Reliance
Industries Limited
Growth is Life

Making Life Better. For Everyone.

Sustainablitity Report 2017-18

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

Shri Dhirubhai H. Ambani
Founder Chairman

MAKING LIFE BETTER. FOR EVERYONE.

In FY 2017-18, Reliance completed 40 years of its IPO. It was a celebration of visionary entrepreneurship, global scale and all-encompassing value creation. More importantly, it was an opportunity for us to rededicate efforts to help build the India of tomorrow and imagine a future that would see a billion lives transformed.

At Reliance, the world may have changed around us, from when we first began, but our commitment and vision have not. We have evolved from being a textiles and polyester company to an integrated player across energy, materials, retail, entertainment and digital services.

Historically, Reliance has focussed on setting new industry benchmarks. When we created the world's largest single location refinery at Jamnagar, we put India on the global energy map and created a national asset. When we forayed into the retail business, we accelerated the formalisation of an entire sector by maximising supply chain efficiency. And, most recently, when we entered the digital services business through Jio, we have transformed the Indian telecom space, and created globally unheard of benchmarks in terms of subscriber acquisition, data consumption and infrastructure ramp-up.

True to our vision, we are working on ideas and initiatives that will simplify lives. Collectively, Reliance's products and services portfolio touches almost all Indians on a daily basis, across economic and social spectrums. We are leveraging technology and innovation to enrich our offerings and ensuring that we provide ease of living and working through what we do.

Our shared ambition is for a 2°C future. It is a challenge for the whole of society. We are committed to playing our part. Over the coming years we will collectively strengthen our actions and investments to contribute to reducing the GHG intensity of the global energy mix. Our companies will collaborate in a number of areas, with the aim of going beyond the sum of our individual efforts. Our initiatives on energy efficiency and carbon abatement ensure that we minimise our emissions. Our focus on conducting operations responsibly has driven our investments in renewable and clean energy sources to accelerate the shift to a low-carbon economy. We aim to go beyond compliance requirements by minimising our environmental footprint and promoting rehabilitation.

Our endeavours are also designed to enrich human experience across every touch point. We are working on the technologies of the future to provide seamless access and a better quality of life for all. Finally, we are clear that all our efforts must converge into real value creation for all our stakeholders. We have demonstrated our ability to do so through the financial returns we have delivered, the contribution we have made to the country's exchequer and of course, through the impact our social initiatives create. For us, this philosophy is an article of faith and we shall continue to progress on this path.

CONTENT INDEX

Reliance Industries Limited

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

Retail

Be the most admired & successful organised retail company in India that enhances quality of life of every Indian.

Digital Services

To connect everyone and everything, everywhere- always at the highest quality and the most affordable price.

VISION

VALUES

OUR GROWTH AND SUCCESS ARE BASED ON THE SIX CORE VALUES

CUSTOMER VALUE

RESPECT

GRI 102-16

MISSION

Reliance Industries Limited

- 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

Retail

- Provide millions of consumers with unlimited choice, outstanding value proposition, superior quality and unmatched experience across the full spectrum of products and services
- Serve the full diversity of Indian society i.e., from households, kiranas and traders, small and medium enterprises to large corporations
- Reach the length and breadth of the country through our physical and digital distribution platforms
- Enable the choice, opportunity and livelihood of our supplier ecosystem consisting of producers, farmers, artisans, craftsmen and manufacturers
- Generate direct and indirect employment opportunities with skill transformation and talent development on an unprecedented scale

Digital Services

- Most affordable data in the world – ensuring access to the common man
- Connectivity for every Indian – with bouquet of digital services
- High quality data uninterrupted and high speed data access anywhere, anytime
- One of the widest reaching networks globally – to cover >99% of India's population

OWNERSHIP MINDSET   **EXCELLENCE**   **ONE TEAM**   **INTEGRITY**

GRI 102-16

Message from the
CMD'S DESK

Our motto "Growth is Life" aptly captures the ever-evolving spirit of Reliance. All our businesses endeavour to deliver superior value to our stakeholders and make life better for everyone.

Mukesh D. Ambani
Chairman and Managing Director

DEAR STAKEHOLDERS,

I am happy to tell you that we have again delivered outstanding performances responsibly on both financial and operational parameters across all our business segments. This year turned out to be a watershed year in the history of Reliance. Our new-age consumer businesses achieved leadership positions nationally – their growth rates outpacing the best in the world. On the other, our energy and materials businesses successfully completed one of the world's largest, most complex, and most innovative projects, achieving a level of integration that is unprecedented globally.

I am delighted to report yet another record breaking performance by your company. Our net profits grew by more than 20.6% to ₹36,075 crore. Reliance's earnings profile underwent a fundamental change this year. The company's consumer businesses – Digital Services and Retail – represented about 13% of the consolidated EBIDTA, up from a mere 2% last year.

This increase is especially remarkable because it is taking place at a time when the hydrocarbons businesses are growing rapidly. We are confident Reliance has reached an inflection point.

Reliance continues to be India's largest exporter accounting for 8.9 % of India's total merchandise exports with a value of ₹1,76,117 crore and access to markets in 113 countries.

Our company paid ₹26,312 crore of customs and excise duty – 6.4 % of India's total collections during the year- highest in the Indian private sector. We also paid ₹42,553 crore of Goods and Services Tax (GST),

which is another record. We are the highest income tax payer in the private sector in India, paying ₹9,844 crore during the year.

HYDROCARBONS

We are now nearing the end of our largest-ever investment at Jamnagar. We have successfully commissioned and stabilised the world's largest Paraxylene complex.

Today, Reliance is the second largest PX producer in the world and Jamnagar has the distinction of being the largest manufacturing facility of PX in the world with 4.2 million MT of capacity.

We also commissioned the largest off-Gas cracker complex in the world. Using our Refinery off-gases as feedstock, this cracker is the most cost competitive ethylene cracker, globally. This positions us uniquely, as one of the most efficient producers of Polymers in the world. I am proud to report that both these projects have been completed in a record time frame, at world-beating capital productivity and commissioned flawlessly. Both the Paraxylene and Cracker complexes are already running substantially higher than their design capacity. The Butyl rubber project will be commissioned later this year. We are also adding a new line of materials to our portfolio – composites and carbon fibre.

These high-value materials will cater to the growing needs of India's transportation and alternate energy sectors. All these projects position your company amongst the leading and most-diversified and integrated producer of materials globally.

REFINING

This year we commissioned the world's largest and most unique Petcoke gasification project.

I am pleased to share that the DTA Gasification complex startup and stabilization was accomplished in a record time of less than 120 days against a typical 9 to 12 months period required for a project of this magnitude and complexity by global peers.

The gasification project will eliminate the dependence of the refinery on imported natural gas and add value to our profitability, particularly in a high oil price scenario.

Our strategy of a full "Bottom of the Barrel conversion" is truly unique.

A key element of our configuration driven competitiveness is the integration of Refining with Petrochemicals.

We began our "Oil to Chemicals" journey starting with the inception of the Jamnagar complex in 1996-1999 when Reliance challenged the industry paradigm and set a new benchmark by maximizing Propylene and Aromatics. We took a further quantum jump with the commissioning of the world's largest Refinery off gas cracker and the Paraxylene complex.

These new projects have redefined Oil to Chemicals integration.

It is our belief that with the rapidly increasing demand for Petrochemicals maximising Oil to Chemicals conversion will play a catalytic role in determining profitability of hydrocarbons businesses of the future

As the world migrates from fossil fuels to renewable energy, we will further maximise this Oil to Chemicals conversion and upgrade all of our fuels to high value

petrochemicals. This upgrade will be implemented in a phased manner over the next decade to meet the rapidly increasing demand for petrochemicals, in India and the region. The hydrocarbons business is thus poised for robust value creation and exciting times ahead.

PETOCHEMICALS

In Petrochemicals, we continued to generate value for our customers through constant innovation and product development. As an example, we launched R-Elan, a super micro-denier polyester with unique anti-sweat and anti-bacterial properties for use in active wear. Similarly, our RecoSilk and SuperFeel products have emerged as products of choice in ladies fashion wear.

Environmental regulation is now a global imperative. I am happy to state that your company is the largest recycler of PET in India recycling over 2 billion bottles annually.

We are committed to becoming a leader in the emerging circular economy and to become one of the largest recyclers of plastics in India.

All these initiatives will enhance our capabilities and competencies, making us future-ready, as we transition from a cyclical business to annuity business.

OIL & GAS

Our company, along with its joint venture partner BP, continues to optimise its India upstream business by pursuing integrated development in KG D6 Block. In these gas field developments, we will deploy many advanced technologies to start gas production in 2020 and reaching full production of 30-35 MMSCMD by 2022.

We have started the second phase of CBM development to more than double the current production.

RETAIL

Reliance Retail has been one of the catalysts for the growth of modern organised retail in India.

It is the LARGEST, FASTEST GROWING AND MOST PROFITABLE retail company in India.

Our 7,500 stores received over 350 million footfalls last year. Our revenues crossed ₹ 69,000 crore, a growth of over 100% year on year. More than 4,000 new stores were opened during the year, an unprecedented expansion in the retail industry. We now operate over 7,500 stores across more than 4,400 cities.

As Reliance transitions to become a TECHNOLOGY PLATFORM COMPANY, we see our biggest growth opportunity in creating a hybrid, online-to-offline NEW COMMERCE PLATFORM.

We shall create this by integrating and synergising the power of Reliance Retail's physical marketplace with the fabulous strengths of Jio's digital infrastructure and services.

Our NEW COMMERCE PLATFORM will redefine retail in India by enabling all customers – rich or poor, whether at home or on mobile – to transition from simple shopping to personalised immersive shopping experience. This will be made possible by Augmented Reality, holographic technology and VR devices.

Our digital tools will predict and anticipate the needs of shoppers.

JioGigaFiber will bring the entire marketplace to large screens powered by high speed broadband at home. We will also leverage Reliance Retail's deep insights into Indian customers, large local presence, and best-in-class supply chain.

We will invest in the best data analytics engines using artificial intelligence to bring a powerful offering to all consumers, merchants and small businesses.

We will also facilitate availability of financing to small shopkeepers and merchants to improve their capital efficiency, so that they can become competitive and grow their businesses.

Thus, the principal purpose of our hybrid NEW COMMERCE PLATFORM is to promote Shared Prosperity.

This will enable even the smallest merchant to earn more, employ more people, and give common Indian customers the best value for their money.

DIGITAL SERVICES

Jio continued with its strong subscriber growth, with 186.6 million customers at the end of March 2018, and the lowest churn in the industry at 0.25% per month. In the last one year, we have achieved UNPRECEDENTED GROWTH starting with an already existing large base.

Within months of Jio's launch, India shot up to World No.1 in mobile data consumption. Jio has become the world's largest and fastest growing mobile data network, boasting an unprecedented level of consumer engagement.

We are determined to connect everyone and everything, everywhere – always at the highest quality and the most affordable price.

Our network has a wider coverage than any other network in India. We are on track towards achieving our target of 99% population coverage with 4G-LTE.

Over the past 12 months, we have more than doubled our NETWORK CAPACITY.

Even after serving the needs of our customers, the capacity utilisation of the Jio network is LESS THAN 20%. Which means, we can multiply our customer base without additional investment.

We have achieved this unprecedented network growth while maintaining our NUMBER ONE position as the FASTEST network in India… as attested by the TRAI speed-test data for each and every month of the past year.

I am pleased to announce that we have more than 25 MILLION JIOPHONE USERS in India.

We are now taking the JioPhone to the next level, with added capabilities and functionalities.

India is ranked quite low at 134th in the global ranking for fixed broadband. Optical Fiber based fixed-line broadband is the future. Jio is determined to move India to among the top 5 in fixed-line broadband, too.

SUSTAINABLE JOURNEY

At Reliance, sustainable development as well as enhancing the quality of life of every citizen of the nation are encoded into our DNA. Our strategic decisions are defined by doing business in ways that are socially relevant, environmentally conscious and ethically sound. These decisions are further designed in ways that mitigate risks and enhance opportunities.

Our operational framework has been to integrate the six capitals – Natural, Human, Manufactured, Intellectual, Financial, and Social & Relationship – throughout the organisation and create value for our stakeholders. Our business model is also aligned with the Sustainable Development Goals and 12 other reporting frameworks. This helped us determine how best we can contribute to overcoming global sustainability challenges.

An integral part of Reliance's philosophy is its commitment to empower and enhance the quality of lives of millions of people. Sustainability at Reliance embraces environmental and social responsibility while creating value for its stakeholders. On the operations side, we are working to maximise use of clean energy and minimise the carbon footprint in collaboration with the best available technology licensors. Reliance Foundation is deeply involved in the areas of rural transformation, health, education, sports for development, disaster response, urban renewal, and arts, culture and heritage. The initiatives of Reliance Foundation have positively impacted 20 million lives across the nation and we work incessantly to include all stakeholders in our growth story.

CONCLUSION

Reliance has always been a responsible Corporate Citizen.

We know fully that our responsibilities have grown with our opportunities. We shall discharge them with utmost commitment.

Employment generation for all our youth has become an urgent national imperative. In addition to employing as many as 2,00,000 people in the last two years alone, Jio and Retail have created indirect livelihood opportunities for 1 million people across India.

In all our digital service businesses, data privacy is sacrosanct.

Cyber-security is our solemn promise.

Our energy and petrochemical businesses follow the philosophy of not only the Green Economy but also the Circular Economy.

Because we care for the Environment, which is the most precious asset of mankind.

Lastly, ensuring the safety, satisfaction and happiness of our employees is our Dharma, because, for me, all of them are members of the extended Reliance Family.

With best wishes,

MUKESH D. AMBANI
Chairman and Managing Director
October 17, 2018

GRI 102-14

Making Life Better.

Making a difference for farmers

PVC pipes for irrigation – Better durability

Mulch Films – Enhancing productivity for cotton cultivation

CBM water for irrigation – Recycling of water to be used for irrigation

Adding value through consumer products

R|Elan – Next generation fibre

Recron Fibre Fill – Mattresses, pillows and blankets

Relpol – Container for food and beverages

Relflex – Elastomers for automobiles

Unmatched price-value proposition

Reliance Jio – Ecosystem of devices, applications and networks

Reliance Fresh – Neighbourhood grocery store

Reliance Smart – Supermarket - One stop solution for all daily needs

Reliance Footprint – Wide range of footwear, handbags and accessories

Reliance Trends – Diversified portfolio of apparel and accessories

Reliance Digital – Consumer Electronics and Home Appliances

Touching lives of

For Everyone.

Connecting people and businesses

Reliance Gas, Reliance Aviation – Transportation fuels

Voice and Video connectivity via Jio digital services platform

Recron® 3S – Materials for road infrastructure

Trans-connect – Fleet management solutions

Delighting families

Project Eve / Trends Woman – Fashion for new age women

Aavaran – Technology enabled safety pendant

40+ international brands – Bringing the best of international fashion to India

Partnering for India's development

Education and Sports for All

World-class medical facilities and schools

Topper Learning, Embibe for digital learning

Employment generation across sectors

Sustainable, environment friendly growth

REFINING & MARKETING

1.5%
OF GLOBAL TRANSPORTATION FUEL

AR 132

PETROCHEMICALS

2 billion
POST-CONSUMER PET BOTTLES RECYCLED ANNUALLY

AR 56

RELIANCE FOUNDATION

20 million
LIVES TRANSFORMED SINCE INCEPTION

AR 164

millions of Indians

About the Report

REPORTING SCOPE AND BOUNDARY

Reliance Group is pleased to present its 2018 Sustainability Report. We view reporting on non-financial parameters as a means of communicating with our stakeholders and providing an insight into the Group's governance, strategy, performance and future prospects. This report covers the sustainability performance for the period FY 2017-18. The businesses covered under the reporting boundary are Refining and Marketing, Petrochemicals, Oil and Gas, Retail and Digital Services.

Since the operating environments of each business – Hydrocarbons (Refining and Marketing, Petrochemicals, Oil and Gas), and consumer businesses (Retail and Digital Services) – differ significantly, their sustainability context and materiality would also be different. This report has been prepared in accordance with the GRI Standards:

Comprehensive option including the Oil and Gas Sector Supplement Disclosures.

We have applied the following aspects to determine relevant topics that define the report content and ensure quality of information:
a) GRI guiding principles for defining the **content:** Materiality, Stakeholder Engagement, Sustainability Context and Completeness

b) GRI guiding principles for defining the **quality:** Balance, Clarity, Accuracy, Timeliness, Comparability and Reliability.

The last sustainability report titled "Life is Beautiful. Life is Digital" was published in December 2017. We publish our sustainability reports annually and all our reports for the previous years are available on our website www.ril.com.

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Refining and Marketing

Petrochemicals

Exploration and Production

[1]Retail

[1]Digital Services

Reliance Foundation
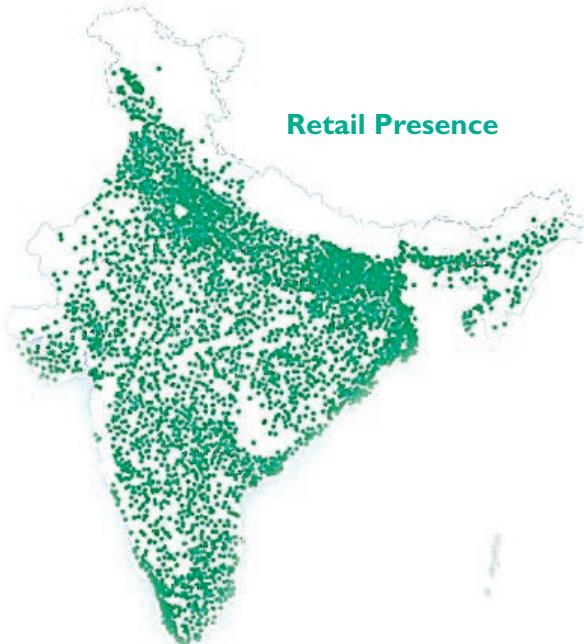
Our Pan India Presence

Our Hydrocarbons business operates out of 12 locations in the country. The 7,573 stores of Reliance Retail are spread across 4,400+ Indian cities. The >90% coverage of Digital Services has been illustrated in the map below.

Digital Services Coverage

Retail Presence

Legend
- eNodeB
- TRAICircle

[1]Retail refers to Reliance Retail Ventures Limited. Digital Services refers to Reliance Jio Infocomm Ltd.

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REPORTING APPROACH

The principle of materiality was applied to determine the content of this report. Material matters are defined as those that, in the Board's and stakeholder's opinion, have the potential to substantively affect the Group's ability to create and sustain value over the short, medium and long terms. The business model and strategy illustrates our responses to material risks and opportunities in our operating environment, including stakeholders' expectations.

SUSTAINABILITY REPORTING GUIDELINES AND STANDARDS

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

- Integrated Reporting Framework
- United Nations (UN) Sustainable Development Goals (SDGs)
- American Petroleum Institute/The International Petroleum Industry Environmental Conservation Association (API/IPIECA)
- United Nations Global Compact (UNGC) Principles
- Business Responsibility Framework based on the principles of National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG - SEE)
- World Business Council for Sustainable Development's (WBCSD's) focus areas
- Greenhouse Gas (GHG) Protocol
- Task Force on Climate-related Financial Disclosures (TCFD) recommendations
- Natural Capital Protocol (NCP)
- United Nations Guiding Principles on Business and Human Rights (UNGP)
- Social Return on Investment (SROI)
- The Global Recycle Standard (GRS) Version 3.0 for traceability of fibres
- Prime Minister's Office (PMO) initiatives for India/NITI Aayog.

INTEGRATED REPORTING

We have adopted the six capitals proposed as part of the International Integrated Reporting Council's <IR> Framework. Our integrated approach to value creation culminates into our six capital approach which depicts our commitment towards a sustainable future. The natural, human, intellectual, manufactured, financial and social and relationship capitals are deployed through a systematic, structured and integrated planning process throughout our organisation, facilitating a group aligned strategic framework.

UNITED NATIONS (UN) SUSTAINABLE DEVELOPMENT GOALS (SDGS)

We have aligned the report to the 17 SDGs released at the UN Sustainable Development Summit in 2015 which embraces a universal approach to the sustainable development agenda.

BUSINESS RESPONSIBILITY FRAMEWORK BASED ON THE PRINCIPLES OF NATIONAL VOLUNTARY GUIDELINES ON SOCIAL, ENVIRONMENTAL AND ECONOMIC RESPONSIBILITIES OF BUSINESS (NVG - SEE)

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

WORLD BUSINESS COUNCIL FOR SUSTAINABLE DEVELOPMENT (WBCSD) FOCUS AREAS

We are one of the ten companies from India that are members of the WBCSD, which is reflecting on our commitment towards playing an active role in transforming business and shaping society. This report refers

GRI 102-12, GRI 102-46

to WBCSD's nine priority areas viz. Climate Change, Release of Nutrient Elements, Ecosystems, Exposure to Harmful Substances, Water, Basic Needs and Rights, Skills and Employment, Sustainable Lifestyles and Food, Feed, Fibre and Biofuels. Our vision of transformation and growth mirrors WBCSD's position: 'Business is good for sustainable development and sustainable development is good for businesses'. WBCSD's 'Reporting matters' 2015 & 2017 has recognised our sustainability report as a leading example on aspect of 'Reliability'.

UNITED NATIONS GUIDING PRINCIPLES ON BUSINESS AND HUMAN RIGHTS (UNGP)

We have prioritised our responsibility to respect human rights and have reported on salient issues using the UNGP Reporting Framework.

GREENHOUSE GAS (GHG) PROTOCOL

We continue to report on the GHG emissions data (Scope 1, Scope 2, Scope 3) requirements as per the GHG Protocol. Its principles, Relevance, Completeness, Consistency, Transparency and Accuracy, were followed in GHG accounting and reporting.

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD) RECOMMENDATIONS

We report on the metrics and targets used to manage and assess relevant climate-related risks and opportunities, processes used to identify them, potential impacts of climate-related organisational strategies and financial planning along with the governance set-up to address these issues.

NATURAL CAPITAL PROTOCOL (NCP)

We report on the natural capital impacts, dependencies that are relevant to our business, the risks and opportunities associated with them.

UNITED NATIONS GLOBAL COMPACT (UNGC) PRINCIPLES ON HUMAN RIGHTS, LABOUR PRACTICES, ENVIRONMENT & ANTI-CORRUPTION

We continue to report our progress against the 10 principles of UNGC in our sustainability report. The ten principles cover the topics of human rights, labour, anti-corruption and environment. They are derived from the Universal Declaration of Human Rights, the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.

AMERICAN PETROLEUM INSTITUTE / THE INTERNATIONAL PETROLEUM INDUSTRY ENVIRONMENTAL CONSERVATION ASSOCIATION (API/IPIECA)

The third version of API/IPIECA/OGP's Oil and Gas Industry Guidance on Voluntary Sustainability Reporting was released in 2015. This report adheres to the requirements of this guidance and provides necessary linkages with respect to GRI Standards.

SOCIAL RETURN ON INVESTMENT (SROI)

We have utilised the SROI methodology to assess the returns of various projects for the community.

THE GLOBAL RECYCLE STANDARD (GRS) VERSION 3.0 FOR TRACEABILITY OF FIBRES

We have reported on adoption of the GRS for tracking and verifying the content of recycled materials in the final product while ensuring strict production requirements.

PRIME MINISTER'S OFFICE (PMO) INITIATIVES FOR INDIA/NITI AAYOG

We have adopted initiatives of NITI Aayog that are linked to our Goals for Sustainable Development. The initiatives are linked to various programs such as Skill India, Make in India, Digital India, Clean India and Healthy India.

INDEPENDENT ASSURANCE

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

GRI has checked the disclosure of topics material to our business and key stakeholders.

SUSTAINABILITY REPORT FEEDBACK

We want to improve our integrated reporting process continuously to ensure that we meet the highest reporting standards and expectations of our stakeholders, as well as increase visibility of our efforts in creating sustainable value for all our stakeholders. We therefore welcome any views on the content and design of the report. Queries related to this report may be directed to: investor.relations@ril.com.

There are no significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain.

There have been no restatements of data for any of the previous year's reports.

Forward Looking Statements

This report contains forward-looking statements, which may be identified by their use of words like 'plans', 'expects', 'will', 'anticipates', 'believes', 'intends', 'projects', 'estimates' or other words of similar meaning. All statements that address expectations or projections about the future, including, but not limited to statements about our strategy for growth, product development, market position, expenditures and financial results, are forward-looking statements. Forward-looking statements are based on certain assumptions and expectations of future events. We cannot guarantee that these assumptions and expectations are accurate or will be realised. Our actual results, performance or achievements could thus differ materially from those projected in any such forward-looking statements. We assume no responsibility to publicly amend, modify or revise any forward-looking statements, on the basis of any subsequent developments, information or events.

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ORGANISATIONAL PROFILE

REFINING & MARKETING

"Responsiveness to changing market dynamics continues to provide RIL an edge in crude sourcing and product placement. RIL has continued expansion of its domestic fuel retailing outlets while maintaining industry leading throughput per outlet. At the end of the financial year, RIL had 1,313 operational outlets. Deepening integration post commissioning of paraxylene and ROGC facilities further improved petrochemicals intensity index. Petcoke Gasification project, one of the largest and most complex projects in the world, will transform Jamnagar refinery into a unique "bottom-less" refinery by converting refinery residue (petcoke) into syngas. Gasification start-up is currently in progress with DTA Gasification under stabilisation and optimisation, while SEZ Gasification is under commissioning."

Refining & Marketing

Processes a wide variety of crude oil to produce a range of petroleum products, including transportation fuels, for domestic as well as export markets.

Revenue
₹ **3,06,095** crore

EBIT
₹ **25,869** crore

GRI 102-7

PETROCHEMICALS

"RIL's Ethane import project is now being supported by a fully operational fleet of 6 Very Large Ethane Carriers (VLEC) and crackers have started receiving shipments of Ethane from USA. The installation of Refinery Off Gas Cracker (ROGC) and downstream projects at Jamnagar have been completed successfully during the year and plants are operating at designed capacities. FY 2018-19 will reflect full impact of all new initiatives and organic expansions are poised to drive sustainable earnings growth. Continuing to augment its customer centricity and consumer orientation, Petrochemicals business has progressed further on the expression of 'Chemistry for Smiles'. Reliance has created R|Elan™ – a portfolio of specialty fabrics, a perfect blend of 'art' and 'smart'. Reliance is developing new lines of business in the Advanced Materials & Composites and the capabilities to design and print a wide range of products using 3D Printing technology. To minimise any impact on environment, Reliance deploys world-class technologies across all sites to reduce fresh water consumption per unit of production, by maximising waste water recycle and minimising external discharge."

Petrochemicals

One of the most integrated petrochemicals facilities globally, with a wide product portfolio.

Revenue
₹ **1,25,299**
crore

EBIT
₹ **21,179**
crore

OIL & GAS (E&P)

"With the steady ramp-up of production from the Coal Bed Methane (CBM) fields, in Sohagpur, Reliance is set to become India's largest producer of unconventional natural gas. To sustain the production, the second phase of development has also commenced. Reliance continues to focus on value preservation in the North America Shale Gas business. As part of portfolio rationalisation, Reliance and its Joint Venture (JV) partner Carrizo sold their stake in the Marcellus shale plays to Kalnin Ventures. Reliance and its partner Pioneer sold part of their acreage in the West Eagle Ford shale play. Reliance conducts its operations responsibly with a track record of over 10 years of safe operations, at par with the best in the world."

Oil & Gas (E&P)

India operations include conventional on-land, shallow-water and deep-water acreages, as well as unconventional coal-bed methane block; international presence in US shale gas business.

Revenue
₹ **5,204** crore

EBIT
₹ **(1,536)** crore

GRI 102-4, GRI 102-7

"Reliance Retail has been one of the catalysts in the growth of modern retail in India. With its Pan-India presence, Reliance Retail has attained a leadership position in the industry that is capable of delivering unmatched customer experience at a scale comparable to none.

During the year, Reliance Retail has become the first retailer in India to cross the US$10 billion revenue milestone. Segment PBDIT for FY 2017-18 grew by 114.5% y-o-y to ₹2,529 crore from ₹1,179 crore. With 7,573 Retail stores, 495 Owned Petro Retail Outlets and 4,400+ Cities presence, Reliance Retail is India's Largest Retailer.

The performance is a reflection of strong business fundamentals and focussed execution by a highly trained and capable team. Reliance Retail is leveraging RIL's ecosystem and group strengths to fuel the next stage of growth.

Reliance Retail continues to deliver its promise of trust to all its customers, suppliers and employees."

Retail

India's largest retailer with presence across all consumption baskets; a leading player in food, consumer electronics and fashion retailing

Revenue
₹ **69,198**
crore

EBIT
₹ **2,064**
crore

DIGITAL SERVICES

"The Group's digital communications and services initiatives under Jio umbrella brand have captured unprecedented adoption and recognition not only in India, but also world over. The flagship digital communications and services company Reliance Jio Infocomm Limited ('RJIL' or 'Jio' or 'Reliance Jio') is ranked 17th amongst the Top 50 Most Innovative Companies in the world & is India's Top Most Innovative Company by Fast Company.

Since starting operations in September, 2016, Reliance Jio has been redefining benchmarks, setting new milestones, inspiring unprecedented adoption, usage and service metrics that are better than the best globally, while ushering in a truly converged digital services ecosystem. Reliance Jio is the largest mobile network in the world in terms of mobile data traffic with total mobile data consumption of over 5 Exabyte in the financial quarter ending March 2018.

Reliance Jio has been not only pioneering but also has been a key catalyst in the creation and growth of wireless broadband data market in India. With its Pan-India presence, Reliance Jio has attained wireless data leadership position in the industry that is capable of delivering unmatched customer experience at a scale comparable to none. Jio continues to co-create digital eco-system and expand its network with a coverage target of 99% of India's population. Jio reiterates its promise to shape the future of India through transformative, quality and affordable access of end-to-end digital services for every Indian and making digital India vision a reality."

Digital Services

Jio has built an all-IP data strong future-proof network with the latest 4G LTE technology; only network conceived as a Mobile Video Network, supporting Voice over LTE (VoLTE) technology. The network has advance features such as Software Defined Networking (SDN) and Network Functions Virtualisation. It is engineered for seamless service delivery using LTE technology in 800 MHz, 1800 MHz and 2300 MHz bands through an integrated ecosystem.

| Revenue	EBIT
₹ **23,916** crore	₹ **3,174** crore
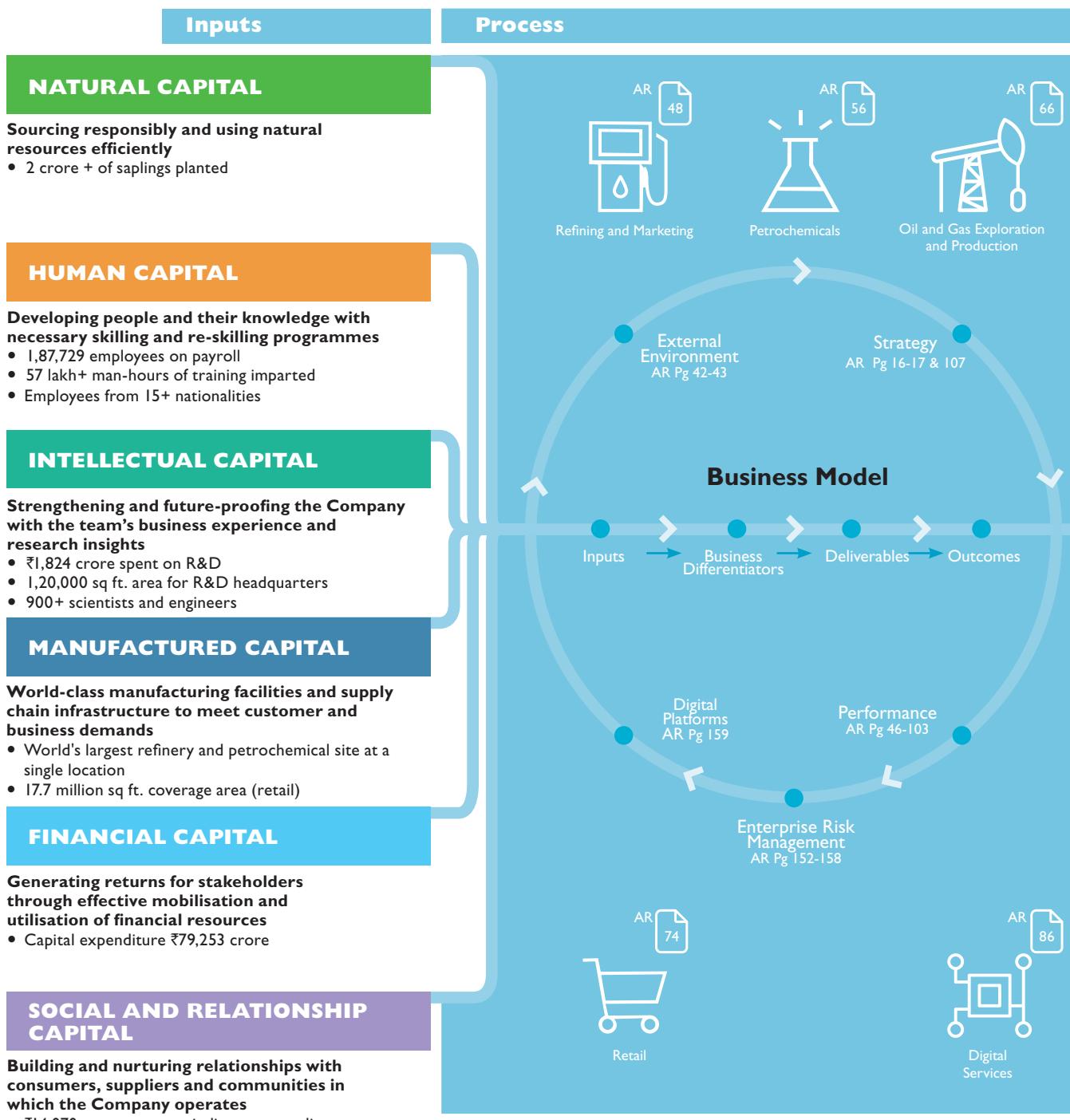
BUSINESS MODEL: INTEGRATED REPORTING +

RIL Growth For All

Inputs	Process

NATURAL CAPITAL

Sourcing responsibly and using natural resources efficiently
- 2 crore + of saplings planted

HUMAN CAPITAL

Developing people and their knowledge with necessary skilling and re-skilling programmes
- 1,87,729 employees on payroll
- 57 lakh+ man-hours of training imparted
- Employees from 15+ nationalities

INTELLECTUAL CAPITAL

Strengthening and future-proofing the Company with the team's business experience and research insights
- ₹1,824 crore spent on R&D
- 1,20,000 sq ft. area for R&D headquarters
- 900+ scientists and engineers

MANUFACTURED CAPITAL

World-class manufacturing facilities and supply chain infrastructure to meet customer and business demands
- World's largest refinery and petrochemical site at a single location
- 17.7 million sq ft. coverage area (retail)

FINANCIAL CAPITAL

Generating returns for stakeholders through effective mobilisation and utilisation of financial resources
- Capital expenditure ₹79,253 crore

SOCIAL AND RELATIONSHIP CAPITAL

Building and nurturing relationships with consumers, suppliers and communities in which the Company operates
- ₹14,070 crore spent on indigenous suppliers
- ₹771 crore spent on CSR initiatives

Process

AR 48 — Refining and Marketing

AR 56 — Petrochemicals

AR 66 — Oil and Gas Exploration and Production

External Environment AR Pg 42-43

Strategy AR Pg 16-17 & 107

Business Model

Inputs → Business Differentiators → Deliverables → Outcomes

Digital Platforms AR Pg 159

Performance AR Pg 46-103

Enterprise Risk Management AR Pg 152-158

AR 74 — Retail

AR 86 — Digital Services

The individual businesses of Reliance Group have well-defined discrete business models portraying the flow chart of operations.

- **Product Flow Chart – Hydrocarbons Business:** Refer to RIL Annual Report 2017-18 (Page 26 and 27)
- **Operating Model – Reliance Retail:** Refer to RIL Annual Report 2017-18 (Page 76)
- **Integrated Digital Services Franchise – Reliance Jio:** Refer to RIL Annual Report 2017-18 (Page 91)

GRI 102-2

Vision

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

Outputs	Outcomes	United Nations SDGs	Reference to Other Frameworks	Goals & Targets
• 7.3 crore m³ rainwater harvesting capacity • 3,004.0 (000' GJ) energy saved • 6,200+ Ha of greenbelt	• Mitigating global warming • Promoting use of eco-friendly fuels • Resource stewardship		IPIECA, UNGC, WBCSD, GHG, TCFD, NCC Protocol, UNGP and PMO's initiatives supported by NITI Aayog	• Clean Energy • Management of Environmental Impact • Waste Management • Water Management
• Almost 21,000 ideas under Mission Kurukshetra • Large future-ready skilled workforce	• Healthier and safer working environment • Enhanced employee engagement • Bringing inclusiveness in education • Enhanced workforce demographics		IPIECA, UNGC, NVG, UNGP and PMO's initiatives supported by NITI Aayog	• Opportunity & Diversity • Health • Safety
• 192 patents filed • 68 patents granted	• Driving innovation culture • Concerted collaborations • Breakthrough R&D		WBCSD	• Asset Utilisation
• 30.8 MMT petrochemical production • US$ 11.6 /bbl gross refining margin • 7,573 retail stores operated • 1,313 fuel outlets operated • 350 million footfall in retail stores	• World-class infrastructure facilities • Energy security • Top quartile performance • Product stewardship • Strong supplier relationships		PMO's initiatives supported by NITI Aayog	• Supply Chain Management • Product Stewardship
• Revenue of ₹4,30,731 crore • PBDIT of ₹74,184 crore • PAT of ₹36,075 crore • ₹5,59,223 crore market capitalisation • CAGR of 31.4% since IPO	• Enhanced ROCE • Sustainable cash flows		TCFD	
• ₹86,942 crore contribution to national exchequer • 29 start-ups supported • Outreach of 20 million people • 13,500+ villages and 100+ urban areas impacted	• Building sustainable livelihoods • Enhanced quality of life of people • Effective stakeholder engagement • Better customer satisfaction • Digital inclusion		IPIECA, UNGC, NVG, WBCSD, UNGP, SROI and PMO's initiatives supported by NITI Aayog	• Customer Satisfaction • Community Development

Value Creation

Our business model and outcomes are aligned with the Integrated Reporting <IR> Framework of the International Integrated Reporting Council (IIRC), the United Nations Sustainability Development Goals (SDGs) and 12 other established and emerging frameworks.

GRI 102-2, GRI 102-15

STRATEGIC ADVANTAGES AND COMPETITIVE STRENGTH

REFINING & MARKETING

Refinery Configuration	Our refinery at Jamnagar is among the largest and most complex refining assets globally, with a design capacity for processing 1.24 million barrels of crude per day (MMBPD) and Nelson Complexity Index (a metric for quantifying and ranking the complexity of refineries) of 12.7. The complexity level of Jamnagar site is expected to improve significantly by several notches with the commissioning J3 projects. The refinery's complexity provides it the ability to take advantage of opportunities arising out of market volatility to procure and process different qualities of crude while meeting stringent product specifications. Additionally, we have significant flexibility to alter the product mix to capture higher netbacks with changing product supply-demand dynamics. The commissioning of Refinery Off-Gas Cracker (ROGC) and downstream units has provided further integration with petrochemicals, enabling higher value addition.
Crude Selection and Sourcing	Our refinery configuration and logistics infrastructure availability allows crude portfolio optimisation. With inherent design flexibility, we optimise the crude diet through a mix of term and spot supply contacts, sourcing the most advantageous crude globally. Eight new crude grades were processed in FY 2017-18, including new North American ones.
Operational Excellence with Continuous Innovation	We continuously focus on debottlenecking, capacity enhancement, energy conservation, and product quality improvement to enhance our competitive strengths. In FY 2017-18, these efforts included: • Implementation of energy conservation initiatives to minimise fuel consumption • Upgradation of logistics facility to export high value Tertiary Amyl Methylene Ether (TAME)
Logistics and Supply-chain	Jamnagar has a unique locational advantage with proximity to key sources of crude supply and large product markets. We have state-of-the-art logistics infrastructure to support the largest refining hub that includes marine facilities, rail and road loading facilities and pipeline connectivity for cost-efficient product evacuation. The marine facility comprising all-weather port and dedicated pipeline infrastructure enables berthing of a wide range of ships from Very Large Crude Carriers (VLCC) to small chemical carriers. It also supports coastal movement of products in the domestic market. We optimise freight costs through opportunistic use of time charters.
Market Access and Responsiveness	We continued to expand our global market reach by finding new sinks for gasoline in Latin America and Australia and gasoil to Brazil. Our global outreach, including trading offices at key locations like Houston, London, Singapore and Mumbai, gives us broad coverage for crude supplies and product sinks. Tankages at Rotterdam, Ashkelon and Singapore locations allow us to move our selling point closer to consumption hubs and improve responsiveness to market needs.
Petrochemical Intensity	With the commissioning of the ROGC and final phase of Paraxylene complex expansion, the petrochemical intensity of the Jamnagar refinery has increased, improving value addition to refinery streams. Now, ethane and ethylene from refinery fuel gas is added to Methyl Ethylene Glycol (MEG), Low Density Polyethylene (LDPE) and Linear Low Density Polyethylene (LLDPE).
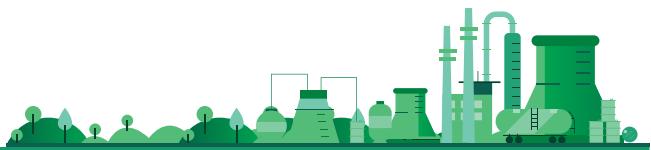
PETROCHEMICALS

Global Scale	• Global scale and capacities across petrochemicals • Manufacturing Locations: 10 in India and 3 in Malaysia • Ethane imports from North America through VLECs
Flexibility and Integration	• Integrated Refining and petrochemicals portfolio • Diversified feedstock slate with both naphtha and gas-based crackers • Enhanced capabilities to crack propane through ROGC project
Leadership	• Relentless focus on safety and continuous improvement • Technical leadership while maintaining cost efficiencies and responsible operations

OIL & GAS (E&P)

Project Execution	• India's first and till date only greenfield deep-water project • India's largest surface footprint Hydrocarbons project in remote tribal areas with no prior infrastructure
Significant Infrastructure on the East Coast	• We have commenced development of discovered resources in the KG D6 block leveraging the existing infrastructure on the East Coast
Safety	• Over 10 years of safe operations, with a safety record amongst the best in the world since commencement of production in deep-water block KG D6 and in CBM
Partnerships	• Partnerships with global majors in conventional and unconventional Hydrocarbons plays • The partnerships combine our project execution skills with global expertise

RETAIL

Diversified Portfolio of Stores across Various Consumption Baskets	At Reliance Retail, we have developed and strategically positioned a wide array of stores to serve customers and become industry leaders. The strategy has worked well as we become leaders in key consumption baskets and have emerged as India's largest Retailer.
Adaptive / Responsive	We operate on a framework that fosters rapid adaptation to the ever-changing external environment whether it pertains to technology evolution, consumer experience or the way shopping habits are changing. This has helped us in maintaining our market leadership by anticipating and responding quickly to customer and market dynamics.
Serving the Underserved Markets	We have been consistently expanding at the rate of more than 1 store every day for the last 5 years, penetrating into markets unserved and underserved by organised Retail. We enjoy a first mover advantage in many cities.
Customer-focused Robust Ecosystem	We have created an ecosystem consisting of farmers, manufacturers, suppliers, supply chain and logistics partners, distribution partners with a scalable and integrated network of infrastructure. This enables us to provide unlimited choice, superior value proposition, quality and unmatched experience across all Retail stores.
Partner of Choice	We have emerged as the partner of choice for International brands and have established exclusive partnerships with many revered international brands. We operate the largest portfolio of international Retail brands in India.
Multi-channel Strategy	We have adopted a multi-channel strategy and have integrated 'offline-online' models to truly differentiate the customer experience.

