga Manufacturing Division

Social Institution Building



Corporate Social Responsibility (CSR) is embedded in our long-term business strategy. For us, business priorities co-existent with social commitments drive the holistic development of people and communities. Our CSR initiatives help elevate the quality of life of millions, especially the disadvantaged sections of the society. We have contributed ₹ 761 crore (previous year ₹ 712 crore) towards Corporate Social Responsibility (CSR) which is 3.35% (previous year 3.24%) of profit after tax for the year.



Old-Age Home at Gadimoga

Conducted
1.76 million
 man-hours training

We believe that employees form the back bone of any organisation. We work assiduously towards developing and training our workforce. Our total workforce as on 31st March 2015 stands at 24,930. Our HR processes are undergoing continuous improvement and are aimed at making us the 'employer of choice'.

Enhancing Diversity within the Organisation

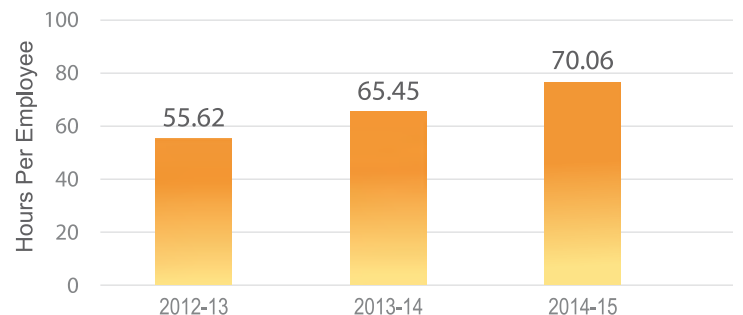
We believe in creating an environment for our employees which is free from any discrimination. Our culture embraces diversity and aims at treating everyone with dignity and respect. We believe in equality irrespective of gender, sexual orientation, disability, caste or age. As on 31st March 2015, the total people strength is 24,930 including 1,195 female employees. We employ people from 19 nationalities, are strongly committed to gender diversity and have taken progressive measures to increase representation of women in the organisation.

In an effort to provide a platform for women, we introduced R-Aadya, a common platform for women workforce to connect, converse and collaborate. Under the R-Aadya platform we have introduced "Nirbhaya: Be Fearless" which is an Android emergency application that can send a distress call or emergency message to a specified contact or group in an emergency situation.

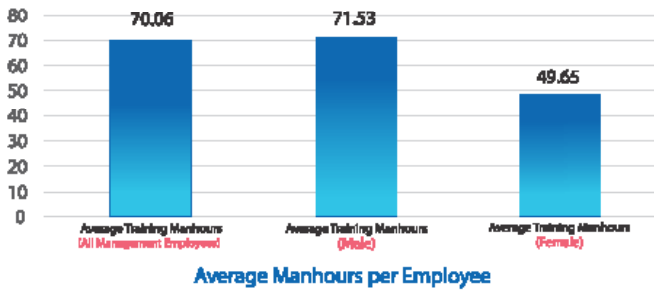
Learning and Development

A business strategy which is aimed at building social capacity aids an organisation towards sustained growth. We have adopted a 70:20:10 principle for nurturing talent. The principle focuses on providing our people three categories of experience, 70% through the challenging work on hand, 20% through interaction with people and 10% from training activities. While the five functional and four business academies give emphasis to enhancing the functional and domain competencies of employees through e-learning, classroom training and on-the-job assignments. The Reliance Institute of Leadership focuses on building core RIL values and behaviours among employees, through a series of customised workshops to firmly establish the principle that, 'How' we do things, matters as much as 'What' we do. We imparted more than a million man-hours of trainings (1.76 million man-hours) to our workforce, both through internal and external subject matter experts in FY 2014-15.

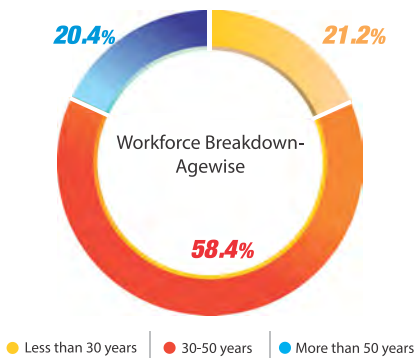
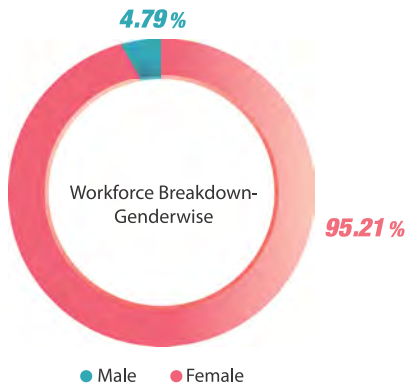
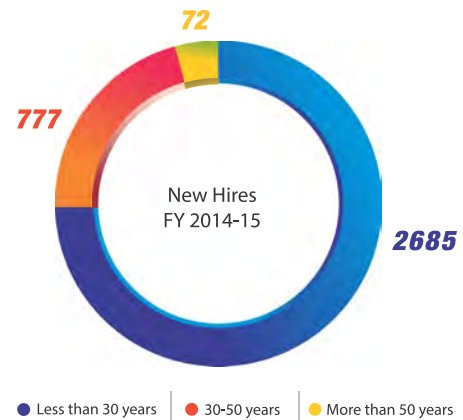
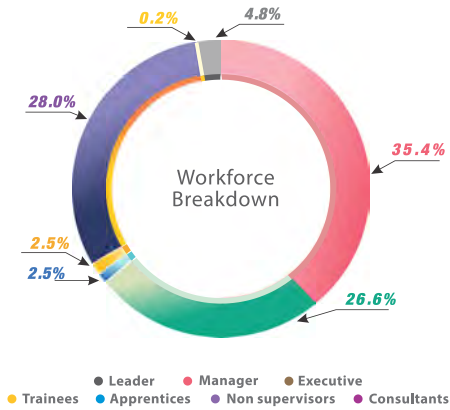
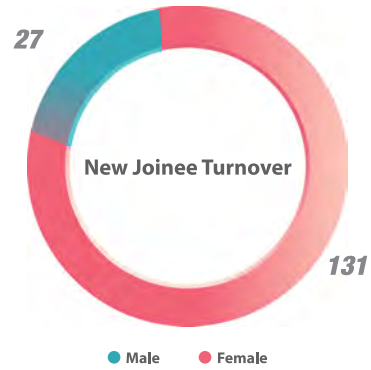
Average training Manhours (Management)



Average Training Manhours FY 2014-15 (Management Staff)



Average Manhours per Employee



Ethics and Human Rights

Our directors and management personnel sign a code of conduct annually, committing to ethical behavior in their internal and external dealings. Our commitment to the Universal Declaration of Human Rights is reflected in various policies and guidelines that govern our organisation. Our code of conduct reinforces our commitment to fair employment and equal employment opportunities. It also expresses our commitment towards engaging in open and transparent dialogue with communities. Our code of conduct further extends to all our external stakeholders with whom we engage in the course of our business activities.

Our units aspire towards 100% compliance with the local and national laws regarding ethics and human rights. Every employee is exposed to these topics through organised training programmes. In addition to trainings, we have a compliance monitoring framework that we use to monitor and report our performance against statutory norms and regulations.

We have a security policy in place to ensure security of our people and operations by thorough preparedness. All our security professionals are trained our security policy and on various aspects of security management. The security professionals are trained through basic officer training, as well as, on the job training. The basic officer training is aimed at training the security professional on human rights, industrial and labour laws etc.

* Employees belonging to the leaders, managers, executives and trainees are termed as management staff.

Over and above monitoring adherence to standard compliance requirements, we ensure that there is no child labour used in our operations. Freedom of collective bargaining is given due respect and almost 100% of our non-supervisory permanent employees at our manufacturing locations are covered under collective bargaining agreements with trade unions.

Community Development

We believe that serving communities and fostering their development is integral to our business. We have a CSR policy that reflects our objective of economic and social development to create a positive impact. We ensure that CSR forms an integral part of the business strategy. To emphasise our increasing commitment towards community development and inclusive growth, we have built a comprehensive community development programme to support initiatives in the field of education, healthcare, infrastructure development, disaster relief, sports and skills training.



To streamline our social initiatives, we have identified six focus areas that aim to positively and holistically impact society. Our six focus areas comprise:

- Rural Transformation
- Healthcare
- Education
- Environment
- Protection of National Heritage, Art and Culture
- Disaster Response

Through these six focus areas, we aim to make significant contributions to help shape India's vision of inclusive growth.

Rural Transformation

We make systematic efforts at bridging the country's rural-urban development gap. The Foundation's strategy combines a judicious mix of technology, material and information with specific focus on agriculture and marine fisheries. It is currently working with over 94,000 rural households.

Livelihoods

In an effort to enhance opportunities and disseminate information among rural communities, we have deployed locally-relevant solutions to promote agriculture, marine fisheries and other farm and non-farm based activities. The Foundation focuses on building the capacity of communities that it works with. This initiative starts from the time the Foundation engages with them by ensuring their participation in resource mapping and planning. More than need-based training, programmes have been conducted to further enhance the skills and knowledge of 1,87,415 small and marginal farmers, women and fisher folk. Trainings on sustainable agricultural practices, soil and water conservation, pest management, feeding and fodder management for livestock, use of organic fertilisers, GPS handling, hygienic handling of fish, sea safety etc, have been imparted.

Social Security for Villagers of Balangir District

In an attempt to provide a social security net to the villagers of the district against accidents and threats, such as falling from a tree or and snake bites, we organised medical camps and educated the villagers on social security tools including insurance. Balangir District is one of the poorest districts of India and is globally known for its poverty, drought and migration. It is predominantly an agrarian district, with more than 70% of the population dependent on agriculture for their livelihood. The villagers face various threats while collecting Non Woods Forest Products (NWFP) such as Kendu leaf, Mahula and Broom, for their survival. With the help of Village Farmers Association (VFA), we were able to opt for the Janata Accidental Insurance Policy of the National Insurance Company for hapless villagers. We also organised a policy related discussion in one of the district's villages where farmers from seven neighbouring villages participated. Through this initiative, we have already helped 613 insured farmers.

Food and Nutrition Security

We directly engage with small and marginal farmers and promote sustainable agricultural practices to transform their lives. We have helped enrich and increase crop yield through the adoption of practices, such as mixed cropping, integrated pest management and the use of farmyard manure and rainwater conservation. 10,379 kitchen gardens (26,671 since inception) called Reliance Nutrition Gardens have been constructed this year among rural households to supplement their nutritional intake. All these initiatives have helped improve productivity, food and nutrition and self-sufficiency among the marginalised communities.

Water Security

In order to curb issues related to poor soil quality, dependence on rain, low productivity and poor accessibility to services, we have developed water harvesting structures that are critical sources of irrigation for these communities living in dry and rain-fed areas, and created capacities to harvest and store 203 lakh cubic metres of rain water in the last one year (447 lakh cubic metres since inception).



Creating Sources of Irrigation

Leveraging Knowledge and Institution Building

We partner with knowledge providers, research institutions, line departments, NGOs and others for relevant information and disseminate it to those who need it. The Foundation currently has 456 knowledge partners across different states. A knowledge base is created by collating queries asked and solutions provided, thereby creating a repository of local knowledge that can be used going forward. Collecting, processing, packaging and disseminating demand-driven multilingual information, aligned with local context and culture in multimedia formats, helps to overcome language and literacy barriers. Rural communities are involved through multiple interactive information dissemination programmes, including a helpline on which they can call. Feedback is also obtained from fishermen and farmers who benefit from the various information dissemination programmes.

Silaging with Polypropylene Flexible Intermediate Bulk Containers (PP FIBCs)

This programme has redesigned bag sizes found in the supply chain, thereby increasing delivery speed and promptness. This was mainly done to assist dairy farmers in Punjab and Haryana by implementing education programmes on silage production/preparation and how to bag the silage using polypropylene flexible intermediate bulk containers known as PP FIBCs. The training produced solutions to problems faced by farmers, such as low milk yield, acute scarcity of fodder and a lack of knowledge among farmers on how to make silage. There were a number of key innovations that this programme brought about, namely the use of anti-rodent bags, applying a redesign of the FIBC so that the inner lining was laminated and, eliminating the use of liners – leading to operational convenience.

Polypropylene Non-woven Fruit Cover for Pomegranates

Owing problems of low fruit yield and low productivity, insects and pests, poor quality fruit, and wastage, we educated farmers on fruit bagging with the help of various media such as case study presentations, and practical demonstrations. The programme redesigned the bag size used to hold the produce in order to fit with the quality and size of the said produce. We also created a supply chain for quicker delivery of the bags.

There were challenges faced during the implementation of the programme, such as tying the cover over individual fruit which was a major issue, fruit ripening, and difficulty in procuring the availability of readymade fruit covers with the right kind of materials for easy retrieval. However, despite these challenges, the programme was successful in significantly increasing productivity and yield, going up 10 MT per hectare. Fruits produced were of a more uniform size and deeper red colour, and the general quality also increased such that the fruit was fit for export. As a result, the average price fetched by the pomegranate also increased by 20%.

Healthcare

Over the years, we have been working towards enhancing India's access to quality and affordable healthcare. The Foundation's integrated healthcare model aims to reach out to the most vulnerable sections of society, through a network of healthcare delivery mechanisms and awareness and diagnostic specialty camps. It is committed to contributing towards the nation's efforts in achieving the Millennium Development Goals of the United Nations and aims to support the efforts, especially in the field of maternal and child health care.

Sir HN Reliance Foundation Hospital & Research Centre

Located in the heart of South Mumbai, the hospital in its 90th year, has been completely rebuilt by the Foundation, led by its Chairperson, Smt. Nita M. Ambani into a very modern 19-storey tower with two heritage wings. Founded in 1925 as Mumbai's first general hospital, it has a rich heritage. The hospital celebrated its silver jubilee with Sardar Vallabhbhai Patel as its chief guest and the Golden Jubilee celebrations were graced by Jayaprakash Narayan. During the pre-independence period, it treated many freedom fighters, including the Father of the Nation, Mahatma Gandhi. The hospital has collaborations with John Hopkins, MD Anderson Cancer Centre, Massachusetts General Hospital and University of Southern California. This hospital has state-of-the-art operation theaters equipped with robotic surgery and on-line video conferencing



enabling live consultations with specialists across the world, India's first hybrid cath-lab for emergency heart operations and, state-of-the-art diagnostics facility with Asia's first new generation CT scan. The hospital is equipped with high-end Obstetrics & Gynaecology service, as Neonatal Intensive Care Unit (NICU) and a learning centre, thereby adapting the Millennium Development Goals. The general wards of the hospital will have the same level of treatment for the citizens at the bottom of the pyramid. The hospital has adopted water recycling and rainwater harvesting making it the greenest healthcare facility in India of its size.

Dhirubhai Ambani Hospital

Envisioned and inaugurated on 1st October 1998 by our beloved Founder Chairman Late Shri Dhirubhai Ambani, the Dhirubhai Ambani Hospital with its motto "Seva Paramo Dharma" has been striving relentlessly to provide comfort, care and cure to the population in the vicinity and beyond. With the development of Mumbai-Karjat-Khopoli-Pune corridor, the increase in traffic has intensified the need for emergency care of road traffic victims. The hospital by virtue of its strategic location, finds itself in a position to offer this care in the hour of need.

The 82 bed hospital, with its various specialised units such as ICU, NICU, maternity, surgical, medical and orthopaedic services, offers comprehensive care to its patients. Availability of pathology laboratory and radiological services including CT scan and Ultrasound complement the diagnostic services. Apart from a dedicated team of full time specialists and generalist doctors, a team of specialist doctors are on visiting role to care for complex patient needs. An Operation Theatre (OT) complex with 3 Major OT and one minor procedure OT with an Endoscopy suite are in service. As part of a very strong focus on CSR, a number of initiatives are in place by which a large number of patients benefit on a day to day basis. During FY 2014-15, free and subsidised medical care including trauma care was provided to residents of surrounding villages (a total of 1,362 patients from the vicinity). A major CSR activity is for the Reliance Anti-Retroviral Therapy (ART) Centre being run at the hospital with National Aids Control Organisation (NACO) and Maharashtra State Aids Control Society. The centre provided over 3,000 HIV/AIDS patients with free consultation, counselling, investigation and treatment till 31st March 2015. An annual ophthalmology camp in association with the Lions Club provided free cataract surgery at the Dhirubhai Ambani Hospital to 105 patients. 157 patients benefitted from a general health check-up that was conducted in association with primary health centre at Ajivali.

Specialised Care for HIV/AIDS

Two dedicated ART centres at Hazira and Patalganga have reached out to people affected by HIV/AIDS through more than one lakh patient consultations since inception. The centres offer comprehensive care in the form of counselling, testing and medicines for anti-retroviral therapy. Project Hope, operational since 2006 in Hazira, provides free nutritional kits and medical support to the HIV infected children. Under

this programme, over 100 HIV infected children, mostly orphaned due to death of their parents from HIV/AIDS, are enrolled and get free nutritional supplementary support every month.

Primary and Preventive Healthcare

The Foundation addresses the primary care needs of the serving population through four static medical units in Mumbai and six mobile medical units at selected locations in Mumbai, Uttarakhand and Madhya Pradesh. The interventions cater to the primary and preventive healthcare needs of the underprivileged rural and urban people. Six fully-equipped Mobile Medical Units (MMUs) with state-of-the-art technology, including cloud-based software to store patient information, serve the communities. The MMUs reach out to those in need and provide necessary care free of cost at the doorstep through periodic visits. 75,510 patient consultations (1,49,439 since inception) have happened during the year across Mumbai, Uttarakhand and Madhya Pradesh. Static Medical Units across Mumbai provide diagnostic facilities along with consultation and a focus on chronic diseases like hypertension and diabetes. Professional and trained MBBS doctors, nurses and social workers cater to the primary medical care needs of patients.

Through these health initiatives in Mumbai, 4,00,288 individuals from 1,09,333 families have been enrolled to receive medical care since inception. Around 80% of these families earn less than ₹ 1 lakh annually. About 40% of these families were previously utilising services of pharmacists or non-MBBS doctors in the vicinity for healthcare needs. The Foundation's intervention has now provided them access to services from a qualified medical doctor. We are committed towards ensuring that pertinent issues such as health and safety are not just restricted to our employees, but that the same care and concern is meted out in the community in which they operate. We have undertaken a slew of initiatives at not just at the corporate level, but also at the plant level in order to ensure that their responsibility is extended to all strata of the society. We have set up numerous community medical centres near most of its manufacturing divisions in order to provide comprehensive healthcare services to local villagers. The community medical centre at Motikhavdi, Jamnagar has been providing comprehensive medical services free of cost since its inception in 1995. It operates round the clock and is equipped with doctors and para medics, medicine counter male and female wards for day care procedures.

A dedicated state-of-the-art and ultra-modern ophthalmology Mobile Eye Clinic facility has been launched at Motikhavdi, Jamnagar. The clinic is fully equipped to perform eye check-ups, lab tests and dispense medicines. An Optometrist, along with a Paramedic, visit the nearby villages and provide services. Numerous awareness sessions on diabetes along with screening camps were organised in the neighbouring villages of all the sites. Health awareness camps for pregnant women and lactating mothers was organised at Kakinada which focused on creating awareness for mothers and mothers to-be on various aspects of health care - pre natal and post natal, early childhood education and preventive steps to be taken against spread of seasonal diseases. More than 150 women participated in the camps.

A health awareness programme exclusively for adolescent girls of 12 to 15 years was conducted at Bhairavapalem Govt. High School, which focused on personal hygiene and nutrition for the adolescent girls.