DIGITAL SERVICES

Coverage	Coverage refers to anytime, anywhere mobile and wireless broadband access, backed by the largest network of 4G spectrum, tower and fiber assets, thus providing farthest reach and access to every Indian
Data	At Jio, our resilient network is engineered to provide a minimum capacity of 10GB per month for every Indian. Our mobile customers already consume on around 10GB per month. This is the largest per capita mobile consumption subscriber base in the world.
Quality	Our all IP networks and superior Long Term Evolution (LTE)-based networks are backed by world-class customer service and quality. We have also adopted latest self-care and digital app platforms including next generation customer care Bots.
Affordability	Our next generation network is built at an extremely efficient cost base coupled with significant technology-driven operating efficiencies, which enable us to offer services at a substantially lower cost than others along with a host of value added services

STRATEGIC FRAMEWORK

Our goal is to be the leader in the business segments we operate in and be a relevant and significant player on the world stage.

Through responsible investments in our business, we aim to be a significant global player. Furthermore, we adopt global best practices in all of our processes through cutting-edge digital technology, capital productivity, operating efficiency, safe operations and business ethics. We consciously endeavor towards investing in sustainable technologies on all fronts to ensure inclusive growth and development.

Our Strategic Framework, interwoven with our business model, sets out our strategy, financial and risk management frameworks and establishes overarching goals. It acts as a guiding light to both current and new businesses in the Group by setting effective business objectives for each. The Framework is founded on three pillars:

We aim to achieve profitable growth through continual performance improvements in tandem with creating value for all stakeholders by seeking their perspectives to understand risks and opportunities.

Our mission to foster rural prosperity leads us to create structured CSR programmes which deliver holistic development for the communities we work with. Through various forms of stakeholder interaction, we have ascertained our material topics and linked them to our strategic levers to align them to our objective of creating shareholder value, employee value, customer value and the societal value. This activity gives us opportunities to identify specific areas of improvement and address each of them effectively.

APPROACH

VALUE CREATION

ENABLERS

STRATEGIC FRAMEWORK
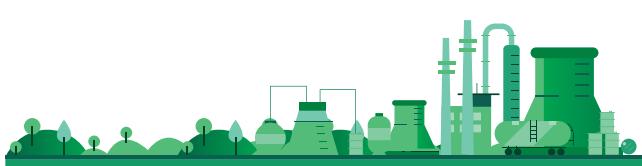
STRATEGY
- **Consistent Growth**
- **Delivering Value**
- **Driving Innovation**
- **Sustainable Transformation In Society**

REFINING AND MARKETING
- Largest single-site refinery with robust configuration
- Consistently maintaining high refinery utilisation and delivering superior refining margins
- Among lowest cost producer globally with flexible product slate
- Engaging with local communities to provide employment and improve living standards

PETROCHEMICALS
- Presence in one of the fastest growing markets
- One of the most integrated petrochemicals producers globally with industry leading profitability
- State-of-the-art production facilities with balanced cracker portfolio
- Wide product portfolio with leadership position across product categories

OIL AND GAS (E&P)
- Developing deep water resources in KG-D6 block
- Partnership with industry leading players in domestic blocks and US shale
- Operating one of most complex and largest deep water block KG-D6
- Ramping up unconventional CBM production

Customer value

186.6 million
Jio subscribers

7,573
Retail stores across 4,400+ cities

Societal Value

50 lakh+
Indirect empolyment generation

₹86,942 crore
Consolidated contribution to national exchequer

FIVE ENABLERS

- **Safety**
- **Ethics**
- **Digital technology**
- **Capital productivity**
- **Operational efficiency and effectiveness**

- India's largest Retail infrastructure and supply chain providing solid foundation for growth
- Deploying omni-channel model to enhance the customer experience and reach
- Tie-ups with international brands to bring the best-in-class products to Indian market
- Expanding the reach to tier 2 and tier 3 cities to touch lives of Indians everyday

RETAIL

- World's largest and fastest growing mobile data network
- Transformative customer value propositions
- Fully digitised operations from onboarding through fulfillment
- Only ubiquitous 4G coverage in India with high speed and quality coverage

DIGITAL SERVICES

Employee value

15+ nationalities
Represented in the employee base

57 lakh+
Man-hours of training inparted

Shareholder value

₹5,59,223 Crore
Market Capitalisation

31.4%
Market Capitalisation CAGR since IPO

STRATEGIC FRAMEWORK

APPROACH

Driving growth, value, innovation and transformation in society

Reliance is pursuing its strategy to grow, by leveraging its existing know-how and asset base and investing in opportunities strategic to its existing businesses and those of the future.

Reliance initially focuses on activities and investment in India to take advantage of the large domestic market, as it currently holds a leadership position in it. It builds competencies that can be rolled out on a global scale.

Reliance's business creates value for its shareholders, employees, customers and society, and each new opportunity it pursues must meet these criteria or it does not invest in it.

VALUE CREATION

Customer value
Reliance drives customer value through its **product innovation for customers,** application and service levels, ability to deliver a consistently **better consumer** experience and its overall reputation and **brand promise** in the markets it operates in

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

Employee value
Reliance creates value for its employees, by ensuring their prosperity as the organisation grows. Specifically, it creates employee **value through continuous learning, structured career progression opportunities** and an industry-leading **employee value proposition**

Shareholder value
Reliance drives shareholder value through **active portfolio management** to continuously enhance the quality of its business portfolio, consistently deliver **shareholder returns** and maintain a focus on **long-term growth** potential

ENABLERS

Reliance's Group Strategy is founded on five enablers. These include **safe operations, digital technology, capital productivity, operational excellence and ethics**

Safety and compliance are core values, and they help Reliance to preserve enterprise value, and provide a perpetual license securing its right to operate across India and globally

Digital technologies underpin how Reliance operates its businesses. It is a pioneer in harnessing new digital technologies and mobility initiatives that change how it conducts its business

Reliance remains committed to achieve the **highest levels of operating efficiencies and effectiveness** across all its activities, both customer facing and internal. Along with judicial mix of funding sources this ensures **high capital productivity**

Reliance is committed to conduct all its initiatives with the **highest levels of integrity**

LINKING MATERIAL TOPICS WITH VALUES

ETHICS, INTEGRITY AND COMPLIANCE			
Supply Chain Management			
Customer value	Societal value	Employee value	Shareholder value
• Customer satisfaction • Managing systemic risks from technology disruptions • Data privacy and security • Innovation and Technology	• Energy efficiency of operations • Carbon abatement and offsetting • Water management • Waste management • Renewable and Alternative Energy • Ecosystems and Biodiversity • Managing Environmental impact • Community development • Digital Inclusion	• Talent attraction and retention • Health and Safety • Labour management • Employee Diversity	• Economic Performance • Raw Material Security • Asset Utilisation and Reliable Operations • Security and Asset Protection

MATERIAL TOPICS

KEY OUTCOMES

Businesses

- **Integrated value chain -** Complex integration for unprecedented value maximization
- World's **largest Refinery complex** at Jamnagar
- A first-of-its-kind Refinery **Off-Gas Cracker** (ROGC) setup to produce petrochemicals / polymers from refinery off-gas
- Largest **coke gasifier** being implemented as a part of RIL's clean fuel initiative
- **Jio** digital ecosystem - apps, content, service experience and affordable tariffs
- **Retail:** India's largest Retailer delivering superior value to its customers, suppliers and other stakeholders
- Last mile Retail and digital services to the farthest reaches of the country
- VLECs shipping ethane from the USA with lowest carbon footprint globally
- Know how – 4G lab to scale

R&D Innovation

- Progress in breakthrough development of composites from polymer
- Algae to oil platform

Product Stewardship

- Nanomaterials & composites
- Future generation fabric
- Free voice using VoLTE
- Future Ready 5G and beyond

Customer value

- 186.6 million Jio subscribers
- Average data consumption of 9.7 GB per user per month on Jio during the exit quarter
- *Transforming India's telecom landscape with a compelling customer value proposition
- 7,573 Retail stores across 4,400+ cities
- *Launched a range of future fabrics under the brand R|Elan™
- Jio helped Indian consumer to save US$10 billion annually
- Trans-connect - solution for fleet owners

Societal value

- 50 lakh+ employment generation, indirectly
- *₹86,942 crore consolidated contribution to national exchequer
- Reliance Foundation transformed lives of 20 million Indians across 13,500+ villages and 100+ urban locations
- *₹771 crore CSR expenditure for the year

Employee value

- Over 40% millennial representation at RIL
- R-Voice employee engagement survey, which happens biennially, increased to 84% in 2016
- R-University: Driving employee learning and training
- *Imparted 57 lakh+ man-hours of training

Shareholder value

- *Dividend Recommended – ₹4,281 crore
- *Market Capitalisation – ₹5,59,223 crore
- 31.4% Market Capitalisation CAGR, since IPO
- *Maintained high Return on Net Worth (RONW) (adj.) of 15.5% (standalone)

Safety and compliance

- Use of drones for safety
- 10 years of safe operations at E&P

Digital technologies

- Omni-channel initiatives in Reliance Retail
- Mobile-based applications for fleet management offerings
- Seamless acceptance of multiple payment modes at petroleum Retail outlets
- Building scalable platforms across businesses and functions

Capital productivity

- Return on Capital Employed (ROCE) (adj.) for FY 2017-18 – 28.7%, increase 330 bps y-o-y (standalone)
- *Substantial interest savings from successful refinancing of long-term loans

Operating efficiencies and effectiveness

- Fuel Retail throughput well above industry average
- Anytime, anywhere uninterrupted high-speed data access

Ethics

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

*Current year outcomes

STAKEHOLDER ENGAGEMENT

At Reliance, we believe that successful business is about strong relationships. This belief fosters an inclusive approach towards all our stakeholders. Our approach is focused on understanding the needs, interests and expectations of our stakeholders and has enabled us to create value for both ourselves and our stakeholders.

We believe in open and transparent dialogues with our stakeholders and this has been the greatest source of inputs for our development activities. On our road ahead, we plan to delve deeper by integrating sustainability in our regular communications with stakeholders at every level, thus strengthening our mechanism to identify challenges and opportunities.

This engagement provides us with an opportunity to understand the views and expectations of our stakeholders. We continually look to our stakeholders to seek their feedback which helps us increase our understanding and broaden our horizon in improving our non-financial performance. We understand that public interest is growing in how corporations are incorporating stakeholders' opinions to improve their businesses, and we will continue to develop and promote ways of capitalising on the opinions of the members of society with whom we engage in our business activities.

The outcomes of communication with stakeholders are shared with respective divisions and actively utilised as valuable insights in our business. Feedback received from stakeholders is assessed to identify critical concerns which are discussed at relevant board committee meetings. The responsibility for identifying and addressing these concerns is with the relevant departments.

Stakeholder Identification
We have identified eight internal and external stakeholder groups.

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

Stakeholder Engagement
We aim to build strong and long-lasting relationships with our stakeholders through structured dialogues. We weave stakeholder engagement throughout our sustainability reporting process, and our organisation continuously engages the stakeholders as it relates to our business needs and to understand their priorities.

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

OUR STAKEHOLDER CIRCLE

Customers   **Local communities**   **Employees**   **Suppliers**

Trade Unions   **NGOs**   **Investors**   **Government**

Our circle of engagement encompasses all those who have a direct or indirect influence on our business operations as well as those who are impacted by them.

STAKEHOLDER OVERVIEW

An overview of the Group's stakeholders is provided in the table below and a detailed discussion of the Group's material matters is provided in the following pages.

Stakeholder Category and Profile	Nature of Engagement	Key Priorities Derived Out of the Engagement Process	Frequency of Engagement
Customers	• Telephone • Email • Customer meets • Personal visits • Web based reports • Customer satisfaction reports • Mobile applications • Marketing communication	• Pricing of the product • Availability of the product • Quality of product • New grade developments • Logistics • Efficient service • Grievance redressal & transparency • Information on the safe use of products	• Annually • Monthly • Need-based
Local Communities	• Visits • Meetings • Camps • Need assessment surveys • Impact assessment studies	• Health • Education • Indirect economic impacts • Sanitation • Livelihoods • Other indirect economic impacts	• Annually • Monthly • Need-based
Employees	• Induction programmes • Trainings • Meetings • Email interaction • Town halls • Mobile applications • Employee satisfaction survey • Sustainability report	• Skill development • Workplace satisfaction • Healthy and safe operations • Employee engagement and involvement • Career progression	• Annually • Quarterly • Monthly • Need-based

Stakeholder Category and Profile	Nature of Engagement	Key Priorities Derived Out of the Engagement Process	Frequency of Engagement
Suppliers	• Live helpdesk • Digital Bots • E-Business Portal • Personal interaction • Site visit • E-communication/ telephonic conversation	• Supplier Support • Transaction Support • E-Business • Business plans Communication • Innovations and collaboration opportunities	• Real-time • On-Command • Need-based • Annually • Quarterly • Monthly
Trade Unions	• Works committee • Grievance committee • Union meetings	• Good remuneration • Employee friendly policies • Strong business vision • Suitable opportunities for employees • Innovative business practices • Health and safety standards • Regular communication • Community initiatives	• Daily
NGOs	• CSR Initiatives • Common areas of intervention • Telephonic discussion • Site visits	• Medical facilities • Education facilities • Support for community based-organisations • Techno-managerial support • Evaluation of effectiveness of social programs	• Annually • Need-based
Investors and Shareholders	• Media Releases • Annual Reports • Investor meets/Analyst meet • Contact through investors service centres • Annual General Meeting • Company website • Sustainability Report	• Financial Performance • CSR • Business Growth • Business Strategy • Future investments • Transparency • Good governance practices	• Annually • Half yearly • Quarterly • Need-based
Government and Regulatory Authorities	Industry bodies/Forums	• Regulatory compliance • Enhance energy security • Community initiatives	• Annually • Need-based

GRI 102-21,GRI 102-40,GRI 102-43,GRI 102-44

MATERIALITY ASSESSMENT

Sustainability reporting at our organisation is aimed to be a reflection of the organization's values, vision, plans, progress and challenges on the different dimensions of sustainability. Our material topics are those issues that could substantially affect our ability to stay competitive. It was the first step for us in informing our sustainability practices and this is how we started our formal sustainability journey in FY 2004-05.

MATERIALITY DETERMINATION PROCESS

At Reliance, we believe that organisations operate in dynamic environments. The assessment of material topics is an ongoing process which helps the organisations determine the topics depending on criticality to the business to create value. The selection of material topics included understanding best practices to determine the common issues across the businesses

(RIL, Retail and Digital Services) internationally. A detailed analysis of each of the topics based on the impacts in value chain and risk assessment was undertaken. The assessment of material topics was based on significance of the organisation's economic, environmental and social impacts and substantive influence on the assessments and decisions of the stakeholders.

The process of prioritisation involves considering the risk and opportunities along with the potential impacts on the businesses, and a realistic timeframe to ascertain the most material topics affecting the Group. These topics form the foundation for the Group's future materiality assessments as the management seeks to align the strategic approach with the most critical factors in the operating environment over time. Reliance's material topics have been prioritised based on the inputs from internal and external stakeholders.

Selection

- Global material issues of the Oil and Gas, Retail and Telecommunication sector disclosures
- Sustainability topics identified by our peers
- Review of value chain impacts
- Identification of topics based on risks and opportunities at an organisational level

Assessment
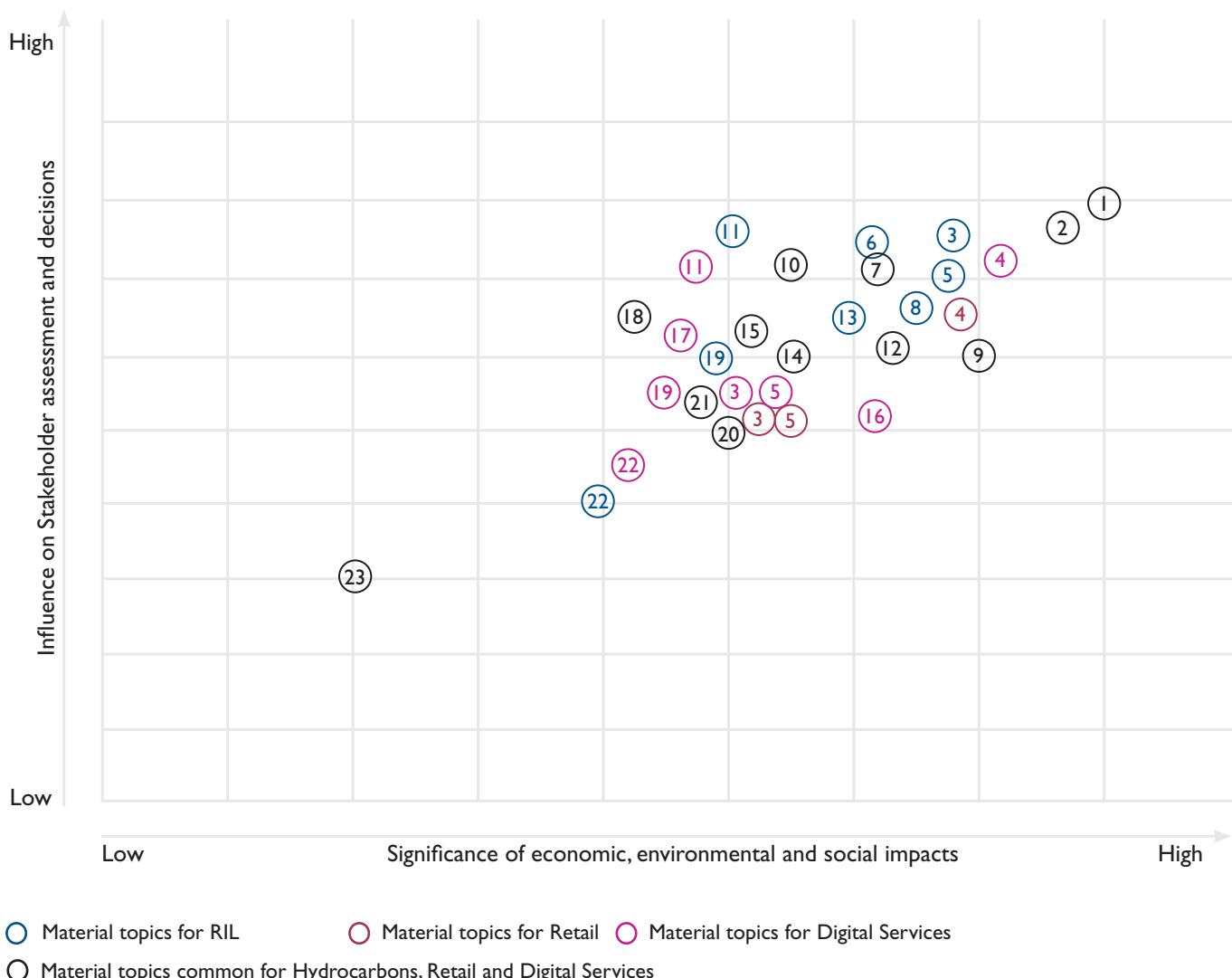
Material topics were shortlisted based on significance of the economic, environmental and social impacts and substantive influence on the assessments and decisions of the stakeholders

Prioritisation

- Interaction with functional heads and senior management representatives in the organisation
- Inputs from internal and external stakeholders

GRI 102-15

MATERIALITY MATRIX

High

Influence on Stakeholder assessment and decisions

Low

Low   Significance of economic, environmental and social impacts   High

○ Material topics for RIL   ○ Material topics for Retail   ○ Material topics for Digital Services

○ Material topics common for Hydrocarbons, Retail and Digital Services

① Health and Safety	⑨ Economic Performance
② Customer Satisfaction	⑩ Talent Attraction and Retention
③ Managing Environmental Impact	⑪ Security and Asset Protection
④ Data Privacy and Security	⑫ Supply Chain Management
⑤ Energy Efficiency of Operations	⑬ Water Management
⑥ Asset Utilisation and Reliable Operations	⑭ Community Development
⑦ Waste Management	⑮ Ethics, Integrity and Compliance
⑧ Raw Material Security	⑯ Digital Inclusion

⑰ Managing Systemic Risks from Technology Disruptions
⑱ Renewable and Alternative Energy
⑲ Innovation and Technology
⑳ Carbon Abatement and Offsetting
㉑ Labour Management
㉒ Ecosystems and Biodiversity
㉓ Employee Diversity

MATERIALITY MAPPING & BOUNDARY

S No.	Our Material Topic	GRI Material Topic	RIL	Retail	Digital Services
1	Health and Safety	Occupational Health & Safety	○●	○●	○●
2	Customer Satisfaction	Customer health and safety	○●	○●	○●
		Marketing and labelling	○●	○●	○●
3	Managing Environmental Impact	Environmental compliance	○●	○●	○●
		Emission	○●		
4	Data Privacy and Security	Non-GRI		○●	○●
5	Energy Efficiency of Operations	Energy	○	○	○
6	Asset Utilisation and Reliable Operations	Non-GRI	○		
7	Waste Management	Effluents and Waste	○	○●	○
8	Raw Material Security	Materials	○●		
		Fuel Security*	○●		
9	Economic Performance	Economic performance	○●	○●	○●
10	Talent Attraction and Retention	Employment	○	○	○
		Training and Education	○	○	○
		Non discrimination	○	○	○
11	Security and Asset Protection	Non-GRI	○		○
12	Supply Chain Management	Procurement practices	○●	○●	○●
		Child labour	○●	○●	○●
		Forced or compulsory labour	○●	○●	○●
13	Water Management	Water	○●		
14	Community Development	Indirect economic impacts	○●	○●	○●
		Local communities	○●	○●	○●
15	Ethics, Integrity and Compliance	Anti corruption	○●	○●	○●
16	Digital Inclusion	Non-GRI			●
17	Managing Systemic Risks from Technology Disruptions	Non-GRI			○
18	Renewable and Alternative Energy	Energy	○	○	○
19	Innovation and Technology	Non-GRI	○		○
20	Carbon Abatement and Offsetting	Emission	○●	○●	○●
21	Labour Management	Labour management relations	○●	○●	○●
22	Ecosystems and Biodiversity	Biodiversity	○●		○●
23	Employee Diversity	Diversity and equal opportunity	○	○	○

○ Internal   ● External

*Non-GRI topic

GRI 102-46, GRI 102-47, GRI 103-1 (Economic Performance, Indirect Economic Impacts, Procurement Practices, Anti-Corruption, Materials, Energy, Water, Biodiversity, Emissions, Effluents and Waste, Environmental Compliance, Employment, Labor/Management-Relations, Occupational Health and Safety, Training and Education, Diversity and Equal Opportunity, Non-discrimination, Child Labor, Forced or Compulsary Labor, Local Communities, Customer Health and Safety, Marketing and Labelling, Customer Privacy)

PERFORMANCE ON COMMITMENTS

Reliance Goals for Sustainable Development	Performance during FY 2017-18	Linkage to Strategic Value, <IR> & SDG
Clean Energy Ensure maximum use of clean energy in all the operations by collaborating with the best-in-class technology licensors. Ensure benchmarking of energy consumption across all the sites with best-in-class technologies and new emerging technologies.	• 3,48,467 GJ of renewable energy consumption in Hydrocarbons business • Set up of ROGC, PX, gasification, LDPE, LLDPE, MEG at Jamnagar • Stewardship in R&D	Societal value Natural Capital [SDG 7 AFFORDABLE AND CLEAN ENERGY]
Management of Environmental Impact Ensure industry-leading energy cells at each site working towards energy security with a focus on reducing energy consumption and increased use of clean energy to progressively reduce GHG emissions intensity. Demand minimum level of HSE compliance from all stakeholders	• 60,000 tonnes of PET bottles recycled in a year • LCA studies for polypropylene products • R&D Stewardship – Algae to oil	Societal value Natural Capital [SDG 7 AFFORDABLE AND CLEAN ENERGY] [SDG 12 RESPONSIBLE CONSUMPTION AND PRODUCTION] [SDG 13 CLIMATE ACTION] [SDG 14 LIFE BELOW WATER] [SDG 15 LIFE ON LAND]
Waste Management Ensure efficient use of solid catalysts including investment in development of bio-catalysts to replace solid catalysts	• Developed advanced ionic liquid catalysts • Responsible waste management of the Jiophone	Societal value Natural Capital [SDG 12 RESPONSIBLE CONSUMPTION AND PRODUCTION]
Opportunity & Diversity 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	• Employees from over 15 nationalities • Over 40% millennials • Inclusive work environment at all locations	Employee value Human Capital [SDG 5 GENDER EQUALITY] [SDG 8 DECENT WORK AND ECONOMIC GROWTH] [SDG 10 REDUCED INEQUALITIES]
Water Management Deploy world-class technologies across all sites to reduce fresh water consumption per unit of production by maximising waste water recycled and minimising external discharge	• Total water recycled and desalination of seawater at Jamnagar • Achieved zero water discharge at Silvassa and Hoshiarpur	Societal value Natural Capital [SDG 6 CLEAN WATER AND SANITATION] [SDG 12 RESPONSIBLE CONSUMPTION AND PRODUCTION]
Supply Chain Management Committed to build and maintain a top-quartile supply chain with a focus on sustainability by collaborating with suppliers, helping them build their capacity and address sustainability issues through site-level training	• VLECs shipping ethane from USA with the lowest carbon footprint • Warehouse automation	Societal value, Customer Value Manufactured Capital [SDG 17 PARTNERSHIPS FOR THE GOALS]

Reliance Goals for Sustainable Development	Performance during FY 2017-18	Linkage to Strategic Value, <IR> & SDG
Product Stewardship Develop a roadmap for each product in its portfolio based on continuous engagement with customers to understand their current and future requirements and be a pace-setter in adapting new and emerging technologies	• Euro-VI capable refinery • R|Elan™ Fabric 2.0 had the lowest carbon footprints globally • Advanced materials and composites (e.g. RelWood) • 1,690 crore GB of data • Retail presence across all consumption baskets	Customer value, Societal value Manufactured Capital
Asset Utilisation Efficient and maximised utilisation of the assets to optimise energy consumption through operational excellence ensuring safe and reliable operations. Ensure implementation of best-in class technologies for real time moitoring of operational parameters for safe, reliable and efficient operations.	• Extracting value from bottom of the barrel • Constructed the world's largest LDPE unit • Petro retail throughput was twice the industry standard • Installed the world's largest extruder in the LLDPE unit at Jamnagar • EURO VI capable refinery • Use of drone for safety	Shareholder value Intellectual Capital
Customer Satisfaction Aspire to be the most customer-focused company with the highest customer loyalty	• 100% customer queries from Reliance Jio were resolved in FY 2017-18 • Increasing rate of subscriber addition; growing share of the 4G subscriber base • Lowest churn rate of 0.25% per month for digital services • Launch of project ACE • Increasing customer loyalty, with 30 million Retail customers • All the complaints received from the customer are resolved within 90 days	Customer value Social & Relationship Capital
Health Committed to provide healthcare facilities to all people (on-roll employees and contract staff) working across all sites at par with global standards using latest technologies and practices including maintaining medical history for all.	• Globally certified as a 'Healthy Workplace' for the period of 2017-2019 by the Global Centre for Healthy Workplaces, Tucson, USA. • RIL's best practices for a healthy workplace has featured among 15 Global Best practices studies • Round-the-clock emergency medical services to all employees and family members across the country through REFERS	Employee value Human Capital
Safety Work with Industry peers to define and upgrade standards on process safety and proactively promote safety for itself and across the industry. Committed to remain top-quartile performer in all safety matrices across all operations.	• During FY 2017-18, ₹ 382.6 crore incurred on HSE expenses • 10 years of safe operations at E&P	Employee value Human Capital
Community Development Empowering the underprivileged, enhancing their access to better amenities and increasing the outreach of community initiatives to 20 million people by 2030 with the minimum CSR expenditure at 2% of the net profit.	• Transformed lives of 20 million people • ₹ 86,942 crore Contribution to National Exchequer • CSR Expenditure ₹771 crore	Societal value Social & Relationship Capital

CORPORATE GOVERNANCE

At Reliance, corporate governance is achieved by upholding trust in relationship with all stakeholders. With a robust governance system that creates long-term stakeholder value, we ensure that governance is conducted in alignment with our defined policy framework for ethical conduct of business.

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

BOARD OF DIRECTORS

Our Board, selected through an intensive stakeholder feedback process, always acts in the best interests of stakeholders in line with the organisational vision and mission. In alignment with our policy, we have maintained an ideal ratio of Executive and Non-Executive Directors. The set of defined guidelines and the well-established framework for conducting Board meetings aim to streamline the decision-making process in an effective and efficient manner. The management of our Company's business is vested in the Board, which exercises powers for and on behalf of our Company. At the time of first appointment to the Board and thereafter at the first meeting of the Board in every financial year, every independent director gives a declaration that he / she meets the criteria for independence.

RELIANCE INDUSTRIES LIMITED

Shri Mukesh D. Ambani
Chairman and Managing Director

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

Shri Mansingh L. Bhakta
Lead Independent Director

Shri Adil Zainulbhai
Independent Director

Shri Raminder Singh Gujral
Independent Director

Shri Shumeet Banerji
Independent Director

Shri Yogendra P. Trivedi
Independent Director

Prof. Dipak C. Jain
Independent Director

Prof. Ashok Misra
Independent Director

Dr. Raghunath A. Mashelkar
Independent Director

Shri Nikhil R. Meswani
Executive Director

Shri Hital R. Meswani
Executive Director

Shri P. M. S. Prasad
Executive Director

Shri Pawan Kumar Kapil
Executive Director

¹RETAIL

Shri Mukesh D. Ambani
Chairman

Shri Manoj H. Modi
Non-Executive,
Non-Independent Director

Shri Akash M. Ambani
Non-Executive,
Non-Independent Director

Ms. Isha M. Ambani
Non-Executive,
Non-Independent Director

Shri Pankaj M. Pawar
Non-Executive,
Non-Independent Director

Shri V Subramaniam
Executive and
Managing Director

Shri Adil Zainulbhai
Non-Executive,
Independent Director

Prof. Dipak C. Jain
Non-Executive,
Independent Director

Shri Ranjit V. Pandit
Non-Executive,
Independent Director

¹DIGITAL SERVICES

Shri Mukesh D. Ambani
Chairman

Shri Manoj H. Modi
Non-Executive,
Non-Independent Director

Shri Akash M. Ambani
Non-Executive,
Non-Independent Director

Ms. Isha M. Ambani
Non-Executive,
Non-Independent Director

Shri Sanjay Mashruwala
Executive and Managing
Director

Shri Mahendra Nahata
Non-Executive,
Non-Independent Director

Shri Pankaj M. Pawar
Non-Executive,
Non-Independent Director

Shri Mathew Oommen
Non-Executive,
Non-Independent Director

Shri Kiran M. Thomas
Non-Executive,
Non-Independent Director

Shri Adil Zainulbhai
Non-Executive,
Independent Director

Prof. Dipak C. Jain
Non-Executive,
Independent Director

Shri Mohanbir S. Sawhney
Non-Executive,
Independent Director

Shri Ranjit V. Pandit
Non-Executive,
Independent Director

Shri Shumeet Banerji
Non-Executive,
Independent Director

¹Retail refers to Reliance Retail Ventures Limited. Digital Services refers to Reliance Jio Infocomm Ltd.

GRI 102-18, GRI 102-22, GRI 102-23, GRI 405-1

BOARD COMMITTEES

RIL

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

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

Appointed by the Board with the approval of shareholders and assisted by four executive directors along with a core group of senior level executives, the Chairman and Managing Director (CMD) provides overall direction and guidance to the Board.

RETAIL

The RRVL Board has constituted three committees and is authorised to constitute additional committees from time to time, depending on the business needs of the Company.

1. Audit Committee
2. Corporate Social Responsibility (CSR) Committee
3. Nomination and Remuneration Committee

DIGITAL SERVICES

The RJIL Board has constituted five committees and is authorised to constitute additional committees from time to time, depending on the business needs of the Company.

1. Audit Committee
2. Corporate Social Responsibility (CSR) Committee
3. Nomination and Remuneration Committee
4. Allotment Committee
5. Finance Committee

SUSTAINABILITY GOVERNANCE

The Corporate Social Responsibility and Governance (CSR&G) committee oversees our sustainability performance on a continuous basis by reviewing policies and practices developed in line with sustainability strategy. It also assesses and approves short, medium and long-term objectives of the organisation. The Key Performance Indicators (KPIs) and management approach for identified material topics undergo a monthly review through the sustainability council, which advises on improvement measures and action plans for the future. The annual performance is reviewed by the Board committee and specific action points are recommended to enhance sustainable performance

The committee comprises:

- Shri Yogendra P. Trivedi (Chairman)
- Shri Nikhil R. Meswani
- Dr. Raghunath A. Mashelkar
- Dr. Shumeet Banerji

We constantly 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:

- A Sustainability Council has been instituted to integrate sustainability considerations in decision-making and improve performance on sustainability indicators. The major responsibilities of the Council are to identify material topics, risks & opportunities and define broad strategies and initiatives. The Council meets periodically to review performance metrics, sustainability initiatives and results

- A Lead Independent Director has been deputed with a defined role

- Thorough reviews of all securities related fillings with Stock Exchanges and SEBI are conducted by the Stakeholders' Relationship Committee each quarter

- An Independent Board Committee has been appointed for matters related to corporate governance, stakeholder interaction and nomination of Board members. Our internal audit is conducted by independent auditors

- A quarterly secretarial audit is conducted by an independent company secretary who is in full-time employment

RESPONSIBLE POLICY ADVOCACY

In order to expand our sphere of influence and make a difference in the larger section of the industry, we have representation across business and industrial associations. Consequently, we garner a more holistic understanding of our stakeholders' concerns and thereby share our resources with industry bodies, academia and other relevant organisations. We have representation across business and industry associations such as:

- Global Reporting Initiative (GRI) gold community membership

- World Economic Forum (WEF)

- American Chemistry Council (ACC)

- Indian Chemical Council (ICC)

- Chemicals and Petroleum Manufacturers Association (CPMA)

- Cellular Operators Association of India (COAI)

- 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)

- Association of Synthetic Fibre Industry (ASFI)

- Synthetic and Rayon Textiles Export Promotion Council (SRTEPC)

- Synthetic and Art Silk Mill's Research Association (SASMIRA)

We understand the importance of interacting with various stakeholders to mobilise actions required to protect the environment. Consequently, in a one-of-a-kind partnership with the Ministry of Environment, Forests and Climate Change (MoEFCC), Government of India (GoI) and the Gujarat Ecological Commission (GEC), we actively contributed to the setup of India's first Centre of Excellence (CoE) for the study of the coastal biodiversity of Jamnagar known as the National Centre for Marine Biodiversity (NCMB).

MANAGING INVESTOR GRIEVANCES

As we continue to create shared value for our investors, we acknowledge the importance of understanding their concerns and handling their grievances in a systematic manner. In order to listen, record and act on the investor grievances, we have a dedicated Stakeholder Relationship Committee which looks into these aspects. We received a total of 456 investor complaints during the reporting period, out of which no complaint was outstanding as on 31st March, 2018.

MANAGEMENT SYSTEMS

The management systems in our Company are aligned with our long term goals with an effective integration of aspects related to quality, risk, environment, health and safety management. The Reliance Management System (RMS) comprises a holistic set of management systems, organisational structures, processes and requirements that help in the overall functioning of the organisation. These systems have enabled us to become a more systematic, efficient and state-of-the-art Company. The RMS enables mature governance and risk assurance framework through three key elements:

- **Operating Management System (OMS)**

- **Financial Management System (FMS)**

- **People Management System (PMS)**

RISK MANAGEMENT AT RELIANCE

We actively stimulate entrapreneurship throughout the organisation by encouraging people to identify and seize opportunities. The current economic environment in combination with significant growth ambitions of the Reliance Group carries with it an evolving set of risks. We recognise that these risks need to be managed to protect customers, employees, shareholders and other stakeholders in the society to achieve its business objectives and enable sustainable growth. Risk and opportunity management is therefore a key element of our overall strategy.

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

The RMF is outlined in a simple manner with a consistent and coherent framework to identify and assess the risks in operations. The framework and related processes seek to avoid incidents and maximise business outcomes by allowing management to:

- Understand the risk environment, and assess the specific risks and potential exposure

- Determine how to deal best with these risks to manage overall exposure

- Manage the identified risks in appropriate ways

- Monitor and seek assurance of the effective management of these risks and intervene where necessary

- Periodically report to the Board about management, monitoring, assurance and improvements of risks

Furthermore, the RMF is designed to help ensure that risk management is an integral part of the way that we work everywhere to enable risks to be identified, assessed and managed appropriately.

Our Group RMF comprises three levels:

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

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

OPERATING MANAGEMENT SYSTEM

Operating Management System (OMS) is a group-wide framework designed to help us manage risks in our operating activities and drive performance improvements. Operating entities are responsible for identifying and managing risks. The OMS supports the entities in identifying and managing risks in a consistent and rigorous way. It helps manage risks in operating activities by setting out principles for good operating practice. It brings together key considerations on health, safety, environment, operational reliability and social responsibility, as well as related issues such as inspection and maintenance, asset operations, working with contractors, and organisational learning into a common management system. The OMS helps us improve the quality of our activities by setting a common framework that our operations must adhere to. We frequently review and revise the requirements within the OMS to reflect our priorities and experiences. The application and conformance to the OMS requirements are subject to a governance process for oversight and control.

SAFETY & OPERATIONAL RISK (S&OR)

We have an independent S&OR function embedding our representatives (through the embedded HSE teams) in operating

businesses to guide and, if needed, intervene in operations activities. The S&OR function operates independently of the group's businesses and has access to the most senior executive team. S&OR monitors operations with the aim of ensuring they comply with the OMS.

The core responsibilities of the S&OR function are to:

- Provide checks and balance independent of the operating entities

- Strengthen mandatory safety-related standards and processes, including operational risk management

- Provide an independent view on operational risk by the application of the 'Three Lines of Defense' for OMS requirements

- Assess and enhance the competency and capability of the workforce in matters related to safety and operational risk

S&OR oversees and conducts audits of operations to ensure that operations are carried out in line with the OMS. While the operating entities continue to be accountable for operational delivery, S&OR holds the authority to intervene in all safety and operational risk aspects of operational activities.

PEOPLE MANAGEMENT SYSTEMS

We have continuously expanded over the years, both locally and globally. Hence, we find it essential to focus on implementing a robust human capital management system to support our global, multi-

geographical and diversified organisation using one common platform. The R-HR transformation journey was initiated to restructure our people processes and introduce world-class HR practices. Our leadership team has set a culture to inspire through six tenets:

- Clearly communicate vision and purpose

- Motivate & inspire employees to succeed & aspire for the best globally

- Show passion to excel

- Effective teamwork, trust and collaboration

- Integrate diverse perspectives

- Enhance capability through continuous learning

ETHICS, INTEGRITY & COMPLIANCE

ETHICS, INTEGRITY AND HUMAN RIGHTS

At Reliance, we strive to conduct our business and strengthen our relationships with stakeholders in a manner that is dignified, distinctive and responsible. Our Code sets out principles and objectives for our stakeholders to conduct business ethically and with utmost integrity. The Code reflects our values – Customer Value, Ownership Mindset, Respect, Integrity, One Team and Excellence. Our 'Values and Behaviours' are the foundation for our Code, thereby providing guidance and support in conducting business in compliance with the law. Our Code ensures that all our employees, suppliers and vendors respect human rights not only among ourselves but also within communities in which we operate. We have instituted a set of policies, codes, and guidelines to govern our employees. This mechanism includes directors, senior executives, officers, employees (whether permanent, fixed-term or temporary), and third parties including suppliers and business partners. The well-defined policy lists tenets on ethical business conduct, definitions and the framework for reporting concerns. We have established a vigil mechanism for employees and directors to report concerns about unethical behaviour, actual or suspected fraud or violation of the Company's Code of Conduct. As mentioned in the policy, an Ethics and Compliance Task Force (ECTF) has been established by the Board with a member of the Board as

the Chairman. The ECTF oversees and monitors the implementation of ethical business practices within Reliance. The task force meets once in three months to review the complaints / incidents and reports to the Audit Committee. It comprises the Reliance Group Head of HR, General Counsel, Group Controller and Group Company Secretary. We have various grievance redressal channels to deal with issues related to ethics and non-compliance. While the Executive Director chairs the meetings, the Head of Business Integrity plays the role of the secretary and subject matter expert. The reportable matters may be disclosed to the ECTF, which operates under the supervision of the Independent Audit Committee. Employees may also report to the Chairman of the Audit Committee.

We adhere to our 'Code of Conduct', which lays down responsibility and expectations for all our employees, Directors and Board members to follow it and abide by high ethical standards to ensure integrity, transparency and accountability in dealing with all our stakeholders.

All our operations maintain 100% compliance with local and national laws with respect to ethics and human rights. We also take into account global standards and strive to comply with all global norms on human rights, including the principles outlined in the United Nation's Universal Declaration of Human Rights. We recognise the

'corporate responsibility to respect human rights', as outlined in the framework of United Nations Guiding Principles on Business and Human Rights (UNGP). We have therefore embedded human rights into our policies, business systems and processes.

POLICY FRAMEWORK

We follow different codes and policies to carry out our duties in an ethical manner. Some are them are listed below.