Mobile Van Clinic at Jamnagar

Health Camps

The Foundation organises multi diagnostic health camps that not only provide services for chronic and other diseases, but also help raise awareness among the population. 70 health camps providing specialised care for diabetes, hypertension, cardiac ailments, bone and mineral density, ophthalmology among others, were organised during the year.

Reliance Foundation Drishti

The Foundation's Drishti programme is engaged in improving the vision of visually impaired from underprivileged segments of society. Over 14,000 corneal transplants have been done of which 1,200 were done this year. An international braille newspaper is published every fortnight which reaches thousands of visually impaired readers across India and 17 other countries.



Dhirubhai Ambani Early Intervention Centre at Gadimoga

Technology in Healthcare

The Foundation and the University of Chicago have entered into an innovative collaboration that will use technology for 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 will implement 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 could help in saving millions of lives globally. The programme will be piloted in the Foundation's Sir HN Reliance Foundation Hospital and Research Centre in Mumbai. The Foundation aims to enhance access to quality healthcare in India.

Education

Dhirubhai Ambani Scholarship Programme

The programme is the result of Dhirubhai Ambani's vision of creating future leaders from India's youth. Targeted at students with needs for financial support and to specially abled students, our scholarship programme has been fulfilling students' aspirations since 1996. The 18th batch of the programme saw 399 students including 110 specially abled students become a part of it.

Dhirubhai Ambani International School

Being a member of the Cambridge International Primary Programme, our school, the Dhirubhai Ambani International School, Mumbai prepares students for exams like:

- ICSE
- IGCSE
- IB Diploma

It is our mission to provide a learning environment to children that encourage them to bring out the best in themselves through all-round development. We support them by helping them discover the joy of learning, awakening and illuminating their intellect in multi-dimensional ways.

Our school has always strived to achieve the highest standards of excellence and to be the most admired school in the world. In this effort, our school was ranked the No. 1 International School in India for the second consecutive year. To add to that, our school was also ranked the best school in Mumbai for the years 2012, 2013, 2014 by Hindustan Times.

Our high ratings for 'teachers' and 'academic rigour' have resulted in our school's students excelling across the three curricula – ICSE, the IGCSE and IB Diploma. The standout performances of our school for 2014 were:

- Out of the 208 students worldwide to achieve a perfect score of 45 in the IB Diploma course, 6 were from our school
- The overall average score for our IB Diploma, 39.42, was well above the 30-32 range considered 'excellent' across good IB world school
- The IB results placed our school among the top five international schools globally
- IB Diploma graduates for the 2014 batch have secured admissions in 21 out of the 25 global universities like Oxford, Harvard and Cambridge among others
- Out of the 27 IGCSE toppers in India, three are from our school
- 28 out of 30 students scored more than 90%

Reliance Dhirubhai Ambani Protsaham Scheme

Our flagship CSR initiative, the Dhirubhai Ambani Protsaham financially supports underprivileged and meritorious students from the East Godavari district. For the year 2014-15, 207 meritorious students secured admissions in corporate junior colleges of their choice. Along with giving a chance to 1522 students of poor families to study at the best corporate colleges, our scheme has also been providing financial aid to deserving toppers for pursuing their higher studies in engineering and medical streams.



Education for All

With the intention to enhance the access to quality education in India, we launched the Education for All initiative. Through this initiative, we have been focusing on areas like education for the poor, the girl child, and life skills for the specially abled. We have also tied up with many NGOs to further strengthen our cause and reach out to over 70,000 children.



Positively influencing the lives of underprivileged children

Reliance Foundation Jr NBA

Our youth basketball programme has helped over 1 million youth explore the thrill and fun of sports. We launched this programme in 2013 and since then, we have been striving to promote fitness, health and an active lifestyle and also imbibe skills like teamwork, coordination, sportsmanship, sacrifice, and discipline.

Reliance University

We plan on setting up a state-of-the art multi-disciplinary university in Maharashtra in the near future. Through modern research facilities and a healthy learning environment, we aim to groom the leaders of tomorrow.

Promoting Education – People with Disability

Our Early Intervention & Rehabilitation Centre at Tallarevu was setup to cater to the needs of children with speech and hearing impairment. By reaching out to them during the early childhood stage, we hope to shape their personality such that they may take on the struggle against physical challenges.

Our centre is equipped with special material and appliances suited to the needs of the specially abled children and it is a matter of pride that 6 children from the centre were mainstreamed into formal education.

Sanskar Shibir

This is one of our regular activities wherein children are exposed to various experiences with the goal of moulding their personalities to prepare them to be the leaders of tomorrow, equipped with a global outlook and a modern approach. This is also an activity to showcase our innovative and interactive teaching method for school teachers who focus on psychomotor, cognitive, and effective skills to groom the children.

Self-Development Training Programmes for Local Students

The programmes are focused on providing education to marginalised students in and around the neighbouring villages. The highlights of these programmes are the involvement of employees who take a keen interest in sensitising the children on soft skills and the importance of personal development.

Training to the local womenfolk in tailoring

The women of Gadimoga and Bhairavapalem were provided tailoring training which covered the basics of tailoring such that they could carry on and establish their own ventures with the sewing machines that were provided by us.

Village Knowledge Centre at Gadimoga Village

Our Village Knowledge Center at Gadimoga was started to provide an opportunity to unemployed youth in order to help them gain information and prepare for various entrance exams with the aim of helping them build a career through higher studies. The center assisted them by granting access to various books, magazines, journals etc.

Computer Lab, Science Lab and School Furniture at Ramakrishna English Medium School

We focus on providing quality education aligned with technology to school children. With a view to implement the ideology, we sponsored a computer lab, laboratory facilities (Physics, Chemistry and Biological Sciences) and school furniture to Ramakrishna Public School, Kakinada. About 800 poor students benefited from this initiative.

Computer Aided Learning Centre in Tribal Welfare Girls Ashram School, Rampachodavaram

With a view to promote quality education to girl child in tribal areas, we extended support to the Tribal Welfare Girls Ashram School, Rampachodavaram by providing a Computer Aided Learning Center Facility in the school with computer systems and all necessary infrastructure and digital class room contents, both in Telugu and English mediums.

Computer Labs in Shahdol

Computer labs were established in six higher secondary schools in Shahdol. The objective of these centres was to provide basic knowledge for computer proficiency to the rural youth, who benefited from this programme.



School Children at Patalganga



Education with a purpose

We launched a programme for children in the rural areas with the aim to bring about a positive change in attitudes related to education, gender inclusivity and fitness through active participation of parents and the local community. The programme uses sports and activities as a tool for development to bring about positive change. Engagement with children through fun and play sessions, friendly mentoring support from community youth, off-field activities to reinforce learning and handle sensitive topics, engagement in community activities like cleanliness drives etc. are undertaken. More than 2,500 children across 30 villages have been engaged under this in Agar District of Madhya Pradesh.

Environment

We made significant efforts in promoting ecological sustainability through resource conservation, promotion of biodiversity and use of cleaner energy sources. We have undertaken the construction of 482 (1,394 since inception) biogas plants in rural households during the year. The shift to using a cleaner fuel has led to reduction in indoor pollution thereby resulting in improved health of women and families.

Additionally, during the year, 7,679 composting facilities (17,968 since inception) have been created across rural households to convert waste into organic manure and reduce dependence on chemical fertilisers. In an effort to promote bio-diversity and preserve the environment

4,97,238 saplings (17,31,243 since inception) have been planted across the intervention areas during the year. 1,63,535 tonnes of soil has been conserved, thereby ensuring sustainability.

Protection of National Heritage, Arts and Culture

We understand the value of preserving India's rich heritage, art and culture for its future generations and have made conscious efforts to ensure its continuity we have supported numerous initiatives like the annual 'Homage to Abbaji' concert by Ustad Zakir Hussain in memory of his father, Ustad Allah Rakha Khan. The concert featured renowned artists who came together to pay tribute to the legendary Guru. We partnered with the Nashik Municipal Corporation in developing the park on bank of river Godavari. The development of Goda Park includes construction of various civil structures like jogging tracks, walkways, children's park, senior citizens' park, horticulture activities, etc.

Disaster Response

We respond to disasters in a timely manner and engage directly with the affected communities. During the Uttarakhand flood, which affected a number of villages in June 2013, we were one of the first organisations to deploy relief services including a team of doctors and development professionals in over a 100 villages. Post the relief work, we planned long term measures to support the community which and involves extension of rural transformation and health interventions along with reconstruction of two government schools.



School Children at Patalganga

The recent floods in Jammu and Kashmir during September 2014 was another occasion where we acted promptly following a natural calamity. We also reached Srinagar with doctors and volunteers setting up medical relief operations. Medical help was provided along with safe drinking water, food, utensils, beddings and other household items. Relief material including blankets and food was provided to the landslide affected regions of Reasi District, Jammu. Medical care was provided through 72 camps held across Srinagar where 35,281 patient consultations were undertaken. 217 mid-term shelters were constructed for the affected to provide protection from the winter that had begun to set in. Relief material was provided to 13,561 families. During the cyclones Hudhud and Nilofer, the technology platforms of the Foundation were used to deliver early cyclone warnings and alerts in the form of SMS and audio advisories.

Other Initiatives

Safety Initiatives for the Community

Alert today – Alive Tomorrow

We started this initiative to improve road safety awareness among students with a view to reduce risks of road accidents, develop the capacity and awareness of students as well as parents regarding road safety, promote the health and well-being of children in the traffic environment and sensitise the parents through high school students.

Basic instructions such as importance of using a seat belt, safe areas places children can use to ride their cycle, how one should cross the road, etc. were meted out to students in an effort to ensure their safety.

Safety Matters

Training and demonstration activity on fire and safety was organised for 250 students of Sanjeevani Primary School, Damka village. Basic knowledge about fire and its types and mitigation methods were explained to the students with proper demonstration.

Road Safety Awareness Programmes

We conduct rigorous safety programmes to ensure and instil road safety among bus drivers and cleaners.