- Code of Conduct

  http://www.ril.com/
  DownloadFiles/IRStatutory/
  Code-of-Conduct.pdf

- Code of Conduct for Prohibition of Insider Trading

  http://www.ril.com/
  DownloadFiles/IRStatutory/
  Code-of-Conduct.pdf

- Health, Safety and Environment (HSE) Policy

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

- Vigil Mechanism and Whistle Blower Policy

  http://www.ril.com/
  DownloadFiles/IRStatutory/Vigil-
  Mechanism-and-Whistle-Blower-
  Policy.pdf

- Policy on Materiality of Related Party Transactions and on Dealing with Related Party Transactions

  http://www.ril.com/
  DownloadFiles/IRStatutory/
  Policy-on-Materiality-of-RPT.pdf

- Corporate Social Resposbility (CSR) Policy

  http://www.ril.com/
  DownloadFiles/IRStatutory/
  CSR-Policy.pdf

- Policy for Selection of Directors and determining Directors' Independence

- Remuneration Policy for Directors, Key Managerial Personnel and other Employees

- Policy for determining Material Subsidiaries

  http://www.ril.com/
  DownloadFiles/IRStatutory/
  Material-Subsidiaries.pdf

- Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information

  http://www.ril.com/
  DownloadFiles/IRStatutory/
  Code-of-Practices-and-
  Procedures-for-Fair-Disclosure.pdf

- Policy for Preservation of Documents

- Policy on Determination and Disclosure of Materiality of Events and Information and Web Archival Policy

  http://www.ril.com/
  getattachment/2d98ad84-d645-
  41eb-a1cd-424007600fbd/
  Policy-on-Determination-and-
  Disclosure-of-Material.aspx

- Dividend Distribution Policy

  http://www.ril.com/
  DownloadFiles/IRStatutory/
  Dividend-Distribution-Policy.pdf

The existing Vigil Mechanism and Whistle-Blower Policy for internal and external stakeholders of Reliance Group ensures that the business is conducted with integrity in accordance with all applicable laws. We have a systematic mechanism in place to prevent unethical business practices. We adhere to the Standard

Operating Procedures (SOPs) specifically designed for our business. We ensure enhanced accountability and responsibility by following the Maker, Checker & Approver concept. We also undertake periodic and surprise audits to check adherence to all our systems and procedures.

At Reliance, we do not tolerate corrupt business practices and believe in running our business in an ethical manner. We have developed and implemented different actionable measures to prevent cases of corruption. To ensure that our practices are fair to our foundation, 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 expect and encourage all our contractors and our employees to act in a way that is consistent with our code.

We undertake periodic vigilance awareness talks to keep our stakeholders well-informed about the ways to deal with and report any cases of frauds and malpractices. We have displayed vigilance awareness posters across all formats to constantly express our concerns and reiterate our commitment to conduct business with integrity. There were no reported cases of corruption across the reporting boundary during FY 2017-18.

INTERNAL MEASURES TO MITIGATE RISKS

Reliance has adopted a 'Three Lines of Defense' model to enable continuous and real time assurance on key risk exposures and the ongoing effectiveness of controls.

FIRST LINE OF DEFENSE

Business and functional Leaders continuously verify for themselves that risk management activities they have in place are effective. In conjunction with the risk management activities themselves, this monitoring activity provides the first line of defense.

SECOND LINE OF DEFENSE

A network of functional experts provides functional assurance to the businesses in their area of expertise by:

- Providing a view, independent of the line, of risks within their area of functional expertise
- Setting standards for the management of risks and provide guidance on mitigations to relevant businesses in their area of expertise
- Monitoring or verifying the effectiveness of controls and other risk management activities completed by the business.

THIRD LINE OF DEFENSE – GROUP AUDIT

Reliance has established an independent Group Audit function, reporting to the Chairman of the Board and the Audit Committee. The Group Audit function is mandated to provide assurance and advisory support on the management systems that manage the key group risks across all subsidiaries and investments by the Reliance Group. Group Audit function is aligned to the key business segments in order to deliver Group Wide assurance

coverage as part of the third line of defense.

The Group Audit function has been set up as a multi-disciplinary teams that deliver assurance across all areas of risk including strategic & commercial, safety & operational, compliance & control and financial risks across all business segments. Specialised resources, real time assurance technologies, data mining, analytic techniques and external benchmarking of best practices are leveraged extensively to achieve Group-wide assurance coverage and deliver audits in an efficient and effective manner. The Group Audit function operates in line with international auditing standards and continuously improves its functional capabilities to achieve world-class assurance best practices.

'Three Lines of Defense' model enables continuous and real-time risk management

To ensure we achieve our objectives of accountability, transparency and fairness, we have implemented the following internal control systems:

- We have established an Internal Audit Cell that acts as an independent internal auditor to review internal controls, operating systems and procedures.

- We have constituted a Legal Compliance Cell to ensure that our business is conducted with the highest standard of legal compliance.

- We have developed a Legal

Compliance programme in conformity with the best international standards. This is supported by a robust online system that covers our manufacturing units as well as subsidiaries. The purview of this system includes various statutes such as industrial and labour laws, taxation laws, corporate and securities laws and health, safety and environment regulations. Through the use of technology, we ensure robustness and integrity of financial reporting and internal controls, asset protection and optimisation, accurate and timely compilation of financial reporting and compliance with statutory laws, regulations and company policies.

Management (OHSAS-18001) Systems. During FY 2017-18, we did not receive any significant fines or sanctions for non-compliance with environmental legislation across the reporting boundary.

ENHANCING CONTROLS AND COMPLIANCES

The RMS has been established as a part of our transformation agenda. It incorporates an integrated framework to manage risks and internal controls. The internal financial controls have been documented, embedded and digitised in the business processes. Our internal controls are regularly tested for design, implementation and operating effectiveness. Our operational and organisational level risk identification and management process assesses all our locations for risks related to corruption.

‘Environmental Compliance Review Committee’ *at each manufacturing location*

ENVIRONMENTAL COMPLIANCE

We are vigilant and thoughtful towards minimising the impacts of our operations on the environment. It is our constant endeavour to ensure compliance to the regulatory norms. We have constituted an ‘Environmental Compliance Review Committee’ at each manufacturing location that reviews environmental performance quarterly. All the manufacturing sites have adopted an ‘Integrated Management System’ complying with Environment (ISO-14001), Quality (ISO-9001) and Occupational Health and Safety

PREVENTION OF FRAUD AND CORRUPTION

Our culture of ethics, integrity and transparency is vital and in order to safeguard our core values we have established policies and mechanisms such as Code of Conduct, Vigil Mechanism and Whistleblower policy. These policies form the foundation of our internal systems and controls. They are also a guidance manual for our stakeholders on how to act in case any non-compliance is found within the organisation.

Under the vigil mechanism and

whistle-blower policy, our employees are free to report and highlight any unethical behaviour in the Company. These policies also act as strict guidelines for fraud and corruption cases. They endeavour to work against corruption in all forms, including demand and acceptance of illegal gratification and abuse of official position for obtaining pecuniary advantage for self or any other person.

The ECTF operates under the supervision of the Audit Committee and has various channels through which one can connect and report concerns to the Committee or directly to Chairman.

BUSINESS RESPONSIBILITY REPORT

Our Board has adopted Business Responsibility (BRR) based on the principles of National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG - SEE) as issued by the Ministry of Corporate Affairs, Government of India. In alignment with these principles and clause (f) of sub regulation (2) of regulation 34 of Listing Regulations, a Business Responsibility Report is published as a part of the Annual Report. Our BR performance is assessed periodically by the CSR&G Committee which is responsible for addressing stakeholder concerns related to the BR policies.

INTEGRATED REPORTING

We adopted the integrated reporting approach previous year in response to the circular issued by SEBI for top 500 companies to adopt integrated reporting voluntarily.

To enhance our value creation and creation of a competitive business model, we have adopted the six capitals postulated as part of the International Integrated Reporting Council's (IIRC) framework. Our integrated thinking culminates in the six capitals which enfold our commitment to a sustainable future. The performance and impacts are reported in the 'six capitals' which include Natural capital, Human capital, Intellectual capital, Manufactured capital, Financial capital and Social and Relationship capital.

NATURAL CAPITAL

NATURAL CAPITAL

"Reliance lives by its vision of creating value through sustainable measures and contributes towards cleaner air, cleaner water, preservation of flora & fauna and enhancement of biodiversity. Every manufacturing location works towards minimising its environmental footprint and endeavours to be in harmony with the ecosystem.

Across all sites, Natural capital considerations (air, water and soil) are integrated in RIL's decision-making at all stages: design stage, plant operation stage, equipment operation stage and above all, the way it deals with the external world. Reliance has implemented effective governance mechanism at each manufacturing location surpassing the legal obligations with respect to air quality, fresh water usage, soil use, impact on flora and fauna, and marine footprint. Reliance works towards diligent use of scarce resources, extracting more value from bottom of the barrel production and maximum GB of data per unit of emission. Reliance's biggest super site is designed to work without withdrawing a single drop of fresh water from lakes and other sources – through desalination of sea water, thereby enabling communities to use the precious resources. RIL believes that timely and sufficient availability of natural resources is imperative for continuity of its business operations and it is an obligation for any industry towards all its stakeholders. RIL developed over 6,200 Ha of green belt, enriching ecological balance and biodiversity."

GRI 103-1,103-2,103-3(Energy,Water,Biodiversity,Emissions,Effluents and Waste)

MANAGEMENT APPROACH

We use natural capital efficiently and aim to continuously improve our environmental performance in line with technological advances and evolving stakeholder expectations. At Reliance Group level, Environmental policy has been established and is supported by a suite of standards and guidelines to mandate good practices. We live by our vision of creating value through sustainable measures and contribute towards clean air, clean water, preventing soil contamination, preservation of flora & fauna and enhancement of biodiversity. Every manufacturing location works towards minimising environmental footprint and endeavours to be in harmony with the ecosystem.

Proactive management of issues relating to energy, environment and climate action is a core component of our business strategy and the culture at our organisation. We are committed towards working together with other companies, governments, and international organisations to combat climate change. Beyond compliance, we continue to make significant investments to reduce the environmental footprint of our operations and our products. Through incorporation of sustainable attributes in our operations and products we aim to help customers reduce their environmental footprint and help to meet their sustainability goals.

As a part of our culture we undertake various activities and celebrate 'World Environment Day", "Earth Day", "International Day for the Preservation of the Ozone Layer' and 'World Water Day".

FOCUS AREA / ASPECT	Clean Air	Clean Water	Preventing Soil Contamination	Preserving Flora and Fauna	Diligent Use of Scarce Resources
Philosophy adopted	Going beyond compliance for stack emissions by maximising operational efficiency	Minimum dependency on freshwater Zero discharge	Minimum waste disposal Zero-spill operations	In-situ preservation of ecosystems	Optimisation of resource consumption
Reliance differentiators	Reduction of emissions by using eco-friendly fuels	Desalination at Jamnagar High water recyclability Water conservation initiatives	Largest recycler of PET bottles	Asia's largest mango orchard on arid land Over 2 crore saplings planted in greenbelt	Extracting more value from bottom-of-the-barrel production
Impact created	Emissions reduction and recovery	Reduction in water consumption Increase in water recyclability	Increase in waste recyclability	Greenbelt development Habitat restoration	Increase operational efficiencies of refineries

GRI 103-1, 103-2, 103-3 (Energy, Water, Biodiversity, Emissions, Effluents and Waste)

GRI MATERIAL TOPICS

	RIL	Retail	Digital Services
Managing Environmental Impact	⚙	🛒	📱
Energy Efficiency of Operations	⚙	🛒	📱

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

6 CLEAN WATER AND SANITATION
7 AFFORDABLE AND CLEAN ENERGY
8 DECENT WORK AND ECONOMIC GROWTH
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
11 SUSTAINABLE CITIES AND COMMUNITIES
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION
14 LIFE BELOW WATER
15 LIFE ON LAND

RELIANCE GOALS FOR SUSTAINABLE DEVELOPMENT

CLEAN ENERGY

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

WATER MANAGEMENT

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

WASTE MANAGEMENT

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

MANAGEMENT OF ENVIRONMENTAL IMPACT

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

GRI 103-1, 103-2, 103-3 (Energy, Water, Biodiversity, Emissions, Effluents and Waste)

MANAGING ENVIRONMENTAL IMPACT

Our environmental management efforts are aimed at enhancing positive impacts and minimising unavoidable negative impacts. Through technological interventions, operations are designed to deliver greater efficiencies thereby reducing the stress on the natural resources.

ENERGY SECURITY AND PROJECT EXPANSION:

Commissioning of Combined Cycle Power Plant (CCPP): To ensure energy security, enable project expansion & feedstock optionality, Hazira & Dahej have commissioned CCPP. During FY 2017-18, the Scope 1 emissions generated by these CCPPs were 306.23 (000' tonnes of CO_2/MMT of petrochemical production) and water withdrawn was 626.48 (000' m^3/MMT of petrochemical production). The TPM, SOx, NOx emissions were 23.02 (MT/MMT of petrochemical production), 383.88 (MT/MMT of petrochemical production), 169.05 (MT/MMT of petrochemical production) respectively. The ash disposed during the reporting period accounted to 815.78 kT. The performance data (Air emissions, Water withdrawal, Waste, GHG emissions) presented in this report

for Petrochemicals business is exclusive of the CCPP operations. CCPP plants at Hazira and Dahej are owned by Jamnagar Utilities and Power Plant Limited.

AIR EMISSIONS

RIL

We closely monitor the emissions of Total Particulate Matter (TPM), Oxides of Sulphur (SOx), Oxides of Nitrogen (NOx) and Volatile Organic Compounds (VOC). All petrochemicals and refinery sites have commissioned Continuous Emission Monitoring Systems (CEMS).

During the reporting period, the TPM, SOx, NOx and VOC emissions

from our hydrocarbons operations were 3.04kT, 22.26kT, 36.73kT and 42.90 kT respectively. There is decrease in the specific TPM & SOx emissions because in FY 2016-17 we used natural gas as a primary fuel for power generation and in FY 2017-18, we substituted this with CCPP operations at Dahej and Hazira. The data for CCPP is excluded from this table. TPM also decreased due to shutdown at Nagothane. The total amount of flared and vented hydrocarbons at our manufacturing divisions during FY 2017-18 amounted to 94.16 kT while the corresponding figure for E&P locations was 6.84 kT. We do not use Ozone Depleting Substances (ODS) in our production processes.

AIR EMISSIONS – REFINING AND MARKETING

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Specific TPM emissions (MT/MMT of crude throughput)	28.46	25.83	27.59
Specific SO_x emissions (MT/MMT of crude throughput)	211.34	119.27	113.85
Specific NO_x emissions (MT/MMT of crude throughput)	450.52	377.80	377.77
Specific VOC emissions (MT/MMT of crude throughput)	614.64	621.39	616.44

AIR EMISSIONS – PETROCHEMICALS

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Specific TPM emissions (MT/MMT of production)	35.31	60.82	62.27
Specific SO_x emissions (MT/MMT of production)	33.15	110.49	66.93
Specific NO_x emissions (MT/MMT of production)	123.90	113.22	129.71

AIR EMISSIONS – EXPLORATION AND PRODUCTION

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Specific TPM emissions (MT/MMT of production)	0.59	0.11	0.05
Specific SO_x emissions (MT/MMT of production)	0.17	0.67	0.51
Specific NO_x emissions (MT/MMT of production)	3.90	3.06	2.73

WASTE MANAGEMENT

RIL

We have undertaken conscious efforts to use resources as efficiently as possible and simultaneously work towards reducing emissions and waste generated. Our Company ensures that all waste is sent only to Government-authorised disposal agencies. Effluents generated are treated to meet the most stringent state and central regulatory requirements. We have undertaken initiatives to ensure waste generated is converted to useful 'bio-manure' using vermicomposting. We have invested in technologies to extract value from waste and create new products, thereby reducing our waste footprint. We undertake stringent monitoring measures to prevent spills during handling and transportation of materials. We also monitor spills through an online incident reporting system and have a robust system to prevent operational spills. There has not been any major accident giving rise to significant spills at our facilities in the reporting period.

During the reporting period, the hazardous and non-hazardous waste disposed from our hydrocarbons operations were 68.39kT and 90.90kT respectively. There was no trans-boundary dispatch of hazardous materials from any of our locations.

Plastics and Alternatives – Myth v/s Reality

Life Cycle Analysis show alternatives have nearly ~ 4X or higher environmental footprint

During production	During use	During recycle	Waste-to-energy
■ **Lesser energy consumption:** ex. milk packing in plastic pouches consumes only ~10% of energy required for packing using 1 litre glass bottles[2] ■ **Lesser GHG emissions:** ex. plastics produce only ~66% of GHG emissions as compared to paper bags[3]	■ **Higher strength to weight ratio** ■ **Increased food safety, quality and shelf life** ■ **Re-sealable, reusable and easy-to-carry**	■ **Lesser energy spent on recycling:** ex. paper requires 91% more energy to be recycled than plastics do[4]	■ **Plastic wastes can generate twice as much energy as coal**

[2] DCPC – GoI, IIT Delhi LCA
[3] Boustead LCA Report
[4] DCPC – GoI, IIT Delhi LCA

GRI 103-1, 103-2, 103-3 (Emissions, Effluents and Waste),
GRI 305-7, GRI 306-2, GRI 306-3, GRI 306-4

WASTE TO VALUE THROUGH CO-PROCESSING

11 SUSTAINABLE CITIES AND COMMUNITIES

Action Taken: Manufacturing plants typically generate several types of wastes during manufacturing processes and shutdown periods. These wastes have high calorific values. We explored various possibilities and through experimentation, finally used co-processing of waste.

Outcome: Diligent use of resources and reduction in waste sent to landfill.

REDUCING MATERIAL INTENSITY THROUGH 100% RECYCLED PRODUCTS

Linkage to SDGs:

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Action Taken: PET bottles, which are non-biodegradable lead to environmental degradation after disposal. Recron Green Gold, a polyester staple fibre, is produced using a highly eco-friendly process. Apart from being made from 100% recycled PET bottles, it also uses 90% recycled water.

Outcome: We recycle around 60kT/year of polyester waste with more than 2 billion post-consumer PET bottles per year.

WASTE MANAGEMENT- REFINING AND MARKETING

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Specific hazardous waste generated (000' MT/MMT of crude throughput)	0.78	0.62	0.64
Specific non-hazardous waste generated (000' MT/MMT of crude throughput)	0.52	0.62	0.86
Specific total waste generated (000' MT/MMT of crude throughput)	1.29	1.24	1.50

GRI 306-2

WASTE MANAGEMENT-PETROCHEMICALS

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Specific hazardous waste generated (000' MT/MMT of production)	0.78	1.05	1.04
Specific non-hazardous waste generated (000' MT/MMT of production)	3.16	3.14	3.36
Specific total waste generated (000' MT/MMT of production)	3.94	4.19	4.39

WASTE MANAGEMENT-EXPLORATION AND PRODUCTION

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Specific hazardous waste generated (000' MT/MMT of production)	0.15	0.13	0.09
Specific non-hazardous waste generated (000' MT/MMT of production)	0.21	0.40	0.85
Specific total waste generated (000' MT/MMT of production)	0.36	0.53	0.94

RETAIL

Our retail operations have massive spread across the country involving large number of operational locations including standalone stores, stores in shared facilities, warehouses, and distribution centres etc. Large quantity of goods are procured, transported and sold every day as part of our operations. In this challenging environment where we deal with multiple interfaces throughout operations, a large quantity of waste is generated. We understand the environmental impact of waste generated at our facilities and are committed for proper waste management.

We have embraced the concept of Circular Economy, where products or component parts are cycled back to the economic stream. It encourages product innovation thus, minimising total environmental impact across the life cycle. For food waste generated through our stores, we ensure that the waste is measured and disposed in proper way through authorised channel. We have special focus on management of e-waste. The e-waste generated at our stores are transported back to the warehouse from where it is disposed through a proper channel. In case of damaged electronic goods, we have tied up with goods manufacturers to establish reverse logistics mechanism for collection and disposal of such goods. We have devised an effective incentive based mechanism for collection of used cell phones from customers when they purchase the JioPhone. We ensure that the collected old cell phones are recycled in an authorised manner. We are further focusing for accurate tracking and disposal of waste according to disposal methods.

SENSITISING "GO GREEN" AS A PART OF REGULAR BUSINESS

Linkage to SDGs:

Action Taken: Go Green, is an initiative by Tetra Pak in association with Reliance Smart to collect used tetra packs. Typically, a store has a collection centre towards its exit door to collect PET bottles and used tetra packs. Since 2010, over 25 lakh used tetra pack cartons have been collected through 8,000 families involving 73 societies, 12,000 employees, 8 corporates and 50,000 students and teachers from 38 schools. The initiative is listed in the Limca Book of Records for innovative development in recycling.

Outcome: Increased societal awareness & waste recycling.

GRI 306-2
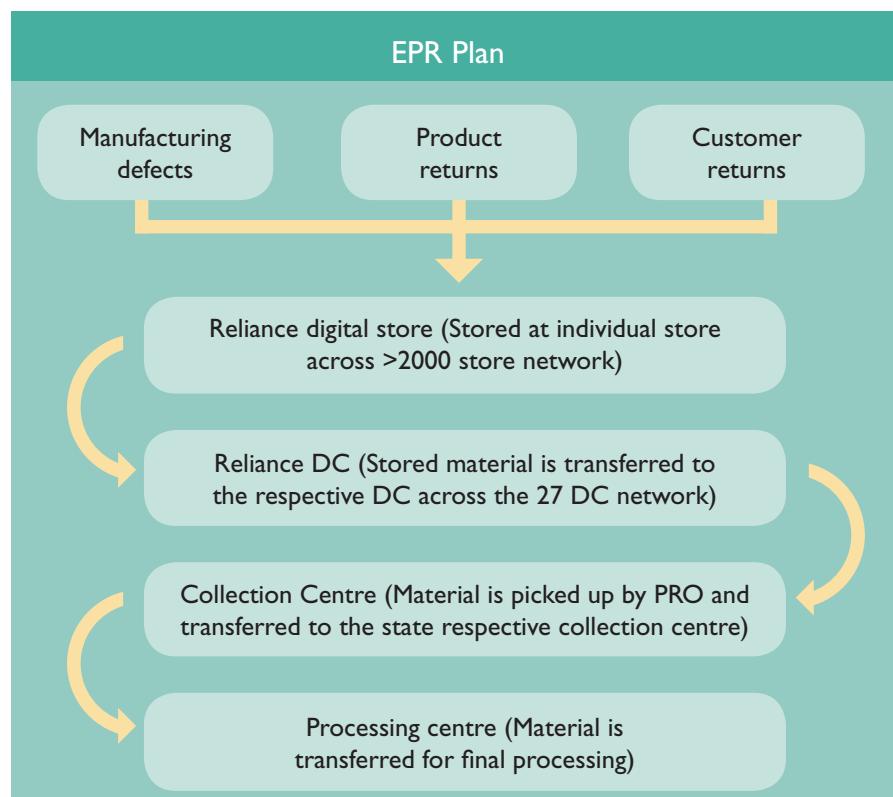
EXTENDED PRODUCER RESPONSIBILITY
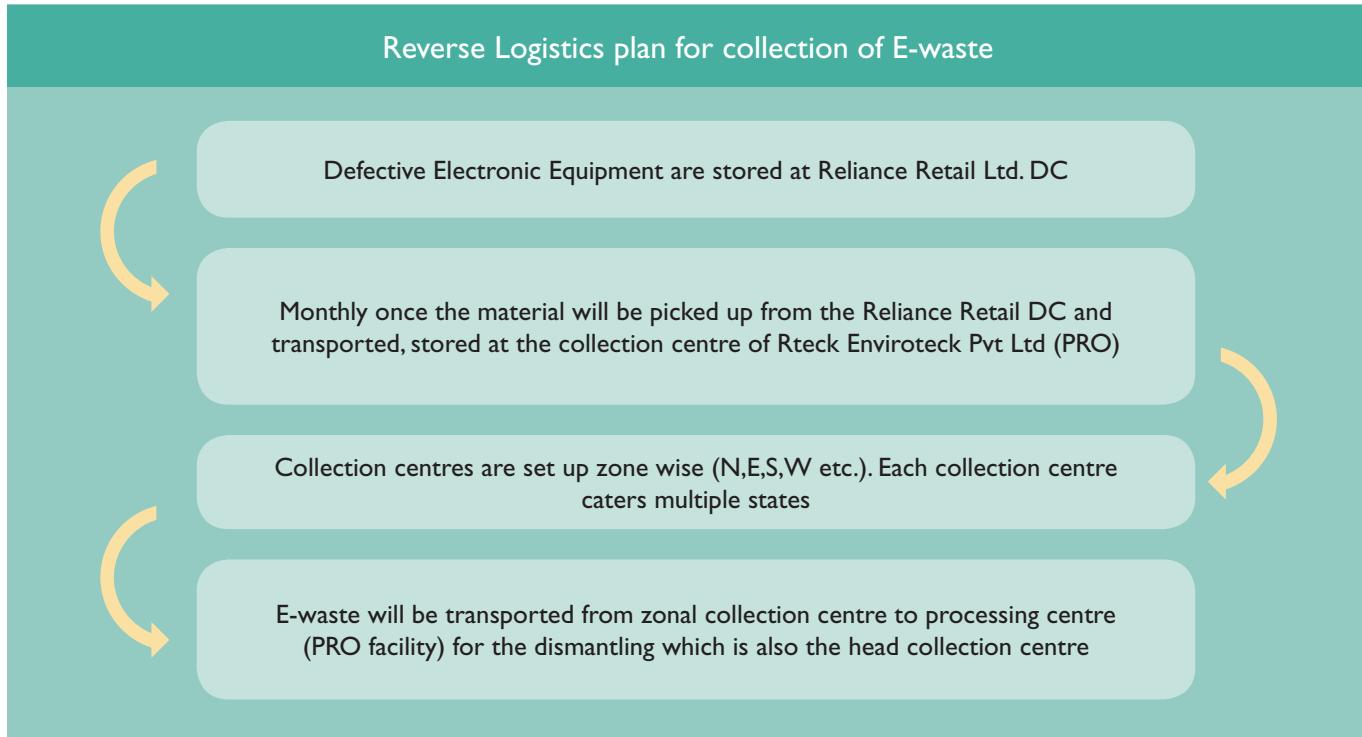
We promote proper disbursal of e-waste through an exchange scheme operational across all retail stores. As per the scheme, customers are encouraged to bring their old, obsolete, defected and outdated electronic equipment and avail a discount on a new product they purchase from the store. This helps in collection of used electronic equipment at our end. We further ensure that the equipment collected at our stores are disposed in a responsible manner.

We manage our extended producer responsibility (EPR) in collaboration with Producer Responsibility Organisation (PRO). It is the outcome of our continuous efforts towards e-waste management that we have been granted EPR authorisation by CPCB based on:

(i) Our Expended producer responsibility plan and;

(ii) Proposed targets for collection of e-waste

The EPR plan is executed through a reverse logistic mechanism for e-waste management. It charts out the systematic journey of the e-waste from its source to the processing centre. About Six collection centres spread across the country are managed by our partner PROs. They are authorised dismantlers registered for e-waste and adhere to the guidelines issued by Central and State Pollution Control Boards. The initiative helps us to segregate and redirect e-waste through appropriate processing channels. These infographics depict our EPR and Reverse logistics plans for collection of E-waste.

EPR Plan

Manufacturing defects | Product returns | Customer returns

Reliance digital store (Stored at individual store across >2000 store network)

Reliance DC (Stored material is transferred to the respective DC across the 27 DC network)

Collection Centre (Material is picked up by PRO and transferred to the state respective collection centre)

Processing centre (Material is transferred for final processing)

Reverse Logistics plan for collection of E-waste

Defective Electronic Equipment are stored at Reliance Retail Ltd. DC

Monthly once the material will be picked up from the Reliance Retail DC and transported, stored at the collection centre of Rteck Enviroteck Pvt Ltd (PRO)

Collection centres are set up zone wise (N,E,S,W etc.). Each collection centre caters multiple states

E-waste will be transported from zonal collection centre to processing centre (PRO facility) for the dismantling which is also the head collection centre

We closely monitor various activities as part of the initiative. Regular reports related to extraction, segregation and dismantling are provided by PROs. We ensure that all the norms are followed during transportation and storage of e-waste throughout the process. Also, for any assistance/guidance for disposal of e-waste, a helpline number is available on our website. https://www.reliancedigital.in/content?page=ewastepolicy

JIOPHONE AND OFFERINGS – A CASE OF RESPONSIBLE WASTE MANAGEMENT

At Reliance, we are committed to reducing the environmental impacts of our products and also efficiently and constructively managing the product lifecycle across the value chain. The JioPhone handset's after sales support is one such effort to reduce and manage post-consumer e-waste, while providing leading

services to all our customers. The initiative is based on the concept of circular economy, where we aim to effectively use materials to create more value.

We empower our customers to make conscious choices. JioPhone with related offers is an integrated initiative where the classic three R's of waste management (reduce, reuse and recycle) are envisaged. Our JioPhone customers can return their device and get a full refund on their security deposit. Once returned, their old phone's parts will be reused and recycled through an authorised channel. In our attempt to reduce e-waste, we also have the provision to swap a damaged JioPhone and faulty accessory with a new one at a service point, during the warranty period.

The returned phone or accessory is brought back through Reliance

reverse logistics to the nearest refurbishment factory. The factories are managed by reliable and efficient vendors. Currently there are 12 refurbishment centres situated at 9 locations spanning all regions. The refurbished phone is redeployed to service centres and is ready for customers, hence closing the loop. As part of the end-of-life treatment, the JioPhone can be returned to the service centre upon its expiry at the end of three years from the date of purchase. This enables us to collect used phones from customers ensuring their safe and responsible disposal and thus promoting effective contribution to circular economy.

Our service design has helped us minimise e-waste leakage by preparing a closed material loop. The mechanism also helps reduce the e-waste generated post customer use.

GRI 306-2

We are committed towards reducing waste in our daily operations as we aim to continue making our operations more efficient. We ensure that hazardous waste (e.g., DG waste oil) generated at all our facilities (small, medium and large) are stored, collected and disposed in an environment friendly manner. We engage with Pollution Control Board authorised vendors only for disposal of such waste. Record of hazardous waste generation and disposal are maintained as well for effective monitoring and compliance with regard to state and central regulatory requirement. Also, in most of our operations we have opted for paperless documentation and electronics channels are preferred which in turn increases the overall process efficiency. For the FY 2017-18, across all the locations we collected total 44.77 KL waste oil generated from DGs and safely disposed it through the authorised vendor from pollution control board. We understand our responsibility of managing e-waste generated from our operations. Old laptops, ink cartridges, tonners are sent back to the manufacturer after use.

We also have three central warehouses across India. Other e-waste (such as electronics and electrical items) are handled in these warehouses. After significant quantity of e-waste gets accumulated at site, it is sent to the nearest central warehouse. At the warehouse, the e-waste is further segregated and decided whether the waste should be reused or recycled and accordingly processed further through recyclers.

MOBILE DISPENSING UNIT TO REDUCE DIESEL SPILLAGE

Linkage to SDGs:

Action Taken: Jio sites across India used to face issues like diesel pilferage, diesel spillage and uncontrolled diesel filling activities through vendors. This was resulting in uncontrolled consumption/ usage of valuable energy resource. These issues were raised by the internal audit committee and management took it very seriously as it was loss of our natural resource. The energy team planned to install Mobile Dispensing Units (MDU) catering to diesel filling requirements which included 4 lakh towers spread across the country. This automation process comes with salient features such as real time monitoring through GPS, analysis and report of daily filling of diesel.

Outcome: Benefits derived from implementation included reduced soil contamination and diesel spillage.

GRI 306-2

WATER MANAGEMENT

RIL

Best-in-class technology at Jamnagar enables desalination of sea water, thereby reducing dependencies on fresh water sources. We ensure that treatment of wastewater generated exceeds all state and central regulatory requirements. We encourage our sites to enhance water reusability and recyclability by making process modifications. There are focused efforts to recycle substantial quantities of wastewater from processes across manufacturing locations.

During the reporting period, the total water withdrawn and total effluent discharged from our hydrocarbons operations were 166.68 million m^3 and 30.05 million m^3 respectively. Continuous improvements have enabled us to increase y-o-y recyclability of process water despite increasing standards of environmental compliance. During FY 2017-18 we recycled 68.87 million m^3 of water as compared to 68.26 million m^3 during the previous year.
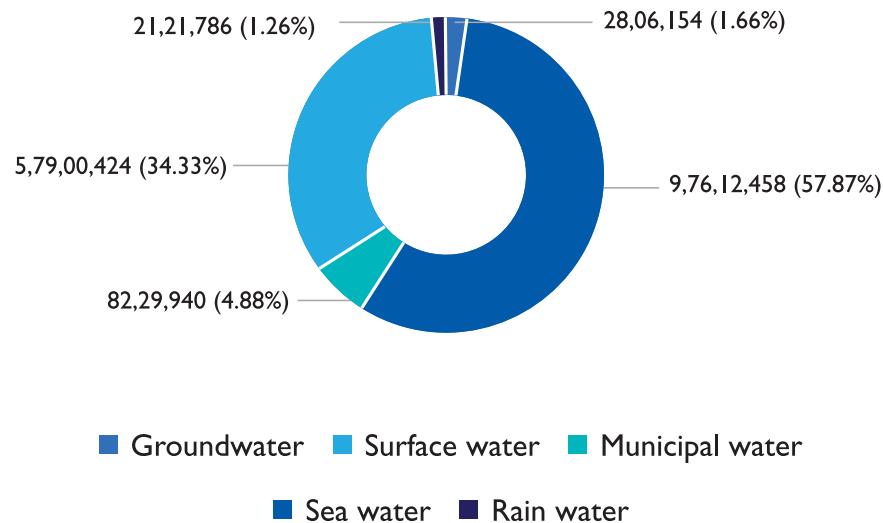
Some of our manufacturing locations are already zero-discharge sites and we aim to achieve zero-discharge status at all our operating locations. We have commissioned Sea Water based Reverse Osmosis (SWRO) plants to process sea water for industrial use at Jamnagar. Together, with the thermal desalination units, SWRO plants enable generation of over 90 MGD (million gallons per day) of fresh water with optimal utilisation of energy. Additionally, a Brackish Water Reverse Osmosis (BWRO) unit was installed at Dahej which helped in continuous operations during high salinity water release from Sardar Sarovar dam.

During FY 2017-18, we generated around 3.89 million m^3 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. In the reporting year there were no drilling operations conducted and as a result no drill mud and cuttings were generated.

WATER WITHDRAWAL BY SOURCE (m^3)

21,21,786 (1.26%)
28,06,154 (1.66%)
5,79,00,424 (34.33%)
9,76,12,458 (57.87%)
82,29,940 (4.88%)

■ Groundwater   ■ Surface water   ■ Municipal water
■ Sea water   ■ Rain water

WATER MANAGEMENT

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Water Withdrawal (000' m^3)	1,55,387.71	1,50,518.83	1,40,121.01
Water recycled (000' m^3)	68,877.33	68,267.93	62,899.70
Effluent discharged (000' m^3)	30,054.39	29,751.93	28,540.68
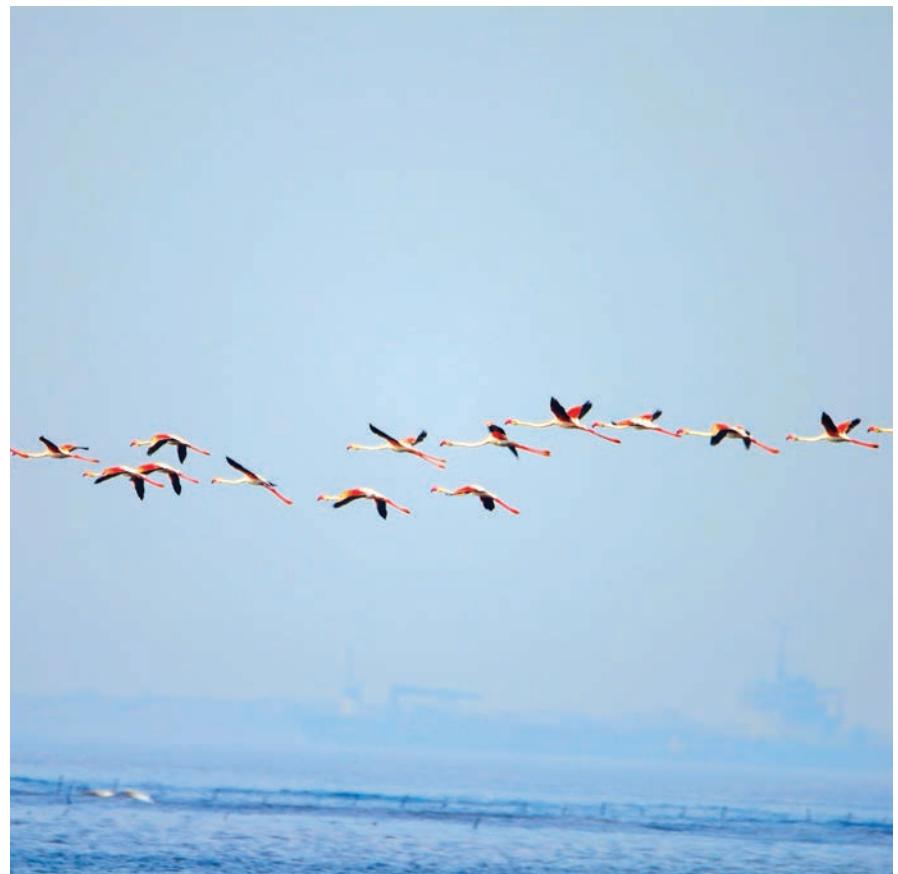
ECOSYSTEMS AND BIODIVERSITY

RIL

We regularly engage in initiatives such as tree plantation drives and maintenance of mangroves in coastal areas. We allocate resources for new and expansion projects by engaging with field experts to conduct environmental impact assessment studies and periodically monitor their impacts on the local biodiversity. At each site, we have taken efforts to maintain a green cover. As on 31st March, 2018, over 6,200Ha of green belt has been developed across all manufacturing locations. Additionally, over 2 crore saplings have been planted across various green belts since inception.

We understand the importance of interacting with various stakeholders to mobilise actions required to protect the environment. Consequently, in a one-of-a-kind partnership with the Ministry of Environment, Forests and Climate Change (MoEFCC), Government of India (GoI) and the Gujarat Ecological Commission (GEC), we actively contributed to the setup of India's first Centre of Excellence (CoE) for study of coastal biodiversity known as the National Centre for Marine Biodiversity (NCMB). We ensure our operations have no impact on local biodiversity and ecosystems. There are no IUCN Red List species within our area of operations based on the latest EIA report.

MONITORING ENVIRONMENTAL FOOTPRINT

Linkage to SDGs:

Action Taken: The Hazira plant conducted impact assessment on biodiversity and marine ecosystem to determine ecological sensitivities. A total of 108 plant species were observed in the study area comprising 47 species of trees, 27 species of shrubs, 31 species of herbs and grass and 3 species of climbers Among the faunal species, herpetofauna were represented by 26 species, avifauna by 140 species and mammals by 8 species. A MoEFCC approved laboratory also engaged in marine environmental monitoring assessment, which comprised a total of 12 water quality parameters and 5 biological parameters at 23 sub-tidal sampling locations. Additionally, 9 sediment quality parameters were tested at 8 inter-tidal sampling locations. The results of the study were compared with data sets since 1983 to create an overall assessment of the ecological status.

Outcome: The balance within biodiversity and marine ecosystems was maintained with minimal environmental impact. We also develop green belts which enhances flora & fauna.

DIGITAL SERVICES

PLANTATION ACTIVITIES

Linkage to SDGs:

Action Taken: At Jio, we believe in giving back to nature and in this regard we have started a tree plantation initiative within and near our premises. The objective behind this initiative is to reduce our carbon footprint and the ambient temperature.

To achieve this objective, we have selected the Neem tree for plantation which has significant positive impacts on its surroundings. It helps in keeping the surroundings cooler in summer. As per research, the temperature under a Neem tree is ~10° C less than the surrounding temperature during hot summer months.

Neem also acts as a natural pest controller as studies indicate that it repels and disrupts pest growth and reproduction.

Apart from all these benefits, it is a natural air purifier as it filters particles including dust, ozone, carbon monoxide and other air pollutants.

Outcome: The balance within biodiversity and marine ecosystems was maintained with minimal negative environmental impact.

GRI 103-1,103-2,103-3(Biodiversity),
GRI 304-1,GRI 304-2,GRI 304-3,GRI 304-4, OG4

ENERGY EFFICIENCY OF OPERATIONS

As a responsible organisation, we believe in reducing the carbon footprints of our energy mix through efficient operations. To balance the growing energy demand, we invest our resources in creating safe and efficient infrastructure and in adoption of advanced technology. Our intent is to ensure carbon abatement and offsetting by enhancing our renewable energy portfolio and investment in pollution control equipment. A dedicated team works relentlessly to identify and implement energy conservation initiatives, resource optimisation and renewable energy projects at all our manufacturing sites.

We have registered eight CDM projects with the United Nations Framework Convention on Climate Change (UNFCCC). These projects are related to energy efficiency, use of renewable energy and cleaner fuels. We have built in-house capacity to develop CDM projects and obtain registration and issuance of the same in the form of Certified Emission Reductions (CERs) from the UNFCCC.

ENERGY AND EMISSIONS

RIL

A team of in-house Bureau of Energy Efficiency (BEE) certified managers helps us manage and monitor energy at our manufacturing facilities. In FY 2017-18, the Hydrocarbons business consumed direct energy of 433.21 million GJ and indirect energy of 3.29 million GJ.

In FY 2017-18, Scope 1 emissions from fuel consumption were 31.50 million tCO_2e and Scope 2 emissions from electricity consumption were 816.54 $ktCO_2e$. The total emissions generated from employees' business travel was 34.85 $ktCO_2e$[2].

ENERGY AND EMISSIONS – REFINING AND MARKETING

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Specific total energy consumption (000' GJ/MMT of crude throughput)	4,001.98	3,698.34	3,731.37
Energy Saved Due to Conservation (000'GJ)	1,519.40	1,201.49	2,051.57
Specific total GHG emissions (000' tCO_2e/MMT of crude throughput)	286.14	261.20	264.01
Reduction in GHG Emissions (000' tCO_2e)	2,979.83	11.03	89.84

[2] Scope 3 emissions are inclusive of Retail and Digital Services.

ENERGY – PETROCHEMICALS

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Specific total energy consumption (000' GJ/MMT of production)	8,477.44	8,500.87	8,526.80
Renewable Energy (000' GJ)*	348.47	386.09	475.13
Energy Saved Due to Conservation (000'GJ)	1,483.86	986.50	1,880.78

* Renewable energy includes manufacturing locations and Kinswar solar power generation

EMISSIONS – PETROCHEMICALS

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Specific total GHG emissions (000' tCO_2e/MMT of production)	364.27	566.98	539.23
Reduction in GHG Emissions (000'tonnes of CO_2e)	94.24	57.19	38.39

ENERGY AND EMISSIONS – EXPLORATION AND PRODUCTION

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Specific total energy consumption (000' GJ/MMT of production)	3,969.18	3,702.30	2,788.43
Specific total GHG emissions (000' tCO2e/MMT of production)	240.39	227.46	159.08

DIGITAL SERVICES

In FY 2017-18, the Jio business consumed direct energy accounting to 1.86 million GJ and indirect energy of 4.05 million GJ#. The Scope 1[3] emissions from fuel accounted to 137.91 $ktCO_2e$ and Scope 2 emissions were 923.95 $ktCO_2e$. The Jio business has put highly efficient systems in place to ensure low carbon intensity per TB of data usage compared to other service providers. The energy intensity per employee is 0.11 (in '000 GJ) and the emission intensity per employee is 0.02 (in $ktCO_2e$).