Drivers Safety Training Centre

In an endeavor to prevent road accidents, we undertook initiatives to train truck / tanker the drivers 'Defensive Driving Techniques' and 'Material Transportation' at Drivers Safety Training Centre (DSTC), Hazira. This centre is fully equipped with audio-video equipment to impart training to truck drivers on safety rules, efficient driving techniques, understanding hazards associated with various materials and emergency responses. 21,092 drivers were trained through this initiative during FY 2014-15 (over 2,60,000 since its inception).



Drivers' Training Centre at Hazira

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 2014-15

To the Management of Reliance Industries Limited, India

Introduction

We have been engaged for the purpose of providing assurance on the Sustainability Report of Reliance Industries Limited ('RIL' or 'the Company') for FY 2014-15 ('the Report'). The Report has been prepared by RIL as per the G 3.1 guidelines on sustainability reporting published by Global Reporting Initiative (GRI). Our responsibility was to provide assurance on the Report developed by the Company.

Reporting Criteria

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

Assurance standards and guidelines used

We conducted the assurance in accordance with

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

Scope and Limitations

- The scope of assurance covers the sustainability performance of RIL's manufacturing divisions, refineries, exploration and production in India; business divisions such as chemicals; fibre Intermediates; petroleum; polyester; polymers; Dhirubhai Ambani foundation; Reliance foundation and corporate office at Reliance corporate Park, for the period 01 April 2014 to 31 March 2015.
- The assurance scope excludes;
 - Aspects of the report other than those mentioned above;
 - Data and information outside the defined reporting period;
 - The Company's statements that describe expression of opinion, belief, aspiration, expectation, aim or future intention provided by the Company and assertions related to Intellectual Property Rights and other competitive issues;

Assurance Procedures

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

Our assurance procedures also included:

- Assessment of RIL's reporting procedures for sustainability reporting regarding their consistency with the application of GRI G 3.1 guidelines and the AA1000APS principles of Inclusivity, Materiality and Responsiveness.
- Evaluating the appropriateness of the quantification methods and models used to arrive at the data presented in the Report.
- Verification of systems and procedures used for quantification, collation, and analysis of sustainability performance indicators included in the Report.
- Understanding the appropriateness of various assumptions, estimations and materiality thresholds used by RIL for data analysis.
- Discussions with the personnel responsible for the evaluation of competence required to ensure reliability of data and information presented in the Report.
- Discussion on sustainability aspects with senior executives at the different plant locations and at the corporate office to understand the risk and opportunities from sustainability context and the strategy RIL is following.

KPMG, an Indian partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International") a Swiss entity.



- 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 2014-15 and included in the Report.
- Verification of key performance data through site visits to Manufacturing units at Allahabad, Barabanki, Dahej, Hazira, Hoshiarpur, Jamnagar DTA, Jamnagar SEZ, Nagothane, Nagpur, Naroda, Patalganga, Silvassa and Vadodara; On-shore and off-shore exploration and production facilities at Gadimoga; Corporate office at Reliance Corporate Park, Navi Mumbai and review of key performance data from Shahdol.

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

Conclusions

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

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

Key Observations

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

- **Principle of Inclusivity:** RIL has identified its significant stakeholder groups based on the level of influence & impact the company has on these stakeholder groups. RIL has partnered with various external stakeholder groups to include them in its growth agenda. RIL's group strategy for sustainable growth focuses on strengthening its engagement with stakeholders and aims to create a long term value for them.
- **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 representatives from various functions at RIL. The Company has responded to the material issues by disclosing its performance in the report. RIL has constituted a sustainability council for monitoring and managing the performance on material issues on periodic basis.
- **Principle of Responsiveness:** RIL has a stakeholder engagement policy as part of Code of Conduct and policy manual through which it aims to engage with stakeholders and respond to their expectations and concerns. RIL has identified its various stakeholder groups and the engagement mechanism for each of them along with their specific priorities. RIL has also provided information on specific actions through disclosure of performance. RIL has implemented Reliance Management Systems that will enhance the quality and timeliness of reporting to its stakeholders.
- **Reliability:** On a monthly basis, RIL tracks the sustainability performance data across all sites and has plans to conduct periodic internal assurance.

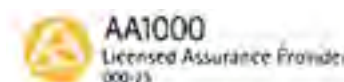
Independence

Assurance procedures were conducted with a multidisciplinary team including specialists in ISAE 3000 and sustainability reporting assurance engagements. Our work was performed in compliance with the requirements of AA 1000AS and IFAC Code of Ethics for Professional Accountants, which requires, among other requirements, that the members of the assurance team (practitioners) as well as the assurance firm (assurance provider) be independent of the assurance client, in relation to this assurance engagement. The Code also includes detailed requirements for practitioners regarding integrity, objectivity, professional competence and due care, confidentiality and professional behavior. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence.

Responsibilities

RIL is responsible for developing the Report, establishing and maintaining appropriate internal control systems and derivation of performance data reported. This statement is made solely to the Management of RIL in accordance with the terms of our engagement and as per scope of assurance. Our work has been undertaken so that we might state to RIL those matters for which we have been engaged to state in this statement and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than RIL for our work, for this report, or for the conclusions expressed in this independent assurance statement.

Santhosh Jayaram
Director, KPMG India
June 30, 2015



GRI Application Level



To indicate that a report is GRI-based, report developer declares the level to which they have applied the GRI Reporting Framework via the “Application Levels” system.

To meet the needs of beginners, those somewhere in between, and advanced reporters, there are three levels in the system. They are titled C, B, and A. The reporting criteria at each level reflect a measure of the extent of application or coverage of the GRI Reporting Framework.

Report Application Level		C	C+	B	B+	A	A+
Standard Disclosures	Profile disclosures OUTPUT	Report on: 1.1 2.1 – 2.10 3.1 – 3.8, 3.10 – 3.12 4.1 – 4.4, 4.14 – 4.15	Report Externally Assured	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 – 4.13, 4.16 – 4.17	Report Externally Assured	Same as requirement for Level B	Report Externally Assured
	Disclosures on management approach OUTPUT	Not Required		Management Approach Disclosures for each Indicator Category		Management Approach disclosed for each Indicator Category	
	Performance indicators & Sector Supplement Performance Indicators OUTPUT	Report fully on a minimum of any 10 Performance Indicators, including at least one from each of: social, economic, and environment.**		Report fully on a minimum of any 20 Performance Indicators, at least one from each of: economic, environment, human rights, labor, society, product responsibility.***		Respond on each core and Sector Supplement* indicator with due regard to the materiality Principle by either: a) reporting on the indicator or b) explaining the reason for its omission.	

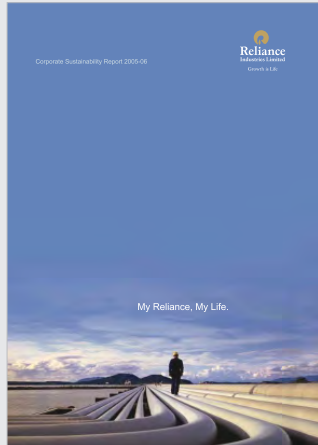
*Sector supplement in final version

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

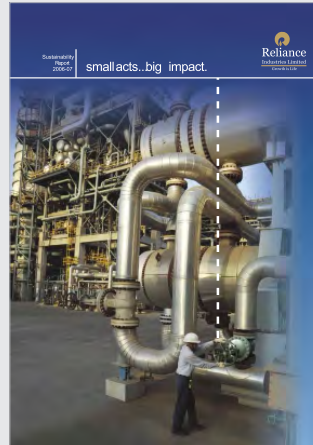
***Performance Indicators may be selected from any finalised Sector Supplement, but 14 of the 20 must be from the original GRI Guidelines

The RIL Sustainability Report for FY 2014-15,
'Invest. Innovate. Inspire. For a new India.'

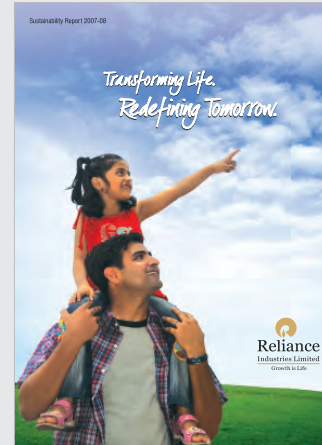
Reliance Industries Limited has been publishing its sustainability report annually since 2005-06 which conform to the GRI A+ application level check criteria.



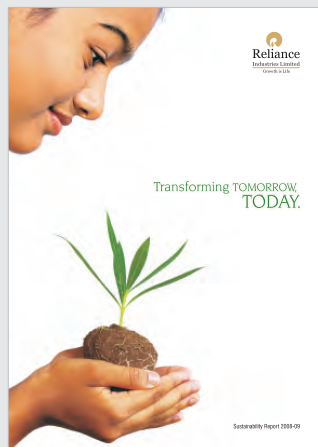
2005-06



2006-07



2007-08



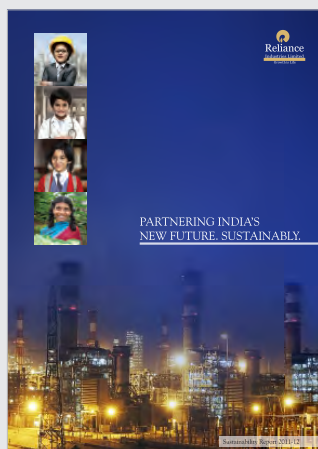
2008-09



2009-10



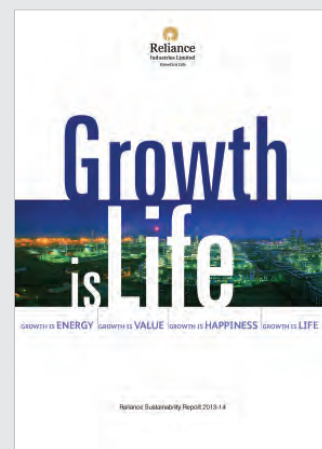
2010-11



2011-12



2012-13



2013-14



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STANDARD DISCLOSURES PART I: Profile Disclosures