VIDEO CONFERENCING REPLACING TRAVEL

Linkage to SDGs:

11 SUSTAINABLE CITIES AND COMMUNITIES

Action Taken: With the onset of Jio, we have seen revolutionary transformation in the way customers are using internet and is all set to change India's digital economy and spur unprecedented growth. Video conferencing is one such way of communication which has seen exceptional increase in usage among businesses and households as high speed internet is now a reality. For businesses, it has helped to reduce travel time and resulted in agile decision making which in turn positively impacts business productivity. For households, video calling/ conferencing has become a very common way of communicating thereby reducing the geographical boundary. Location is no more a constraint and with better connectivity, our customers are equipped to connect with larger group of communities and perform their required task over video calls and utilise the time which was spent in travelling earlier. The reduction in travelling is also contributing to lower carbon footprints and helping the nation to achieve its NDC target of reducing GHG emissions per unit of GDP by 33-35% below 2005 levels by the year 2030.

Outcome: The data revolution brought about by Jio has facilitated the use of video conferencing across the country, thereby reducing travel emissions that would otherwise happen.

[3]Direct energy and Scope 1 emissions for Digital Services was calculated based on fuel purchased

#At selected locations, the electricity consumption was calculated based on per day load and average running hours. The direct and indirect energy figures are pertaining to company controlled sites only

GRI 103-1,103-2,103-3(Energy,Emissions), GRI 302-1,GRI 302-3,GRI 305-1,GRI 305-2,GRI 305-3,GRI 305-4, GRI 305-5

ENERGY EFFICIENCY

RIL

We have undertaken multiple initiatives for energy efficiency at our manufacturing locations which are enlisted below:

1. ROGC: We have successfully commissioned and achieved design throughput of the world's first ROGC complex of 1.5 MMTPA capacity along with downstream plants and utilities. It reduced energy intensity of ROGC to 6100 BTU/ lb HVC (British Thermal Units per pound of High Value Chemicals)

2. MEG: The three integrated equipment viz., Ethylene Oxide (EO) stripper, EO re-absorber and light ends column, resulting in reduced energy consumption

3. Ethane import: We are the first company to globally conceptualise large-scale imports of ethane from North America as feedstock for its cracker portfolio in India. Cryogenic integration of ethane handling facility with the cracker complex reduces load on its propylene and ethylene refrigeration systems, and in turn, significantly lowers energy consumption by about 1000 BTU/ lb of HVC

4. We have modified gas turbines to operate more efficiently with Syngas and replicated the success seen with advanced technologies such as Divided Wall Column (DWC) at other plants.

ENERGY CONSERVATION AT MANUFACTURING LOCATIONS

Our commitment towards maintaining energy efficiency in our operations drives us to promote a broad range of energy conservation initiatives at all our manufacturing locations. During FY 2017-18, our energy efficiency improvement initiatives resulted in saving energy of 3 million GJ.

During FY 2017-18, we implemented various initiatives for energy efficiency, which are listed as a part of Annexures on page 196.

RETAIL

We believe that efforts across our distributed operations can make a large difference cumulatively. We strive to reduce energy usage across our operations. Some initiatives towards reducing energy requirement of stores included replacement of CFL with LED, installation of translucent roof-sheets in warehouses, the glass wall panels for enhancing the effect of natural light in the stores, wet cleaning of HVAC systems etc.

A STEP TOWARDS RENEWABLE ENERGY

Linkage to SDGs:

7 AFFORDABLE AND CLEAN ENERGY

We are working towards increasing reliability on renewable energy across our operations. Our Retail business has launched a pilot initiative for energy security through adoption of solar rooftop power generation. We have set up solar rooftop panels for power generation with capacity of 79 kW at one of our stores in Pune. This has helped us to take a step towards adoption of clean energy. Based on success of the initiative we plan to expand more such initiatives in future.

GRI 103-1,103-2,103-3(Energy),GRI 201-2

DIGITAL SERVICES

REDUCTION OF HOTSPOTS FOR EFFECTIVE COOLING SYSTEM (HVAC) AS PER DESIGNED POWER USAGE EFFECTIVENESS (PUE) VALUE

Linkage to SDGs:

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Action Taken: The internal audit team at Jio observed deficiencies in HVAC at the large facilities. This was resulting in high PUE in server rooms coupled with increased number of high temperature alarms, Precision Air Conditioning (PAC) failures affecting network availability.

To mitigate this issue a cross functional team was formed and took up a pan India level project under energy cost optimisation & reliability improvement. Detailed studies were carried out on the followings:

- ISP server layout
- Airflow diagram of each equipment for its requirement of cooling air capacity
- Bay-wise Power requirement (as per OEM specifications and operating load)
- Facility-wise Study for prevention of mixing of hot and cold air in server room
- Monitoring of Compressor run-hrs & temperature profile of server room for all large facilities
- Monitoring of PAC return temperature and frequent Compressor switching on-off due to short cycling or more PAC units in operation

These studies resulted in recommendations and corrective actions which were successfully implemented across all large facilities in October, 2017.

Outcome:

- Number of alarm for Electronic card failures due to high temperature are reduced to zero thereby improving reliability
- Reduction in HVAC energy consumption resulted in carbon emission reduction along with significant monetary benefit

RENEWABLE ENERGY AND CARBON ABATEMENT

RIL

We are committed to using all natural resources efficiently and conservatively, as well as to increase the use of renewable resources. During FY 2017-18, we consumed a total of 0.35 Million GJ of renewable energy. We did not make any significant investments in renewable energy for the reporting year.

PERFORM, ACHIEVE & TRADE (PAT):
PAT scheme is a regulatory instrument to reduce specific energy consumption in energy intensive industries. The scheme has an associated market based mechanism to enhance the cost effectiveness through certification of excess energy saving which can be traded. The cracker based manufacturing units, viz., Hazira, Dahej, Vadodara and Nagothane have each been notified as 'Designated Consumer' for

PAT Cycle III. The Chlor-Alkali Plant at Dahej manufacturing division, DTA and SEZ Refineries under Jamnagar Manufacturing Division were notified under the previous PAT cycles.

OTHER INITIATIVES:
Some of the renewable energy initiatives undertaken are given below:

1. Usage of biogas generated in Up-flow Anaerobic Sludge Blanket Reactor (UASB) at Effluent Treatment Plant (ETP) for drying the bio-sludge and in PET as a fuel in vaporisers
2. Usage of dried sludge from ETP as a fuel for the Captive Power Plant (CPP)
3. Co-feeding biomass with coal in CCPP at Dahej and Hazira manufacturing divisions are planned. Trials are currently under way.
4. Rooftop solar photo voltaic modules are being installed across our manufacturing units.

Corporate Office

Sustainability performance:

1. Direct energy consumption: 2,256.18 GJ
2. Indirect energy consumption: 5,58,104.41 GJ
3. Total GHG emission: 127.29 ktCO$_2$e
4. Hazardous waste: 125.45 T
5. Non-hazardous waste: 1.22 kT
6. Total water withdrawal: 1.14 million m^3
7. Water recycled: 0.50 million m^3

GRI 103-1,103-2,103-3(Energy),GRI 201-2,OG2,OG3

HUMAN CAPITAL

HUMAN CAPITAL

"The values and behaviours at RIL have inculcated a deeper sense of connect and engagement for its people. Reliance fosters a culture that is performance oriented, promotes rewards for results and provides equal importance to achieving results. Reliance focuses on development of employees at professional and personal level with holistic well-being.

The development initiatives seek to promote equitable economic growth and ensure more sustainable, inclusive and people-centric development with effective use of technology and internal crowd sourcing – all embodying DNA of Reliance. The Company continues to transform its human resource management. Reliance strengthened the learning culture through social structuring, inculcating next generation social media technologies and collaboration with institutes of global eminence.

Over 40% of employees are millennial with a continued focus on learning and reskilling. Employee diversity is across generation, gender and jurisdiction with people from over 15 nationalities. HR has evolved into a robust function which works with the aim of enabling employees to not just navigate through the current era of disruption but also profoundly influence its success."

GRI 103-1,103-2,103-3(Employment,Labor/Management Relations,Occupational Health and Safety,Training and Education,Diversity and Equal Oportunity, Non-discrimination, Child Labor, Forced or Compulsory Labor)

MANAGEMENT APPROACH

We have a strong-held belief that four decades of our accelerated success have been possible only by virtue of our people associated with the organisation. To keep producing sterling leaders, colossal efforts have been undertaken for the digitisation of the HR service delivery, R-HR. We believe that phenomenal people are responsible for its rise, including the community that gives the company a licence to operate. We focus our efforts to improve our gender diversity. These priorities have been chosen because they reflect our business needs, and align with the UN SDGs, for social and economic empowerment of women.

The Code of Conduct provides guidance and support on conducting business in a dignified, distinctive and responsible manner and ensures compliance with the law. We adhere to high ethical standards to ensure integrity, transparency and accountability in dealing with all stakeholders. We have adopted various codes and policies to carry out our duties in an ethical manner.

We have been driving economic growth through generation of employment opportunities directly as well as indirectly across our operational areas. Our HR systems have helped the workforce develop and grow along with the organisation. The meritocratic system has helped drive productivity and efficiency while ensuring industry leadership for the organisation and fast paced professional growth for our people. Through effective systems, we ensure that the well-being of our people is given paramount importance. Safety is given the utmost priority in all our operations. The policy of safe operations is embedded in our way of working, driven by our management commitment and made functional through the elements of our S&OR Management system.

Reliance Differentiators	Exponentially high indirect employment of 50 lakh+ people	Focus on gender, multi-generational diversity, and inclusivity.	57 lakh+ man-hours of trainings	Key innovation programs- LEAP, Mission Kurukshetra, Beyonders	Zero fatalities	Collaborative and device agnostic platforms- Learnet and Lynda.com
Impact Created	Job creation	Reduced inequalities	Enhancing the overall organisational effectiveness	Empowering employees for inculcation of innovation culture	Safety culture across the organisation	Agility, fluidity and democratisation of learning

GRI MATERIAL TOPICS

	RIL	Retail	Digital Services
Talent Attraction and Retention	✿	🛒	📱
Health and Safety	✿	🛒	📱

GRI 103-1,103-2,103-3(Employment,Labor/Management Relations,Occupational Health and Safety,Training and Education,Diversity and Equal Oportunity,Non-discrimination,Child Labor, Forced or Compulsory Labor)

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

RELIANCE GOALS FOR SUSTAINABLE DEVELOPMENT

HEALTH

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

SAFETY
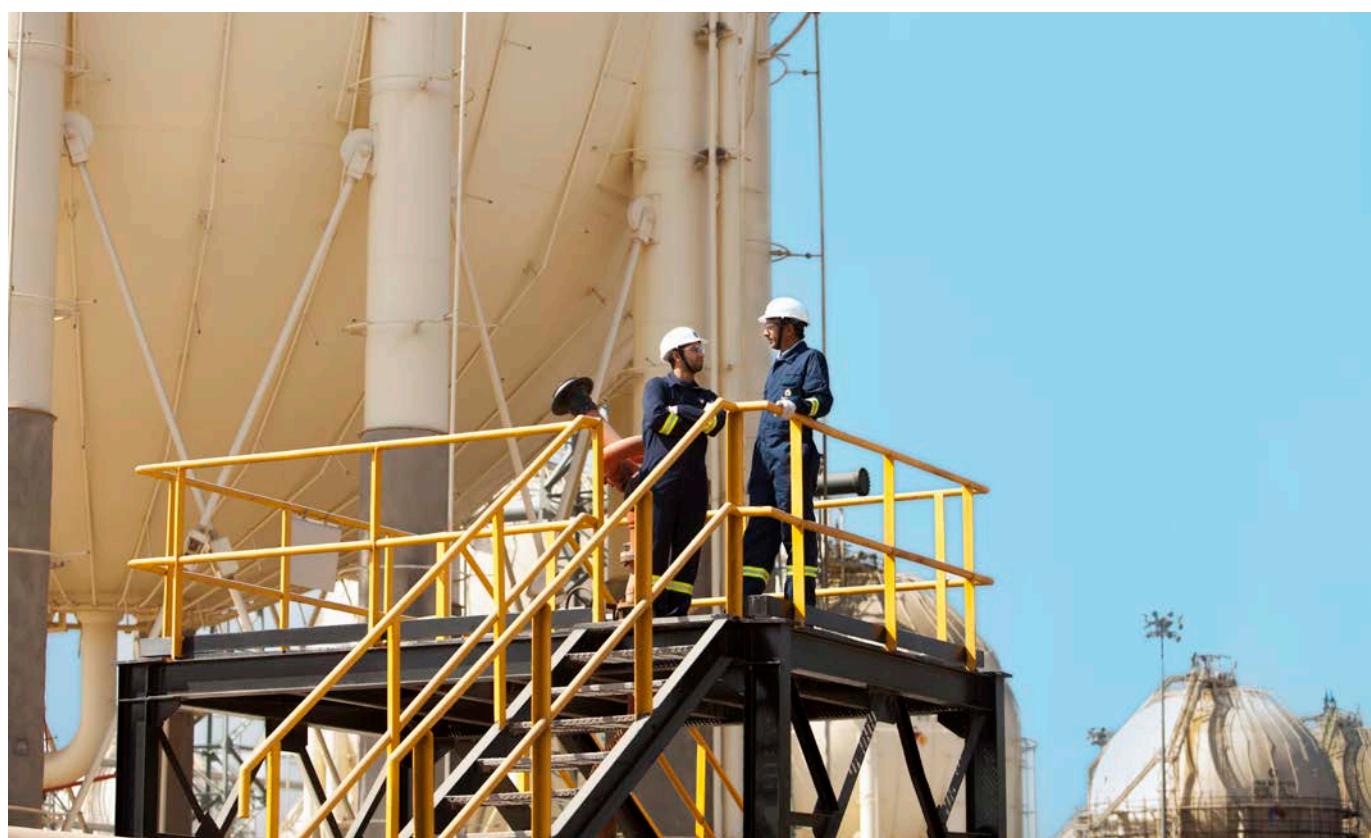
Work with industry peers to define and upgrade standards on process safety and proactively promote safety for itself and across the industry. Committed to remain top-quartile performer in all safety metrics across all operations.

OPPORTUNITY & DIVERSITY

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

GRI 103-1,103-2,103-3(Employment,Labor/Management Relations,Occupational Health and Safety,Training and Education,Diversity and Equal Oportunity, Non-discrimination,Child Labor, Forced or Compulsory Labor)

TALENT ATTRACTION AND RETENTION

Human capital embedded in our workforce are crucial assets for our performance. Recognising this, our value system strives for continuous engagement and deeper connect with our employees. We foster skill development in an endeavour to create a performance oriented culture and promote outcomes. We constantly pursue career growth and personal development of our employees through productive work environment. We attract dedicated talent and instil our values and behaviours in them. Constant focus on their needs and well-being while providing suitable employee benefits induces enhanced productivity and employee retention. In FY 2017-18, we spent ₹ 4,740 crore towards the benefits of the employees. The HR function has robust overall functioning and continues to raise the bar of excellence in people policies, practices, systems and data. This is being accomplished by driving a mature governance and management assurance process.
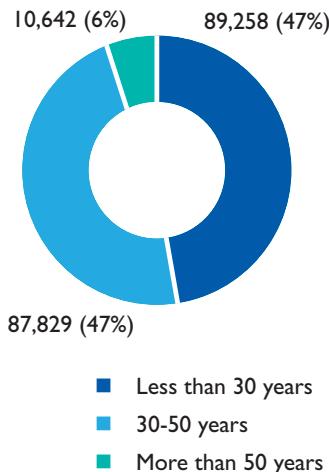
There is absolutely no difference between the basic salaries of men and women. We are a firm believer of the equal opportunity principle. The ratio of basic salary of men to women is 1:1.

EMPLOYMENT

The Reliance Group (Hydrocarbons, Retail, Jio, and Network18) is one of the biggest private sector employers in the country. It continues to maintain a progressive work environment, where purpose-driven talent is attracted, engaged and motivated by a consistent, meritocratic HR framework.

The total strength of employees across Reliance Group as on 31st March, 2018 is 1,87,729 of which 22,229 are women. Reliance Group employed 827 differently abled persons as on 31st March, 2018.

RELIANCE GROUP - WORKFORCE BREAKDOWN (AGE-WISE)

10,642 (6%) 89,258 (47%)

87,829 (47%)

- ■ Less than 30 years
- ■ 30-50 years
- ■ More than 50 years

Committed to moving towards a younger workforce, over 40% of our employees today are millennials. Our expansion into diversified segments requires specialised skill sets. Our entrepreneurial culture is aimed at encouraging the young generation to play a vital role in our growth.

RIL

We believe that our growth is synonymous with having a progressive mindset that is purpose-driven. To attract and retain the best talent in the industry, we have an HR framework that is merit-based and fair. Our working environment is pillared on mutual support, performance-orientation and rewards for exceeding expectations. To keep our workforce efficient and motivated, we provide a safe working environment, ensure fair labour practices, encourage employee engagement, and invest in training and development.
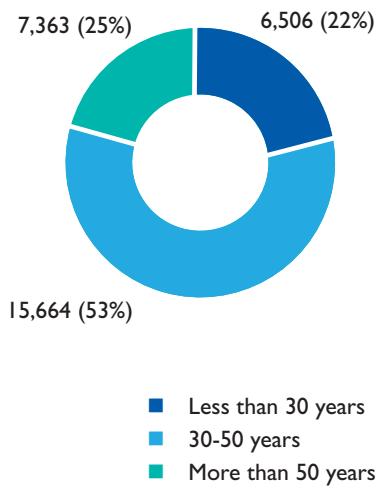
As on 31st March, 2018, our employee strength was 29,533. Total number of female employees was 1,521. We support and create awareness on employing differently abled people. The total number of permanent employees with disability as on 31st March 2018 was 75.

WORKFORCE DETAILS – RIL

Cadre	FY 2017-18	FY 2016-17	FY 2015-16
Leader	1,011	889	855
Manager	4,081	2,890	9,665
Executive	17,930	13,933	6,552
Non-Supervisory	5,622	5,793	6,001
Others*	889	662	1,048
Total	29,533	24,167	24,121
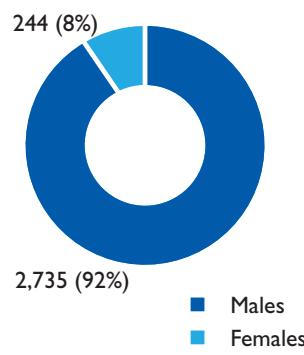
*Includes trainees, apprentices and retainers / consultants

RIL - WORKFORCE BREAKDOWN (AGE-WISE)

7,363 (25%)
6,506 (22%)
15,664 (53%)

- Less than 30 years
- 30-50 years
- More than 50 years

In FY 2017-18, the employee turnover rate was 11.17%. We hired 2,979 new employees during the reporting period of which 244 were females.

RIL - NEW HIRES (GENDER-WISE)

244 (8%)
2,735 (92%)

- Males
- Females

RETAIL

We, at Retail, ameliorate a diverse and inclusive work environment. We have created large number of youth employment opportunities through our business. The business growth has helped skilled, semi-skilled and un-skilled youth of India to take up employment opportunities. Our contribution to youth employment is evident through maximum number of employees falling in the 30-50 years division which also overlaps with most of our non-superintendent workforce.

We lay great emphasis on employee diversity, which is evident through the percentage of female workforce helping us carry out our operations. As on 31st March, 2018, our employee strength was 66,001. Total number of female employees was 13,069. We support and create awareness on employing differently abled people. The total number of permanent employees with disability as on 31st March 2018 was 748. In FY 2017-18, the employee turnover rate was 70.70%. We hired 55,576 new employees during the reporting period of which 11,395 were females.

WORKFORCE DETAILS – RETAIL

Cadre	FY 2017-18	FY 2016-17	FY 2015-16
Leader	207	183	294
Manager	9,245	7,970	7,901
Executive	4,463	3,679	3,406
Non-Supervisory#	51,906	45,248	32,565
Total	66,001	57,080	44,166

#Includes 1 consultant in each of the years mentioned

RETAIL - WORKFORCE BREAKDOWN (AGE-WISE)

496 (1%)
17,795 (27%)
47,710 (72%)

- ■ Less than 30 years
- ■ 30-50 years
- ■ More than 50 years

RETAIL - NEW HIRES (GENDER-WISE)

11,395 (21%)
44,181 (79%)

- ■ Males
- ■ Females

DIGITAL SERVICES

Jio is a young and dynamic business with a mission to digitally transform India. We believe in making dreams a reality by bringing out the creativity and innovation in our employees. We continuously strive to build a working environment that supports our employees in achieving the impossible every day. As on 31st March, 2018, our employee strength was 53,272. Total number of female employees was 2,844. In FY 2017-18, the employee turnover rate was 23.28%. We hired 25,933 new employees during the reporting period of which 968 were females.

1. Nurturing the innovators: Jio values creativity and innovation. We provide an opportunity to each and every employee for presenting ideas, big or small, that can help in innovation and give new direction for decision making, transforming work culture, work environment, strengthen

WORKFORCE DETAILS – DIGITAL SERVICES
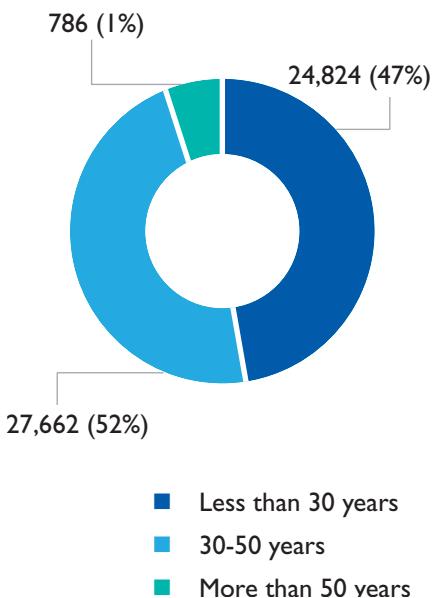
Cadre	FY 2017-18
Leader	3,295
Manager	22,303
Executive	11,654
Non-Supervisory	16,020
Total	**53,272**

businesses and streamline organisation systems and processes. We recognise the achievements of our employees and bring out the best in everyone
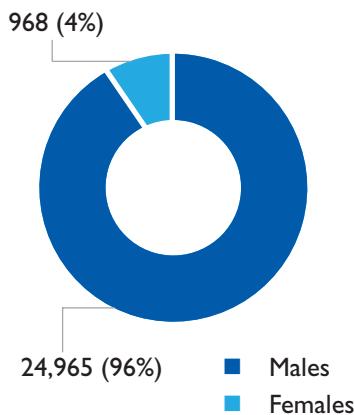
2. Open office culture: Our philosophy of flat structure and inclusion is reflected in our open office designs. Our offices are ergonomically designed and are easy to access for everyone. Wherever job role permits, employees have flexibility to choose optional holidays and define own work timings.

3. Enriching life: We believe in the approach of enjoying every moment at work. We encourage our employees to develop and pursue hobbies. Hobby clubs for various hobbies include music, dance, dramatics, photography, sports, arts and toastmasters. Some of our offices are equipped with gymnasiums, yoga halls,

DIGITAL SERVICES - WORKFORCE BREAKDOWN (AGE-WISE)

786 (1%)
24,824 (47%)
27,662 (52%)

- Less than 30 years
- 30-50 years
- More than 50 years

DIGITAL SERVICES - NEW HIRES (GENDER-WISE)

968 (4%)
24,965 (96%)

- Males
- Females

aerobic halls, lawn tennis courts, badminton courts, basketball courts and volleyball courts, football grounds and cricket grounds with professional coaches to guide the employees.

DIVERSITY AND INCLUSION

RIL

We recognise and respect the different cultures, national origins, races, religions and sexual orientations in the world, and among our people. To develop a truly global culture, we have on-boarded highly-skilled people from over 15 nationalities. The group focuses specifically on three aspects of diversity: gender diversity, multigenerational diversity, and inclusivity.

R-Aadya is a common platform for women employees to connect, converse and collaborate. The program includes providing mentorship conversations, leadership interactions, forums and conferences, and trainings and workshops (classroom and e-learning). In FY 2017-18, 40 women were identified to benefit from R-Aadya program.

« I feel honoured and proud to be the first female production manager at RIL. This is my greatest accomplishment so far and feels truly special.

I got the opportunity to work with various business leaders across different businesses in multiple roles in the last 6 years, which have been full of learnings. »

Hetal Kothari,
Production Manager – Vadodara Manufacturing Division

RETAIL

We encourage diverse and inclusive workforce at our retail operations. We have published a charter on diversity and inclusion of gender and differently-abled individuals and ensure that the charter is adhered to by various business functions. This has helped us to build a conceptual framework for a diverse and inclusive personnel across all our formats.

We identify unique roles across all formats for our female employees. 'Jagriti'- our leadership program creates awareness about growth opportunities and builds women leadership within the organisation. It helps to incorporate a culture where our stores can run efficiently with more female employees, especially in managerial cadre. A six month transformational program is conducted to develop senior women associates for managerial roles.

'Jagriti' was launched in 2017 across 10 cities in the country with 160 women associates. Dare to dream session 'Meri Pehchan' marked the commencement of the program. It is followed by 'Gurukul'- domain expert mentors

GRI 103-1,103-2,103-3(Diversity and Equal Opportunity),GRI 401-1, GRI 405-1

PROVIDING EQUAL EMPLOYMENT OPPORTUNITY

Linkage to SDGs:

Action Taken: Reliance believes in equal employment opportunities to individuals irrespective of their gender, caste, creed and disabilities. To encourage inclusion of differently-abled, Reliance Retail has explored and mapped specific job roles which can be effectively executed by differently abled individuals. One such initiative was undertaken by Reliance Fresh format by hiring individuals with autism to create an inclusive work environment. They were introduced as associates. The new hires were initially assigned the task of shelf help. Later on, the store managers allotted the new hires tasks as per their skill set, reliability, dependability and attention to detail, making them stand out in their professional performance in spite of their disability.

Outcome: Employing differently-abled individuals helps in managing rising attrition, create a loyal workforce and improve the morale of the employees.

undertaking hands-on trainings for our associates. 'Parivartan', a rigorous, multi-parameter based assessment evaluates the well-groomed ladies. Finally, a new identity of Managers is issued to the women in its 'Nayi Pehchan' session. On completion of the program, participants depicted confidence, ease and mannerism in their store handling operations. Today, 'Jagriti' is strong with association of 250 women.

"Our apparel e-commerce businesses – Ajio.com conducts development programs for women in every quarter. We have partnered with 'Interweave' to enhance our workforce diversity, review policies on inclusion, provide maternity coaching and support,

conduct LGBT inclusion workshops. 'Interweave' conducted flying lesson series for women leadership development for Ajio and the central human resources department.

We have mapped jobs to roles for people with disability in our Digital and Value stores. Other businesses are undertaking the mapping exercise. Our Market and Trends stores have hired more than 100 and the Value business has hired over 500 differently abled individuals. They were trained and groomed into professionals by specialist agencies, who conducted skill based trainings, sensitisation workshops and mapped employment opportunities for people with disabilities."

GRI 103-1,103-2,103-3(Diversity and Equal Opportunity),GRI 405-1

DIGITAL SERVICES

We firmly believe that diversity plays a significant role in fostering innovation, transformation and customer centricity. Diversity forms the spirit of our business and we bring people together from diverse backgrounds across one digital platform irrespective of culture, religion, race, nationality, gender, age, physical ability or sexual orientation.

Our Diversity & Inclusion programme took shape under the leadership of Ms. Isha Ambani in 2017 and since then the initiative has gained ground . The first phase focused on training employees on unconscious bias, diversity sensitisation and nurturing gender diversity with series of initiatives such as Fireside Chat with accomplished women, Meet and Greet sessions with Leaders of Jio, Tech Talks for Women in Technology. Additionally, we continue to conduct awareness sessions on POSH, Financial Literacy, Work Life balance for parents in order to ensure that we work in a productive and inclusive work environment.

The programme will widen its scope to include state offices and functions as well with immediate focus on mentoring high potential women for career navigation. In line with this we have partnered with organisations of global repute such as AnitaB.org to participate in forums such as Grace Hopper Celebrations India (GHCI 2018). An initiative is also being worked upon to hire differently abled people across our geographies.

MATERNITY BENEFITS

Reliance is committed to building a system that encourages the development of future leaders from within. Dedicated to special needs of women at the workplace, the Company has laid emphasis on implementing next-generation policies like 6-months maternity leave, followed by 6-months part-time work to help new mothers balance child-care priorities with work. We continue to undertake pro-active measures such as 24x7 toll-free helpline for women, reserved parking for expectant mothers, and self-defense workshop among others.

TRAINING AND DEVELOPMENT

We recognise the need to keep our people updated with changing market requirements and keep pace with the developments training and developing our human capital not only enhances their professional skills but also leads to their overall personal development.

Role specific and personal development trainings enhance employee competencies, thereby creating additional value for the business. We continuously identify training needs for our employees and structure our training programs accordingly. A systematic approach to assess training effectiveness is also implemented. Such assessment allows us to constantly identify and eliminate the gaps in our training programs. At Reliance Group, we imparted over 57 lakh man-hours of trainings during the reporting year. Our teams' capabilities are augmented through the HR Platform, a first-of-its-kind HR service. It leverages the micro-service architecture to provide seamless and real-time delivery and resolution of business requirements.

The use of data analytics aims to enhance the overall organisational effectiveness. Over the last year, there has been an increased focus on the use of analytics and algorithms within businesses. Our business leaders are now equipped with real-time dashboards that track all relevant KPIs across the hire-to-retire cycle. FY 2017-18 also witnessed the application of predictive and prescriptive analytics in the areas of talent acquisition, workforce architecture and attrition management. Together, these applications helped us create an ecosystem, where we recruit the right talent and enable them to flourish and fulfil their career aspirations.

We aim to maximise organisational performance through business aligned investments in learning. Our expansion into diversified segments requires specialised skill sets. The emphasis lies on progressing and building a learning environment which is accessible, automated and available to all employees. We ensure that our employees are fully aware of the resources available to them through regular communications and education campaigns.

MATERNITY BENEFITS

	RIL	Retail	Digital Services
Employees availing maternity leave	41	134	91
Employees availing maternity leave & completing 12 months after returning to work	49	66	81

1. Using technology for highly interactive, collaborative and device-agnostic platform.
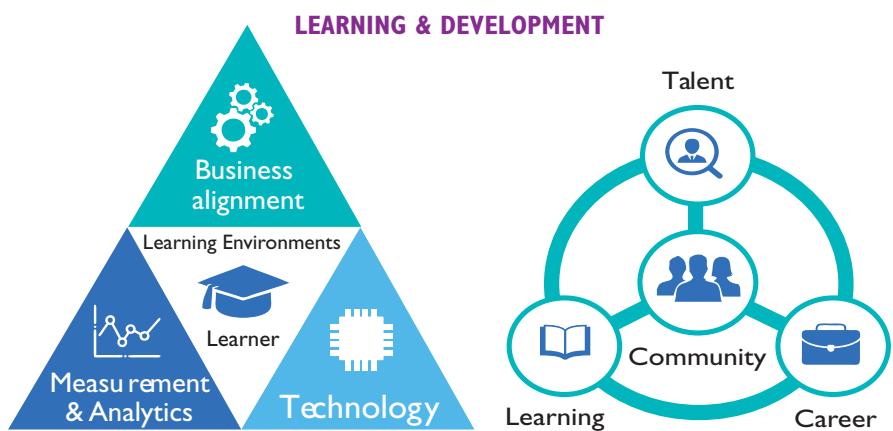
Social Learning Platform	Learnet	Lynda.com
Philosophy and action	Platform for social learning and knowledge sharing across all levels and locations focussing on three pillars; a. Empowerment & democratisation of learning b. Agility and fluidity of learning c. Seamless blend of learning and work	Partnered with Lynda.com to provide high quality digital video tutorials by experts to all employees
Impact in launch stage	Employees have shared 769 self-recorded video and text blogs/discussions so far with 6,698 comments and 31,690 likes	36,000+ employees are active, viewed over 1.2 million videos and completed over 23,000 course certificates
Outcome	Social-restructuring amongst employees. Internal crowd sourcing, breaking silos across functions, hierarchy, geographies and promoting the concept of learning from anybody, from anywhere and that too by anybody, anytime and anywhere.	

2. Driving talent management programmes which help align business goals and create more opportunities for employees in transitioning to next levels
- Competency Assurance System (CAS) Process – Building critical domains of technical and functional skills by addressing current and future business challenges, effectively through competent workforce
- Career Acceleration Programme (CAP) – High potential identification and acceleration programme for middle-level management. CAP identifies and develops young talented professionals with a high potential. Of the 51 participants

LEARNING & DEVELOPMENT

GRI 103-1,103-2,103-3(Diversity and Equal Opportunity),GRI 404-2,GRI 405-1

of CAP 2017 batch, 5 have been identified for promotions and 12 have been given a platform to progress their careers through job enhancements.

- Corporate Graduate skills programme – A 3 year development programme that enables graduates to take accountability of their learning and perform successfully within the organisation.

We regularly review the talent and potential of our employee base. Annual talent reviews have allowed us to strengthen our leadership pipeline and be future ready at all times.

1. Learning and learner environment
We create a learning environment through series of activities like learnet studios, learning kiosks, world-class infrastructure multipoint

video conferencing, organisation-wide learning week– Spectrum, organisation-wide knowledge sharing campaign, "Inspire" among others.

2. Employing measurement and analytics tools to improve feedback mechanism and promote internal communication, transparency, employee enthusiasm and participation in learning events.

TRAINING MAN-HOURS RIL

Cadre (man-hours)	FY 2017-18	FY 2016-17	FY 2015-16
Leader	10,039	52,826	11,386
Manager	4,36,852	3,94,967	6,59,604
Executive	4,13,297	4,23,813	4,59,436
Non-supervisory	14,830	14,872	15,740
Contract labour	5,36,887	4,92,172	3,59,397

TRAINING MAN-HOURS RETAIL

Cadre (man-hours)	FY 2017-18
Leader	19,270
Manager	1,80,684
Executive	3,36,505
Non-supervisor	11,22,868
Trainee	25,045

TRAINING MAN-HOURS DIGITAL SERVICES

Cadre (man-hours)	FY 2017-18
Leader	1,017
Manager	3,16,559
Executive	10,19,572
Contract labour	10,92,641

PRODUCT LOSS CONTROL

Linkage to SDGs:

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Action Taken: The bottom performing ROs were required to be revamped in terms of product loss to within permissible limits. Hence, L & D took up the business need of "Product Loss Control" on a project mode and designed a complete "on-field" assessment and training module.

Outcome: The business needs of bringing product loss under control was addressed with a 65% drop in product loss in diesel, 76% positive feedback on product loss control, training effectiveness and 91% positive feedback on increased operational efficiency.

GRI 404-1

RFD CELEBRATION: SPIRIT OF CELEBRATING TOGETHER

Action Taken: Reliance Family Day (RFD) was celebrated to commemorate the birth anniversary of Shri Dhirubhai Ambani. The theme celebrated the past, the present and the future of the Company with the incumbent Chairman highlighting key achievements and his vision for Reliance

Outcome: With over 1.5 lakh employees and their family members participating, RFD is the biggest corporate celebration in India reflecting spirit of 'One Reliance'.

EMPLOYEE ENGAGEMENT & LEADERSHIP EXPECTATIONS

We have a defined a Leadership Expectations (LEs) framework that is applicable to all senior level and group level leaders. The framework serves as a guiding compass to how we operate, how we lead effectively, how we make decisions, and what we deem important. Additionally, through R-Radio interviews and leader blogs, leaders share their personal experiences on four different components of Leadership Expectations i.e., Act Decisively, Deliver Results, Value Expertise and Inspire People. The intended focus on expanded accountabilities and followership enables direction-setting and coaching of our future leaders further expanding the leadership cadre. Our behavioural learning interventions are increasingly focusing on self-learning. To foster a culture of expressing appreciation and gratitude, a peer-to-peer recognition programme –

'R-Sammaan' is available to employees. This programme reinforces the values and behaviours that employees are expected to demonstrate through its tangible and digital tools i.e., social web page and mobile interface. R-Voice is a fully confidential employee feedback survey to gain actionable insights into making the Company a great workplace. The engagement scores have shown a steady improvement in the last 3 years – constantly closing the gap with global benchmarks. As a result of R-Voice, there is a growing focus on continued manager support and enhanced employee connect. Employee engagement practices include policy and reward awareness sessions, recognition ceremonies, town halls, and webcasts. The Bring Your Family to Work (BYFW) is an enriching initiative that fills employees' family members with pride. It instils a deeper understanding of the vibrant workplace. This year's BYFW event saw over 15,000 colleagues and their family members participating.

As a testimony to the consistent efforts in making Reliance an Employer of Choice, we have been featuring in the "LinkedIn Top Companies 2018: Where India wants to work now" list consecutively for 2 years. Additionally, Business Today has recognised us as one of the top 25 best companies to work in India in 2017.

THE ULTIMATE PITCH

"Centred around the Entrepreneurial DNA of Reliance, 'The Ultimate Pitch' celebrates the entrepreneurial spirit by inspiring students at B-Schools to think differently and evolve innovative business ideas. The third season was launched across 40 B-schools and received a participation from almost 4,000 students. The ideas, though in a nascent stage, ranged across sectors such as health, education, agriculture, technology & sports and could have a business and/or social impact. The wining team from SCMHRD institute targeted severe acute malnutrition with a low cost ready to use therapeutic food."

LABOUR MANAGEMENT

We are an equal opportunities employer and do not tolerate any form of discrimination at workplace. We strive to maintain a safe and secure culture for our women workforce. To this end, we have formed the Internal Complaints Committees at our operational locations where complaints against sexual harassment can be registered. This is supported by the Anti-Sexual Harassment Policy which ensures a free and fair enquiry process with clear timelines for resolution. All employees and contractors are sensitised on these topics through structured training programmes. No case of child labour, forced labour, involuntary labour, sexual harassment or discriminatory employment were reported during the period.

FREEDOM OF ASSOCIATION

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

INNOVATION

We at Reliance firmly believe that by fostering a strong philosophy of innovation, we can truly add value to society in the long run. Consequently, we invest significantly in developing new ways and means to modernise the Indian economy across multiple sectors. Over the years, we have developed a strong knowledge base on technologies that minimise the negative impacts and enhance the positive impacts on both society and environment.

Our key innovation programmes are:

- **LEAP** – an interactive platform for employees to interact with global Subject Matter Experts
- **7 Innovation Habits** – a programme for newly inducted employees to develop innovation skills
- **Mission Kurukshetra** – an in-house portal for employees to pitch ideas
- **Beyonders** – a programme aimed at integrating business problems with technological innovation

INNOVATION CULTURE

We create sustainable value for all stakeholders through innovation. We have demonstrated in numerous ways that innovation is our DNA such as sparking off the equity culture in India, setting up the world's largest grassroots refinery, and now ushering in a digital revolution in India. Our innovations touch many facets of life in India including transportation, retail and healthcare. By focusing on three aspects surrounding business innovation – talent, process and environment – we garner innovation opportunities. By developing and deploying programmes that leverage technology and harness expertise, we create a culture of innovation within the organisation.

Nobel Laureate Jean-Marie Lehn

"I have been affiliated with many companies across the world, but Reliance is certainly the one that is boldest and with the widest perspectives, and with the conviction to turn the ideas into reality."

Nobel Laureate Robert Grubbs

"It is interesting to watch a company do refining, followed by retail, followed by 4G – thanks mainly to its innovation in management Leadership."

Dr. William Haseltine

"The quality and excellence that Reliance is capable of executing in everything that it touches, is the best of what India has to offer. It is an inspiration not only for this country but for the whole world."

Prof. Gary Hamel

"I must compliment the systemic approach Reliance is taking towards innovation – it is very rare; most organisations don't."

Prof. George Whitesides

"Reliance is one of the most innovative organisations together with now being one of the best R&D organisations."

INNOVATION PROGRAMMES

| **LEAP – Democratising Inspiration** | **7 Innovation Habits** | **Mission Kurukshetra – Democratising Innovation** | **Beyonders** |

Leading Expert Access Programme (LEAP) is an interactive platform for employees to interact with global experts and thought leaders

OUTCOME
Since inception, 43 LEAP lectures have been organised. During the year, eminent persons who inspired and interacted with our employees through LEAP are Ramji Raghvan from Agastya International Foundation, Samir Mitragotri from Harvard University, Mohandas Pai from Manipal Global Education, Deepa Malik- Olympic silver medalist, Ronnie Screwvala- Founder UTV group and Arundhati Bhattacharya- Former Chairperson, State Bank of India

IMPACT
Inspire a culture of thinking big about our Company, the communities it operates in and the whole country

The '7 Innovation Habits' is a programme that empowers employees with innovation skills and problem-solving capabilities. The habits are:
- Develop deep empathy for customers
- Look beyond one's industry for ideas
- Think beyond product innovation
- Transform the way the job gets done
- Imagine the impossible
- Become a contrarian
- Beware of idea killers

OUTCOME
Almost 30 workshops of 7 Innovation Habits have been conducted till date, including for Jamnagar Manufacturing Division, Hazira Manufacturing Division and Reliance Retail teams

IMPACT
Empower our employees to inculcate innovation skills

Mission Kurukshetra (MK) is a step towards democratising creativity and innovation within the organisation. Through the MK technology platform, employees can contribute ideas and solve organisational challenges

OUTCOME
MK is now a treasure trove of almost 21,000 employee ideas that have a combined potential to create significant value for the organisation

IMPACT
- Enable a culture of internal crowd sourcing
- Democratising inspiration and creating a culture of innovation

Beyonders is a programme to create the next generation of innovation leaders through opportunity and training

OUTCOME
Beyonders programme is a flexible innovation methodology for result-oriented project execution. The programme accelerates the natural flow of the innovative thoughts to discover novel solutions to critical problems

IMPACT
Applying design thinking principles together with world class innovation tools to solve complex business problems and deliver first-to-world breakthrough innovations

HEALTH AND SAFETY

RIL

We strive to maintain a healthy working environment to ensure well-being of our human capital. Our aim is to reach our target of zero injuries and incidents across all our business operations. In FY 2017-18 RIL spent ₹ 382.6 crore towards the health, safety and environment initiatives. We have state-of-the-art fitness centres with modern equipment, professional trainers, a gym hall, aerobics, yoga and dieticians. Dedicated 'Sports Zones' across the site are equipped with table tennis, chess and carrom as well as world-class grounds for cricket, football, basketball and lawn tennis. A holistic wellness approach has been implemented through several medical services, sports and other related initiatives. The state-of-the-art facilities at the medical centres extend 24x7 prompt medical care. Periodic medical examinations are carried out for all employees and their spouses. A health score is generated through the Health Management System (HMS) for each individual. Additionally, round-the-clock emergency medical services are provided to all Reliance employees and their family members across the country through strategic tie–ups with multi-specialty hospitals. Located at each of the manufacturing locations and corporate office, the Occupational Health Centres

(OHC) offer preventive, curative and rehabilitative health services. These OHCs are equipped with state-of-the-art diagnostic and therapeutic equipment. They are recognised by highly reputed agencies including the Joint Commission International (JCI), National Accreditation Board for Hospitals (NABH) and National Accreditation Board for Laboratories (NABL) among others. In today's digital ecosystem, JioHealthHub, an IT-enabled platform, simplifies the management of health records by enabling users to upload medical data and maintain a medical profile. During FY 2017-18, there were no workers involved in occupational activities who have high incidence or high risk of specific diseases

At every location, we have a safety committee which has been constituted as per the guidelines of the Factories Act, 1948, comprising of a minimum of 50% representation from the non-management workforce. We ensure complete compliance and adherence with all applicable laws, and always strive to go beyond the minimum acceptable threshold of compliance with legal obligation.

We have 'Reliance Employee and Family Emergency Response Services (REFERS)' initiative for our employees and their families and R-Swasthya for employee holistic wellness. Our health risk profile mapping of individuals through 'Task Based Health Risk Assessment' (TBHRA) into HMS helps improve employee well-being.

Reliance Health Index: After the completion of Periodic Medical Examination, a health score for each employee is generated, based on multiple parameters (family and past history, exercise, lifestyle, and test results). The results are categorised based on the severity of risk and frequency of medical health check-up needed. Internally, we have set a baseline comparable to the best global practice for health index.

We are globally certified as a "Healthy Workplace" for the period of 2017-2019 by the Global Centre for Healthy Workplaces. Our best practices for a healthy workplace has featured among 15 global best practices studies. We are committed to maintaining a healthy and safe working environment for all employees. By deploying HSE Management Systems across our operations, we foster an environment that is highly learning-oriented. Furthermore, our systems are continually standardised and upgraded so as to enable us to reach our target of achieving zero injuries and incidents. Our principles and practices include:

1. *Value for human life:* Safety of a person overrides all production targets.

2. S&OR management principle: All injuries, occupational illnesses, and safety and environmental incidents are preventable.

3. Global ambition: We shall strive to be a leader in the field of management of Health, Safety and Environment.

To usher in technical expertise and intervention, and to provide independent assurance, an S&OR function is in place at the corporate level. We have developed a consistent and systematic approach for defining potential risks and protective measures at every facility on an annual basis. The tools for risk management, incident management and change management are digitalised to integrate and bring uniformity across the organisation.

Our safety awareness theme for the previous year was 'Yes! I understand Risk'. It was aimed at raising risk awareness amongst internal and neighbouring stakeholders regarding the Highly Toxic Material (HTM) management programme. Various programmes such as leadership panel discussion on HTM risk management, posters and other display material, sessions for contractor personnel, HTM emergency drills, among others were organised across sites.

Our E&P business has a track record of over 10 years of safe operations. The Jamnagar Refinery Expansion project has exceeded international benchmarks on safety as well as several others related to project management.

PROCESS SAFETY

We have maintained an integrated approach to Process Safety Management (PSM) directed at the elimination of incidents and the mitigation of risks. PSM is integrated in our HSE Management Framework. We have focused programmes to address process safety risks on a continual basis in all the operations of our business.

SAFETY – REFINING AND MARKETING & PETROCHEMICALS

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Injuries (nos.)	76	64	60
Injury Rate (per 100 Workforce)	0.084	0.065	0.074
Lost Days (nos.)	4,374	5,864	4,772
Lost Day Rate (per 100 Workforce)	6.24	5.27	5.90
Man-Hours Worked (Million Hours)	181.78	222.52	161.76

SAFETY – EXPLORATION AND PRODUCTION

Parameter	FY 2017-18	FY 2016-17	FY 2015-16
Injuries (nos.)	0	4	0
Injury Rate (per 100 Workforce)	0	0.097	0
Lost Days (nos.)	0	0	0
Lost Day Rate (per 100 Workforce)	0	0	0
Man-Hours Worked (Million Hours)	9.16	10.97	9.69

We have a robust mechanism to monitor process related incidents and ensure necessary measures are undertaken to prevent reoccurrence. In FY 2017-18, there were 11 Tier-1 and 16 Tier-2 process safety events classified under the API Recommended Practice (RP)-754.

RETAIL

We believe that everyone involved in business has a role to play towards ensuring a safe and healthy work environment. Retail job roles require repetitive motions, heavy lifting, long periods of standing and other hazards that may result in ill health or injury, hence awareness with regards to risks and their mitigation measures is of paramount importance. For safe storing and handling chemicals, We have a Health, Safety, Environment and Fire (HSEF) Manual adopted by four of the business formats. The manual specifies standards and guidelines to be followed while performing operations at a store. It defines roles and responsibilities for employees, site manager, facility management representatives and SLP officers. The manual provides guidelines related to safety of employees and customers.

We follow a three level approach viz. self-check, assurance checks by HSEF Team and Reliance Internal Audit Tem Checks for HSEF performance review and monitoring.

The site manager oversees the implementation of the HSEF manual which also includes the essential compliance requirements in each format.

Further extending the safety and efficiency of the fleet, we have undertaken several initiatives:

- We have carried out refurbishment of the owned fleet resulting in considerable monetary savings as compared to market dedicated hiring. Before intervention, the fleet observed many issues including increased turnaround time, increased break downs, increased maintenance cost and peril to driver safety. Refurbishment of our fleet not only increased its lifespan by about three years but also drastically reduced likelihood of safety hazards enhancing the driver safety.
- A thorough audit was conducted for all the vehicles across the country. Post which, seat belts and a set of cone and choke were installed in the vehicles. Training was also given to all the drivers on usage of safety equipment and their importance.

DIGITAL SERVICES

Our initiatives aim to embed HSE culture into our day to day business as we continue to encourage our employees and contractors to openly report HSE issues, incidents and near misses. We use data analytics to make informed decision on corrective and preventive actions. Our third party service providers who are responsible for patrolling the network assets are required to adhere to our Health, Safety & Environment policy. During the reporting period we carried out following trainings in order to implement a strong HSE culture by mitigating the risk of occupational injury and illness.

- HSE&F Induction training is conducted for all contractor employees
- Mandatory certification training for working at height for Riggers

by approved third party training institute before deployment on job. They are provided refresher training as well every two years

- Tool box / risk assessment carried out prior to "Non routine Job"

Apart from these, we also provide job specific Personal Protective Equipment (PPE's) such as electrical hand gloves, Full body harness, Personal Fall protection safety gadgets etc. We are committed towards providing a healthy and safe work environment for our employees and business associates. We follow this legacy having stringent processes in place to maintain an environment in which our employees and business associates feel safe.

We have a strong governance structure to ensure effective implementation and review of safety control procedures. We have Safety Head at each Circle/State offices who is responsible for ensuring safe operation with the help of other business functions. A similar structure is followed at NHQ as well. NHQ Safety Head interacts with all the state Safety Heads on weekly basis to discuss on incidents, investigation status and implementation of preventive actions etc. Our Safety Committee review meeting is conducted every quarter along with all internal stakeholders and HSE Heads to understand recent trends in incidents and identify process gaps or common issues faced by different functions; this helps us to formulate a comprehensive strategy and come out with improved control procedure. Apart from this, our top management actively interacts with the workforce and try to understand the base level safety issues faced.

We ensure that our workforce are always aware and updated on safety procedures by conducting online

DIGITISATION IN HEALTHCARE THROUGH JIOHEALTHHUB

Action Taken: We have launched JioHealthHub which is a health & wellness mobile application and designed to cater to all health needs. Users can avail various health services like diagnostic tests and doctor consultations from India's leading healthcare providers at a discounted price and the reports are made available in the app itself for anytime reference. Easy and automatic categorisation of reports, secure storage and sharing, health charts to track health parameters, customised medical profile, health tips are some of the key features of the app.

Outcome: Access to wellness report anytime, anywhere.

Linkage to SDGs:

3 GOOD HEALTH AND WELL-BEING

and offline trainings. For our off-field workforce all the trainings on health and safety is available online which they can access from their systems, and these trainings are mandated based on the operations. For the on-field workforce we conduct trainings and safety mock drills periodically to keep our people and equipment future ready.

INCIDENT REPORTING

All work related incidents are reported in HSE&F portal and investigated to find out root cause. Incident reports are discussed at Safety Committee meetings for review and necessary action. The ultimate objective here is to eliminate or control the root cause in order to prevent future incidents that may result in lost time injury. During FY 2017-18 we had 17 injuries across our operations. However, our constant endeavour is to foster a safety culture by providing a safe & healthy workplace and ensure zero injury.

TRAFFIC SAFETY
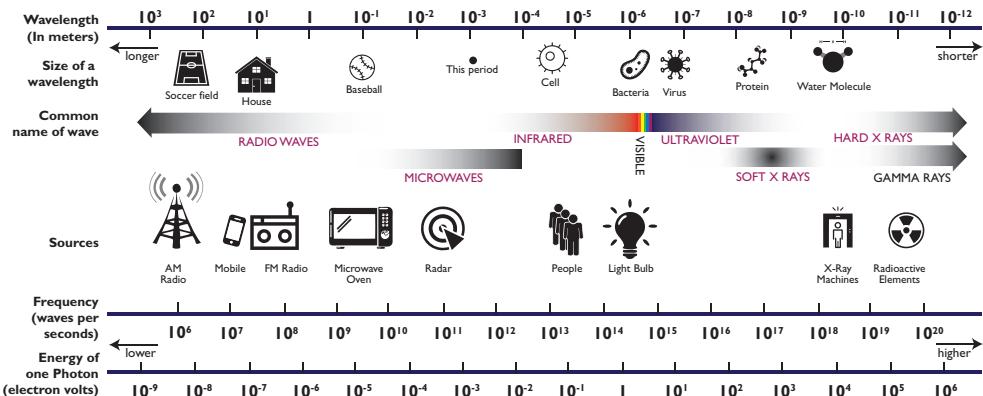
Our initiatives help improve driver behaviour and vehicle safety through awareness and training programs.

We also ensure contractor vehicles have all valid documents such as driver licenses, PUC and RTO permits, and insurance.

MAST & HEALTH

In the telecommunications sector, one of our top priorities is compliance with the Electromagnetic Frequency (EMF) radiation standards set by the Government of India. When the World Health Organisation (WHO) concluded that the EMF exposures below the limits recommended in the International Commission for Non Ionising Radiation Protection (ICNIRP) did not appear to have any known consequences on human health, the Government of India adopted the ICNIRP norms in 2008 for basic restriction and limiting reference levels of electromagnetic radiation from mobile towers. Subsequently, the norms adopted by the Government of India were made more stringent and reduced the permissible limit to 1/10th of those prescribed by ICNIRP. In line with this, we ensure that all our commercially active mobile towers are compliant with prescribed EMF reference limits before being erected and also ensure compliance during the entire service period. We measure radiation levels of active mobile towers and submit a voluntary certificate to the respective Telecom Enforcement Resource & Monitoring (TERM) Cells of the Department of Telecom (DoT), Government of India.

Radio signals are part of everyday life, emitted both by natural sources like the Sun, the Earth and the ionosphere, and by artificial sources (such as: mobile phone base stations, broadcast towers, etc.) Cellular towers work in the non-ionizing spectrum. Non-ionizing Radiations cannot cause genetic damage. The diagram below shows where frequencies from mobile phones lie on the electromagnetic spectrum.

THE ELECTROMAGNETIC SPECTRUM

GRI 403-2

INTELLECTUAL CAPITAL

INTELLECTUAL CAPITAL

"Reliance has transitioned from a smart buyer of technology to a customiser of technology and is now a flagship developer of technology. Reliance R&T has breakthrough technologies for all its principal businesses enabling it to meet the demands ahead of competition.

In the petrochemicals business, RIL has technologies for next generation composites, making polymer better than steel, replacing wood with its product that are better than wood. In exploration, RIL is developing technologies to get Oil from Algae. Besides, RIL has technology for cleaner fuel, process optimisation & energy management and much more.

Reliance's proprietary technologies can be scaled up & patented. During the year, 68 patents have been granted. The Company uses internal crowd sourcing as an enabler to R&D and documents the R&D data, process and analytics digitally. During the year, R&D expenditure was ₹ 1,824 crore. The 24 state-of-the-art labs in Navi Mumbai R&D centre, having a total area of 1,20,000 sq. ft. are spread across various businesses and functions for conducting high-end inter-disciplinary research and are manned by 900+ scientists and engineers."

MANAGEMENT APPROACH

Our intellectual capital supports our ambition of making services affordable, reducing complexity of operations and building a comprehensive product portfolio. We continuously focus on developing our expertise which leverages intellectual capabilities, business differentiators and industry-leading practices.

Reliance's innovation-driven approach, inspired by 'Quality by Design' methodology, has helped the Company in providing safe and effective products to customers while significantly improving manufacturing performance. Our team of scientists works systematically on all facets of oil and gas, telecom and retail development and technology. It focuses on developing new products at affordable prices and expanding product applications. We ensure our laboratories and facilities are equipped with advanced infrastructure that aid in the development and manufacturing of high quality products and services.

Reliance Differentiators	Development of Ionic Liquid (IL)-based catalyst technology	Usage of CetrainT in Recron® GreenGold	Development of Relfarm S	Launch of first 'store-in-store' format globally under Project Eve	JioPhone offerings	JioPhone-Responsible waste management	Jio's end-to-end all IP network with Software Design Networking (SDN) & Network Functions Virtualisation (NFV) functionalities
Impact Created	Reduction in use of hazardous substances like Hydrofluoric Acid (HF).	Assure the origin, authenticity, traceability, sustainability and quality of GreenGold	Uncultivable sodic soil and sulphur-deficient soil made suitable for farming	Innovative and convenient shopping experience for women	Digital freedom for customers	Circular economy through responsible disposal opportunities	High speed internet access (Rated fastest network by TRAI My Speed application for 15 months)

GRI MATERIAL TOPICS

	RIL	Retail	Digital Services
Innovation and Technology	✿		▯

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

RELIANCE GOALS FOR SUSTAINABLE DEVELOPMENT

PRODUCT STEWARDSHIP

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

INNOVATION AND TECHNOLOGY

We believe that technology will pave the way for our future success. Consequently, we invest significantly in innovation and have institutionalised R&D within our organisation. We keep ourselves abreast of developments in relevant areas of business and focus on product and process innovation. To facilitate this, we engage with industry experts and global think tanks. We also take structured steps to ensure systemic and data integrity.

RIL

As a consequence of our efforts in innovation, we have observed several breakthroughs over the years that have spearheaded our business in multiple directions. In line with the global emphasis on carbon abatement, we promote renewable technologies and low carbon mechanisms. We also invest in emerging challenges of our ever-widening customer base. We have forged strategic partnerships with international think-tanks for research and development on world-class technological developments.

We install various technologies across our value chain, right from feedstock to products. We have developed a broad spectrum of new products such as strong composite materials, catalysts for gasification, advanced fertilisers, fuel cells, bio-compostable polymers, biofuels and coal-bed methane. We have invested in technologies such as ionic liquids, waste-to-chemical conversion, replacement of wood pulp in cement boards and alternatives to wood in furniture.

Our refineries are now Euro-VI ready in terms of product development for international customers. We have developed new petrochemicals that use DNA-molecular based traceability system to track the products up to the end-of-life. We have patents to our name in exploration and production as well.

> *Our new petrochemicals use DNA-molecular based traceability system for end-of-life products tracking.*

R&D MEGATRENDS
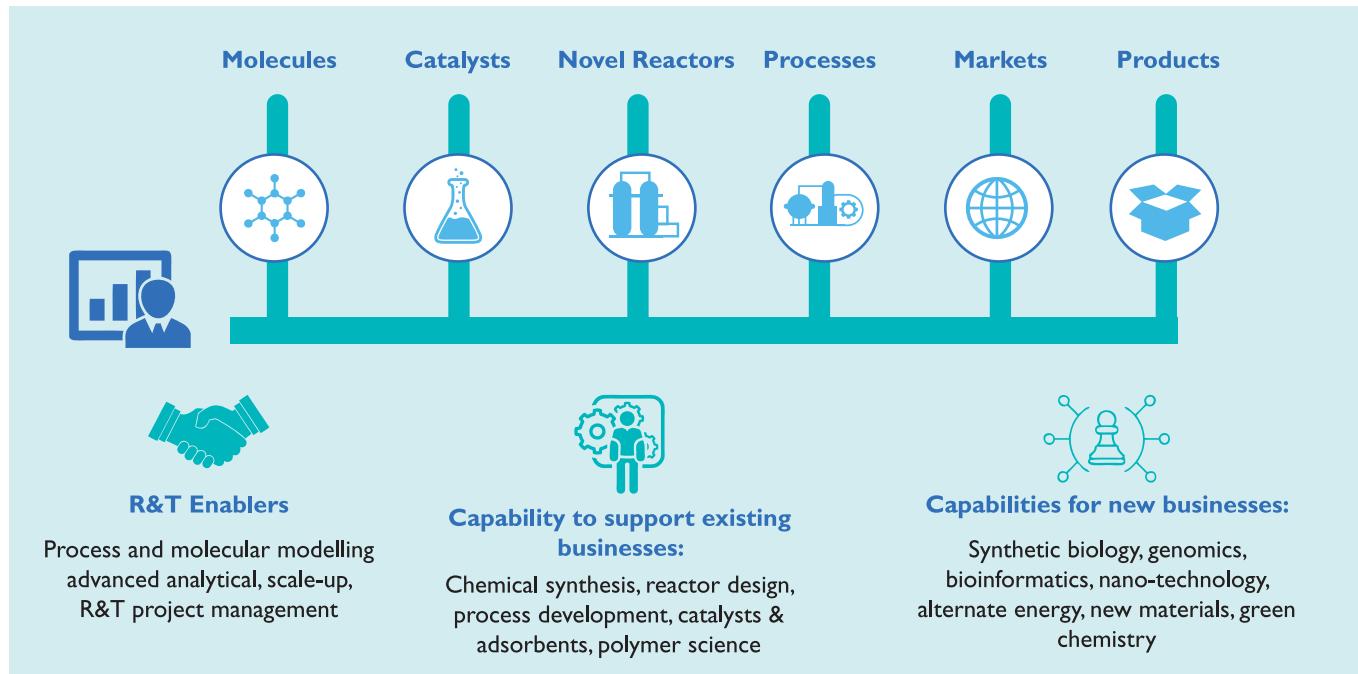
As the world puts more emphasis on renewables and a low carbon economy, commodity chemicals give way to high performing specialty polymers and chemicals. Digitisation and advanced analytics, when coupled with nano-materials and biomaterials, will pave the way to derive maximum value from existing operations. We foster a robust research and innovation culture to address emerging challenges and demands of our diverse customer base. Our R&D efforts span across the entire value chain: from feedstock to finished products. We continually evaluate various opportunities to excel and benchmark existing products and processes with best-in-class technological progressions. We also leverage alliances and partnerships with various institutions for R&D activities.

RELIANCE R&T: FUNDAMENTALS TO VALUE CREATION

Molecules   **Catalysts**   **Novel Reactors**   **Processes**   **Markets**   **Products**

R&T Enablers

Process and molecular modelling advanced analytical, scale-up, R&T project management

Capability to support existing businesses:

Chemical synthesis, reactor design, process development, catalysts & adsorbents, polymer science

Capabilities for new businesses:

Synthetic biology, genomics, bioinformatics, nano-technology, alternate energy, new materials, green chemistry

R&D JOURNEY-KEY MILESTONES

2001	Reliance first generation PP catalyst technology development
2005	In-house polyester spin finish developed
2009	Commissioning of R&D centre at Jamnagar
2012	Commissioning of CPVC pilot plant at Vadodara
2014	R&D Navi Mumbai state-of-the-art facility became fully functional
2017	Jio successfully adopted LTE using both Time Division Duplex (LTETDD) and Frequency Division Duplex (LTEFDD) technology for its wireless broadband services along with filing 54 patents (developed in-house) for the path-breaking initiatives
2018	Reliance worked on developing a synthetic biology platform and a high strength polymer

ORGANISATIONAL STRUCTURE FOR R&D

We govern and operate R&D by a well-defined set of teams: Strategic teams, Leadership teams and Functional excellence teams.
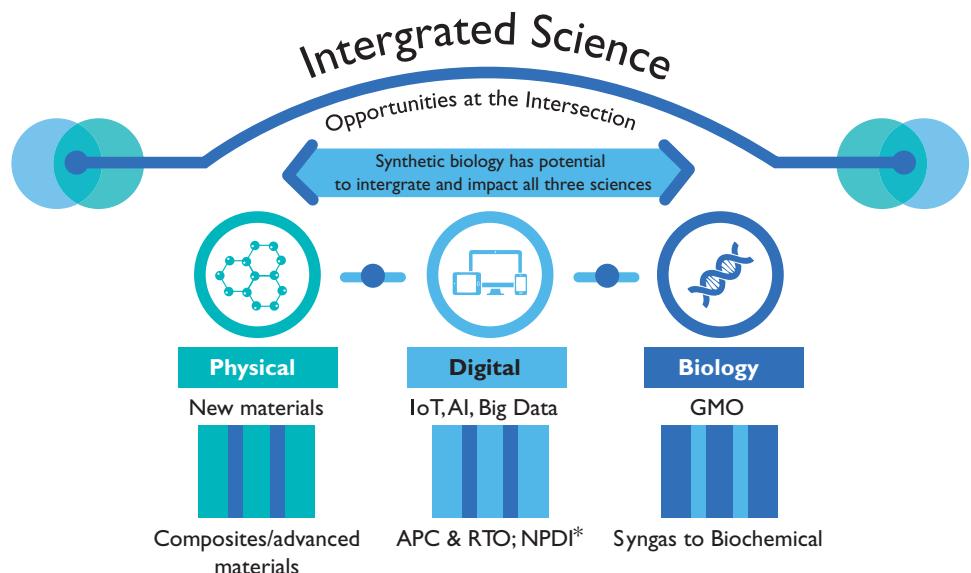
We focus on:
1. **Breakthrough** R&D for existing and new businesses ahead of megatrends

2. **Near-term** R&D to innovate processes and products for competitive advantage

RELIANCE R&D IS FUTURE READY:

Enables the Fourth Industrial Revolution, an amalgamation of Physical, Digital and Biological Innovations

Intergrated Science

Opportunities at the Intersection

Synthetic biology has potential to intergrate and impact all three sciences

Physical	Digital	Biology
New materials	IoT, AI, Big Data	GMO
Composites/advanced materials	APC & RTO; NPDI*	Syngas to Biochemical

*Advance Process Control (APC) & Real Time Optimisation (RTO); New Products Development & Introduction (NPDI)

FOCUS AREAS OF R&D

We have grown to be one of the largest and most successful refining and petrochemical companies in the world. We are now becoming a world-class developer of technologies in alignment with global megatrends. Reliance Jio continues to deploy various technologies, both wireless and wireline. We create step-out processes in network design and deployment as well as applications and services development and enhancements with the primary focus on customer experience.

Some of the key initiatives consistent with the above trends are mentioned as below:

1. Development of Composites from Polymer – Stronger Than Steel
We have developed a novel Disentangled high molecular weight Polyethylene (DPE) which has a polymer strength better than steel in the axial direction.

The polymerisation process is scaled up to pilot and can be deployed in armour and other applications. For the first time in the world, an armour made of DPE can be lighter in weight while providing the same level of protection. The DPE polymer is used in the manufacture of high strength and high modulus tapes, composites, ropes, moulded pipes, pultruded rods and discs. We have patented this product that can be used in nanomaterials and composites.

2. Catalytic Gasification
We have developed a catalyst that can gasify feed such as pet coke at temperatures below 750°C. The catalytic process can be used to convert high ash Indian coal to high value syngas. Work is underway to demonstrate the technology at a larger scale. Patent applications have been filed in multiple countries.

3. Relfarm S – food productivity
India has 3.8 million Ha of uncultivable sodic soil and about 80 million Ha of

sulphur-deficient soil. Relfarm S will help in improving soil productivity and make the land suitable for farming.

4. Eco-Smart PVC for Specialised Applications

Polyvinyl Chloride (PVC) is processed with higher quantity of external plasticisers which subsequently leach out resulting in the deterioration of product quality and performance. We have developed a PVC called Eco-smart PVC that does not need any external plasticisers. It retains its inherent properties, has better extrudability, better transparency and does not deteriorate over its life cycle.

5. Fuel Cell – Alternate Energy

A New Millennium Indian Technology Leadership Initiative (NMITLI) project in collaboration with Council of Scientific and Industrial Research (CSIR) resulted in the development of 3 kW Polymer Electrolyte Membrane (PEM) fuel cell stack. Work is underway to extend it to make a complete fuel cell system for telecom tower power backup applications in collaboration with suitable partners.

6. Bio-Compostable Polymers

Globally, plastic pollution is an environmental concern which is predominantly contributed to packaging plastics. Consequently, we have developed biodegradable polymers for packaging applications. The developed product's performance is at par with current packaging polymers in terms of physical and mechanical properties. This development will reduce plastic waste generation and the related adverse environmental impacts.

7. Algae platform technology development

We have developed a catalytic hydrothermal liquefaction (RCAT-HTL) process that utilises water available in the wet biomass and bio-waste. This initiates a myriad of chemical and physical reactions to convert biomass organics to valuable bio-products and recovers water as well as nutrients. We have also developed some of the world's most innovative algae cultivation systems. We are exploring multidisciplinary biology and engineering streams to create a safe and sustainable source of biofuels, bio-chemicals and nutritional products as food and feed. Algae bio-crude will help reduce India's dependence on energy import and also fortify the rural economy by creating employment opportunities.

R-Cat HTL can prove to be a one-stop solution for India's waste management woes. R-Cat HTL plants will be of modular design. 1100 such modular plants with potential asset value of over US$20 billion will generate annual profits of US$4-5 billion besides addressing environmental concerns of Municipal Solid Waste (MSW) disposal. By overcoming the limitations of existing wet waste treatment technologies, R-Cat HTL is emerging as a truly environmentally sustainable process.

8. Biodiesel (Jatropha and others)

The key focus is to enhance the productivity of bio-diesel crops such as Jatropha, Calophyllum, Pongamia, etc. and cellulosic ethanol crops. We have made significant progress in the development of high-yielding Jatropha hybrids. It will enable production of biodiesel and help address the energy security of India through rural development. We are also partnering with global leaders in establishing a benchmark amongst the technologies available worldwide.

9. Syngas to bio-chemicals

We are poised to be the largest producer of syngas from the pet-coke gasification units at Jamnagar. Besides being used as energy feedstock, additional valorisation of syngas is possible by converting it to bio-chemicals using fermentation. Using synthetic biology approaches, new biochemical pathways have been designed to produce various chemicals in syngas using bacteria. State-of-the-art capabilities have been built in the metabolic engineering area.

PRODUCTION OF HIGH QUALITY LOW BENZENE GASOLINE FROM HIGH OLEFINIC FCC GASOLINE TO MAINTAIN GASOLINE-BENZENE SPECIFICATION

Linkage to SDGs:

Action Taken: A novel extractive distillation based process with the use of a unique aromatic selective solvent was developed in-house to remove benzene from olefinic gasoline. **Outcome:** This simple and intensified configuration is the first of its kind to minimise solvent loss and maximise product recoveries. This technology is an illustration of an effort to develop indigenous new technologies from concept to commercialisation and is an excellent example of the 'Innovate in India' culture.

The techno-economics of making these chemicals from syngas using biological ways are extremely competitive when compared with conventional ones.

10. Coal Bed Methane (CBM)

Coal reserves that are unminable lead to a wastage of natural resources. Our BioCBM process is targeted at converting unminable coal into methane, a fuel that can improve the country's energy security.

11. Synthetic Biology – Multiple Cross-discipline research for functional food, feed, nutrition, and unique biomaterials

Synthetic biology with all other allied technology developments is becoming more robust and serves as one of the most important pillars of the fourth industrial revolution. Multiple and diverse disciplines, viz. molecular biology, genetic engineering, systems biology, biophysics, computer science, big-data analytics and robotics are clubbed under the umbrella of synthetic biology. Synthetic biology makes it easier to assemble pieces of DNA effectively and modularising them in an automation pipeline for standardisation and rapid commercialisation. The synthetic biology platform with our strong capabilities in digital technology promises to contribute and create opportunities in agriculture, environment conservation and health. We are committed to leveraging the next generation biology advancement to create significant societal impact and make life healthier and more comfortable.

12. Value creation from refinery waste

Disulfide oil (DSO) is an undesirable by-product from the extractive

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DEVELOPMENT OF ANTIMONY-FREE POLYESTER SPUNLACE FIBRE

Linkage to SDGs:

conventional antimony catalyst without causing any quality deterioration and discolouration of the final fibre products.

Outcome: Antimony-free spunlace fibre can now capture the niche and critical market of food contact materials and hygiene sector in which antimony-free fibre is a requirement. This will also enable the use of higher percentage of Recron polyester fibre in existing applications. Additionally, the process know-how will also be used to reduce or eliminate antimony in other polyester filament and fibre products.

Action Taken: A new antimony-free polymerisation catalyst recipe has been developed with process optimisation to completely eliminate the use of

CHLORINATED POLYVINYL CHLORIDE (CPVC) TECHNOLOGY DEVELOPMENT

Linkage to SDGs:

11 SUSTAINABLE CITIES AND COMMUNITIES

CPVC technology has brought about numerous advantages in terms of economy, health hazard, lifetime and product quality.

Outcome: The technology received the 15th Federation of Gujarat Industries (FGI) award for excellence under the category of 'Research in Science & Technology'.

Action Taken: Replacement of UV lamps with LEDs in

Meorx process from LPG and gasoline. It is difficult to dispose such products even in the hydro-treater due to the high sodium content and also high hydrogen consumption. Our R&D has now developed and commercialised a process to reduce sodium levels in DSO to less than 1 ppm. This has enabled use of the treated DSO as replacement of high value Dimethyl Disulphide (DMDS) for anti-coking and sulfiding applications in gas or naphtha crackers and hydro-treaters. We were granted a US patent on this process and this technology has received an innovation award in FY 2016-17 from Ministry of Petroleum and Natural Gas (MOP&NG).

13. Highly stable Styrene Butadiene Rubber (SBR) development with sustainable sources
With the new SBR elastomer business in our portfolio, R&D has developed its ultramodern facilities for elastomer synthesis and characterisation. Subsequently, different SBR grades have been developed with improved oxidative stability with tailor-made curing properties. Various sustainable sources of surfactant have been commercialised in the SBR plant.

14. New ionomeric material development for pharmaceutical and automobile applications
A new class of ionic material has been developed based on the existing elastomeric product portfolio. These products have ionic linkages in addition to covalent bond formation. The presence of ionic linkages makes this product more compatible with other polar polymers. This is an excellent adhesive for glass and metals. In addition, it also exhibits good antimicrobial properties, thus having applications in pharmaceutical and automobile industries.

15. Thermic fluid purification using new adsorption technology
An adsorptive technology is developed and commercialised for online purification of degraded thermic fluids. Oxidative degradation leads to formation of polymers or solids thickening the thermic fluid, thereby increasing its viscosity in high boilers. A fixed bed adsorbent-based technology was developed which removes impurities. It eliminates the requirement of removal of thermic fluids from the system and offers an easy to use technology. An adsorptive technology was

commercialised last year and has been working successfully.

R&D – HEALTH, SAFETY AND ENVIRONMENT (HSE)

Ionic liquids replacing Hydrofluoric Acid:
We have developed an Ionic Liquid (IL)-based catalyst technology to replace the Hydrofluoric Acid (HF) in the manufacturing of Linear Alkyl Benzene (LAB). HF is potentially hazardous and can be replaced with the IL. Customer trials are underway based on the material produced at the pilot plant. Our two commercial LAB manufacturing units at Patalganga and Vadodara will be converted from HF-based to IL-based technology. We have patented this technology.

Slag waste to chemicals:
R&D has developed a low-cost low temperature hybrid green process to extract vanadium from gasifier slag. Unlike the hydro process, which requires large quantity of acid or alkali for leaching, and the pyro process, involving very high temperature melting above 1700°C, the new process has a significant cost advantage and is being scaled up from lab to pilot.

Direct conversion of CO_2 to Dimethyl Carbonate (DMC):
We have joined hands with CSIR to develop a mixed oxide stable catalyst to directly convert methanol and CO_2 to a high value product, i.e., DMC. Currently, DMC is produced using an environmentally hazardous process which results in a high cost of production. DMC is used to make polycarbonate and thus is of high strategic value. DMC used as fuel allows for economical methanol consumption without the demerits of direct use of methanol in Internal Combustion (IC) engines. The joint

process has been tested and was found to be stable. Hence, a strategy to scale it up is being explored.

Hydrodesulphurisation (HDS) and Hydrodenitrogenation (HDN) of fuel products:

Government regulations and environmental standards on sulphur content in fuels are becoming more stringent. We are working on developing new ionic liquids to produce cleaner fuels using chemical processes, which operate at moderate conditions to remove sulphur and nitrogen species that are difficult to remove in traditional HDS and HDN processes. The indigenous process can be easily incorporated in the existing hydro-treating plant and can help in producing cleaner fuels.

Replacement of natural wood pulp in cement flat boards in autoclave:

Currently, wood pulp is used in cement fibre boards in the autoclave process. Research is being carried out to replace partial amount of wood pulp with polyester short-cut fibres to get the required strength and to conserve natural resources.

R&D PRODUCT STEWARDSHIP
REFINING

The key focus areas for R&D in refining are around process improvements and value extraction through processes. These include coking, hydro-processing, Fluidised Catalytic Cracking (FCC), crude processing and advance separation, gasification, syngas and CO_2 value creation, reliability improvement, and molecular level process optimisation. Besides conventional refining areas, we are also venturing into new areas such as CO_2-to-chemicals, biomass gasification, value addition through refinery by-products and nanotechnology-based applications.

PETROCHEMICALS

Using the theme of 'Chemistry for Smiles', we have introduced products such as Recron® GreenGold which use CertainT, a proprietary DNA-molecular based traceability system that identifies, tags, tests and tracks the original recycled PET pellets to finished products. The CertainT platform helps assure the origin, authenticity, traceability, sustainability and quality of GreenGold. For details on the product please visit the website: www.r-elan.com

Advance Process Control (APC) & Real Time Optimisation (RTO):

APC and RTO applications facilitate minimising variations, increasing throughput, optimising yields, minimising utility consumption, improved stability, reliability and profitability of process units.

R&D ENABLERS
INFRASTRUCTURE:

The state-of-the-art R&D department, headquartered in Navi-Mumbai, is one of the largest in the country and is considered one of the most sophisticated labs in India. It includes 24 labs with a total area of 1,20,000 sq. ft. This centre is supported by its regional R&D Centres spread across India. All the R&D centres are well equipped with best-in-class infrastructure for conducting high-end inter-disciplinary research.

COLLABORATION:

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

Research	Infrastructure: Jio Ground Based Mast	Chemical: New Catalyst Development	Catalyst: Spent Catalyst	Product: Complex Product Technology
Application	Usage of ground-based mast structure that occupies 5X less space compared to conventional towers	Our catalyst is a unique four component system comprising metal salt, ligand, and two co-catalysts. Usage of this catalyst eliminates the dependence on an external licensed vendor.	Extensive collaboration with regenerators and catalyst vendors to ensure optimum performance from regenerated catalyst	Innovations in polyolefin catalyst and product technology
Outcome	1. Transition from a smart buyer to a fast customiser of technology 2. Flagship developer and a potential licensor of a complex technological process			

Ruia College, Ghent University (Belgium), Monash University (Australia), KAUST (Saudi Arabia), NUS (Singapore), KIER (South Korea), Ben-Gurion University of the Negev (Israel), IIP Dehradun, IIT Mumbai, IIT Kharagpur, IIT Chennai, NCL Pune, Florida State University, University of Massachusetts Amherst, University of Delaware, Penn State University, Kansas State University, University of Alabama, Stanford University and Massachusetts Institute of Technology among others.

We are exploring collaboration with industry leaders such as GE, Honeywell, Siemens, Emerson and Schneider Electric among others to build foundation blocks for our long-term IIoT strategy and the digital manufacturing platform. We constantly endeavour to build state-of-the-art and fit-to-purpose industrial applications on the IIoT and analytics platforms by leveraging our deep process and operational experience as well as our 4G data and communication platform. Through such col-

laborations, we effectively co-create capabilities to add value to the society and industry.

R&D PERSONNEL:
We run initiatives and campus recruitment drives across universities and colleges to attract fresh talent and the next generation of engineers and scientists. To support the R&D activity, we have a pool of over 900 scientists and engineers from reputed Indian and international institutes, a few of which are listed below:

Indian Institutes
Indian Institute of Science, Bangalore
Indian Institute of Technology (IIT) - Mumbai, Delhi, Kharagpur, Madras
Institute of Chemical Technology (ICT), Mumbai
Tata Institute of Fundamental Research (TIFR), Mumbai

International Institutes
Florida State University
Massachusetts Institute of Technology
Washington University in St. Louis
Louisiana State University

Some of our scientists have membership / fellowship in reputed bodies such as Indian Institute of Chemical Engineers (IIChe), National Botanical Research Institute (NBRI) and FANE.

R&D EXPENDITURE*

	FY 2017-18	FY 2016-17	FY 2015-16
Capital	1,026	593	631
Revenue	798	855	628
Total	1,824	1,448	1,259

*Standalone

INTELLECTUAL PROPERTY (IP)

Filing of patents is mainly driven by the objective of creating a business-aligned patent portfolio having a good mix of improved and cutting-edge technological solutions. In FY 2017-18, a total of 57 patents were granted to us. We are recognised in Asia IP Elite, a select club featuring companies from Asia Pacific region which emphasise on integrating intellectual property with commercial decision-making.

DIGITISATION IN R&D

We have implemented fit-for-purpose management systems, work processes and tools for achieving excellence. Few of the examples of the digitisation and process centric initiatives are mentioned below:

a) Electronic Laboratory Notebook (ELN): R&D has implemented best-in-class ELN which is seamlessly integrated with Laboratory Information Management System (LIMS) as part of R&D digitisation initiatives to establish a robust and reliable laboratory execution systems. ELN is an experiment and procedure-driven application designed to give scientists a robust platform to capture and store both structured and unstructured data. ELN user interface can be modified as per requirement by creating experiment templates that allows scientists to easily enter information as well as directly capture results from interfaced analytical instruments and barcode systems for sample lifecycle management.

b) New Product Development & Introduction (NPDI): R&D has implemented a SAP-based tool to manage projects using a structured stage-gate based methodology. This is an end-to-end digital process chain from "Concept to Commercialisation". This module is integrated with several other SAP & non-SAP modules viz. Financial Accounting and Controlling (FICO), Procurement and Contracts (P&C), Human Capital Management (HCM), ELN and others.

c) Intellectual Property Management System (IPMS): R&D has implemented an enterprise-wide intellectual property portfolio management application from product leaders "Thomson Reuters" for centralisation of patent filing. It enables focused patent filing and helps in having a centralised repository for various stakeholders.

RETAIL

Our Retail business has launched special stores for modern women as well as mobile handsets targeted at the masses.

R&D Key Pilot Initiatives

Project Eve is an experiential store crafted for independent and modern women. It offers apparel, beauty and cosmetics, accessories, footwear, in-store salon and a café, all under one roof. It provides a differentiated, engaging store environment with a sophisticated yet simple, inclusive and comfortable store ambience. As part of this initiative, a 'Store-in-store' format has been incorporated in collaboration with Marks and Spencer. This is the first such global store format which leads to a more convenient shopping experience for women by allocating a specific section of the store for women products. #Evespiration is a social movement recognising and celebrating women who inspire one another.

Reliance Retail launched JioPhone which has opened up possibilities for ~500 million feature phone users to experience digital freedom. The innovative phone brings in features of a smart phone in a revolutionary device with its proprietary operating system KaiOS. The phone operates on 4G LTE, supports VoLTE (HD Voice), video calling, Near Field Communication (NFC), hosts a range of Jio apps, and can be operated via multilingual voice commands. JioPhone can project content on any TV with the JioMediaCable.

DIGITAL SERVICES

The Indian services market is growing exponentially with the rapid growth in Reliance Jio's subscriber base. Jio is continuing its expansion of 4G network coverage making network services available to the farthest reaches of the country and thereby leading the digital inclusion movement in India. Our aim is to achieve 99% population coverage during 2018 by enhancing coverage in existing geographical areas as well as exploring new geographical areas. With over 186.6 million subscribers and a mission to connect everything, everywhere at the highest quality and most affordable rates we have

> "It took the combined Indian telecom industry 25 years to build a pan-India 2G network. Jio took just three years to build a 4G LTE network, which is much larger and far more advanced. And it is also 5G-ready today."
>
> **— MUKESH D. AMBANI.**

ushered in an era of data abundance in the nation. The digital infrastructure thus created will play a significant role in accelerating India's economic growth in the coming years.

Our end-to-end all-IP network is the most differentiated network with functionalities such as Software Design Networking (SDN) and Network Functions Virtualisation (NFV). It has been consistently rated as the fastest network in India by Telecom Regulatory Authority of India's (TRAI) MySpeed application over the last 15 months. The average download speed of 17.9 Mbps we provide is more than twice the speed available on any other network. We have been fortunate enough to be consistently rated to have the widest Long Term Evolution (LTE) coverage in the country. During the year, Jio was awarded the 1st rank in India and 17th globally in the Fast Company's 'World's 50 Most Innovative Companies' list for 2018.

We constantly strive to enrich the digital experience of our customers through innovative applications developed in-house or in collaboration with the unique ecosystem of small and large partners. Furthermore, we continue to make progress on delivering enterprise solutions, such as Fibre to the home (FTTH) and Internet-of-Things (IoT), with beta trials initiated in a few locations.

TECHNOLOGY-ENABLED SAFETY PENDANT

Action Taken: We introduced a technology-enabled pendant, embedded with a Bluetooth device that is used to trigger an alarm to 5 emergency contacts in case of a crisis. The wearable product is called Aavaran. It is light, affordable, and has a 10-day battery life. When the distress signal is triggered, 5 people will get an IVR Recorded Call (15 sec), an SMS with the user location and the user gets an option to see and navigate to nearest safe place. The "Call Police" option routes the call to the nearest police control room.

Outcome: This device benefits women and addresses the societal challenge of women's safety. The device would instil a sense of security and comfort to the individual and their families.

Linkage to SDGs:

5 GENDER EQUALITY

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

These services are offered using the existing integrated network and platforms. In conjunction with big data analytics, we have developed several patents that can be utilised across the digital value chain.

R&D Key Product Stewardship
Jio continues to innovate across the digital value chain through process innovations and optimisation, technology platforms and stack applications, big data analytics and other key network infrastructure components as well as in customer service areas. Jio has so far filed 68 patents of which 11 have been already granted in various jurisdictions. Jio continues to invest in integration and innovation across the digital value chain.