	Description	Reference	Extent of reporting	Explanation
1. Strategy and Analysis				
1.1	Statement from the most senior decision-maker of the organisation	6 - 7	Full	
1.2	Description of key impacts, risks, and opportunities.	16 - 19	Full	RIL Annual Report 2014-15 (Pg 86-90) www.ril.com/DownloadFiles/RIL%20AR%202014%20-15.pdf
2. Organisational Profile				
2.1	Name of the organisation.	112	Full	
2.2	Primary brands, products, and/or services.	10 - 14	Full	RIL Annual Report FY 2014-15, (Pg 34- 43) www.ril.com/DownloadFiles/RIL%20AR%202014%20-15.pdf
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures.		Full	RIL Annual Report FY2014-15, (Pg 72- 76) http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf
2.4	Location of organisation's headquarters.	112	Full	
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	12 - 13	Full	
2.6	Nature of ownership and legal form.		Full	RIL Annual Report FY2014-15 (Pg 140-141) www.ril.com/DownloadFiles/RIL%20AR%202014%20-15.pdf
2.7	Markets served (including geographic breakdown, sectors served, and types of customers / beneficiaries).	12 - 13	Full	
2.8	Scale of the reporting organisation.	12 - 13, 46, 48 - 51, 53 - 54	Full	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	12 - 13, 48 - 51	Full	
2.10	Awards received in the reporting period.	22 - 25	Full	
3. Report Parameters				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	14	Full	
3.2	Date of most recent previous report (if any).		Full	http://www.ril.com/rportal1/DownloadLibUploads/1400665256661_AR21052014.pdf
3.3	Reporting cycle (annual, biennial, etc.)		Full	Annual

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	Description	Reference	Extent of reporting	Explanation
3.4	Contact point for questions regarding the report or its content.	112	Full	
3.5	Process for defining report content.	15-19, 38-39	Full	We have identified five key areas critical for sustainable development based on our key impacts. These include energy security, environment responsibility, product stewardship, occupational health and safety and social institution building. Out of an array of varied stakeholder groups, we have prioritised key eight stakeholder groups with whom we interact and discuss sustainability topics: Government & Regulatory Authorities, Employees, Customers, Local Communities, Investors and Shareholders, Suppliers, Trade Unions and NGOs.
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	14 - 15	Full	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	14 - 15	Full	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.		Full	We continue to report on all domestic operations of RIL, downstream as well as upstream businesses including our office location at Reliance Corporate Park in Navi Mumbai.
3.9	Data measurement techniques and the basis of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	14 - 15, 44 - 47	Full	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statements (e.g., mergers / acquisitions, change of base years / periods, nature of business, measurement methods).		Full	There has been no restatement of data for any of the previous years' reports.
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	14 - 15, 44 - 45, 53	Full	
3.12	Table identifying the location of the Standard Disclosures in the report.	88	Full	
3.13	Policy and current practice with regard to seeking external assurance for the report.	84 - 85	Full	
4. Governance, Commitments, and Engagement				
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	28 - 30	Full	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	28 - 29	Full	
4.3	For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	28 - 29	Full	

GRI Content Index

	Description	Reference	Extent of reporting	Explanation
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	31, 36 - 37	Full	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organisation's performance (including social and environmental performance).		Full	RIL Annual Report FY 2014-15, (Pg 136-137) www.ril.com/DownloadFiles/RIL%20AR%202014%20-15.pdf
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	27 - 30	Full	
4.7	Process for determining the qualifications & expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental, and social topics.		Full	RIL Annual Report FY 2014-15, (Pg 125, 134-136) www.ril.com/DownloadFiles/RIL%20AR%202014%20-15.pdf
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	19 - 20, 30 - 35	Full	
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, & social performance, including relevant risks & opportunities, & adherence or compliance with internationally agreed standards, codes of conduct, and principles.	27 - 31	Full	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	30	Full	RIL Annual Report FY 2014- 15, (Pg 90, 117-126) www.ril.com/DownloadFiles/RIL%20AR%202014%20-15.pdf
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	27 - 31, 98	Full	Our existing risk management process goes beyond the requirement of the precautionary principles and covers the three bottom lines.
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	14 - 15, 30 - 31, 98 - 99	Full	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	31, 98 - 99	Full	
4.14	List of stakeholder groups engaged by the organisation.	38 - 41	Full	
4.15	Basis for identification and selection of stakeholders with whom to engage.	38 - 41	Full	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	38 - 41	Full	
4.17	Key topics and concerns that have been raised through stakeholder engagement, & how the organisation has responded to those key topics and concerns, including through its reporting.	38 - 41	Full	

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	Description	Reference	Extent of reporting	Explanation
STANDARD DISCLOSURES PART II: Disclosure of Management Approach				
DMA EC	Disclosure on Management Approach EC	37, 48 - 51, 75	Full	
DMA EN	Disclosure on Management Approach EN	37, 44 - 45, 52, 60	Full	
DMA LA	Disclosure on Management Approach LA	37, 45 - 47, 69 - 72	Full	
DMA HR	Disclosure on Management Approach HR	37, 74	Full	
DMA SO	Disclosure on Management Approach SO	29, 37, 47, 75	Full	
DMA PR	Disclosure on Management Approach PR	37, 63 - 67	Full	
STANDARD DISCLOSURES PART III: Performance Indicators				
Economic Performance Indicators				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	47, 48 - 51	Full	We have contributed a total of ₹ 333.22 Billion to the national exchequer in the form of various taxes and duties. We have paid out ₹ 34.29 Billion to providers of debt & ₹ 29.44 Billion to providers of equity capital. RIL Annual Report FY 2014-15, (Pg 155, 235, 238) www.ril.com/DownloadFiles/RIL%20AR%202014%20-15.pdf There have not been any restrictions by the Government of India on us. Within our boundary of reporting, we do not operate in any country where the EITI is applicable.
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	54 - 55	Full	
EC3	Coverage of the organisation's defined benefit plan obligations.	46, 49 - 51	Full	RIL Annual Report FY 2014-15, (Pg 205) www.ril.com/DownloadFiles/RIL%20AR%202014%20-15.pdf
EC4	Significant financial assistance received from government.	48 - 51	Full	During the year we did not receive any significant financial assistance from the government.
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.		Full	Across locations, the minimum wage offered by us is more than the standard entry level wage as recommended by regulation.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	50, 63	Full	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.		Full	Currently, we do not have any specific procedures for local hiring of senior management. The hiring is based on merits, irrespective of the location of the person.
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	47, 75 - 78	Full	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	76 - 81	Full	
Environmental Performance Indicators				
EN1	Materials used by weight or volume.	44 - 45	Full	
EN2	Percentage of materials used that are recycled input materials.	44, 58	Full	
EN3	Direct energy consumption by primary energy source.	44 - 45, 53	Full	*Energy intensity for oil & gas production: 141269.2 GJ/MMBOE, Energy intensity of refinery: 3.65 GJ/MT, Energy intensity of petrochemical operations: 5.43 GJ/MT

*For the calculation of energy intensity of petrochemical operations we have included the energy consumption from our major petrochemical locations: Dahej, Hazira, Nagothane, Patalganga and Vadodra. However, to avoid double accounting, the inter transfer of material has not been considered.

GRI Content Index

	Description	Reference	Extent of reporting	Explanation
EN4	Indirect energy consumption by primary source.	44 - 45, 53	Full	
EN5	Energy saved due to conservation and efficiency improvements.	44, 54	Full	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	44, 52 - 55	Full	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	44, 106	Full	
EN8	Total water withdrawal by source.	44 - 45, 58	Full	We have not sourced waste water from any other organisation for our operations.
EN9	Water sources significantly affected by withdrawal of water.	58	Full	
EN10	Percentage and total volume of water recycled & reused.	44, 58	Full	
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	59	Full	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	59	Full	
EN13	Habitats protected or restored.	59	Full	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	59	Full	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		Full	No IUCN Red List species within area of operations based on latest EIA Report
EN16	Total direct and indirect greenhouse gas emissions by weight.	44 - 45, 55	Full	WRI's GHG protocol tool has been used for calculation of direct emissions based on fuel consumption & the CEA (Central Electrical Authority - Government of India) grid emission factors have been used for Indirect emissions.
EN17	Other relevant indirect greenhouse gas emissions by weight.	55	Full	As of FY 2014-15, we have estimated GHG emissions of our bussiness travel
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	44	Full	
EN19	Emissions of ozone-depleting substances by weight.		Full	We do not use ODS in our production processes
EN20	NOx, SOx, & other significant air emissions by type & weight.	44 - 45, 59	Full	
EN21	Total water discharge by quality and destination.	44	Full	
EN22	Total weight of waste by type and disposal method.	44 - 45	Full	
EN23	Total number and volume of significant spills.	59	Full	
EN24	Weight of transported, imported, exported, or treated waste deemed hasardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.		Full	There was no transboundary dispatch of hazardous materials from any of our locations.
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water & runoff.	59	Full	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	60 - 63, 66	Full	

GRI Content Index

	Description	Reference	Extent of reporting	Explanation
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.		Not Reported	Our products include hydrocarbon derivatives, in the form of upstream oil and gas, refined products polymers, polyesters & bulk chemicals used as feedstock and are transported through ships, tankers & pipelines. Products that use packaging material constitute an insignificant part of our overall production and hence we have not captured or reported the same.
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.		Full	No monetary fine of any significant value has been imposed on any manufacturing locations of our company during FY 2014-15 neither non-monetary sanctions for noncompliance with environmental laws and regulations imposed on us.
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	56 - 59	Full	
EN30	Total environmental protection expenditures and investments by type.	47	Full	
Social: Labour Practices and Decent Work				
LA1	Total workforce by employment type, employment contract, gender and region.	46, 72 - 74	Partial	At RIL, we do not make distinction between geographical areas within India and consider India as one region. The employment information is monitored as people of Indian origin and expatriates. As on March 31, 2015, we have 24,930 employees belonging to 19 different nationalities. As on March 31, 2015, we have 24,876 persons of Indian origin and 54 expatriates. Currently we do not extensively track the gender wise information of our contract workforce. However we are putting in systems in place to strengthen our response to the same
LA2	Total number and rate of employee turnover by age group, gender, and region.	46	Full	At RIL, we do not make distinction between geographical areas within India and consider India as one region. The employment turnover information is monitored as people of Indian origin and expatriates. During FY 2014-15 2,309 employees of Indian origin & 07 expatriates separated from the organisation. The employee turnover includes 2,159 males and 157 females. The new employee hires includes 2524 of Indian origin and 10 expatriates. Number of new employee hires includes 3317 male & 217 female employees.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	46, 50	Full	
LA4	Percentage of employees covered by collective bargaining agreements.	75	Full	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.		Full	We follow the requirements of the Industrial Disputes Act, India, 1947 for issuing minimum notice period (s) regarding significant operational changes.
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	68 - 71	Full	We have established joint safety committees at all our manufacturing locations with equal participation from management and non management staff.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and gender.	45 - 46, 70	Full	
LA8	Education, training, counseling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	68 - 71	Full	

GRI Content Index

	Description	Reference	Extent of reporting	Explanation
LA9	Health and safety topics covered in formal agreements with trade unions.	69 - 70	Full	All our wage settlement agreements with unions contain topics including health and safety such as use of PPEs.
LA10	Average hours of training per year per employee by employee category and gender.	47, 73 - 74	Full	
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	73 - 74	Full	
LA12	Percentage of employees receiving regular performance and career development reviews by gender.	73 - 74	Full	All eligible employees receive regular performance & career development reviews.
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, & other indicators of diversity.	27 - 29	Full	
LA14	Ratio of basic salary of men to women by employee category.		Full	There is absolutely no difference between the basic salaries of men and women. We are firm believer of equal opportunity principle. The ratio of basic salary of men to women is 1:1.
LA15	Return to work and retention rates after parental leave, by gender	46	Full	
Social : Human Rights				
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.		Full	India has ratified more than 39 conventions of the ILO that are covered in the nine chapters (excluding penalties and supplemental) and 120 sections of The Factories Act, 1948 (Act No. 63 of 1948), as amended by the Factories (Amendment) Act, 1987 (Act 20 of 1987), which covers various aspects of human rights. We have a screening process for our investment agreements based on the requirements of this Act. All our significant investments in India go through a due diligence process. This process covers all the laws of the land including compliance to the above said acts/rules. During the financial year, we have continued to enhance investments in its subsidiaries and business joint ventures in the usual course of its business. There were no other significant investments made by us. For the details, please refer to the statement of cash flow in the annual report page 206 & 207 www.ril.com/DownloadFiles/RIL%20AR%202014%20-15.pdf
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.		Full	India has ratified more than 39 conventions of the ILO that are covered in the nine chapters (excluding penalties and supplemental) & 120 sections of The Factories Act, 1948 (Act No. 63 of 1948), as amended by the Factories (Amendment) Act, 1987 (Act 20 of 1987), which covers various aspects of human rights. We follow our internal guidelines in selection of suppliers & contractors which include compliance with local regulations including this Act. All our significant contracts require adherence to the laws of the land including the above stated rules and are agreed upon by our business partners entering into contract with us
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	71	Full	Our existing induction programmes covers a half hour module on the basics of human rights and all our new employees undergo an induction programme.
HR4	Total number of incidents of discrimination and corrective actions taken.		Full	This year there was no incident of discrimination across our locations.
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.		Full	This year, there was no operation identified in which the right to exercise freedom of association and collective bargaining was at significant risk.

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	Description	Reference	Extent of reporting	Explanation
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.		Full	This year there was no operation identified as having risk for incidents of child labour.
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.		Full	This year, there was no operation identified as having significant risk for incidents of forced or compulsory labour.
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	71	Full	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.		Full	This year there were no reported incidents of violation involving rights of indigenous people across locations.
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments		Full	We follow the laws in India pertaining to human rights and conduct human rights reviews on an ongoing basis. All our operations are subjected to this review.
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms		Full	None during the reporting period.
Social : Society Performance Indicators				
SO1	Percentage of operations with implemented local community engagement, impact assessments and development programs.	76, 80 - 83	Full	All our operations have implemented local community engagements & development programmes.
SO2	Percentage and total number of business units analysed for risks related to corruption.	26 - 31	Full	RIL Annual Report 2014-15 (Pg 111) www.ril.com/DownloadFiles/RIL%20AR%202014%20-15.pdf
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.	27 - 31	Full	
SO4	Actions taken in response to incidents of corruption.		Full	This year, there were no reported cases involving acts of corruption.
SO5	Public policy positions and participation in public policy development and lobbying.	31	Full	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.		Full	We do not support any specific political party.
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.		Full	This year, there was no legal action initiated against RIL for anti competitive behaviour, anti-trust and monopoly practices.
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.		Full	This year there was no fine or non-monetary sanction imposed on RIL for non-compliance with laws and regulations.
SO9	Operations with significant potential or actual negative impacts on local communities		Full	During our community engagement programmes and assessments, we have not come across any significant negative impacts on the community due to our presence in the area.
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative Impacts on local communities		Full	None
Social: Product Responsibility				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	60 - 63	Partial	All our significant products and services comply with health and safety related regulatory requirements. Additionally, we are supporting a life cycle assessment study being done by ICPE and we are also working with

GRI Content Index

	Description	Reference	Extent of reporting	Explanation
				the Bureau of Indian Standards for formulating standards and guidelines. This is an on-going exercise. Further more, several of our products form the base or intermediate products, which are then converted into various final products using incremental materials and /or processes. Given the heightened degree of intermediation and the involvement of technical convertors, it is not feasible for us to track final products made from our products and hence, we are not in a position to conduct comprehensive health and safety impact assessments at the use and service, disposal and recycle stages of the product life cycle. In so far as our products are concerned, we comply with all regulatory health and safety impact mandates.
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.		Full	No significant incident of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	60 - 63	Partial	Our core/major products are derived by processing hydrocarbon materials including crude oil, condensates and natural gas. These follow all regulatory requirements for product and service information. Awareness is imparted to customers on safe use of product and services. Since, our core raw material is hydrocarbon, which is sourced globally; it is not feasible to inform consumers about its sourcing. Our products are provided with Material Safety Data Sheets which clearly delineate information on environmental impacts on the content of the substance, safe handling and disposal of the products.
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.		Full	No significant incident of non-compliance with regulations and voluntary codes concerning product and service information and labelling.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	61 - 63	Full	
PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		Full	We are members of the Advertisement Standards Council of India (ASCI) and adhere to all laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.		Full	No significant incident of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship.
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data		Full	No significant complaint regarding breaches of customer privacy & losses of customer data.
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		Full	No significant fine for non-compliance with with laws and regulations concerning the provision and use of products and services.
Oil and Gas Sector Supplement				
OG1	Volume and type of estimated proved reserves and production	53 - 54	Full	As on 31 st March 2015, our proved reserves for oil and gas stood at 1.96 Million Tonnes and 65,741 Million m ³ respectively. Our proved developed reserves for oil and gas stood at 1.47 Million Tonnes and 18,811 Million m ³ respectively.
OG2	Total amount invested in renewable energy		Full	We have also made capital investment in its Hazira manufacturing division for utilising alternate sources of energy to the extent of ₹ 2.9 crores resulting into energy savings of 1.10 Gcal/hr and financial savings of ₹ 1.10 crores.

GRI Content Index

	Description	Reference	Extent of reporting	Explanation
OG3	Total amount of renewable energy generated by source	53 - 54	Full	
OG4	Number and percentage of significant operating sites in which biodiversity risk has been assessed and monitored	37, 58 - 59	Full	
OG5	Volume and disposal of formation or produced water	45	Full	
OG6	Volume of flared and vented hydrocarbon	59	Full	
OG7	Amount of drilling waste (drill mud and cuttings) and strategies for treatment and disposal.	58	Full	
OG8	Benzene, lead and sulfur content in fuels	61	Full	
OG9	Operations where indigenous communities are present or affected by activities and where specific engagement strategies are in place		Full	None of our operations are present in areas having population of indigenous people. There were no instances of them being affected during the year.
OG10	Number and description of significant disputes with local communities and indigenous peoples		Full	There were no significant disputes with local communities and indigenous people during the FY 2014-15.
OG11	Number of sites that have been decommissioned and sites that are in the process of being decommissioned.		Full	None of sites have been decommissioned or were in processes of decommissioning during the FY 2014-15.
OG12	Operations where involuntary resettlement took place, the number of households resettled in each and how their livelihoods were affected in the process.		Full	No resettlement took place during the year 2014-15 at any of our operational sites.
OG13	Number of process safety events, by business activity	69 -70	Full	
OG14	Volume of biofuels produced and purchased meeting sustainability criteria		Full	We did not produce or purchase any bio-fuels during the reporting period.