MANAGING SYSTEMIC RISKS FROM TECHNOLOGY DISRUPTIONS

Over the years, we have introduced automation into an increasing number of business processes. Owing to this dependency on digital infrastructure, the potential for cyber security risk is also higher. Consequently, we have introduced three lines of defense to identify risks and address them by putting stringent and compensating controls in place. Cyber risk monitoring involves ensuring controls and contingencies to manage the risks are well designed and operate effectively. It includes assurance provided by management self-verification, embedded functional assurance and independent assurance. Our management has developed an automated system workflow to avoid or minimise manual intervention in most of the business and customer-centric processes. With defined segregation of responsibilities, the turnaround time to ensure risks are addressed effectively by the process owner is kept to a minimum.

Third-party service providers are deployed as per requirement to respond to corrective and maintenance alarms as well as for asset patrolling.

DATA PRIVACY AND SECURITY

We at Jio continuously innovate to serve our customers across a wide spectrum of digital services. Along with our technology and geographical reach, digital information forms a core and enabling aspect of our services. It becomes important for us to provide our customers a secure experience while using our services along with the assurance that their personal information is protected. Hence, data protection, privacy and information security are intrinsic aspects of our services design across the entire life cycle. For effective privacy and security protection, Jio maintains an organisation-wide program approach.

PRIVACY AND SECURITY GOVERNANCE

Jio privacy and security program at the highest level focuses on three key aspects of embedding security in design, effective governance and enabling organisation-wide security awareness. Chances of security incidents are minimised by defining and implementing a highly effective governance structure with processes that ensure asset security, customer data privacy and security.

INFORMATION SECURITY MANAGEMENT

We have implemented a holistic information security management program to meet our security and privacy goals of protecting our business, customers, infrastructure, services and internal users from security threats. We have documented a set of policies, standards, processes and guidelines to provide detailed guidance to

> *Asset and organisation impacts are assessed during security incident management.*

ensure information security. Ensuring security hygiene is a key aspect of security processes as it has been historically evidenced that numerous incidents result from simple oversight. Security risk assessments form another key aspect of information security management and are extensively used to evaluate and identify security flaws in services, products and technology.

Technology-based security controls provide the highest level of control assurance. There is a high focus on designing and implementing technology-based controls including access and data protection.

SECURITY INCIDENT MANAGEMENT AND RESPONSE

We have implemented a state-of-the-art security monitoring infrastructure and effective incident detection and management processes. Suspected events are analysed by qualified security professionals and verified for asset or organisation impact including data loss scenarios. The incident movement processes define the criticality level for every incident. They are managed as per the documented processes. Requirements of interaction with various regulatory and enforcement agencies are defined and

rehearsed thereby enabling the team to swiftly and efficiently address any security or data breach event.

AWARENESS

Security awareness in general and security skilling for specific roles across the organisation form a key aspect of data protection and privacy. These are achievable only through vigilant data handling by every individual.

AUTOMATION

We consider automation as a mandate for every possible technical and process control. The focus is on deploying preventive controls which can automatically intervene to prevent harm to our customers as well as employees. We have also internally deployed a platform to manage compliances, tracking of security initiatives and outcomes, and management reporting.

MANUFACTURED CAPITAL

MANUFACTURED CAPITAL

"Every day, advances in manufacturing technologies make factories smarter, safer and environmentally more sustainable. Jamnagar expansion project, one of the world's most complex and highly integrated project, set a world record for fast track project execution.

It has re-defined refining and petrochemicals integration. The investments in megaprojects and complex supply chains have enabled it to improve energy efficiency and reduce operating costs. Reliance has entered the world of advanced materials & composites by using the technology of 3D printing. Reliance leverages digital technologies such as Platforms, Artificial Intelligence, Machine Learning, Robotics Process Automation, Big Data, Internet of Things (IoT), Blockchain, 3-D Printing and Augmented/Virtual Reality to create innovative solutions for business value addition."

MANAGEMENT APPROACH

We have developed strategies to ensure efficient utilisation of all capital goods so as to enable flexibility of operations, responsiveness to market demands, promptness of delivery and accountability to society. We continually advance technologies in our manufacturing operations that make factories smarter, safer and more environmentally sustainable.

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

Additionally, our senior management focuses on developing technological innovations that have the potential to reduce resource usage while simultaneously focusing on personnel creativity. Consequently, sustainability is directly enhanced. Our actions are regularly reviewed by respective functions as well as our senior management. Corrective measures, if any, are then incorporated accordingly.

Reliance Differentiators	Refinery off gas cracker and related downstream units	Implementing blockchain for smart contracts with customers and vendors	Emerging technologies like Virtual Reality (VR), 3D printing, Analytics platform	Digitised payment options at petroleum marketing – R-Cash, R-Delight, Manthan, I-Sure	Ethane import through Very Large Ethane Carriers (VLECs)
Impact Created	Efficiency of raw material utilisation	Expediting the process by eliminating mediators	Increased plant personnel safety, improved productivity, long-term institutionalisation	Increased convenient payment alternatives for customers	Enhanced ethane cracking efficiency

GRI MATERIAL TOPICS

	RIL	Retail	Digital Services
Raw Material Security	✿		
Security and Asset Protection	✿		📱
Asset Utilisation and Reliable Operations	✿		

GRI 103-1,103-2,103-3(Materials)

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

RELIANCE GOALS FOR SUSTAINABLE DEVELOPMENT

ASSET UTILISATION

Efficient and maximised utilisation of the assets to optimise energy consumption through operational excellence ensuring safe and reliable **operations**. Ensure implementation of best-in class technologies for real time monitoring of operational parameters for safe, reliable and efficient operations.

GRI 103-1,103-2,103-3(Materials)

RAW MATERIAL SECURITY

RIL

We continuously strive to enhance our raw material utilisation efficiency. The 3R philosophy of efficient waste management is well-ingrained into our business model with the objective of minimising dependence of impacts of resource scarcity. We also emphasise on maximising the utilisation of recycled materials in our operations and production processes.

We have deployed advanced IT systems that are based on real-time data tracking and monitoring of operations across all businesses. By making use of data analytics to understand current trends and predict future requirements, we aim to minimise waste generation.

Our Refining and Marketing segment focuses on debottlenecking, capacity enhancement, yield and product quality improvement to enhance our competitive advantage. The efforts so far have resulted in our refinery being capable of meeting Euro VI standards and setting a benchmark in terms of

energy efficiency by implementing several energy conservation initiatives.

The ROGC project has enhanced our capacity to crack propane, which is used in the manufacture of petrochemical and polyester products. Consequently, the efficiency of the raw material utilisation of our petrochemicals segment has increased significantly. Our ethane import is now supported by a fleet of six Very Large Ethane Carriers (VLECs) and this has enhanced our ethane cracking efficiency.

Our Exploration and Production segment has deep-water capabilities that complement expertise in operations such as Coal-Bed Methane (CBM) and shale gas. These are achieved using cutting-edge technologies and advanced analytics. As on 31st March 2018, our proved reserves for oil and gas stood at 3.39 MMT and 56,479 million m^3 respectively.

Our conscious endeavours have paid off by resulting in an ability to optimise crude mix in logistics infrastructure and flexible assets to suit the dynamic market scenario.

Effective utilisation of secondary processing units and innovative approaches to optimise logistics costs enabled us to sustain our performance in a challenging and dynamic market. We have incorporated production flexibility and are sourcing high-value feedstock in our value chain to enhance efficiency.

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

TOTAL PRODUCTION

Resource	FY 2017-18	FY 2016-17	FY 2015-16
Crude oil (Million MT)	0.07	0.10	0.14
Natural gas (Million m³)	1,353	1,717	2,364

MATERIAL CONSUMPTION – REFINING AND MARKETING & PETROCHEMICALS

Parameter	2017-18	2016-17	2015-16
Raw Materials (000'tonnes)	76,693.68	79,239.11	78,734.96
Associated Materials (000'tonnes)	185.66	289.08	291.41
Intermediates (000'tonnes)	15.54	29.16	26.84
Packaging Materials (000'tonnes)	94.26	93.72	93.48
Materials Recycled (000'tonnes)	73.15	75.47	82.02
Materials Recycled (%)	0.09	0.09	0.10

MATERIAL CONSUMPTION – E&P

Parameter	2017-18	2016-17	2015-16
Associate Materials (MT)	863.27	3,710.98	440.50
Casings and Tubulars (000'meters)	113.02	283.56	576.09
Chemicals – Solid (000'tonnes)	0.50	23.31	21.20
Chemicals – Liquid (000'kL)	2.577	5.17	1.13

GRI 301-1, GRI 301-2

SECURITY AND ASSET PROTECTION

RIL

To maintain the reliability and safety of our performance, the protection of assets across all businesses is imperative. We use analytics-led and technology-driven measures to uphold the safety and durability of our assets thus ensuring continuity, cost-effectiveness and quality of operations.

We adopt the best-in-class technology and latest industry tools to mitigate physical risks to employees, contractors, communities and the environment. By continuously monitoring and assessing emerging risks, our group security function and teams provide assurance to businesses at all levels with respect to the management of security risks. To ensure responsiveness to events that may cause disruptions such as natural calamities, we have instituted management plans for robust disaster recovery, crisis and business continuity.

SMART MANUFACTURING

We are a forerunner in the oil and gas industry in adopting advanced technologies and smart manufacturing processes in our value chain.

Smart manufacturing integrates data from various systems with process expertise enabling proactive and intelligent manufacturing decisions in dynamic environments. Smart manufacturing technology also aids in improving our performance in terms of integrity, reliability and effectiveness of business.

With the availability of a vast amount of operational data, we initiated the development and implementation of Industrial Internet of Things (IIoT) based solutions for realising "last mile" of optimisation across its manufacturing facilities. These include:
- Smart sensors and control elements
- Eliminating physical contact points in manufacturing operations, remote operation, eliminating paper consumption in manufacturing and workflow execution
- Advanced predictive and prescriptive analytics for performance management and prevention of equipment failure

We are enhancing the skills of our internal domain experts in the fields of data science and IIoT. These experts are being trained on

analytical platforms, machine learning and artificial intelligence algorithms, and programming languages. We are working with partners to set up our own manufacturing data platform so as to eliminate data latency and drive quick adoption of big data analytics. Our Operator Training Simulator (OTS) has enabled us to train engineers on smooth start-up, shutdown and handling of unforeseen situations. We have also piloted a Virtual Reality (VR)-based technology for training. Mobility applications and robotics technology are few examples of several other initiatives that are being developed and tested in our manufacturing operations.

We are developing these solutions in collaboration with several research organisations and premier educational institutes. We have already leveraged existing practices including:

1. Use of robotics for high-risk jobs such as catalyst loading in inert atmosphere
2. Development and implementation of smart pressure testing methods using wireless protocol
3. Use of drones for inspection of inaccessible points such as flare

tips, pipe racks and cable tray, emergency situation evaluation

4. Implementation of new technologies in rotary inspection and corrosion monitoring:
    ● Early event detection for rotary equipment
    ● Thickness measurement and corrosion monitoring methods for static asset reliability
5. Real-time control loop assessment and performance insights to improve process stability and minimise operating cost
6. Machine learning-based solution for prediction of equipment and process health to take corrective / preventive actions

In addition to in-house solutions, we are developing an ecosystem to integrate smart manufacturing solutions along with technology partners. These include the support of infrastructure available through Jio network and Jio cloud. With this initiative, we are not only optimising our own processes but also contributing towards the inclusion of other small scale industries in the journey. Our smart manufacturing system is known as Secured Connected System (RILSCS). This is based on real-time information using advanced analytics to predict the future state of operations established on the foundation of securely connected sensors and systems. The principles of this system are described in the diagram alongside:

APPLIED TECHNOLOGIES

1. Robotic Process Automation:
We have created a highly reliable, fast, accurate, round-the-clock virtual workforce propelled by Robotic Process Automation (RPA) technology. It has been successfully deployed across functions such as HR, Finance, Procurement etc. resulting in improved operational efficiencies.

PRINCIPLE OF RIL SECURED CONNECTED SYSTEM

The use of chat-bots has enabled us to increase vendor engagement and accurately address vendor queries.

2. Augmented Customer Experience:
Our Augmented Customer Experience (ACE) program is aimed at strengthening customer relationships. We aim to enhance customer experience based on their voices using dashboards and mobile applications. We will be able to integrate business planning through advanced analytics, better supply chain planning and execution, and

MACHINE LEARNING & DATA ANALYTICS

Linkage to SDGs:

Action Taken: Hybrid models using machine learning and artificial neural network algorithms coupled with engineering principles were developed to predict the run-length of a furnace. The tools also provided diagnostics for overall equipment effectiveness, energy usage, prescriptive analytics for process improvement and avoidance of unplanned shutdown.

Outcome: The turnaround planning, resource optimisation and inventory management of the furnace were improved.

thus improve our customer service. The fleet risk management dashboard was implemented to minimise the risk for the captive and external fleets. Sensors fit into the fleet enable us collect various data points which in turn are used for analysis and risk management.

This is expected to give insights into various parameters of logistics fleet management. Electronic (RFID) seals that auto-update in the vendor portal use BOTS as part of statutory compliance requirement by Indian customs for export movement. Bulk uploading of excel based data on vendor portal is also automated using BOTS technology.

3. End-to-end digitisation at J3:

Reliance Project Management Group (RPMG) has successfully executed the third phase of the Jamnagar Refinery Expansion project – J3. As a part of the digitisation initiatives at RPMG, we have developed an integrated framework with a focus on "end-to-end digitisation", from Front End Engineering and Design (FEED) to operations. We leverage advanced technologies of integrated engineering data using the SmartPlant 3D model as well as intelligent Piping and Integration Diagrams (P&IDs) to build plant assets. We were able to garner integrated data availability at the J3 project using dashboards which help in effective task execution, project planning and reporting. Advance data analytics and machine learning algorithms help us to monitor project KPIs and set new benchmarks for future projects.

4. Smart Contract:

We are currently experimenting with blockchain technology to enter into smart contracts with customers and vendors. This is expected to enable instant matching and

settlement processing on blockchain connected platforms thereby eliminating mediators.

5. Digitisation of payments:

Our petroleum marketing has introduced digital initiatives which are the first-of-their-kind in the industry. These include:

- R-Cash (digital cash management solution)

- R-Delight (digital payment solution)

- Manthan (card-less trans-connect fleet applications)

- I-Sure (cash loading made easy for fleet customers)

Our network is ready to offer dynamic pricing solutions to enable convenient alternatives for customers.

JAMNAGAR PROJECTS

Our Jamnagar refinery expansion project, one of the world's most complex and highly integrated projects, is nearly complete. The project has redefined refining and petrochemicals integration and extracts more value from bottom of the barrel products. The PX project has expedited our transition from a net importer to a net exporter of Para-Xylene.

EMERGING TECHNOLOGIES

We are investing in the areas of artificial intelligence, machine learning, big data analytics, IIoT, blockchain, 3D printing, and virtual reality, among others. The details are provided below:

1. Virtual Reality:

We have piloted Virtual Reality (VR)

through a virtual walkthrough plant environment for interactive training, testing, and process simulation of all critical plant personnel so as to increase safety and reliability.

2. 3D printing:

To facilitate 3D printing in our digital manufacturing architecture, we have procured advanced printers for employees to experiment with while developing potential use-cases in manufacturing.

3. Analytics platform:

We have installed an analytics platform and a data lake using the best-in-breed technologies. Consequently, we have developed extensive in-house expertise in programming languages such as R, Python, and big data technologies such as Hadoop, Cassandra among others. We are also implementing multiple advanced stage pilots to establish extensive use of machine learning and artificial intelligence use-cases with a view of long-term institutionalisation.

4. Working on-the-go:

True to our vision of a "Cloud First, Mobile First" organiation, all our employees can securely access transactional, analytical, and informational capability on their mobile devices anytime and anywhere, thus improving productivity, response time, safety and operational reliability.

GLOBAL CORPORATE SECURITY

Global Corporate Security (GCS) officers are engaged round-the-clock towards safeguarding our employees, assets and operations, ensuring business continuity at all times. GCS operates the Reliance Security & Risk Management Academy (RSRMA), a first-of-its-kind training institution

in India. Dedicated to producing world-class security professionals, the academy, set up in 1998, has trained more than 900 security officers so far. GCS stands out as the organisation to host the largest security workforce, comprising 20,000 security personnel. Salient security services provided by the GCS team include threat and risk assessments, intelligence and vigilance, asset protection, and technology solutions.

PRODUCT SAFETY

Most customers today are keenly interested in knowing composition, sources of constituents and processes used in manufacturing the product. Hence, providing high quality, affordable and safe products

forms a significant part of our retail business.

Various internal and external audits are conducted to ensure food safety across our supply chain and in our stores. It is our endeavour to ensure that all our formats are in compliance with relevant regulations such as Food Safety and Security Authority of India (FSSAI) standards for food safety, Bureau of Indian Standards (BIS) for product safety, and weight and measures by law for product labelling of jewels. Additionally, benchmarking our performance against national and global standards has proven to be effective in enhancing consumer safety and allowing consumers to have confidence in products purchased at our retail stores.

ASSET UTILISATION AND RELIABLE OPERATIONS

Owing to the complex nature of our business, ensuring integrity of equipment and optimum utilisation of assets is of utmost importance. Our refineries are some of the most complex in the world in terms of operations and processing capacities, with a Nelson Complexity Index (a metric for quantifying and ranking the complexity of refineries) of 12.7. To support them, we have commissioned a paraxylene plant at Jamnagar so as to optimise our crude portfolio. We manufacture a wide range of petrochemicals, including polymers, polyesters, fibre intermediaries, elastomers and aromatics.

Superior configuration of refineries provides the following benefits to meet product specifications:

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

According to the Solomon Energy Intensity Index, our refineries are in the top decile of performance. A Solomon study identified our key strengths as energy efficiency, operational availability and ability to utilise processing complexities. With no products that can be classified as 'bottom-of-the-barrel', the Jamnagar refinery is pegged to become among the highest conversion global refineries. This is supplemented by the installation of the petcoke gasification, paraxylene and ROGC plants.

The complexity level of the Jamnagar site is expected to improve significantly with the commissioning J3 projects. The commissioning of ROGC and downstream units has provided further integration with petrochemicals, enabling higher value addition. Our refinery configuration and logistics infrastructure availability allow us to optimise our crude portfolio. With inherent design flexibility, we are able to optimise the crude diet through a mix of term and spot supply contracts by sourcing the most advantageous crude globally. Eight new crude grades were processed in FY 2017-18, including new North American crudes. We

upgraded our logistics facility to export high value Tertiary Amyl Methylene Ether (TAME).

By consolidating our leadership position in the petrochemicals business, we progressed rapidly on initiatives to enhance petrochemical capacities, strengthen integration, improve feedstock security and bolster sustainability. We have 10 manufacturing locations in India and 3 in Malaysia. We import ethane through Very Large Ethane Carriers (VLECs) from North America. We have a diversified feedstock slate with both naphtha and gas-based crackers. The ROGC project has enhanced our capabilities to crack propane. Our petrochemicals business was also re-certified for ISO 27001.

In our E&P business, we progressed on our plans to monetise discovered resources and steps to rationalise the upstream portfolio during the reporting year. Along with our JV partners, we plan to invest to develop the discovered deep-water resources in the KG-D6 Block by leveraging infrastructure in the East Coast. Development work for R-Cluster fields has commenced while field

GRI 103-1, 103-2, 103-3(Asset Utilisation and Reliable Operations)

development plans for MJ and satellite cluster fields have been approved by the Government. These fields are expected to become operational in the next 3-5 years.

Our upstream business encompasses the complete chain of activities from acquisition to exploration, development and production of hydrocarbons. We have an advantageous position in offshore deep-water capabilities, coupled with the knowledge of operations in unconventional areas such as CBM and Shale Gas.

We have forged strong partnerships with global majors. By combining these partnerships and our project execution skills, we developed the largest surface footprint hydrocarbons projects in some of the remote areas in India.

We have a large portfolio of more than 1,800 applications being used across various businesses, including world-class implementations such as Meridium APM for asset performance management; GE SmartSignal for predictive maintenance; Honeywell Intuition Executive for process and performance monitoring; SAP HCM for hiring, on boarding and training; and state-of-the-art visualisation software.

PRODUCT STEWARDSHIP

RIL

We embrace product stewardship by reducing the environmental, health and safety impacts of products throughout their lifecycles. The three key categories of products that we manufacture are – transportation fuels, polymers and polyester fibres. We set a uniformly high standard for product development and consistently go beyond regulatory requirements.

JIO MITRA

Linkage to SDGs:

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Action Taken: To establish guidelines for engagement with and management of Jio Mitras (collaborators) for effective monitoring / screening of unmanned assets.

Outcome: "Jio Mitra" was conceptualised with an objective of asset security and protection. Currently, Jio Mitras are engaged for 9% (13,640 of 1,58,960) of unmanned owned sites and are planned to be engaged for 100% of unmanned sites.

Through the "Jio Mitra" mobile application they provide information to the network operations centre on any security breach such as theft, suspicious activity, site hygiene, fire, site door open etc. at our unmanned sites to ensure greater vigil on asset security. The centre correlates the information with SAS alarms and triggers the alert to concerned stakeholders to take appropriate action. This avoids damage to our assets and disruption of services.

REFINING & MARKETING

In our R&M business, we have taken steps to make our refineries Euro VI capable.

## PETROCHEMICALS

Polymers

- Our geotextile products have begun to be used in stabilisation and ground improvement of roads.

- A breakthrough was achieved for usage of impact co-polymer Polypropylene (PP) in the mud liner of vehicles.

Polyesters

- We launched a range of future fabrics under the brand R|Elan™ that includes inherent moisture management mechanism, limits bad odour and is suitable for both formal and casual wear while having one of the lowest carbon footprints in the world.

Advanced Material, Composites and 3D Printing

- We have started manufacturing composite materials that can deliver exceptional performance in terms of strength, durability and corrosion resistance at a significantly lower weight compared to steel.

FINANCIAL CAPITAL

FINANCIAL CAPITAL
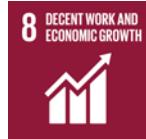
"Reliance is always focussed on improving shareholder returns by maintaining an optimal capital structure. The Company has significantly enhanced its operational performance by establishing prudent risk management framework. Reliance ensures access to funding to meet its operating needs and strategic objectives while securely and reliably managing its cash flows in a cost-efficient manner.

Reliance actively explores opportunities to optimise the cost of borrowing and aligns the maturity profile of its existing debt portfolio with its business strategy. Reliance retained its domestic credit ratings of 'CRISIL AAA' from CRISIL and 'IND AAA' from India Rating and an investment grade rating for its international debt from Moody's as Baa2 and BBB+ from S&P. Cash generated through its operating activities remains the primary source for liquidity along with undrawn borrowing facilities and levels of cash and cash equivalents."

BANK

GRI 103-1,103-2,103-3(Economic Performance)

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

8 DECENT WORK AND ECONOMIC GROWTH

MANAGEMENT APPROACH

We have been committed to promote stakeholder value based on strong business fundamentals including focused R&D investments, inclusive growth, and promotion of new businesses among others. This is evident by a growth in revenue and EBITDA. Our contribution to the economy has nurtured globally competitive petrochemicals and refining businesses with a new-age India-centric consumer businesses. We have achieved a diversified capital structure using a mix of financial instruments and products across maturities and currencies. We aim to create additional value for all our stakeholders by improving our balance sheet size y-o-y. Our business performance and aspects related to economic impacts are regularly reviewed through various committees. Our management is apprised about the progress on a regular basis and necessary actions for improvement wherever required are taken accordingly.

GRI MATERIAL TOPICS

	RIL	Retail	Digital Services
Economic Performance	✿	🛒	📱

ECONOMIC PERFORMANCE

We have continued to grow and evolve, creating value by building competitive global scale businesses and delivering increased shareholder value. Our new-age consumer businesses achieved leadership positions nationally – their growth rates outpace the best in the world. Jio, one of the world's largest and fastest growing mobile data network, turned profitable in the very first year of operations. Reliance Retail is the only Indian Retailer to rank among the world's Top 200 global

Key Financial Indicators	FY 2017-18 (₹ Crore)
Value of Sales & Services (Revenue)	4,30,731
Total Assets	8,16,348
PBDIT	74,184
Cash Profit	56,034
Net Profit	36,075
CSR expenditure	771

GRI 102-7,GRI 103-1,103-2,103-3(Economic Performance)

Retail chains. Our energy and materials businesses successfully completed one of the world's largest, most complex, and most innovative projects, achieving a significant level of integration.

We have improved on our last year's performance to post a 20.6% jump in Profit After Tax (PAT) to ₹ 36,075 crore ($5.5 billion). We are also the first Indian company to record an EBITDA of over US$10 billion. Our focus on enhancing operating efficiencies has yielded significant positive results, further enhancing our profitability. Our total revenue from operations for FY 2017-18 was ₹ 4, 30,731 crore (US$ 66.1 billion) an increase of 30.4 % on y-o-y basis. Basic Earnings Per Share (EPS) for the year was ₹ 60.9 as against ₹ 50.67 in the previous year (after considering allotment of Bonus Equity Shares). During the year we did not receive any significant financial assistance from the government.

RIL

Revenue from the Refining and Marketing segment increased by 22% y-o-y to ₹ 3,06,095 crore (US$ 47 billion) including inter segment transfers. Refining EBIT increased by 3.2% to a record level of ₹ 25,869 crore (US$ 4 billion), supported by higher GRM and crude throughput. Gross Refining Margins (GRMs) recorded a nine-year-high of US$ 11.6/ bbl. As on 31-Mar-2018, we operated 1,313 fuel outlets in the country.

Our petrochemicals business delivered strong earnings led by volume growth, favourable naphtha cracking economics and recovery in polyester chain margins. Revenue from the

Petrochemicals segment increased by 35.5% y-o-y to ₹ 1, 25,299 crore (US$19.2 billion). Revenue growth was primarily due to higher volumes from new Paraxylene, ROGC and its downstream units (PE and MEG), with the segment achieving its highest ever production level of 30.8 MMT, up by 24% y-o-y. Petrochemicals segment EBIT increased sharply by 63.0% to its highest ever level of ₹21,179 crore (US$ 3.2 billion).

Revenue from the exploration and production business increased by 0.3% y-o-y to ₹ 5,204 crore (US$ 0.8 billion). This marginal change was on account of better price realisations and ramp-up of production in CBM which were partly offset by decline in production in KG-D6 and Shale Gas.

The total economic value generated increased by 18.2% to ₹ 3, 23,577 crore while the total economic value distributed was at ₹ 2,81,141 crore. Our total economic value retained for FY 2017-18 was ₹ 42,436 crore. The operating cost for the year was ₹ 2, 07,446 crore . We have contributed ₹ 56,997 crore to the national exchequer in the form of various taxes and duties.

EMPLOYEE BENEFITS
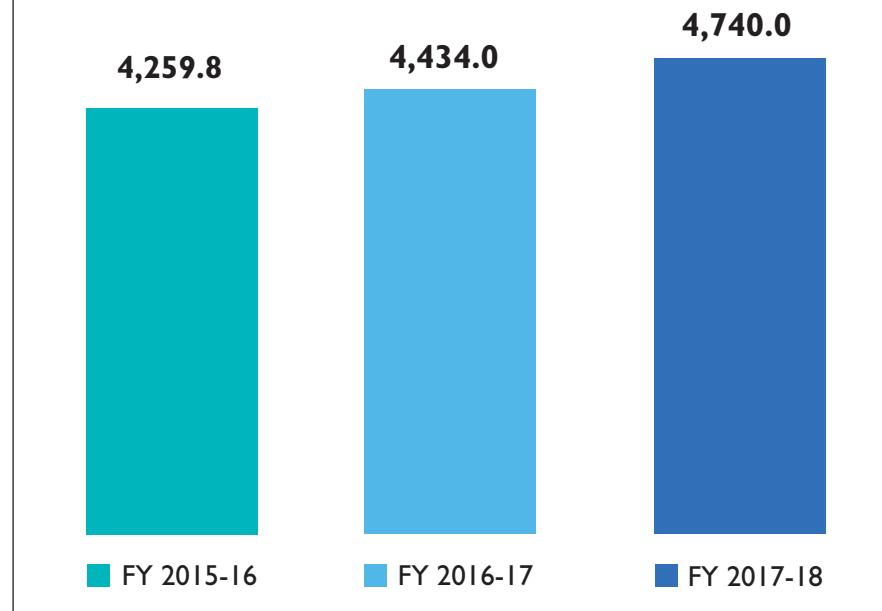
RIL

We increased employee benefits by 6.90% to ₹ 4,740 crore vis-à-vis ₹ 4,434 crore for the year ended 31st March 2018. In addition, we continue to provide our employees with other intangible benefits.

Our financial discipline and prudence is reflected in the strong credit ratings ascribed by rating agencies. S&P has rated our international debt as BBB+ with a 'stable' outlook which is two notches above India's sovereign rating. Moody's has rated our international debt at investment grade Baa2 with a 'stable' outlook.

EMPLOYEE BENEFITS (₹ CRORE)

FY 2015-16	FY 2016-17	FY 2017-18
4,259.8	4,434.0	4,740.0

[9] Operating costs include only the Hydrocarbons business

GRI 201-1,GRI 201-3,GRI 201-4

RETAIL

Our employee benefits during the reporting period were ₹ 719.93 crore.

During the year, Reliance Retail has become the first Retailer in India to cross the US $10 billion revenue milestone. Segment EBIT for FY 2017-18 grew by 163.3% y-o-y to ₹ 2,064 crore from ₹ 784 crore. With 7,573 retail stores, 495 owned petro retail outlets and presence in over 4,400 cities, Reliance Retail is India's largest retailer.

DIGITAL SERVICES

Our employee benefits during the reporting period were ₹ 963 crore.

Reliance Jio is the flagship digital communications and services business of the Reliance Group. Since its launch, there has been an unprecedented growth in Jio's subscriber base and the business has also demonstrated robust financial performance. We recorded revenues of ₹ 23,916 crore, with year-end subscribers' base at 186.6 million and Segment EBIT was at ₹ 3,174 crore for the year, with EBIT margin of 13.3%.

RIL

VALUE ADDED STATEMENT (STANDALONE)

Particulars	FY 2017-18 (₹ Crore)
Contribution to National Exchequer	56,997
Reinvested in the Group to Maintain and Develop Operations	39,639
Providers of Debt	7,958
Employee Benefits	4,740
Providers of Equity Capital*	3,553
Contribution to Society	745
Total Value Created	**1,13,632**

*Dividend recommended for FY 2017-18 is ₹ 4,281 crore, including ₹ 728 crore as dividend distribution tax.

CREDIT RATING

Instrument	Rating Agency	Rating	Outlook	Remark
International Debt	S&P	BBB+	Stable	Two notches above India's sovereign rating
International Debt	Moody's	Baa2	Stable	At par with India's sovereign rating
Long Term Debt	CRISIL	CRISIL AAA	Stable	Highest rating awarded by CRISIL
Long Term Debt	India Ratings	IND AAA	Stable	Highest rating awarded by India Ratings

GRI 201-3

SOCIAL AND RELATIONSHIP CAPITAL

SOCIAL & RELATIONSHIP CAPITAL

"RIL's ambition is to create more societal value through creating more and more opportunities - directly and indirectly for the wider society. While direct interventions are designed to benefit the local communities in a structured way, the Company also ensures that the voices of its other stakeholders such as customers and suppliers are factored in RIL's decision-making process.

RIL strives for social innovation through its products and services to ensure sustainable and inclusive growth. With the launch of digital services, the society is at the inflexion point realising fruits of fourth industrial revolution – the power to enjoy higher standard of living with abundance of resources at affordable prices for benefit of entire society.

The Company will continue to work with every strata of the economy to benefit the society, industry and ultimately, the nation."

GRI 103-1,103-2,103-3(Local Communities,
Customer Health and Safety,Marketing and Labelling, Customer Privacy)

MANAGEMENT APPROACH

We constantly concern ourself with the larger role we play in society. We aim to create opportunities for the wider society to ensure sustainable and inclusive growth. On account of the nature of business operations, we understand the responsibility we have towards society and the environment over a long period of time. Our obligation to societal development is evident through a strong commitment to morality, efforts towards unification with society, focus on children's education as well as equitable

growth. We implemented initiatives in education, healthcare, sustainable livelihood, infrastructure development, and social reforms during the reporting period. At all of our operational locations we engage with local community, assess impacts of our business operations on those communities, and take up developmental initiatives accordingly.

We ensure to incorporate relevant sustainable practices into our supply chain such as promotion of local suppliers, sustainable sourcing, and protection of human rights among others. We recognise that satisfying customer needs is imperative for our

continued growth and success and therefore take numerous steps to enhance customer experience across all our businesses.

While direct interventions are designed to benefit the local communities in a structured way, we ensure that the voices of all other relevant stakeholders are factored into the decision making process. We collaborate with stakeholders across the value chain to create better opportunities for growth. All our societal initiatives are reviewed by senior management to ensure maximum benefits to society.

Reliance Differentiators	Digitally stitched Procure-to-Pay (P2P) cycle, live helpdesk and the P&CMitra (chatbot)	Prioritising customer satisfaction through ROMA, Litmus and Happy Calling	Resolved 100% Jio customer queries	Data consumption rate of the Indian subscriber base to over 1 billion GB of data every month and facilitating E-KYC	More than 73 billion litre of water harvesting capacity created since inception	Disaster response support provided during Ockhi cyclone using technology through 'Flag Method', 'Knowledge on Wheels'
Impact Created	Ensure regular and real-time communication with our stakeholders	Increase customer feedback to identify customers' opinions, then work to delight them	Enhanced customer relations	Leading the digital inclusion journey for India through enhanced penetration	Provided water security to villages for irrigation and domestic use	Saved over 27,000 fishermen and over 4,600 hectares of paddy fields

GRI MATERIAL TOPICS

	RIL	Retail	Digital Services
Supply Chain Management	⚙	🛒	📱
Customer Satisfaction	⚙	🛒	📱
Digital Inclusion			📱
Community Development	⚙	🛒	📱

GRI 103-1, 103-2, 103-3 (Procurement Practices, Local Communities, Customer Health and Safety, Marketing and Labelling, Customer Privacy)

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

RELIANCE GOALS FOR SUSTAINABLE DEVELOPMENT

SUPPLY CHAIN MANAGEMENT

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

SUPPLY CHAIN MANAGEMENT

Our supplier base includes suppliers of input materials, engineering/supervision companies, construction companies, installation and commissioning service providers, joint ventures and consortia. Many of our vendors are globally reputed organisations that already have sustainability programs in place and disclose their sustainability performance publically. In collaboration with our suppliers, NGOs, customers and other key stakeholders, we put concerted efforts towards identification of significant social and environmental issues across our supply chain. At the same time, opportunities for improvement are also identified to address these issues.

RIL

SUPPLIER MANAGEMENT

We ensure that 100% of our suppliers are qualified through rigorous registration and performance management processes. We follow a 3-step rigorous supplier management process that is detailed alongside:

1. Robust Qualification

The qualification process for all of our suppliers involve risk analysis and category-specific evaluations. The details are maintained in a digital database.

2. Approval

Approved suppliers are mapped by category and enabled within the Procurement and Contracting (P&C) Management System, which has several features including decision tools for selection.

3. Structured Performance Management and Development

Suppliers go through a comprehensive evaluation process for performance analysis. Supplier site visits form a part of the procurement team's responsibilities. Through collaboration and engagement, we ensure effective supplier development. We also engage with our supplier base through a structured feedback survey on aspects such as query, complaint redressal and HSE and Security.

SUPPLIER CODE OF CONDUCT

Our Supplier Code of Conduct helps us manage our relationship with suppliers and guides us on evaluating them on the basis of social and environmental factors. It is applicable to Tier I and Tier II suppliers as well as to all our vendors. It forms a part of the supplier contract or purchasing order and encompasses aspects

GRI 102-9,GRI 103-1,103-2,103-3(Procurement Practices)

such as environmental performance, child labour, forced labour, discrimination, freedom of association and collective bargaining, and health and safety. In FY 2017-18, no cases were observed which could have significant risk of child and forced labour in our supplier operations. During the year, a number of suppliers were screened using our environmental and social criteria and none were identified as having significant actual or potential negative social impacts.

Each supplier is expected to contractually commit to operating ethically and responsibly as part of our Code of Conduct. The commitment requires suppliers to comply with the applicable regulations. The commitment to our Code extends even to our suppliers' employees. If any evidence of non-compliance with the Code is found, the contract is immediately terminated. Consequently, we conduct a rigorous screening process for registration and evaluation of all suppliers. Suppliers' site visits are a regular part of the procurement team's responsibilities.

PROMOTING LOCAL SUPPLIERS

We have procured goods and services (non-crude / non-feedstock) worth over ₹ 14,070 crore from indigenous suppliers. Through sustained investments in mega projects and operations, we have successfully developed the country's chemicals and engineering supplier base. Today, leading Indian engineering companies, raw material companies and industrial goods companies are our long-term vendor partners. Additionally, we support and encourage our suppliers to indigenise and expand their

capabilities, thereby increasing their economic value.

Our manufacturing sites and Retail stores act as economic nerve centres for nearby communities and businesses. We engage with local villagers and small businesses around the areas of operation and create employment opportunities through vehicle hiring, material handling, housekeeping, waste-handling and horticulture contracts. Some of these vendors have been engaged with us for the past two generations.

SUSTAINABLE SOURCING

We promote sustainable sourcing by undertaking various initiatives aiming towards social progress, economic development and reduction of environmental impacts. We have adopted RC-14001 Responsible Care Management System to effectively manage the manufacturing, distribution and use of chemicals in products. We have sourced REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals)-compliant materials to minimise the negative impacts on human health and the environment. We have adopted sustainable sourcing practices such as local vendor engagement, digital invoicing, contractor care and supplier query redressal. Our determination to reinforce local manufacturing, will help bridge the gap between robust domestic consumption and constrained supply, thereby leading India to become self-sufficient.

1. Green packaging: In packaging, we employ initiatives such as recycling plastic or wooden pallets used in the domestic market; using recycled paper; reducing paper consumption in paper tube by optimising specification and

We source REACH-compliant materials to minimise their negative impacts on human health.

alternate product development; using packaging material for multiple cycles; and using waste or reprocessed material to manufacture packaging products.

2. Supplier collaboration: We continue to collaborate and maintain long-term positive relationships with our suppliers. We encourage the local vendors to indigenise their operations. We emphasise on supplier collaboration to gain significant cost and quality advantage.

3. Regeneration and safe disposal: We aim to procure only eco-friendly materials and services and hence prefer vendors with environmentally-conscious operations. Sourcing managers continuously explore ways to "Reduce, Reuse and Recycle" materials. We optimise on cost and resources by minimising waste through policies such as questioning the need to buy, minimising packaging, enhancing transport efficiencies and segregating office waste for recycle and disposal. We dispose bio-sludge as manure through authorised vendors. We send hazardous waste only to Pollution Control Board (PCB)-approved processors.

4. Development of engineering talent: Since we tirelessly pursue setting up large scale capacities in

our chosen businesses, we allow engineering professionals to be engaged in multi-year capital cycles. This enables them to have an opportunity in managing global-scale projects in India. Engineering professionals are recognised by other leading integrated oil, gas and petrochemicals players for their prowess. Through years of capital investments in India, we have enabled the creation of a large base in all the engineering services companies in the country.

5. Environmental improvement: We encourage modifications in processes to enhance efficiencies. We take conscious steps to eliminate asbestos so as to minimise negative environmental impacts.

6. Contract worker care: We conduct numerous initiatives at manufacturing sites and the corporate level to ensure contract worker care. We focus on contractor safety and ensure 100% compliance with laws and regulations. Additionally, we emphasise on various activities such as verification of wages, compliance with PPE norms by type of work, and safety performance evaluation.

7. Community support: During the formulation of contracts,

communities in the vicinity of plants are given preference. We also give preference to ex-servicemen in security services.

8. P&C Academy: Our P&C Academy fosters continual assessment and improvement. It carries out competency analysis, offers multiple courses, enhances micro-learning and emphasises on experimental learning.

9. Digitally stitched Procure-to-Pay (P2P) Cycle: Globally, the procurement functions are transforming themselves to achieve a digital platform based P2P. We have embarked on a journey to make P2P Cycle more predictive, stakeholder (suppliers and internal customers) relationship management more proactive and transactional procurement more automated. Our technology architecture ensures 100% automation of operating processes and aims to achieve 'Touchless P2P'. It is imperative that leading emerging technologies such as IoT, Blockchain, Machine Learning, Big Data, 3D printing are leveraged to ensure maximum benefits. We have modernised our logistics using Radio-Frequency Identification (RFID). The Procurement and Contracts (P&C) team focuses on

Green Packaging	Supplier Collaboration	Development of India's Engineering Talent
Environmental Improvement	Contract Worker Care	Reliance P&C Academy
Regeneration/ Safe Disposal	Community Support	Digital Switched Procure to Pay Cycle (P2P)

GRI 102-9, GRI 103-1, 103-2, 103-3 (Procurement Practices)

three areas of digital technology in the P2P cycle: build mobility-based order tracking for users, create a spend analytics IT platform and drive for significant spend through e-sourcing platforms. P&C integrates P2P cycle events to ensure efficient operations for all P2P event participants, and a "single interface" to our suppliers for "non-touch transaction management". Our new initiatives such as the live helpdesk and the P&C Mitra (chatbot) ensure regular and real-time communication with our stakeholders. Our efforts are directed towards making the P2P cycle more predictive, stakeholder relationship management more proactive and transactional procurement more automated.

PROTECTION OF HUMAN RIGHTS

It is our endeavour to ensure that our suppliers fully comply with all legal requirements pertaining to labour practices and human rights including freedom of association and collective bargaining. We have robust mechanisms in place to monitor the performance of our significant suppliers. We prohibit child, forced or compulsory labour in any of our operations and ensure that this protocol is followed across our supply chain.

India has ratified more than 40 conventions of the International Labour Organisation (ILO) that are covered in the nine chapters (excluding penalties and supplemental) & 120 sections of The Factories Act, 1948 (Act No. 63 of 1948), as amended by The Factories (Amendment) Act, 1987 (Act 20 of 1987), which covers various aspects of human rights. We follow our internal

rights assessment guidelines in the selection of suppliers and contractors which include compliance with local regulations including this Act. All our significant contracts require adherence to applicable regulations including the above stated rules and are agreed upon by our business partners.

We have a screening process for our investment agreements. All our significant investments in India go through a due diligence process. This process covers all laws of the land including compliance to the above said acts/ rules.

During the financial year, we enhanced investments in our subsidiaries and joint ventures in the usual course of our business. We made no other significant investments.

🛒 RETAIL

The nature of our work is providing Business-to-Business (B2B) and Business-to-Customer (B2C) products. In order to cater these requirements, all our formats reach out to customers through our stores, Distribution Centres (DCs) and Collection and Processing Centres (CPCs). For their timely and accurate operations, a robust supply chain practice is put in place.