UNGC – Communication on Progress

Global Compact Principles	Our Response
<p data-bbox="87 455 338 902">Human Rights</p> <p data-bbox="343 455 821 698">Support and respect the protection of internationally proclaimed human rights within the business' sphere of influence</p> <p data-bbox="343 705 821 902">Ensure that the business is not complicit in human rights abuses</p>	<p data-bbox="855 455 1557 698">We recognise and accept our responsibility to uphold human rights at the workplace and its sphere of influence. We comply with all labour laws formulated by the Constitution of India. Our grievance mechanism is equipped to address all employee grievances related to work environment and company policies.</p> <p data-bbox="855 705 1557 902">Our code of conduct is applicable to all employees and we do not have any instance of human right abuses in FY 2014-15.</p>
<p data-bbox="87 909 338 1626">Labour Standards</p> <p data-bbox="343 909 821 1204">Uphold the freedom of association and effective recognition of the right to collective bargaining</p> <p data-bbox="343 1211 821 1351">Uphold the elimination of all forms of forced and compulsory labour</p> <p data-bbox="343 1358 821 1458">Uphold the effective abolition of child labour</p> <p data-bbox="343 1465 821 1626">Uphold the elimination of discrimination in respect of employment and occupation</p>	<p data-bbox="855 909 1557 1204">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 2014-15 on account of any labour dispute.</p> <p data-bbox="855 1211 1557 1431">The Forced Labour Convention (29) and the abolition of Forced Labour Convention (105) has been ratified by India and our company does not support forced or compulsory labour in any form and we adhere to all labour laws in this respect</p> <p data-bbox="855 1437 1557 1626">We respect human rights at the work place and pursue leading global practices, which ensure freedom of association, prohibition of child labour, protection of indigenous rights and prohibition of forced and compulsory labour.</p>

Global Compact Principles		Our Response
Environment	Support a precautionary approach to environmental challenges	<p>We recognise the challenges faced by our industry, whether in terms of depleting crude resources, climate change, or end-of-life of petroleum- based products. To address these, we have a comprehensive environmental policy in place with a focus on conserving and improving the environment. We ensure regulatory compliance and also conduct environmental impact assessments for all our expansion projects.</p> <p>Our manufacturing plants are ISO 14001:2004 certified and have specific goals and targets which are monitored at regular intervals.</p>
	Undertake initiatives to promote greater environmental responsibility	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>

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The World Business Council for Sustainable Development

The World Business Council for Sustainable Development (WBCSD) is a CEO-led, global association of around 200 companies dealing exclusively with business and sustainable development.

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

The Council's objectives are to:

- Be a leading business advocate on sustainable development
- Participate in policy development to create the right framework conditions for business to make an effective contribution to sustainable human progress
- Develop and promote the business case for sustainable development
- Demonstrate the business contribution to sustainable development solutions and share leading edge practices among members
- Contribute to a sustainable future for developing nations and nations in transition

As a member of WBCSD, we work with a mindset beyond corporate philanthropy, to build inclusive business models that create new revenue streams while serving the needs of the people of India through sound commercial operations. We have presented many such examples in this report that clearly demonstrate a strong business case for sustainable development.

While developing this report we referred to WBCSD's four focus areas viz; Energy and Climate; Development; Business Role and Ecosystems.

- Energy and Climate has been identified as one of the material issues to us and we have taken numerous initiatives to mitigate our GHG emissions and minimise the impact of our activities on climate change.
- Our foundation focuses on holistic community development, and we have partnered with various NGOs and initiated various community related programmes. These programmes are aimed at inclusive growth and empowering people to help them move into formal economic activities.
- We aim to enhance to quality of life in society across the entire socio – economic spectrum through our various initiatives and also seek to define the Business Roles we will play in tomorrow's society by actively engaging with stakeholders
- We believe that Ecological balance is one of the three pillars of sustainable development and without it, business cannot function. Environmental excellence is one of the pillars of our sustainability strategy. We are also investing in various initiatives that will mitigate the impact on our ecosystem.

Business Responsibility Report (BRR)

2014-15 linkage

RIL has published Business Responsibility Report this year along with its Annual Report¹⁷. The following is a mapping of this report's contents against the BRR disclosure.

Business Responsibility Report Disclosure	Page reference	Direct reference / Explanation
Section A		
Corporate Identity Number (CIN) of the Company	105	L17110MH1973PLC019786
Registered address, Website, email id	105	
Sector(s) that the Company is engaged in (industrial activity code-wise)	105	Industrial Group Description 061 Extraction of crude petroleum 062 Extraction of natural gas 131 Spinning, weaving and finishing of textiles 139 Manufacture of other Textiles 192 Manufacture of refined petroleum products 201 Manufacture of basic chemicals, fertiliser & nitrogen compounds, plastics and synthetic rubber in primary forms 203 Manufacture of man-made fibres
Key products/services, Locations of business activity (National and International), Markets served	105	
Section B		
Paid up Capital, Total turnover, Total profit	105	3,236 crore, 3,40,814 crore, 22,719 crore
Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) and list of activities under which expenditure has been incurred	105	3.35% The major areas in which the above expenditure has been incurred includes rural transformation, healthcare, education, environment, protection of national heritage, art and culture and disaster response
Section C		
Subsidiary Companies and their participation in BR initiatives	105	The number of RIL's subsidiary companies as on 31 st March, 2015 was 96 as per details given in Annexure A to Consolidated Financial Statements.
Participation of other entities that the company does business with, in the BR initiatives of the company	105	RIL encourages its subsidiary companies to participate in its group-wide BR initiatives on several topics. RIL's CSR mission is to continue growing as a responsible organisation that believes in enriching lives of those around it, and it propagates this mission through its business partners. 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 2014-15. These include farm engagement activities, training and skill development of youth, community development activities and promotion of education etc
Section D		
Details of Directors responsible for BR	106	The Corporate Social Responsibility and Governance (CSR&G) Committee of the Board of Directors is responsible for the implementation of the BR policies. The following are the committee members: <ul style="list-style-type: none"> • Shri Yogendra P. Trivedi, Independent Director, BR Head (DIN Number: 00001879) Phone : 022 - 2363 3600, Email: trivedi_yogendra@yahoo.co.in • Shri Nikhil R. Meswani, Executive Director (DIN Number: 00001620) • Dr. Dharam Vir Kapur, Independent Director (DIN Number: 00001982) • Dr. Raghunath A. Mashelkar, Independent Director (DIN Number: 00074119)
Whether: There are policies for all 9 principles which are approved by the Board and signed by MD/owner/CEO/appropriate Board Director;	106	Yes

Business Responsibility Report Disclosure	Page reference	Direct reference / Explanation
Whether the nine policies are formulated in consultation with the relevant stakeholders	106	Yes
Conformance of the policies to any national /international standards	106	Our policies under principles 3,5 and 6 of NVG-SEE conform to national/ international standards. The policies are based on the NVG-guidelines in addition to conformance to the spirit of international standards like ISO 9000,ISO 14000, OHSAS 18000, UNGC guidelines and ILO principles
Communication of policies to all relevant internal and external stakeholders	106	The BR policies have been communicated to our key internal stakeholders. The policies are communicated through this report and the link provided below. We will also explore other formal channels to communicate with other relevant stakeholders. Link for BR Policies: http://www.ril.com/Sustainability/CorporateSustainability.aspx
Governance related to BR. Committee for implementation of BR policies and grievance redressal mechanism related to the policy/policies	111	
Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency	111	The BR policy manual has been evaluated internally. Policies pertaining to health, safety and environment have also been audited by external agencies, viz. DNV, LRQA and BVQI.
Existing sustainability report of the organisation	111	http://www.ril.com/Sustainability/CorporateSustainability.aspx
Section E		
Principle 1		Conducting business on the pillars of ethics and transparency fosters the trust of stakeholders. RIL believes that image and reputation are vital in adding value to the organisation.
Principle 2		Creating sustainable products is a part of RIL's endeavour towards responsible product stewardship. RIL aims to make its products safer and more environment friendly
Principle 3		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 at RIL, it provides employees with opportunities that encourage them to excel. RIL ensures a work environment that promotes well-being.
Principle 4		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 develop action plans to fulfil them.
Principle 5		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.
Principle 6		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.
Principle 7		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 contains representation from the Board in certain memberships.
Principle 8		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 rural transformation, healthcare, education, environment, protection of national heritage, art and culture, and disaster response
Principle 9		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 the approach of conducting business at RIL.

Abbreviations

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

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

Annexure – I

Energy Saving Initiatives

Refining & Marketing

Jamnagar manufacturing division (DTA)

- Installation of 'Vacuum Distillation Unit' off-gas scrubber and recovering additional heat from flue gas of crude heaters
- Retrofitting heaters in Crude Distillation Unit (CDU) with new air preheaters
- Crude column overhead heat recovery
- Efficiency improvement at Isomar unit
- Reduction of operating hydrogen/hydrocarbon ratio at Isomar unit
- Substituting fuel gas blanketing with nitrogen blanketing in push-pull system of naphtha splitter receiver
- Installation of new Medium Pressure (MP) steam generator for heat recovery from LCNO product circuit
- Switching steam turbine driven pump to motor drive and maintaining deaerator temperature at 123°C for Low Pressure (LP) steam optimisation
- Switching of 'High High Pressure Boiler Feed Water (HHP BFW)' turbo driven pump to motor drive to avoid LP steam dumping
- LP steam header pressure optimisation in DTA
- Isomer Benzene Column (IBC) feed preheat by lean solvent

Jamnagar manufacturing division (SEZ)

- Use of sponge oil as a heating media in blow down reboiler of coker in place of MP steam
- Scanfiner heat recovery project for recovering heat from product
- Stoppage of Vent Gas Recovery (VGR) compressor in SEZ polypropylene during low throughput scenario.
- Substituting flare seal drum purge gas from fuel gas to nitrogen

Petrochemicals

Hazira manufacturing division

- Replacement of old chillers with new energy efficient chillers
- Pyroblock installation in cracker furnaces to reduce heat loss
- Line up of process flash steam from Pure Terephthalic Acid (PTA) crystallizer to recovery column
- Efficiency improvement of Heat Recovery Steam Generator (HRSG) by dry ice cleaning
- Replacement of quench water pumps with high efficiency pumps
- Heat recovery from gasoline hydrogenation unit coolers to reduce LP steam consumption
- Up-rating of cracker compressor
- Installation of glycol jet ejector instead of steam ejector
- Replacing impeller of cracker Cooling Water (CW) pumps
- Installation of thermo compressor in butadiene plant