Our sustainable sourcing practices promote social progress and economic development. We operate through a vast array of supply chain network. It consists of Procurement of materials, distribution centres, distribution hubs and stores. We have a standardised procedure to screen the supply chain partners,

the procedure includes checklist for vendor selection and on-boarding with assessment criteria for availability of local workforce, wages, insurance, working hours etc. This ensures that there are no human rights violations during appointment and on boarding of our supply chain partner. By including services such as handling and cutting food as well as products such as vegetables and baked items, we ensure that the supply chain is diversified thus catering to various market requirements. All our stores are FSSAI-certified so as to ensure food safety.

The DCs provide different services like storage and warehousing, transport services and value added services. They undertake dry transport activities while the CPCs undertake wet operations. DCs at Value format transport goods to the hub and further they reach the stores. Products are then returned from the stores to entities for replenishment and then sent to backend. Value format partners with external agencies for replenishing products. The payment to the workers in DCs is as per minimum applicable wage. CPCs at the value format receive materials from collection centre, national sourcing, imported containers and mandi. We perform quality checks at our CPCs.

📱 DIGITAL SERVICES

We work towards building mutual capabilities through various supplier development initiatives that are monitored. Periodic supplier meets and satisfaction surveys are also conducted to understand their concerns.

CUSTOMER SATISFACTION

Our products and services are customer-centric as retaining our large customer base is the top-most priority. We provide our consumers with a wide range of choices, an outstanding value proposition, superior quality and unmatched experience across all our businesses. We have set up grievance redressal mechanisms to effectively resolve customer complaints. We take conscious efforts to maintain customer privacy and data security by deploying appropriate systems in place.

CUSTOMER HEALTH AND SAFETY

We are committed towards customer safety through our business operations. We review the environmental, health and safety impacts of our products continuously to ensure that they do not pose any risks to people and environment. We ensure uniformly high standard for product stewardship complying with all health and safety regulatory mandates and go beyond regulatory legal requirements. In house

capabilities were also built for noise and air dispersion modelling and Life Cycle Assessment (LCA) studies. For upcoming projects, we have accomplished identification of potential environmental risks and assessment through detailed environmental impact and risk identification studies. In FY 2017-18, no significant incident of non-compliance with regulations and voluntary codes concerning health and safety impacts of products has been reported.

SEEKING CUSTOMER FEEDBACK

We conduct customer satisfaction surveys periodically and incorporate the feedback received so as to make our products and services better.

RIL

Our Customer Relation Meets (CRMs) are conducted periodically so as to educate customers about our products and services. We organise customer audits, customer surveys, direct feedback

sessions from visiting managers or plant personnel and factory visits for customers in order to understand customer concerns and identify mitigation measures. We also conduct third-party mystery customer audits, customer satisfaction surveys and call centre evaluation studies. Using the feedback and other information gathered from these sources, we take steps to enhance customer experience such as ensuring timely fulfilment of service delivery promise, conforming to internal norms and standards, identifying process improvement areas, and understanding customer attitude and behavioural change to ascertain customer satisfaction levels.

We distribute customer feedback forms and develop customer satisfaction indices for specific products based on the responses received. Apart from this, we have a separate defined framework to deal with customer complaints. The framework takes into account the following four aspects:

GRI 103-1,103-2,103-3(Customer Health and Safety), GRI 416-1,GRI 416-2

- Increasing customer convenience in raising concerns

- Training employees on handling customer concerns

- Encouraging customers and other stakeholders to voice their concerns

- Minimising the turnaround time of the resolution process

As on 31st March 2018, 2,183 customer complaints were received of which 2,080 have been successfully resolved. As a protocol followed, all the complaints are resolved within 90 days of receipt. Subsequently, most of the remaining complaints have been resolved.

RETAIL

In our Retail business, we have formulated a robust customer feedback mechanism that provides actionable market insights to improve our customers' experiences and subsequently our performance. We have implemented various channels across all the formats for capturing customer feedback. These include, feedback forms, customer feedback registers, sending messages to customers upon purchase and online portals such as ROMA, Litmus and Happy calling. During the reporting period, customer satisfaction survey was conducted for Brands and Jewels formats with 89.2% and 78% satisfaction scores respectively.

DIGITAL SERVICES

At Jio, we are constantly involved in taking feedback from customers through surveys which starts from the customer on-boarding stage. This helps to identify and eliminate issues that might impact customer experience. It also helps to generate intelligent and actionable insights to facilitate implementation and track the efficacy of action plans.

We have various channels through which customer feedback is taken. This includes survey during customer on-boarding, usage of services and devices, and post resolution of customer complaint. Feedback from customers is taken via calls from contact centre, SMS and web-links available at our website: https://www.jio.com/en-in/survey/feedback.html

Key Figures

100% customer queries resolved in the FY 2017-18

Different surveys are conducted for a customer at certain set trigger points and this is explained in the table below.

The responses from customers are measured on a scale of 1-5 in which a rating of 5 classifies the customer as "Satisfied" and one of 1, 2 or 3 classifies them as "Dissatisfied". Responses of customers classified as "Dissatisfied" are analysed by the state excellence team. Survey scores are mapped to the respective Jio centres for effective resolution of concerns and development of action plans. Survey questionnaires are modified when required so as to enhance the quality of data captured. In FY 2017-18, 6.6 million customer queries were received per month. 2.43 million queries recieved through social media. 100% of these customer queries were resolved in the financial year.

CUSTOMER PRIVACY AND DATA SECURITY

RETAIL

It is imperative that our customers are provided with a secure experience while using our services with the assurance that their information is protected. In order to achieve this, a broad strategy for cyber security and customer data protection at Reliance Retail is implemented. The details are as mentioned:

Survey Name	On Boarding	Usage	Post Call Survey	Complaint Resolution
Survey Trigger Point	The survey is triggered on the next day of activation; Soon the survey will be on a real time basis	The survey is triggered after 15 days from the day of activation and post 90 days again	Post call survey is sent immediately after the call at the contact center	The survey is triggered on the next day of closure of complaint; Soon the survey will be on a real time basis

GRI 103-1,103-2,103-3(Customer Privacy),GRI 418-1

- **Security as Business Enabler – Strategic Alignment**
Information security requirement is introduced at the service conceptualisation stage and is in alignment with our business goals. We ensure that our security protocols are implemented effectively while also enabling us to bring about technological innovations in our processes. This maximises the value derived from security initiatives, solutions, tools, and processes. Information security matters are discussed in the quarterly Business Risk Assurance Committee (BRAC) and thereafter necessary improvement measures are implemented. Our data security processes are aligned to the Group Information security policy.

- **Security by Design – Embedded within Architecture**
Identification of security requirements during system specification and integration ensures that it is built-in and deployed as an integral part of the product or service. We have achieved this through a process of evaluating and addressing requirements and managing risks during the entire system's lifecycle.

- **Security by Habit – Security Culture**
Information theft occurs despite strong technical controls because of inadequately defined processes or non-adherence to them. It is thus important to embed security into our business processes and our overall culture. At Reliance Retail, all stakeholders have the responsibility to own and adhere to the security requirements in their business activities. Security awareness is regularly conducted at all levels, and there are regular feedback mechanisms to measure effectiveness and reinforce them.

- **Security by Accountability – Distributed Ownership**
Owing to our size and multitude of formats and services, implementing security requirements in an effective manner across the organisation requires decentralised responsibility. While security requirement is driven by the central Information Risk Management (IRM) team, Business Information Risk Managers (BIRMs) have been identified for the protection of information.

- **Security by Continuous Improvement – Security Lifecycle**
It is important to prioritise and address the most critical aspects by going through quick maturity cycles. Smart metrics should be defined to measure security effectiveness and for identifying areas of improvement. A Continuous Improvement Programme (CIP) approach – by mapping to industry-leading standards – is adopted to track growth in maturity.

> *Retail is the only multi-brand retail chain in India which is Payment Card Industry Data Security Standard (PCIDSS)-certified.*

- **Security benchmark as a Business differentiator**
  We are the only organised multi-brand retail chain in India which is Payment Card Industry Data Security Standard (PCIDSS)-certified for the last 4 years. By adhering to this benchmark, we ensure customers data privacy and safety of their payment information.

During FY 2017-18, there were no reported cases of breaches of customer privacy. Additionally, we did not identify any leaks, thefts or losses of customer data.

DIGITAL SERVICES

Our Privacy Policy spells out how we collect, use and manage customers' information, emphasising our commitment to protect all personal information and provide customers with the assurance that their data is in safe hands. It is publicly available and customers may report any possible data privacy or security breach by writing to grievance. officer@Jio.com. We use reasonable security measures, at the minimum those mandated under the Information Technology Act 2000 as amended and read with Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules 2011, to safeguard and protect our customer's data and information.

We are continuously innovating to serve our customers across a wide spectrum of digital services. Along with our technology and geographical reach, digital information forms a core and enabling aspect of our services. It is thus imperative that our customers are provided with a secure experience while using its services and with assurance that

their information is protected. Hence, data protection, privacy and information security is an intrinsic aspect of our services design from the time the services are conceptualised, architected and then implemented. By embedding security into design phase of services and products, security requirements and possible issues are addressed upfront and not as an after-thought. For effective privacy and security protection, we maintain an organisation wide programme approach.

PRODUCT LABELLING

We adhere to all compliances of product information and product labelling. Our marketing communication efforts abide by the brand standards and guidelines with regard to visual manifestation, brand promise and relevancy and saliency of the target group. We also adhere to all legal statutes with respect to product labelling and display of product information. We follow a Globally Harmonised System for classification of chemicals and preparation of Material Safety Data Sheets. Besides, we share information with our customers on safe handling and use of products at the time of distribution.

In FY 2017-18, no incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling have been reported. No significant incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship.

DIGITAL INCLUSION

Jio entered into the telecom market with a mission to usher in the era of digital inclusion. Our entry changed the norm by moving from a voice-based to a data-based platform. We offer free lifetime calling to our consumers. Data is the focal point of competition. Within six months of our launch, the data consumption rate of the Indian subscriber base increased five fold. By the end of 2017, our users on an average consumed 9.7 GB of data per user per month which is greater than 81% of total industry 4G data traffic. Each of our subscribers consumed about 716 minutes of voice service per month and 13.8 hours of high quality video per month.

IMPACT OF JIO ON INDIAN ECONOMY

1. **Increased accessibility and affordability of data**
    Average price per GB of data has dropped from ₹152 to under ₹50

2. **Digital Services**
    We offer our consumers a wide range of services through our digital applications that address a variety of consumer needs ranging from education, healthcare, entertainment and banking.

3. **Economy – Wide impact on growth**
    An econometric analysis conducted for the period 2004-14 concluded that enhanced internet penetration has a direct impact on economic growth of the country.

DIGITAL INCLUSION FOR FINANCIAL SERVICES

Jio collaborated with Government of India and was the first telecom operator to utilise the E-KYC concept, this became a revolution in telecom sector as on-boarding process of a customer got smooth and easy. Due to this technological advantage we were able to connect with a huge set of customers in a quick time. Jio touched all the parts of India and in this process a bridge between Urban India and Rural India was formed. This was beneficial for our customers as it opened ways for direct business and trade, knowledge and learning from long distance which was available only at a higher cost earlier.
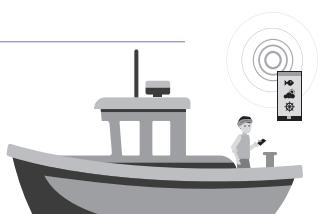
One of the key digital services of Jio is JioMoney which is a digital wallet app to handle all utility bill payments, mobile and DTH recharge and insurance premium payments of a customer. JioMoney Wallet also supports payments at physical merchant shops, send and receive money from family and friends.

CONNECTED BY PURPOSE
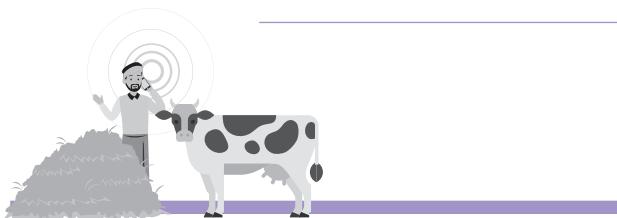
Opening the window to Tadoba
Thanks to Jio, Hans Dalal, a noted tiger conservationist, could leapfrog the villages around the Tadoba Andhari Tiger Reserve (TATR) in Maharashtra from digital darkness to 4G. His letter to Smt. Nita M. Ambani (Founder Chairperson, Reliance Foundation) saw all seven villages in the Moharli region of TATR get digitally connected within a month.

Fishing for good times
After being trained by Reliance Foundation on the use of GPS devices and being helped to buy a mobile device, Balagam and his crew were able to save time and money as they now had easy access to information on potential fishing zones along with regular Sea State Forecast.

Fodder for thought
When Dhirendra Nayak needed a way to reverse the situation where his Jersey cows were not producing optimum volume of milk, the information he garnered through the internet helped him. He was able to get advice on fodder management as well as on proper care and treatment of cattle, all of which gave him more success in his business.

The fearless traveler
The Jio revolution is keeping people connected anytime, anywhere. A common scene in the trains nowadays is of passengers on video calls. Affordability and seamless connectivity have taken the fear away from roaming charges.

Finding one's own voice
Rameshwar, who hails from Jalna, Maharashtra, does not let his speech impairment come in the way of living a full life. With the need to communicate through sign language, Jio's video calling facilities help him stay connected even with those who are far away.
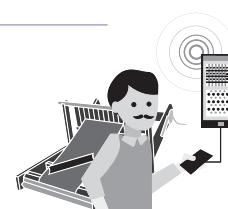
Giving wings to dreams
Reliance Foundation's toll-free helpline, powered by Jio, enabled Priyanka to connect with the outside world and send out her application for higher studies. A resident of Dundi Sarrai village, she got admission in a Government recognised university free of cost; without adding any additional burden on her poor parents.

Growing better
With the easy availability of information services through a Jio-powered phone, Nudigoppala was educated on the timely application of suitable fertilisers and chemicals, enabling him to reduce expenses and increase his yield as well as revenue.

Breathing life into art
For master weaver Haji Hasin Mohammed, Jio has breathed new life into his business. The display window for his product has now shrunk to his smartphone screen. With the Jio network making data affordable and accessible, he is able to reach out to his clients easily and in real-time. Almost 75% of his orders are now through the digital medium.

JIOGENNEXT HUB: A UNIQUE START-UP ECOSYSTEM

Our business incubator, JioGenNext Hub, nurtures start-ups by providing resources such as funds and business expertise. Through this, we aim to catalyse both regional and national economic development.

JioGenNext Hub is a bridge for start-ups to explore various engagements with our business units in the form of pilots, commercial partnerships, joint Go To Market (GTM) strategies, strategic investments. Since 2014, JioGenNext Hub has mentored and advised start-ups on various areas of business – product roadmap, customer discovery, customer acquisition and engagement, talent hiring, pitching and fund raising. In FY 2017-18, JioGenNext Hub received over

3,000 applications from start-ups and aspiring entrepreneurs in India across its two cohorts of which, 29 start-ups were selected. The industry network has strengthened to a staggering 75+ mentors and 20+ active partners during the year.

JioGenNext Hub, through its unique model of 'Customer–as-a-Mentor', enables start-ups to launch their business and grow as we do. This year, JioGenNext Hub has integrated 10+ start-ups within the Jio, RIL ecosystem for long-term partnerships.

JioGenNext has a well-structured immersive programme spread across 18 weeks. It provides start-ups with access to our senior leadership and
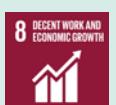
domain experts. It offers co-working spaces and technology partnerships with global companies. It also provides external mentors and an opportunity to test, validate, launch and scale their businesses in RIL and Jio.

For more information, please visit www.jiogennext.com

Key Metrics*

6	Cohorts till date
80	Start-ups selected
30+	Engagements with RIL
6,000+	Applications from start-ups and aspiring entrepreneurs
75+	Mentors

*Since inception

LEGALDESK

Action Taken: To digitise our legal documentation and contracting process.

Outcome/ progress: It is being piloted by our administrative departments for robustness under various conditions and use-cases.

Linkage to SDGs:

8 DECENT WORK AND ECONOMIC GROWTH

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

ENGURU

Action Taken: Through Jio phones Enguru app was adapted, to help millions of Jio customers learn English at the comfort of their home

Outcome/progress: Enguru app increased its reach by 5,00,000+ users in less than a week

Linkage to SDGs:

4 QUALITY EDUCATION

AUTHBASE
www.AuthBase.net

AuthBase is a cybersecurity solution using AI to heal and mitigate hack and bot attacks in real-time.

www.authbase.net

Big Phi

Big Phi is building innovative apparel using nanotechnology like stain repellency, odour free, coolant and moisture management.

www.turmswear.com

Bodhi Health Education

Bodhi Health Education provides technology based, education and training for healthcare professionals.

www.bodhihealthedu.org

buzzopinior

BuzzOpinion is an AI recommendation engine based on reviews and user preferences.

www.buzzopinion.com

Call Ambulance
Together We Save Lives, Faster

Call Ambulance provides an integrated emergency platform via an app to improve emergency outcomes.

www.callambulance.in

Ohai

Ohai is a hyper-local contextual networking platform that uses patent-pending wireless peer-peer technology to securely connect & exchange data between multiple devices in proximity.

www.ohaiapp.com

INTELLO LABS

Intello Labs is a deep learning & AI tool to help farmers & agri organisations determine the crop infestation and quality of agri-commodities.

www.intellolabs.com

UNITARY

Industrial IOT products, currently targeting the steam and water management systems in a plant.

www.unitary.io

Thinkerbell Labs

A proprietary device to help visual impaired students to read, write & type in braille.

www.projectmudra.com

logicladder

SaaS solution for Sustainability monitoring in an enterprise.

www.logicladder.com

LEADO

Leado is a business automation platform that provide plug-n-play integrations of various enterprise solutions.

www.leado.io

LegalDesk.com

LegalDesk digitises the legal documentation process right from drafting to stamping and design using Aadhaar based authentication.

https://legaldesk.com/

PENSIEVE

Pensieve is a data research and discovery platform for legal domain using advanced AI and NLP technologies.

www.pensieve.co.in

GMETRI

GMETRI provides high quality, custom, interactive and affordable VR/AR/MR content development services.

www.gmetri.com

Ayasta

Ayasta is building a data layer on top of the Electrical Ecosystem to visualise faults and prevent failures.

www.ayasta.com

amie

Amie is a cloud based Wi-Fi smart home system with complete voice controls and ready-to-use switches.

www.amieconnect.in

Wigzo

Global contextual omni channel marketing platform with machine intelligence driven personalisation for e-commerce (SMBs).

www.wigzo.com

Yethi
Innovation for Quality

Yethi is a B2B enterprise software company that makes automated testing of large enterprise solutions more scalable and efficient.

www.yethi.co.in

first hive

FirstHive creates unique customer identities from the clutter of customer interactions across all marketing channels, driving customer conversations & marketing ROI.

www.firsthive.com

ROOSH

Web / Mobile Gaming studio engaged in developing immersive games.

http://www.rooshinteractive.com/

DRONAMAPS

DronaMaps provides centimetre level GIS enabled 3D mapping solution.

www.dronamaps.com

TBS PLANET

Comics and graphic novel publishers in paperback and digital format, also developing AR content.

www.tbsplanet.com

TAP CUBE STUDIOS

Games development/servicing platform focused on content aggregation and distribution.

www.tapcubestudios.com

CLINIKK

Clinikk is a healthcare platform providing solutions for the next billion offline Indians.

https://clinikk.com/

doselect

DoSelect is a skill measurement platform that helps organisations take critical people decisions using data, intelligence, automation, & benchmarking.

www.doselect.com

Happy Adda
pakka desi

Develops mobile games & regional content in vernacular languages. Launched its first 6-in-1 game app called 'Jalebi'.

www.happyadda.com

LOGISURE

Logisure is an aggregator of urban freight with last mile distribution for B2B shipments.

www.logisure.in

JINY

An audio-visual UX assistant for mobile and web apps.

www.jiny.io

LAVELLE NETWORKS

WAN as a Cloud Service for distributed enterprise such as bank branches, Retail outlets, etc.

www.lavellenetworks.com

COMMUNITY DEVELOPMENT

Our CSR initiatives are based on principle of inclusive economic growth, and resonate with India's national development goals as well as the Sustainable Development Goals (SDGs) outlined in the United Nations 2030 Agenda for Sustainable Development.

Most of our CSR activities are carried out under the aegis of Reliance Foundation (RF), which in a span of seven years has emerged as a leading corporate foundation addressing the nation's multiple development challenges. The Foundation was established in 2010 under the leadership of Smt. Nita M. Ambani.

We have strategically chosen our CSR initiatives with a focus on improving the quality of life of society at large. The initiatives focus on seven areas: Rural Transformation, Health, Education, Sports for Development, Disaster Response, Arts, Culture and Heritage and Urban Renewal. During FY 2017-18, we spent ₹ 771 crore on CSR initiatives under these focus areas.

The key philosophy of all our social development initiatives is based on the three core commitments of Scale, Impact and Sustainability.

Since inception, our development initiatives have touched the lives of 20 million people across India. Our initiatives have registered an impressive reach across India as shown in the accompanying map.

EXPENDITURE ON CSR ACTIVITIES
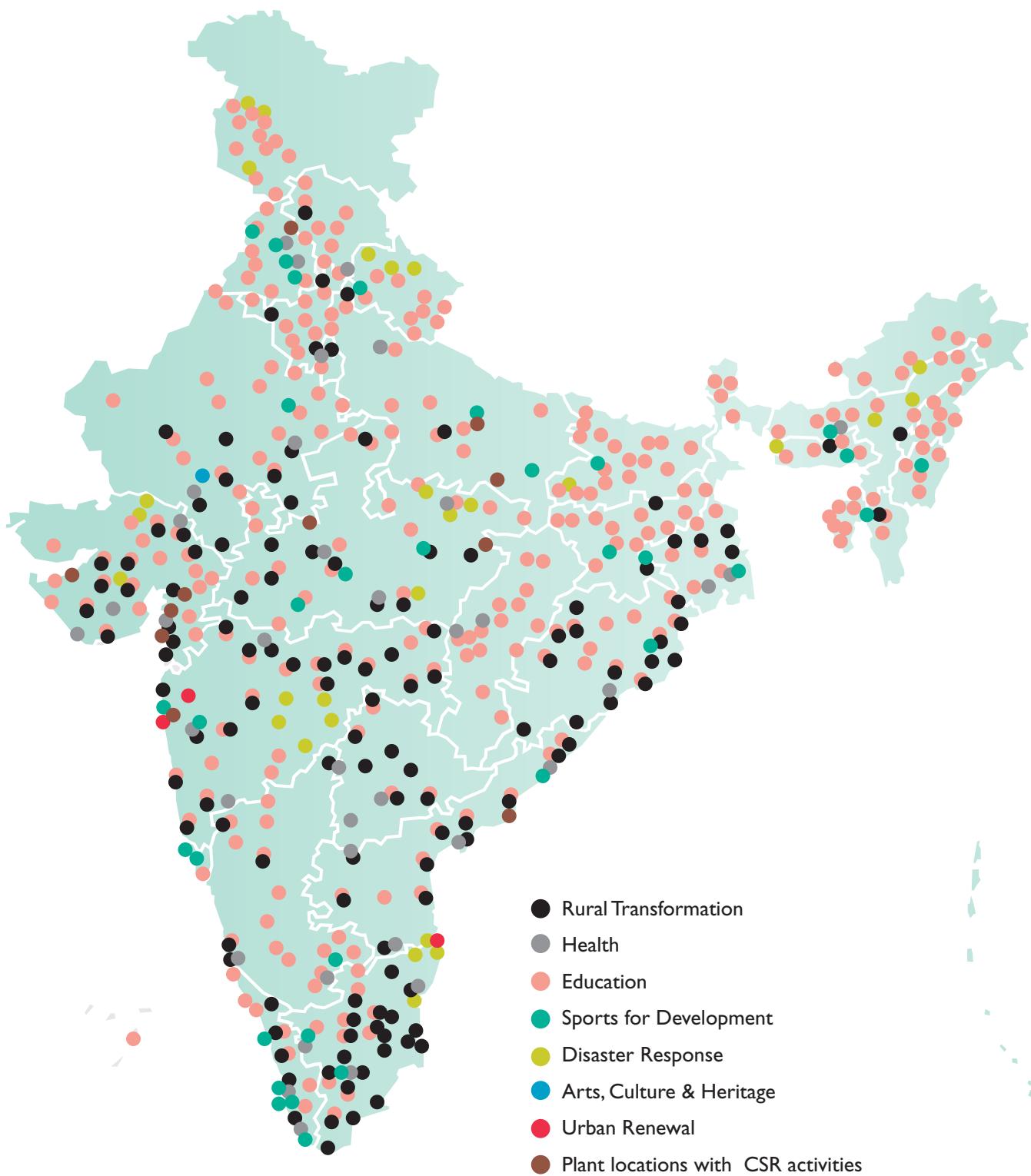
The following table presents theme-wise CSR expenditure of Reliance for the year 2017-18.

Of the total expenditure, ₹ 745 crore is from RIL and the rest is from the Group Companies. Figures are rounded off as appropriate.

Focus Area of CSR	Expenditure (₹ Crore)
Rural Transformation	195
Health	148
Education	373
Sports for Development	50
Disaster Response	4
Arts, Culture & Heritage	1
Urban Renewal*	-
Total	771

*Urban renewal – ₹ 34 lakh in FY 2017-18

GEOGRAPHICAL REACH OF RELIANCE'S DEVELOPMENT INITIATIVES

- ● Rural Transformation
- ● Health
- ● Education
- ● Sports for Development
- ● Disaster Response
- ● Arts, Culture & Heritage
- ● Urban Renewal
- ● Plant locations with CSR activities

RELIANCE FOUNDATION

Reliance Foundation focuses on its social initiatives with a three-pronged strategy:

1. Direct engagement with the community,

2. Forging partnerships and collaborations, and

3. Leveraging the power of information technology.

We at RF directly engage with the communities through a team of trained professionals. It collaborates with the communities to understand their needs, plan and implement programmes for them, and measure the value and impact it creates. In the process, we engage the community members in planning and implementation, empower them through trainings and work towards scalability and sustainability of initiatives.

We form strategic partnerships with organisations to bring in synergy to our development initiatives. These partnerships include state and local governments and NGOs working at the grassroots level. We collaborate with the organisations for sharing technical know-how, human resources and infrastructure. These partnerships support in delivering our commitment by intensively engaging with the

KEY HIGHLIGHTS OF THE YEAR

Rural Transformation

- Livelihoods of 1.2 million+ farmers, fisher folk and livestock owners enhanced (over 4.8 million since inception)

- Eco-consistent soil conservation resulted in bringing more than 7,000 Ha of land under sustainable agricultural practices (over 64,000 ha since inception)

- Water harvesting and conservation efforts resulted in bringing over 32,000 ha of land under irrigation since inception

- More than 73 billion litres of water harvesting capacity has been created since inception. As a result, 307 villages were made water secure

- Over 7 million saplings were planted this year to promote biodiversity (over 20 million since inception)

Health

- Over 0.44 million health consultations provided to patients through Reliance managed hospitals, mobile and static medical units and various health camps (4 million since inception)

- The eye care services supported 1,207 visually impaired individuals under the Drishti Programme (17,000+ corneal transplants since inception)

Education

- Providing quality education to 16,000 students through 14 Reliance Foundation Schools

- 713 talented students were given scholarships to pursue higher studies (over 13,644 scholarships since inception)

GRI 103-1,103-2,103-3(Local Communities),GRI 203-1,GRI 203-2

communities and penetrating into the areas that are physically inaccessible.

We leverage technologies to provide sustainable solutions. These technological interventions connect communities on multiple digital platforms for optimum use of resources, informed decision-making and capacity building. This has been greatly aided by the emergence of Jio Infocomm as a major player in digital services in recent years. Through the use of technology, we have made significant progress in reaching out to the people with various products and services such as information advisories, digital classrooms, virtual sports clinics, and record keeping of patients among others.

In addition to our interventions, we also encourage our employees to voluntarily contribute to social causes. Periodic inputs are obtained from employees on their interest to contribute to a particular cause. Additionally, depending upon the needs of communities, we leverage specific skill sets of employees and allocate resources for effective delivery of initiatives. The following sections present an overview of various CSR initiatives taken up by us.

Sports for Development	Disaster Response	Arts, Culture & Heritage

Sports for Development

- The RF Jr. NBA programme has scaled up to 10,000+ schools across 34 cities through its physical education curriculum. So far, the programme has inspired 9 million children and youth to adopt healthy, active lifestyle

- The RF Young Champs programme is supporting 48 talented young football players through scholarships to hone their skills with world-class facilities and best-in-class trainings

- In its second year, RF Youth Sports programme introduced athletics while continuing with football. The programme reached out to 4.7 million youth from 3,400+ educational institutions across 34 cities

Disaster Response

- Supported over 10,000 individuals from 22 flood affected villages across Assam's 11 districts

- Helped over 0.15 million individuals from 87 flood affected villages across 2 districts of Gujarat. Adopted four worst-hit villages to provide required assistance for rehabilitation, beyond the immediate relief efforts

- The early warning advisories disseminated during Ockhi cyclone in Southern India saved lives of 27,000 fishermen and over 4,600 ha of paddy fields

Arts, Culture & Heritage

- Supported '8 Prahar', an event dedicated to Indian classical music, bringing together singers including Padma Vibhushan Sangeet Martand Pandit Jasraj to delight music lovers in Mumbai

- Supported the annual concert 'Abbaji', organised by Ustad Zakir Hussain in the memory of renowned tabla maestro, Ustad Allah Rakha Khan

GRI 203-1, GRI 203-2

RURAL TRANSFORMATION

We have been addressing the challenges of rural communities through our rural transformation programme. Key initiatives in this programme include building rural institutions, making villages water secure, mentoring producer companies and enabling alternative livelihood options on and off the farm. The programme also uses technology-based solutions for securing livelihoods of farmers, fisher folk and livestock owners across the country.

In addition to direct engagement, we supported several organisations with an aim to benefit the rural community. This year the initiatives supported are aimed at building drought-resilient villages by ensuring water sufficiency, income enhancement through women-led co-operative societies and fishermen producer companies, and capacity building of farmers for better price realisation.

INSTITUTION BUILDING

The programme empowers rural communities to organise themselves into village associations, producer companies and women thrift groups. These community level institutions have facilitated the development of village level leadership for addressing local social development issues. Many of these institutions have taken up advocacy roles at different levels.

For long-term sustainability of these institutions, the members have come together to contribute towards creating a community owned fund, infuse equity into producer companies, savings and thrift activities. They have also been instrumental in mobilising physical and financial resources in times of crisis. Some of these leaders are also elected by people as representatives of Gram Panchayats, given their active participation in community development initiatives. Today, over 86,000 rural households in 1,100 villages from 32 districts across 12 states in India are associated with the programme.

WATER SECURITY

This programme aims to provide water security to villages for irrigation and domestic use. We work to conserve every drop of rain within the village. More than 73 billion litre of water harvesting capacity has been created since inception by constructing or renovating water harvesting structures, including earthen/masonry dams and check dams, farm ponds, open wells, etc. Owing to this effort, over 32,000 ha received assured irrigation for two cropping seasons, despite the rain deficit in many parts of India this year. These efforts resulted in water security of 307 villages. Moreover, several villages have reported an increase in ground water level by over 2 m, even at the peak of summer.

For efficient water management, user groups were formed across 260 villages for managing and regulating sustainable water use. Assessments show that the intervention has positively impacted farmer livelihood in terms of land use pattern, cropping intensity and income levels.

We supported Paani Foundation's Water Cup initiative to ensure water security in rural Maharashtra. Through this initiative, over 96 billion litre of water storage capacity has been created across 1,300+ villages.

VILLAGE TRANSFORMATION BY A WOMAN LEADER

Linkage to SDGs:

Smt. Lachchho Bai Dehriya (age 62), a housewife hailing from Chikhla village of Seoni district, Madhya Pradesh, joined the rural transformation programme in 2012. As part of the program she received support in land development as well as trainings and exposure visits to widely acknowledged model villages of Maharashtra. She led a group of 30 women to win freedom from exploitative money-lenders. Furthermore, she was part of a group that fought to ban liquor and tobacco shops. Under her leadership, the village has made substantial progress including formation of seed bank, construction of toilets, availability of piped water supply, and enhanced incomes.

TRANSFORMING LIVES: WATER CONSERVATION IN SENDHWA

Linkage to SDGs:

In Bijapuri village of Sendhwa block Barwani, Madhya Pradesh, farmers faced challenges that resulted in dependence on non-farm livelihood options during Rabi and Zaid seasons. Hence, we carried out a water-budgeting exercise which revealed that the village could be made water secure by harvesting rainwater at strategic spots. Using this assessment, we constructed a check dam that helped assure irrigation of 80 ha of land. With this support, the farmers were then able to cultivate in at least two cropping seasons annually. This has also resulted in year-round availability of livelihood options within the village.

VALUE CREATION THROUGH ENHANCED WATER SECURITY

Linkage to SDGs:

In 2018, we initiated an impact assessment of water security and livelihood interventions using the SRoI methodology. For this assessment, five programme villages of Agar (Madhya Pradesh) were selected in which water and livelihood interventions reach out to around 5,100 people. The study evaluated KPIs such as water efficiency, economic stability, education and health, livelihoods, reduction in migration, increase in confidence, aspirations and self-worth. Its findings showed that the investments made by us had a positive impact on these aspects.

FARMER PRODUCER COMPANIES

Perennially, India's farmers have faced the challenge of establishing market linkages. To help farmers overcome this challenge, we empower them to set up Farmer Producer Companies (FPCs).

These farmer-owned and farmer-driven companies:

● Sensitise rural producers on the need to come together as collectives

● Aggregate farm produce to bring in economies of scale for fetching better prices

● Have sustainable access to markets

This aggregation also enhances the bargaining power of farmers. So far, we have mentored 19 FPCs, spanning 10 states. As on 31st March 2018, these FPCs had 21,500 farmers associated with them and the turnover of FPCs for the corresponding financial year was ₹ 67.5 crore. Each farmer who transacted through FPCs, on an average had an additional income of ₹ 5,000 to ₹ 6,000 annually.

Highlights of Reliance mentored Farmer Producer Companies for the year

- We received Krishi Pragati Award 2017 from NCDEX for outstanding contribution in improving income of small and marginal farmers through FPCs.
- Bhimpahad Krushak Producer Company in Balangir, Odisha was licensed as a supplier of seeds and fertilisers by the Govt. of Odisha. This would benefit the farmer members in getting quality seeds at nominal subsidised government prices. The FPC has been ranked as Grade "A" organisation by NABARD.
- Jamwa Ramgarh FPC was recognised as the Most Promising Producer Company by NCDEX.
- In collaboration with Gujarat State Co-Operative Cotton Federation Limited, Jasdan Producer Company transacted 54,000+ quintals of groundnut that benefitted 5,700 farmers.

NUTRITION SECURITY

To improve nutritional outcomes among rural population, we have been promoting our unique kitchen garden model across our programme locations as well as providing technical support to government. This year, we extended the scope of our partnership under Rajmata Jijau Nutrition Mission of Government of Maharashtra. Under this, we provided technical support to anganwadis across 16 districts in setting up Reliance Nutrition Gardens. This initiative has helped 0.2 million mothers and children fight malnutrition in these districts.

ALTERNATE RURAL LIVELIHOODS AND ENTREPRENEURSHIP

We promote alternative livelihood options to provide protection against uncertainties and catastrophes that affect farm-based livelihoods. We encourage small farmers to initiate goat-rearing, poultry, nursery raising and vermi-composting, among others. Till date, ~9,500 rural families have benefitted from alternative livelihoods (over 7,000 families during FY 2017-18).

ECOLOGICAL SECURITY

We promote ecological security in three ways: increasing the supply of cultivable land; enhancing the green cover through large-scale plantation activity; and improving soil health.

We adopt eco-consistent soil conservation methods that resulted in bringing an additional 7,000 hectares (64,000 hectares since inception) under sustainable agricultural practices. This has led to an improvement in soil texture,

VIRTUAL PLATFORMS FOR INFORMED DECISION-MAKING

We have been using multiple digital solutions tailored to the needs of our beneficiaries. This year, we leveraged the JioChat application and added essential features in it to provide solutions to a range of rural users seeking customised information and advice on improving their lives and livelihood. This app allows users to send and receive information in the form of text, images, voice and video.

In addition, the users can also seek information with the help of key words through chat. So far, 15,000 different advisories have been uploaded in 9 different languages. The content disseminated through the app is benefitting a large population which seeks information to make the best decisions about their livelihoods.

Linkage to SDGs:

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

advisories have reached an additional 1.2 million individuals this year. Overall, these advisories have reached out to 4.8 million individuals since inception.

As part of the programme, we have created an ecosystem that comprises more than 1,000 knowledge and infrastructure partners, thematic experts, including research institutions, government departments, NGOs, etc.

IMPROVING ACCESS TO SOCIAL INFRASTRUCTURE

We have improved access to social infrastructure through development of concrete roads connecting 32 villages in Uttar Pradesh. The development of roads is a turning point for many of these villages as it has improved access to local markets, schools and healthcare facilities.

structure, microbial activity and aeration, and almost 80% of this land has been used for food production.

To promote biodiversity, over 7 million saplings were planted during FY 2017-18 (over 20 million saplings planted since inception). We observed the World Environment Day and motivated rural communities and employees to plant saplings. The event saw an enthusiastic participation of 20,000+ people from over 150 villages across 12 states.

We have taken steps for the protection of the soil eco-system by conducting over 11,000 soil health tests and disseminated relevant advisories.

INFORMATION SERVICES

Through our information services programme, communities are empowered by having reliable information, tailored to the needs of beneficiaries in more than 13,000 villages across 12 states. This is disseminated both digitally and through community level interventions that include information on crop management, livestock care, schemes and subsidies, healthcare, civic services etc. Our mobile-based

CONTRIBUTION TO VILLAGE SOCIAL TRANSFORMATION MISSION, MAHARASHTRA

In 2017, we joined hands with the Govt. of Maharashtra in its holistic mission of transforming 1,000 villages. As part of this, we demonstrated a model of rural transformation that empowers communities to establish transparent and accountable governance systems, achieve food, water, nutrition and energy security, and contribute to sustainable livelihoods. Our model also emphasises on education, and awareness on rights and entitlements. It works towards strengthening physical and digital infrastructure, and making villages resilient to disasters. Early results from the direct engagement with 51 villages indicate:

- 252 community leaders have emerged as change agents driving the transformation in 33 villages
- Increased water harvesting capacity has assured irrigation for 2,600 hectares
- 3,500 families earning an income of more than ₹ 1 lakh per annum.

Linkage to SDGs:

6 CLEAN WATER AND SANITATION

2 ZERO HUNGER

HEALTH

Our health programme addresses primary healthcare issues around affordability and accessibility of quality healthcare. It strives to improve awareness and healthy living practices, and provides a range of healthcare services, spanning the entire life cycle. We also provide specialised services through tertiary healthcare facilities such as multi-specialty hospitals, at subsidised prices to the communities.

Collectively, the health programmes have reached out to 2.5 million people and provided over 4.5 million patient consultations since inception. Through partnerships, we have supported several organisations working in the field of healthcare in providing a range of services, both at primary and tertiary levels. These services include preventive care, maternal and child health, specialised care for patients with cardiac and kidney problems, palliative care for terminally ill cancer patients, etc.
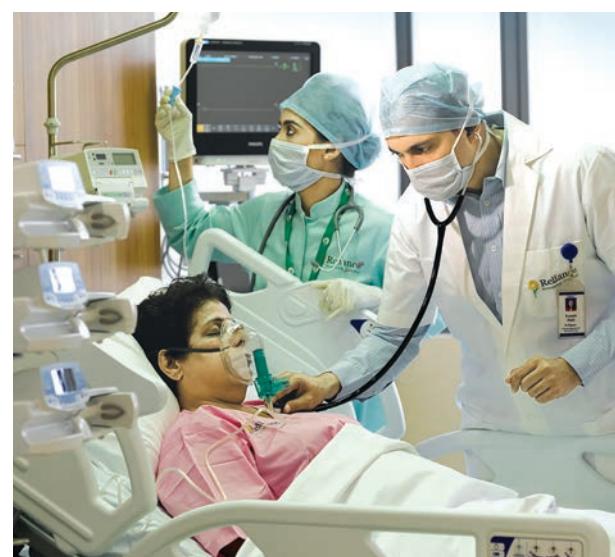
SIR H N RELIANCE FOUNDATION HOSPITAL AND RESEARCH CENTRE

Since its inauguration in 2014, Sir H N Reliance Foundation Hospital and Research Centre has emerged as a centre of quality care in Mumbai. By keeping abreast of medical innovations and adopting the best practices in clinical care, the hospital is poised to offer world-class medical facilities. It has won India's foremost quality accreditation from National Accreditation Board for Hospitals and Healthcare Providers (NABH).

A large number of patients with complex medical issues has been treated here.

During the current year alone, the hospital has successfully performed 6,500 procedures with excellent outcomes. These include some of the most complex surgeries across different specialties such as oncology, paediatrics, cardiac surgeries, spine surgeries, joint replacement surgeries and vascular interventions.

The Hospital organises health awareness programmes to empower people to take informed decisions. Over 9,000 people have been covered so far through ~100 programmes. The Hospital also organised corporate health awareness talks and school screening camps covering over 5,000 people. Through subsidised and free services, the hospital benefitted ~ 10,000 out-patients this year. It provided over 200 patients from economically-challenged backgrounds with varied medical services including paediatric cardiac surgeries, cochlear implants and cancer therapies.

The Hospital's Emergency Care Department caters to a large number of patients every year, and saved many from death and permanent disability. Over 9,000 patients benefitted from the services this year. Our hospital has initiated "Digital Push" mobile application using which individuals can digitise and manage their medical records.

The Hospital has taken numerous steps to improve patient care and give family members a reassuring experience. Our hospital has leveraged technology not only to improve medical care but also to ensure service excellence.

DHIRUBHAI AMBANI HOSPITAL

The Dhirubhai Ambani Hospital at Lodhivali near Patalganga (Maharashtra) has provided free and subsidised healthcare to 1,923 patients in this financial year taking the number of total subsidised patients to 18,600 since inception. A majority of these patients include the underprivileged, senior citizens, and trauma victims from the economically weaker sections of the society.

The Hospital's Anti-Retroviral Therapy centre is the largest in Raigad district. It has registered over 4,000 persons with HIV/AIDS (PLHIV) since inception, of which 210 were registered during FY 2017-18. The patients receive free consultation, counselling, investigation and treatment. In FY 2017- 18, specialised health consultations were provided to over 17,500 PLHIVs taking the total number of consultations to 0.14 million.

Through hospitals managed by us and community level interventions, care and treatment services were provided to over 1,200 HIV infected and affected people, including children. We also provided nutrition and education support to 112 children affected with HIV. Moreover, 190 tuberculosis screenings were completed during the year under review. Specialised events were conducted to sensitise migrant workers, truck drivers and sex workers on HIV infection. Awareness was further created to reduce the stigma and discrimination associated with it by distributing Information, Education and Communication (IEC) materials to them.