Vadodra manufacturing division

- Cooling water pumping optimisation by a combination of small and big pumps in Low Density Polyethylene (LDPE) plant
- Optimisation of stripping steam in polybutadiene rubber
- Efficiency improvement of HRSG by dry ice cleaning
- Improved heat recovery from cycle water by installing additional shell in series
- Thermal efficiency improvement in Linear Alkyl Benzene (LAB) hot oil heater by cleaning of Air Pre Heater (APH) and conventional coils
- Preheat benzene clay tower feed for heat integration
- Pyrogel insulation for HP steam header

Dahej manufacturing division

- Steam preheater taken in line at dryers to reduce fuel gas consumption
- Importing power under Medium Term Open Access (MTOA)
- Intermediate Pressure (IP) steam supply to Vinyl Chloride Monomer (VCM) Plant
- Stoppage of refrigeration machine during leaner gas composition and low plant load at ethane propane recovery unit
- Running single amine circulation pump during leaner gas composition and low plant load at ethane propane recovery unit
- Replacing ammonia chillers with new efficient chiller

Nagothane manufacturing division

- LP condensate heat recovery in cracker
- Provision of cracker off gas line directly to High Pressure (HP) knock out drum of power plant for gas turbine
- Increasing the area of regeneration gas feed-effluent heat exchanger for increased heat recovery in cracker
- Replacement of old cooling water pumps with high efficiency pumps

Patalganga manufacturing division

- Reduced power and fuel consumption in reformatte stripper of paraxylene plant by using smaller reflux pump

Other initiatives taken at various manufacturing divisions

- Replacement of conventional motors to energy efficient motors
- Recycle of fly ash in pet coke dow vapouriser
- Optimisation in operation of air compressors
- Improving power factor by installing high tension capacitor bank

Annexure – II

Key Areas of Research and Development

Refining & Marketing

- New Coking research facilities to carry out research projects for upgrading refinery residue streams into value-added products
- Hydroprocessing research facilities to carry out research projects to upgrade intermediate and final products in petroleum refinery
- Development of in-house Vacuum Gas Oil (VGO) hydroprocessing catalyst
- Development of a new coking additive to increase liquid product yields
- A new process for Total Acid Number (TAN) reduction in crude and kerosene products
- Addition of facilities like desalter pilot plant and extractive distillation pilot unit to boost crude processing research capability
- New analytical techniques for rapid crude characterisation and molecule-based modeling and optimisation of intra-refinery streams and processes.
- CO₂ capture from refinery flue gases and its utilisation to make value added chemicals
- Development of catalyst and processes for gasification of petroleum coke/biomass at moderate temperature
- In Fluid Catalytic Cracking (FCC), a new process technology for generating very high olefin yields from lower-value feedstock
- High stability catalyst additive for maximising petrochemicals co-production in FCC
- The use of feed properties and operating conditions to optimise petroleum coke quality
- Separation of olefins from coker gas oil for linear alkyl benzene (LAB) production
- Determination of crude corrosion potential and requisite mitigation
- Removal of heat stable salts and sodium from refinery streams
- Hydroisomerization catalyst for diesel production and low pressure, ultra-low sulphur diesel hydrotreating catalyst
- Technology development to process low-cost, heavy crudes

Petrochemicals

- Blow molding polyethylene grade by inhouse catalyst system
- Sulfur based polymers development for concrete applications
- High Melt flow impact polypropylene copolymer grade development
- Styrene-butadiene rubber process-structure relationship and process improvement
- Polybutadiene rubber process and performance improvement
- Polypropylene fiber composite development
- Halogenated butyl rubber derivative studies and development
- Regeneration of adsorbents for olefins removal from aromatic streams
- Scale up of new polyester packaging material to extend the shelf life of fruits and vegetables
- Development of adsorbent for recovery of para-xylene from C8 stream

- Development of high stability paraffin dehydrogenation catalyst for LAB production
- Development of non-hydrofluoric acid Linear Alkyl Benzene (LAB) manufacturing process that eliminates HF, an extremely hazardous material.
- Catalyst for nitrogen purification
- New process for butadiene production
- Scale up of chlorination process for new products
- Development of super absorbent polymers
- Additive development for coke reduction on thermal cracking
- Development of new ethylene based polymers
- Development of homogeneous catalyst and process for polyolefin
- High performance oriented polyolefin products for niche applications
- High performance polyethylene grades for packaging and transport
- Various FDY (Full Drawn Yarns) products using alternate polyester Scale-up of alternate cross-section POY(Partially Oriented Yarn)/FDY
- Development of alternate cross section fibre for improving characteristics
- Development of Polyester staple fibre as replacement of other synthetic fibres
- Design spinnerets to produce products of specific requirements and increase productivity
- Research on additives for Fibers with better comfort properties
- Fibers for reinforcement of different kinds of matrix materials
- High performance carbon nanotube fibers
- Development of alternative ReHeat (RH) additive for PET bottles applications mainly for productivity enhancement during blow molding process

Oil and Gas

- Development of 'Green Bio crude' from algae using sea water, sunlight and low cost nutrients
- Development of hybrids and high yielding cultivation varieties in non-edible biofuels species
- Application of biotechnology to enhance the productivity of biofuels species
- Testing the best hybrids produced by us and others at different agro-climatic zones to identify most productive cultivators
- Popularising the cultivation of bio-fuel crops by growers by conducting method and varietal demonstrations

Other R&D activities across multiple business

- Computational fluid dynamics studies for trouble shooting plant operations
- Advance Process Control (APC) And Real Time Optimisation (RTO)
- Comparative evaluation and benchmarking of various technologies

Annexure – III

Linkages of various Company policies with BR Principles as per NVG

Principle No.	NVG Principle	Reference Document	Reference Section
1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	Code of Conduct	Section 2, 3, 5 & 7
		Values and Behaviours	Customer Value
		Our Code	Section 3
2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	Code of Conduct	Section 6
		Values and Behaviours	Customer Value
		Corporate Social Responsibility Policy	Section 3
		Health, Safety & Environment Policy	Please refer weblink below
3	Businesses should promote the well-being of all employees	Code of Conduct	Section 3, 4, 6 & 8
		Values and Behaviours	Excellence Value
4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised	Code of Conduct	Section 5 & 6
		Our Code	Section 5
		Corporate Social Responsibility Policy	Section 3
5	Businesses should respect and promote human rights	Code of Conduct	Section 6 & 8
		Our Code	Section 5
6	Businesses should respect, protect and make efforts to restore the environment	Corporate Social Responsibility Policy	Section 3
		Environment Policy	Please refer weblink below
7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	Code of Conduct	Section 5 & 6
8	Businesses should support inclusive growth and equitable development	Our Code	Section 5
		Health, Safety & Environment Policy	Please refer weblink below
		Corporate Social Responsibility Policy	Section 3
9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	Values and Behaviours	Customer Value
		Our Code	Section 2 & 5
		Code of Conduct	Section 5
		Corporate Social Responsibility Policy	Section 3

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/d5fd70efe019-47e5-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>

Feedback Form

This is our 11th 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 Good Average Poor Very poor

b. Coverage Very good Good Average Poor Very poor

c. Reader friendliness Very good Good Average Poor Very poor

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

Sir H.N. Reliance Foundation Hospital and Research Centre, founded in 1925, has been completely rebuilt by Reliance Foundation, led by its chairperson Smt. Nita M. Ambani, into a most modern 19-storey tower and two heritage wings. The Hospital was inaugurated by Hon'ble Prime Minister of India, Shri Narendra Modi on October 24, 2014.



- ✓ The Hospital offers the finest medical care, nursing care and global facilities at affordable prices
- ✓ Collaborations with John Hopkins, MD Anderson Cancer Centre, Massachusetts General Hospital and University of Southern California
- ✓ State-of-the-art operation theatres equipped with robotic surgery and on-line video conferencing enabling live consultations with specialists across the world, India's first hybrid cath-lab for emergency heart operations, state-of-the-art diagnostics facility with Asia's first new generation CT scan
- ✓ Equipped with high-end Obstetrics & Gynaecology services and Neonatal Intensive Care Unit (NICU) and a learning centre, adapting the Millennium Development Goals of the United Nations
- ✓ The 345-bed, multi-specialty tertiary care hospital covers Cardiac Sciences, Nephro-Urology, Neuro Sciences, Oncology, Orthopaedics & Spine and Women & Child Health
- ✓ General wards of the hospital will have the same level of treatment for all the citizens
- ✓ Adopted water recycling and rainwater harvesting making it the greenest healthcare facility



OUR VALUES & BEHAVIORS

Our Values & Behaviors are also declarations in principle about how we as an organisation will treat our customers, service providers, suppliers, and other stakeholders as well as our colleagues at work. We use 'Our Values & Behaviors' to effectively shape our culture and decision-making.



CUSTOMER VALUE

Value Attribute

We believe the customer is the reason for our existence and the only guarantee to our future. Everything that we do must delight our customer, each time and always.



OWNERSHIP MINDSET

Value Attribute

We believe the success and reputation of the company is paramount. Having an ownership mind-set is fundamental to our existence. It creates a sense of inspiration and purpose. It enables accountability and accomplishment. It ensures our strong commitment to the highest standards of safety and environment.



RESPECT

Value Attribute

We believe that without respecting all our stakeholders there can be no reliance. We acknowledge that there may be a difference of perspectives but there must always be respect.



INTEGRITY

Integrity Attribute

Upholding our reputation is paramount as we are judged by how we act. We are committed to be truthful in all our actions. We strive to be honest and forthright with one another and with all our stakeholders. We respect the world in which we operate. It begins with compliance with laws and regulations. We hold ourselves to the highest ethical standards and behave in ways that earn the trust of others.



ONE TEAM

Value Attribute

Whatever the strength of the individual, we will accomplish more together. We put the team ahead of our personal success and commit to building its capability. We trust each other to deliver on our respective obligations.



EXCELLENCE

Value Attribute

We are committed to excellence, in spirit and action. We believe everything that we do and everything we think can always get better. We see all of our activities in terms of our higher purpose and ideals, which drives our quest for excellence, always.



<http://www.ril.com>

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

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