A Regional Level Marriage Bureau function was organised at HIV DOTS Centre in collaboration with Gujarat State Network of People Living with HIV/AIDS (GSNP+). This programme saw large participation of over 1,300 PLHIV from 4 states, where 25 couples tied the knot.

ALLIANCE FOR SAVING MOTHERS AND NEWBORNS (ASMAN)

Through Project ASMAN, along with four other organisations, we are working in Rajasthan and Madhya Pradesh to strengthen the health systems by enhancing quality of services in public health facilities for improved maternal and neonatal care.

The intervention provides technology-based solutions to healthcare providers, backed by on-site mentoring and supportive supervision visits during critical phases of intra-partum and postpartum care. Covering 81 multi-level health facilities, the programme has trained 80 Medical Officers and 338 staff nurses on obstetric and newborn care. During the project cycle, the programme has benefited at least 0.5 million mothers and newborns.

EYE CARE SERVICES

For more than a decade, through RF Drishti programme, we have been supporting visually impaired underprivileged people to undergo corneal transplants by partnering with the National Association for the Blind, Arvind Eye Hospital and Sankara Eye Foundation. This year, 1,207 visually impaired individuals were supported under the programme (17,031 corneal transplants since inception).

To increase the awareness about importance of eye donation, the programme organises a week-long Drishti Art and Essay Competition every year. This year, about 10,000 children participated in it.

At the community level, vision screening camps and mobile eye clinics are regularly conducted across the plant locations including Jamnagar, Nagothane, Vadodara and Patalganga. During FY 2017-18, over 16,500 individuals were screened for vision related issues, of which 1,185 cataract surgeries were done. Over 1,050 individuals with refractive error were further linked to specialised facilities for optical correction and spectacles.

MENSTRUAL HYGIENE

We engaged in the promotion of menstrual hygiene across the rural areas of Nagothane (Maharashtra) and Dahej (Gujarat) through several community level interventions. These sessions are aimed at addressing myths and misconceptions, increasing the awareness levels on menstrual hygiene and use of sanitary napkins. These initiatives benefited over 1,400 adolescent girls and women during FY 2017-18.

CHANDRA KANWAR: PAD WOMAN FROM SAWAI MADHOPUR

Chandra Kanwar, a leader of women's thrift group in Sawai Madhopur, is now leading the menstrual hygiene initiative, and emerging as a change agent in her community. She hails from a conservative family where women do not have the freedom to make choices, yet she is breaking the socio-cultural taboo on this stigmatised issue. Due to her awareness efforts, 300 women and girls have started using hygienic and quality sanitary napkins. She has also founded an emerging enterprise trading in quality sanitary napkins, making them available at an extremely affordable price to women in eight surrounding villages.

STRENGTHENING OF HEALTH SYSTEM

We are working towards improving the quality of healthcare in Warangal (Telangana) by strengthening the public healthcare ecosystem through technical support to the Government. The objective is to achieve the process quality standards according to benchmarks of the NABH and National Quality Assurance Standards.

This project works towards improving the quality of care through the adoption of health management systems, process standardisation, capacity building and technology integration. The programme positively impacted 8 primary and secondary healthcare facilities and a medical college having tertiary care facilities (MGM Hospital).

The project has shown improvement in quality parameters such as safe disposal of biomedical waste, improvement in management of deliveries and informed decision-making of district health administration. It also assisted improvements pertaining to counselling and provided methodology for implementation of digital record keeping, among others.

HEALTH OUTREACH PROGRAMME

Our health outreach programme provides primary health services including screenings and consultations. It employs 10 Mobile Medical Units (MMUs) and 3 Static Medical Units (SMUs) across Madhya Pradesh, Maharashtra and Uttarakhand to offer medical help to the underprivileged communities. In Mumbai, the high-risk cases are further referred to tertiary level facilities. We reach out to the under-privileged segments with information, education and communication messages through camps and technology-enabled information services to emphasise preventive care and healthy behaviour.

The medical units are equipped with state-of-the-art technology to store patient information, which helps healthcare providers in decision-making, based on the case history. Through MMUs, SMUs and camps, over 0.2 million consultations were provided during the year under review. Further, 35,000 individuals were provided health related

advisories through digital platforms. The health outreach programme also empowers community volunteers to help prevent seasonal outbreaks.

EDUCATION

Our initiatives are aimed at promoting primary and secondary as well as enabling higher education through merit-cum-means scholarships across the country. We have leveraged appropriate technologies and learning resources for improving the quality of teaching and, in turn, student performance.

To diversify our initiatives, we supported various organisations in providing quality education to children from underprivileged communities. The initiatives of these organisations focus on improving enrolment rate, skill sets of teachers, children's English language skills and educational infrastructure. We also conducted programs for education on prevention of child sexual abuse and positive communication, and mainstreaming of children with special needs. Through these partnerships, we aim to improve the learning outcomes of over a lakh children across the country.

SCHOLARSHIPS FOR HIGHER EDUCATION

In order to nurture talented young leaders, the Dhirubhai Ambani Scholarship (DAS) programme has provided financial support to 11,781 meritorious students till date to pursue graduation in the stream and institution of their choice. Nearly half of the DAS scholars are girls and one-fifth are specially-abled students. During FY 2017-18, the DAS programme supported 423 students across the country. Under Protsahan Scheme in East Godavari

(Andhra Pradesh), scholarships are provided to meritorious students from the villages around the plant. This year, 290 students were provided scholarships under the scheme.

Together, we have supported 13,644 students through various educational scholarship programmes.

RELIANCE FOUNDATION SCHOOLS

13 Reliance Foundation Schools located in Jamnagar, Surat, Vadodara, Dahej, Lodhivali, Nagothane, Nagpur and Navi Mumbai provide education to over 15,000 children annually. The schools offer education from kindergarten through class 12 and are affiliated to the Central Board of Secondary Education (CBSE) and the State Education Boards of Gujarat and Maharashtra. In 2017, Reliance Foundation School, Koparkhairane was ranked among the Top-10 schools in Navi Mumbai by Hindustan Times.

The RF Schools have constantly maintained excellent standards of academic performance. In 2017, 22% students secured the maximum achievable score of 10 CGPA in the CBSE Class 10 Board examination. 30% students of the Science stream scored above 90% in CBSE Class12 Board examination and 27% students of the Commerce stream scored above 80%. Schools affiliated to the Maharashtra State Board reported that 100% had passed the Board examination both in Class 10 and the Class 12 Science stream. The schools affiliated with Gujarat State Board reported 93% pass rate in Class 10 Board examination, 97%, in the Class 12 Board examination for Science and 88% pass rate in the Class 12 Board examination for Commerce.

Besides academics, the students of RF Schools continue to excel in co-scholastic, sporting and co-curricular pursuits, while winning awards and recognitions at the district, state and national levels. RF School, Koparkhairane won the 'Best School' award for the third consecutive year at the Inter-School Elocution Competition. Other achievements included:

- Gold medals in the International Skating Competition, Senior National Aquatic Championship and CBSE National Level Athletics Meet 2017

- Bronze medal in athletics at the inaugural Khelo India School Games

- Football team representation at the national level

- Swami Vivekananda Award and Scholarship for state and national level sports achievements

- Three RF Schools were selected for presenting their Science Projects at the National Level CBSE Science Exhibition.

Dhirubhai Ambani International School (DAIS) prepares students for the ICSE, the IGCSE and the IB Diploma examinations. It is a member of the Cambridge International Primary Programme. DAIS provides world-class education to 1,000+ children annually; and has about 150 teachers with rich experience in national and international curricula. Students have consistently achieved outstanding results across all three curricula.

In 2017, two students of IGCSE Class 10 topped the world in

Mathematics and five students topped in India in various subjects. Our school's ICSE average score was 96% and the highest score was 98.4%. In the IB Diploma Examinations, eight students earned the perfect score of 45, average score of the class being 39.2. The IB Diploma graduates of 2017 earned admissions and scholarships to 22 of the top-30 universities worldwide. During the academic year, our students won over 500 awards in various sporting, scholastic and co-curricular events at the state, national and international levels.

Over the years, the School has achieved highest standards of excellence on all performance parameters. DAIS is among the very few schools in India to be jointly accredited by the Council of International Schools and the New England Association of Schools & Colleges. In 2017, Education World ranked DAIS as the No. 1 International School in India for the fifth consecutive year. Hindustan Times ranked DAIS as No. 1 School in Mumbai for the fifth time. Times of India ranked DAIS as the No. 1 'National and International Curriculum' School in Mumbai for the third consecutive year. DAIS is also one of India's few schools to be certified by the Indian Green Building Council with the highest-level 'platinum' rating.

RELIANCE UNIVERSITY
We are working towards establishing a globally benchmarked, multi-disciplinary university in Maharashtra. It will provide an enabling environment and cutting-edge research facilities to students.

INFRASTRUCTURE SUPPORT TO SCHOOLS
We constructed two schools for the Government of Uttarakhand as part of its relief and rehabilitation support in the aftermath of devastating floods in 2013. The two schools, which are now operational, stand testimony to our commitment towards rebuilding Uttarakhand. These schools cater to nearly 1,000 students, coming from around 30 villages in the vicinity.

The Government schools across several locations were supported in enhancing their infrastructure including furniture, computers, RO plants, school uniform kits, etc. The spouses of our employees held English language classes for students of Moti Khavdi Kanyashala and helped deprived and school dropout girls to compete through the National Institute of Open Schooling.

DIGITAL CLASSROOM
We have worked with local governments to establish model digital classrooms in 129 government schools across Andhra Pradesh, Gujarat, Madhya Pradesh, Maharashtra and Telangana benefitting about 30,000 students.

A central relay station connects teachers to all schools for teaching live virtual classes and facilitates interaction between teachers and students. Offline classes on specific subjects are also conducted. The virtual classroom has bolstered the confidence of students and has resulted in higher pass percentages. Additionally, the platform is being used for conducting classes on development of life-skills, career guidance, etc.

EDUCATION AND SPORTS FOR ALL (ESA)
Using sports as a vehicle, we promote health, fitness and active

Rashtriya Khel Protsahan Puraskar

Reliance Foundation was conferred with Rashtriya Khel Protsahan Puraskar in 2017. On behalf of Reliance Foundation, Smt. Nita M. Ambani received the prestigious award from Honourable President of India Shri Ram Nath Kovind, for her influential role in transforming India into a sporting nation.

lifestyle to bring about a positive change among youth and children in both urban and rural landscapes. Popular sports such as football, basketball and athletics cultivate strategic thinking, competitive spirit and leadership abilities among children and youth. We partner with various national and state sports bodies in improving the quality of sporting ecosystem through better facilities, training, infrastructure and equipment.

QUALITY EDUCATION TO UNDERPRIVILEGED

Under ESA, we support education of underprivileged children by partnering with NGOs and works at grassroots level. As an extension under this initiative, an innovation in the form of Digital Learning Van was launched in 2017. The van has reached out to more than 4,000 children from 10 government schools in Mumbai and Thane districts. This initiative has positively impacted 0.2 million children.

RELIANCE FOUNDATION JR. NBA PROGRAMME

RF Jr. NBA programme, a comprehensive school-based basketball initiative, completed its fifth consecutive year. The programme has successfully integrated basketball into the physical education curriculum in 10,000+ participating schools nationwide. The programme has reached out to 9 million students across 34 cities in India since inception and 5.6 million students in FY 2017-18.

RELIANCE FOUNDATION YOUTH SPORTS (RFYS)

RFYS provides a nation-wide unique platform for promoting grassroots sports. In 2007, the programme continued with football and introduced athletics to further identify and encourage sporting talent across the country.

During FY 2017-18, football tournaments of RFYS expanded to 34 cities, including the cities of Northeast India, entire Kerala and key cities like Bangalore, Hyderabad and Chandigarh. Overall, 4,900 teams (including 450 girls' teams) from 3,400 institutes participated in the tournaments. All India Football Federation has backed the RFYS grassroots development programme, counting these players among 'the finest young players in the country'. The programme also sponsored 400 best physical education teachers for 'D-License Coaching Certification'.

Under athletics, different categories have been promoted, including sprints, relays, long- distance run, high jump and long jump. Competitions were held across 8 centres, including sports hubs such as Punjab, Haryana and Kerala. An inaugural National Athletic Championship was held in Mumbai, which saw participation from 2,900 institutes with over 9,000 athletes competing in over 3,000 events.

The programme strategically partnered with 20 institutes across the country for effective implementation. On the ground, the tournaments were conducted by officials from Athletics Federation of India and All India Football Federation. We further donated equipment to the participating institutes to promote sports. For motivating young talent and expanding the reach of RFYS, all final matches at city level, zonal level and national level were live-streamed on the RFYS website.

RF Jr. NBA enters Guinness Book of World Records

In 2017, the RF Jr. NBA programme entered the Guinness Book of World Records. The programme witnessed over 3400 Jr. NBA students at Delhi, Bengaluru, Chennai, Hyderabad and Kolkata receiving basketball lessons from the legendary Kevin Durant in the world's largest ever tech-enabled NBA clinic held for the future basketball talent on July 28.

RELIANCE FOUNDATION YOUNG CHAMPS (RFYC)

RFYC is a unique, scholarship-based, full-time residential football and education programme. It aims to provide India's aspiring football talents the opportunity to hone their skills with world-class facilities and best-in-class training.

During FY 2017-18, eight young football talents were awarded scholarships to develop their football skills, taking the total to 48 scholarships. Under the programme, 30 Young Champs were sent for international exposure trip to Spain where they got an opportunity to play friendly matches, with teams including Real Madrid, Atletico de Madrid, Valencia, Villarreal, Rayo Vallecano and Leganes.

The Young Champs Sports Academy has been accredited as one of the best in India by the All India Football Federation. Our objective is to maintain this position; and also strive towards the cherished milestone of achieving 5/5 grade.

DISASTER RESPONSE

We aspire to respond swiftly and effectively to disasters that endanger human lives and livelihoods, by directly engaging with affected communities. We leverage all our strengths – including human resources and information technology – to provide relief and rehabilitation support. During FY 2017-18, we promptly helped communities affected by floods and cyclone in Assam, Gujarat and Southern India.

FLOOD RESPONSE IN ASSAM

The Assam floods in August 2017 affected several people across the state, leaving them stranded and dispossessed. Responding to the need, we identified 22 villages that did not receive adequate relief support, and supplied ration-kits to more than 10,000 people, enough to sustain them for a duration of 15 days.

FLOOD RESPONSE IN GUJARAT

With heavy rains battering Gujarat, floods wreaked havoc in the state, bringing life to a standstill and causing widespread damage. Taking note of the grim situation, we worked relentlessly to support the afflicted communities. For immediate sustenance of the victims, our teams with support from community volunteers, distributed relief kits to 0.15 million people across 87 villages. Besides, health camps were conducted to secure 6,000+ people against immediate and medium-term health risks emanating from floods.

To maximise the benefits to affected communities, we used technology to reach out to them with useful information. Advisories were sent across to over 0.3 million flood victims to guide on the correct use of chlorine tablets in water, health precautions, livestock care, and government schemes. In addition, over 0.1 million people contacted toll-free helpline numbers for specific relief requirements.

SUPPORT DURING OCKHI CYCLONE USING TECHNOLOGY

We played a key role in saving many lives when Cyclone Ockhi hit the southern parts of India. We disseminated advisories related to warnings on cyclone to coastal areas in Tamil Nadu and Kerala through our different communication channels.

Due to high wind speed and waves, along with heavy rainfall, fishermen in these areas were urged not to venture out into the sea. The timely information provided by us saved lives of over 27,000 fishermen.

Besides, the farmers were reached through various communication modes such as 'Flag Method', 'Knowledge on Wheels', help line and multi-location audio conferences that saved over 4,600 hectares of paddy fields.

Leveraging technology, we acted as a bridge between government functionaries and fishermen. Reliance Foundation's toll free helpline received several calls asking for help to locate missing boats and fishermen. The information was immediately shared with the Coastguard and Indian Navy to facilitate the rescue work and the information on rescued fishermen was shared with their anxious families. Over 300 fishermen and 35 boats were rescued from the deep sea. An assessment shows that almost 91% of cyclone-affected fishermen reported having benefitted from the advisories.

ARTS, CULTURE AND HERITAGE AND URBAN RENEWAL

We work to preserve the rich heritage, art and culture of India for its future generations and make conscious efforts to improve the livelihood opportunities for traditional artisans and craftsmen. This is done primarily by undertaking various promotional projects and documenting India's heritage for the benefit of future generations.

ABBAJI ANNUAL CONCERT

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

8 PRAHAR: CONCERT ON INDIAN CLASSICAL MUSIC

We supported '8 Prahar', an event dedicated to Indian classical music. This unique event, jointly initiated by Art and Artistes and Pancham Nishad, brought together leading exponents of classical music, including Padma Vibhushan Sangeet Martand Pandit Jasraj to delight Mumbai's music lovers. The event featured performances from 6.30 a.m. to 3 a.m. of the next day with artistes performing the Ragas of the respective 'Prahar' (time of the day).

BEAUTIFICATION OF PUBLIC PLACES

We work on city modernisation initiatives through our urban renewal programme in order to improve the quality of life and infrastructure in cities. The initiatives strive to improve public spaces to revitalise the ageing infrastructure and provide newer facilities. We supported beautification of public places during FY 2017-18 to improve the available infrastructure for ease of people. As part of this project, protective grills on Magdalla Bridge, Hazira were installed to prevent mishaps. Three parks in the crowded urban spaces of Mumbai were revitalised with fencing and periodic maintenance services.

OTHER INITIATIVES
CONTRIBUTION TO SWACHH BHARAT

We have been motivating our programme beneficiaries across rural and urban areas on the importance of cleanliness, hygiene and sanitation. As part of this, awareness campaigns are carried out to sensitise people about the advantages of cleanliness. We have been an active participant in the ambitious Swachh Bharat Mission of Government of India.

CAMPAIGN ON SWACHHATA HI SEVA

We launched a massive awareness and cleanliness campaign titled Swachhata Hi Seva across the country. The week-long campaign organised during September-October, 2017 aimed at supporting the Government of India's Swachh Bharat Mission.

The campaign mobilised communities and enabled them to actively participate in the Swachh Bharat Mission by 'shramdaan', that is, donating labour. The campaign covered 15 States and Union Territories and engaged around 1,00,000 people.

Linkage to SDGs:

6 CLEAN WATER AND SANITATION

These campaigns actively engage community members to drive change. Sensitised villagers are leveraging government schemes and constructing toilets. Almost 15,000 toilets have been constructed so far and 87 villages declared as Open Defecation Free by the government. Through digital platforms, people were informed about the application procedure for availing the benefits of government schemes such as Sardar Awas Yojana, Pradhan Mantri Gramin Awas Yojana, and so on.

EMPOWERING WOMEN THROUGH COLLECTIVISATION AND FINANCIAL LITERACY

For various socio-cultural reasons, women have been a disadvantaged group in India. Driven by our belief in inclusive growth and our experience of working with marginalised communities, we undertook systematic efforts for accelerating financial inclusion by promoting financial literacy among them. Under this programme, participants would learn the nuances of personal finance, importance of savings and would get formally linked to at least one formal financial institution. Besides, rural women have been supported to form Women Thrift Groups providing them a platform to participate, drive and manage the socio-economic change while being financially self-reliant. Our initiatives for women take intervention areas closer to achieving SDG 5 (Gender Equality).

This model has not only helped in wealth creation but also enabled women in making their presence felt in male-dominated spaces. Besides starting their own enterprises, women have taken the lead in addressing the pressing issues related to health, hygiene and sanitation that affect them and their families. Till date, over 12,000 women have been provided financial literacy trainings and 3,000+ rural women have formed 110 thrift groups across 14 districts in 7 states, having collected over ₹ 4.5 million.

SKILLING AND EMPLOYMENT

Skilling the youth and creating right employment opportunities for them is Government's key priority. Through our skilling and employment programme, we are working to make the youth employable by equipping them with marketable skill sets and providing placement support. This year, nearly 11,000 youth were provided skill training, of which 70% were assisted with placements across Retail and other sector.

Across rural areas, skill enhancement trainings were provided to around 3,000 women and girls. These trainings include paper quilling, jewellery, LED bulb and lamp making, tailoring and embroidery. Through another initiative, in addition to traditional medium of sales, 700+ women were taught to create Facebook page and WhatsApp groups to sell their products. Together, the various skilling initiatives have benefitted over 13,800 individuals across India.

WILDLIFE CONSERVATION AND ANIMAL WELFARE

We support several organisations that are working for wildlife conservation and animal welfare. These organisations protect wildlife against poachers, reducing the incidence of wild animals straying into human settlements, provide relief and rehabilitation

support to the injured wild and domestic animals including rescue, treatment and surgical care, providing shelter, etc. These organisations also sensitise communities about the importance of protecting wildlife, and avoiding human-animal conflict.

IMPROVING ACCESS TO SPORTS INFRASTRUCTURE

We have installed a multi-sports complex in two stadiums under Thane Municipal Corporation. It has a specially designed net cage to suit all playing fields with LED illuminated line markings to facilitate the sports being played.

It can accommodate six different games: soccer, ring hockey, volleyball, handball, cricket and tennis. With the space for sportspersons and fitness enthusiasts shrinking in urban areas, these multi-sports stadiums in the centre of densely populated cities address an acutely felt need.

ANNEXURES

ANNEXURES

INDEPENDENT REASONABLE ASSURANCE STATEMENT

Independent Reasonable Assurance Statement to Reliance Industries Limited on its Sustainability Report for Financial Year 2017-18

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

Introduction

Reliance Industries Limited ('the Company' or 'RIL') has requested KPMG in India ('KPMG', or We) to provide an independent assurance on its Sustainability Report for FY 2017-18 ('the Report').

The Report covers the sustainability performance of three businesses: Reliance Industries Limited (RIL), Reliance Retail Ventures Limited (RRVL), and Reliance Jio Infocomm Limited (RJIL) ('the Company' or 'Reliance').

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

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

Reporting Criteria and Frameworks

Reliance applies its sustainability performance reporting criteria, derived from the 'In-accordance Comprehensive' option as per Sustainability Reporting Standards of the Global Reporting Initiative (GRI) including the oil and gas sector disclosures, and has incorporated the principles of the International Integrated Reporting Framework (<IR>) published by the International Integrated Reporting Council (IIRC), United Nation's Sustainable Development Goals (UN SDGs), American Petroleum Institute / The International Petroleum Industry Environmental Conservation Association (API/IPIECA) Sustainability Reporting Guidelines, Business Responsibility Reporting Framework based on the principles of National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG – SEE), World Business Council for Sustainable Development's focus areas and Accountability's AA1000APS 2008 (Principles of Inclusivity, Materiality and Responsiveness).

- **Other Frameworks/Initiatives:**
Reliance has also referred to new and emerging frameworks such as Task Force on Climate-related Financial Disclosures (TCFD) recommendations, United Nations Guiding Principles on Business and Human Rights (UNGP), United Nations Global Compact (UNGC) Principles, Global Recycle Standard (GRS) Version 3.0, Natural Capital Protocol, Social return on investment (SROI), Greenhouse Gas Protocol, and the selected Government of India's initiatives supported by NITI Aayog.

Assurance Standards used

We conducted the assurance in accordance with
- Reasonable Assurance requirements of the International Federation of Accountants' (IFAC) International Standard on Assurance Engagement (ISAE) 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information.
    - o Under this standard, we have reviewed the information presented in the Report against the characteristics of relevance, completeness, reliability, neutrality and understandability.
- Type 2, High level assurance requirements of AA1000 Assurance Standard 2008 (AA1000AS 2008) by AccountAbility.
    - o Under this standard, we have reviewed the nature and extent of adherence to the AA1000 AccountAbility Principles Standard 2008 (AA1000APS 2008) and the quality of publicly disclosed information and data as part of the Report limited to performance disclosures/ information required by the reporting criteria as mentioned above.

Boundary, Scope and Exclusions

The boundary of assurance covers sustainability performance of the following entities for the period from 01 April 2017 to 31 March 2018:
- RIL's manufacturing divisions, refineries, exploration and production in India; business divisions namely chemicals; fibre intermediates; polyester; polymers
- Reliance Retail Ventures Limited (RRVL) stores, Distribution centres, Collection and processing centres across seven formats: Reliance Brands, Reliance Digital, Reliance Footprint, Reliance Jewels, Reliance Markets, Reliance Trends, Reliance Value.
- Reliance Jio Infocomm Limited (RJIL) sites covering large facilities i.e. AG3, Super AG2, AG2.
- Reliance Foundation
- Corporate office at Reliance Corporate Park, Navi Mumbai

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The scope of assurance was limited to the following disclosures as per the GRI Standards:

General Disclosures
• Organizational Profile – 102-1 to 102-4, 102-6 to102-8, 102-11 to 102-13 • Strategy – 102-14 to102-15 • Ethics and Integrity – 102-16 • Governance – 102-18 to 102-20, 102-23, 102-26, 102-32 • Stakeholder Engagement – 102-40 to 102-44 • Reporting Practice –102-45 to102-56
Management Approach 103-1 to 103-3
Specific Disclosures

RIL	Retail (RRVL)	Digital Services (RJIL)

• **Economic**
  o Economic Performance: 201-2
  o Indirect Economic Impacts: 203-1 to 203-2
• **Environmental**
  o Energy: 302-1, 302-3 to 302-4
  o Biodiversity: 304-1 to 304-4, OG4
  o Water: 303-1 to 303-3
  o Emissions: 305-1 to 305-7
  o Effluents and Waste: 306-1 to 306-5, OG5 to OG7
• **Social**
  o Employment: 401-1 to 401-3
  o Labour/ Management Relations: 402-1
  o Occupational Health and Safety:403-1, 403-3, 403-4
  o Training and Education: 404-1 to 404-3
  o Diversity and Equal Opportunity: 405-1 to 405-2
  o Child Labor:408-1
  o Forced or Compulsory Labor: 409-1
  o Local Communities: 413-1 to 413-2
  o Customer Health and Safety: 416-2
  o Marketing and Labelling: 417-1 to 417-2
	• **Economic**
	  o Indirect Economic Impacts: 203-1, 203-2
	• **Social**
	  o Employment: 401-1 to 401-3
	  o Training and Education: 404-1, 404-3
	  o Diversity and Equal Opportunity: 405-1, 405-2
	  o Child Labor:408-1
	  o Forced or Compulsory Labor: 409-1
	  o Customer Privacy: 418-1
		• **Economic**
		  o Indirect Economic Impacts: 203-1, 203-2
		• **Environmental**
		  o Energy: 302-1
		  o Emissions: 305-1,305-2
		  o Effluents and Waste: 306-2
		• **Social**
		  o Employment: 401-1 to 401-3
		  o Occupational Health and Safety: 403-2
		  o Training and Education: 404-1 to 404-3
		  o Diversity and Equal Opportunity: 405-1 to 405-2
		  o Child Labor:408-1
		  o Forced or Compulsory Labor: 409-1
		  o Customer Health and Safety: 416-2
		  o Customer Privacy: 418-1

The assurance scope excludes the following:
•   Disclosures 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.

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Assurance Procedures

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

Our assurance procedures also included:
- Assessment of RIL's reporting procedures for sustainability reporting regarding their consistency with the application of GRI Standards and the AccountAbility 1000 Assurance Standard (AA1000AS) 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 at the sites and corporate office used for quantification, collation, and analysis of sustainability performance disclosures included in the Report.
- Understanding the appropriateness of various assumptions, estimations and materiality thresholds used by RIL for data analysis.
- Discussions with the personnel responsible for the evaluation of competence required to ensure reliability of data and information presented in the Report.
- Discussion on sustainability with senior executives at the different manufacturing locations and at the corporate office to understand the risks and opportunities from sustainability context and Reliance's strategy.
- 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 2017-18.
- Verification of key performance data through site visits covered for the businesses. We have covered selected sites/stores for RRVL and RJIL from the cities mentioned in the table.

RIL	Retail (RRVL)	Digital Services (RJIL)
Corporate office at Reliance Corporate Park, Navi Mumbai.		
Refining and Marketing: Jamnagar DTA, Jamnagar SEZ **Petrochemicals:** Barabanki, Dahej, Hazira, Hoshiarpur, Nagothane, Naroda, Patalganga, Silvassa and Vadodara **Exploration and Production:** On-shore and off-shore exploration and production facilities at Gadimoga, Desk review of key performance data from Shahdol	**Brands:** Mumbai, Chandigarh, New Delhi **Digital:** Mumbai, Navi Mumbai, Hyderabad **Footprint:** Bangalore, Kerala, Indore **Jewels:** Hyderabad Allahabad, Bangalore **Markets:** Jaipur, Surat **Trends:** Chennai, Gurgaon, Kolkata, Pune, Karnataka **Value:** Faridabad, Pune, Bhubaneshwar, Chennai, Bhiwandi	**AG3:** Bengaluru, Nagpur, Kolkata, Hyderabad, Mumbai, Noida **Super AG2:** Ahmedabad, Howrah, Chandigarh, Bhubaneswar, Patna, Guwahati, Kozhikode, Lucknow, Shimla, Pune, Jaipur **AG2:** Chennai, Dhule, Indore, Jaipur, Surat, Pune **CLS:** Chennai

Appropriate documentary evidences were obtained to support our conclusions on the information and data verified. Where such documentary evidences could not be collected due to sensitive nature of the information, our team verified the same at the sites.

Conclusions

Based on our assurance procedures and in line with the scope and limitations, we conclude that
- The Report is in accordance with the GRI Standards including the 'Oil and Gas Sector Disclosures' and covers RIL's sustainability performance covering its operations as mentioned in the boundary, scope and exclusions.
- The general standard disclosures and specific disclosures presented in the Report, are fairly presented in line with the identified material topics.
- The company has initiated its alignment on sustainability disclosures with other reporting criteria and emerging frameworks as mentioned under reporting criteria.

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

As per AA1000 AS 2008 principles:

- **Principle of Inclusivity:** RIL has identified its significant stakeholder groups based on the level of influence and impacts it has on these stakeholder groups as well as the potential impacts they might have on the Company. RIL has partnered with various external stakeholder groups with the objective of enhanced value creation. RRVL and RJIL are taking steps to further strengthen their stakeholder engagement process.

- **Principle of Materiality:** The report covers selected sustainability disclosures based on identified material topics for RIL, RRVL and RJIL in line with the GRI standards covering its various operations as mentioned in boundary scope and exclusions. The methodology of materiality determination used for the Report considers the perspectives of senior executives from various functions at Reliance and various stakeholder groups. The Company has responded to the material topics by disclosing its performance in the Report. RIL has constituted a Sustainability Governance Council for monitoring and managing the performance on material topics on periodic basis. RRVL and RJIL are expanding the materiality assessment process to ensure that all the material topics are addressed in the context of sustainability.

- **Principle of Responsiveness:** Reliance has a stakeholder engagement policy as part of Code of Conduct, through which it expresses its intent of engagement with stakeholders and responds to their expectations and concerns. Reliance has identified its various stakeholder groups and the engagement mechanism for each of them along with their specific priorities. Reliance has also provided information on specific actions through disclosure of performance. The Company has implemented the Reliance Management Systems (RMS) that will help enhance the quality and timeliness of reporting to its stakeholders. RRVL and RJIL are improving robustness of its stakeholder engagement mechanism in order to address stakeholders' expectations and concerns in an enhanced manner.

Reliability:
RIL tracks the sustainability performance data across all its manufacturing divisions in the hydrocarbons business on a monthly basis and has plans to conduct periodic internal assurance. RRVL captures the sustainability data and information on a regular basis and further plans to strengthen the mechanism to capture sustainability information across its operations. RJIL uses online portals for effective data capturing and automates wherever feasible for better accuracy. It also has plans to track and verify sustainability performance data on periodic basis.

Independence
The assurance was conducted by a multidisciplinary team of KPMG including professionals with suitable skills and experience in auditing environmental, social and economic information in line with the requirements of the ISAE 3000 (Revised) and AA1000AS (2008) standards. Our work was performed in conformance to the requirements of the IFAC Code of Ethics for Professional Accountants, which requires, among other requirements, that the members of the assurance team (practitioners) as well as the assurance firm (assurance provider) be independent of the assurance client, in relation to the scope of this assurance engagement, including not being involved in writing the Report. The Code also includes detailed requirements for practitioners regarding integrity, objectivity, professional competence and due care, confidentiality and professional behavior. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence. The firm applies International Standard on Quality Control (ISQC) 1 and the practitioner complies with the applicable independence and other ethical requirements of the International Ethics Standards Board for Accountants (IESBA) code.

Responsibilities & Restriction on use of our report
Reliance is responsible for developing the Report contents. Reliance is also responsible for identification of material sustainability topics, establishing and maintaining appropriate performance management and internal control systems and derivation of performance data reported.

This statement is made solely to the Management of Reliance 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 Reliance 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 Reliance for our work for this Report, or for the conclusions expressed in this independent assurance statement. The assurance engagement is based on the assumption that the data and information provided to us is complete and true.

We expressly disclaim any liability or co-responsibility for any decision a person or entity would make based on this assurance statement. By reading this assurance statement, stakeholders acknowledge and agree to the exclusions and disclaimers mentioned above.

Santhosh Jayaram
Partner
KPMG in India
21 December 2018

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Licensed Assurance Provider
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GRI Content Index

GRI Content Index for 'In Accordance' Comprehensive option

GRI Standard	Disclosure	Page Number	Omissions
	GRI 101: Foundation 2016 (GRI 101 does not include any disclosures)		
	General Disclosures		
	Organizational profile		
GRI 102: General Disclosures 2016	102-1 Name of the organization	Page No 14	
	102-2 Activities, brands, products, and services	Page No 26-27 RIL Annual Report FY 2017-18 - Page No 26,28	
	102-3 Location of headquarters	Page No 201	
	102-4 Location of operations	Page No 21	
	102-5 Ownership and legal form	RIL Annual Report FY 2017-18 - Page No 215	
	102-6 Markets served	RIL Annual Report FY 2017-18 - Page No 181	
	102-7 Scale of the organization	Page No 19-21,84,130 RIL Annual Report FY 2017-18 - Page No 28,40	
	102-8 Information on employees and other workers	Page No 85,86	
	102-9 Supply chain	Page No 138-141	
	102-10 Significant changes to the organization and its supply chain	Page No 17	
	102-11 Precautionary Principle or approach	Page No 54	
	102-12 External initiatives	Page No 16,17	
	102-13 Membership of associations	Page No 51	
	Strategy		
	102-14 Statement from senior decision-maker	Page No 8-11	
	102-15 Key impacts, risks, and opportunities	Page No 27,43-44,53,150	
	Ethics and integrity		
	102-16 Values, principles, standards, and norms of behavior	Page No 6,7,57	

GRI Standard	Disclosure	Page Number	Omissions
GRI 102: General Disclosures 2016	102-17 Mechanisms for advice and concerns about ethics	Page No 57	
	Governance		
	102-18 Governance structure	Page No 48-50	
	102-19 Delegating authority	Page No 50	
	102-20 Executive-level responsibility for economic, environmental, and social topics	Page No 50 RIL Annual Report FY 2017-18 - Page No 198,199	
	102-21 Consulting stakeholders on economic, environmental, and social topics	Page No 39-41	
	102-22 Composition of the highest governance body and its committees	Page No 48-50 RIL Annual Report FY 2017-18 - Page No 200	
	102-23 Chair of the highest governance body	Page No 48-50 RIL Annual Report FY 2017-18 - Page No 200	
	102-24 Nominating and selecting the highest governance body	RIL Annual Report FY 2017-18 - Page No 201	
	102-25 Conflicts of interest	RIL Annual Report FY 2017-18 - Page No 211	
	102-26 Role of highest governance body in setting purpose, values, and strategy	RIL Annual Report FY 2017-18 - Page No 199	
	102-27 Collective knowledge of highest governance body	RIL Annual Report FY 2017-18 - Page No 208-209	
	102-28 Evaluating the highest governance body's performance	RIL Annual Report FY 2017-18 - Page No 201	
	102-29 Identifying and managing economic, environmental, and social impacts	RIL Annual Report FY 2017-18 - Page No 199	
	102-30 Effectiveness of risk management processes	Page No 157	
	102-31 Review of economic, environmental, and social topics	Page No 50	
	102-32 Highest governance body's role in sustainability reporting	Page No 8,50-51	
	102-33 Communicating critical concerns	Page No 39	
	102-34 Nature and total number of critical concerns	Page No 50 RIL Annual Report FY 2017-18 - Page No 208	
	102-35 Remuneration policies	RIL Annual Report FY 2017-18 - Page No 210-214	
	102-36 Process for determining remuneration	RIL Annual Report FY 2017-18 - Page No 210-214	

GRI Standard	Disclosure	Page Number	Omissions
GRI 102: General Disclosures 2016	102-37 Stakeholders' involvement in remuneration	RIL Annual Report FY 2017-18 - Page No 210-214	
	102-38 Annual total compensation ratio	RIL Annual Report FY 2017-18 - Page No 210-214	
	102-39 Percentage increase in annual total compensation ratio	RIL Annual Report FY 2017-18 Page No 210-214	
	Stakeholder engagement		
	102-40 List of stakeholder groups	Page No 40-41	
	102-41 Collective bargaining agreements	Page No 93	
	102-42 Identifying and selecting stakeholders	Page No 39	
	102-43 Approach to stakeholder engagement	Page No 39-41	
	102-44 Key topics and concerns raised	Page No 40-41	
	Reporting practice		
	102-45 Entities included in the consolidated financial statements	RIL Annual Report FY 2017-18 - Page No 252-255	
	102-46 Defining report content and topic Boundaries	Page No 14-16,45	
	102-47 List of material topics	Page No 45	
	102-48 Restatements of information	Page No 17	
	102-49 Changes in reporting	Page No 17	
	102-50 Reporting period	Page No 14	
	102-51 Date of most recent report	Page No 14	
	102-52 Reporting cycle	Page No 14	
	102-53 Contact point for questions regarding the report	Page No 17	
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Comprehensive option.	
	102-55 GRI content index	Page No 174	
	102-56 External assurance	Page No 170-173	
Material Topics			
GRI 201: Economic performance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Page No 45, 129, 130	

GRI Standard	Disclosure	Page Number	Omissions
GRI 103: Management Approach 2016	103-2 The management approach & its components	Page No 129, 130	
	103-3 Evaluation of the management approach	Page No 129, 130	
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	Page No 131	**Partially reported/omitted:** The economic value generated, distributed and retained is reported for RIL and omitted for RRVL and RJIL. **Confidentiality Constraints:** Both RRVL and RJIL are in an expansion phase. Hence, in order to maintain a competitive edge, the economic value generated, distributed and retained for these businesses cannot be disclosed.
	201-2 Financial implications and other risks and opportunities due to climate change	Page No 78,79	
	201-3 Defined benefit plan obligations and other retirement plans	Page No 131,132	
	201-4 Financial assistance received from government	Page No 131	
GRI 203: Indirect economic impacts			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Page No 45,137	
	103-2 The management approach & its components	Page No 137	
	103-3 Evaluation of the management approach	Page No 137	
GRI 203: Indirect Economic impacts 2016	203-1 Infrastructure investments & services supported	Page No 150-154	
	203-2 Significant indirect economic impacts	Page No 150-154	
GRI 204: Procurement practices			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Page No 45,136-141	
	103-2 The management approach & its components	Page No 136-141	
	103-3 Evaluation of the management approach	Page No 136-141	
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	Page No 139	**Partially reported/omitted:** The spent on local suppliers is reported for RIL and omitted for RRVL and RJIL. **Information Unavailable:** The mechanism for consolidating the spent on local suppliers for RRVL and RJIL is in process of being established and will be available within the next 3 years.
GRI 205: Anti-corruption			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,59,60	
	103-2 The management approach & its components	Page No 59,60	
	103-3 Evaluation of the management approach	Page No 59,60	

GRI Standard	Disclosure	Page Number	Omissions
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Page No 59,60	
	205-2 Communication and training about anti-corruption policies and procedures	Page No 59,60	
	205-3 Confirmed incidents of corruption and actions taken	Page No 59,60	
GRI 301: Materials			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,117-120	
	103-2 The management approach and its components	Page No 117-120	
	103-3 Evaluation of the management approach	Page No 117-120	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Page No 120-121	
	301-2 Recycled input materials used	Page No 120-121	
	301-3 Reclaimed products & their packaging materials	Page No 120	
Sector disclosures for GRI 301: Materials 2016	OG1 Volume and Type of estimated proved reserves and production	Page No 120	
GRI 302: Energy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,63-65,76-79	
	103-2 The management approach and its components	Page No 63-65,76-79	
	103-3 Evaluation of the management approach	Page No 63-65,76-79	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Page No 76-77	**Partially reported/omitted:** The energy consumption within the organisation is reported for RIL and RJIL and omitted for RRVL. **Information Unavailable:** The mechanism for consolidating the energy consumption for RRVL is in process of being established and will be available within the next 3 years.
	302-2 Energy consumption outside of the organization		**Omitted:** The energy consumption outside the organisation is omitted for RIL, RRVL and RJIL. **Information Unavailable:** The mechanism for consolidating the respective data for RIL,RRVL,RJIL is in process of being established and will be available within the next 3 years.
	302-3 Energy intensity	Page No 76-77	**Partially reported/omitted:** The energy intensity is reported for RIL and RJIL and omitted for RRVL. **Information Unavailable:** The mechanism for consolidating the energy intensity for RRVL is in process of being established and will be available within the next 3 years.
	302-4 Reduction of energy consumption	Page No 76,197	
	302-5 Reductions in energy requirements of products and services	RIL Annual Report 2017-18 - Page No 65	
Sector disclosures for GRI 302: Energy 2016	OG2 Total amount invested in renewable energy	Page No 79	
	OG3 Total amount of renewable energy generated by source	Page No 79	

GRI Standard	Disclosure	Page Number	Omissions
GRI 303: Water			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,63-65,73	
	103-2 The management approach and its components	Page No 63-65,73	
	103-3 Evaluation of the management approach	Page No 63-65,73	
GRI 303: Water 2016	303-1 Water withdrawal by source	Page No 73-74	
	303-2 Water sources significantly affected by withdrawal of water	Page No 73-74	
	303-3 Water recycled and reused	Page No 73-74	
GRI 304: Biodiversity			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,63-65,74-75	
	103-2 The management approach & its components	Page No 63-65,74-75	
	103-3 Evaluation of the management approach	Page No 63-65,74-75	
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Page No 74-75	
	304-2 Significant impacts of activities, products, and services on biodiversity	Page No 74-75	
	304-3 Habitats protected or restored	Page No 74-75	
	304-4 IUCN Red List species & national conservation list species with habitats in areas affected by operations	Page No 74-75	
Sector disclosures for GRI 304: Biodiversity 2016	OG4 Number & percentage of significant operating sites in which biodiversity risk has been assessed and monitored	Page No 74-75	
GRI 305: Emissions			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,63-65,67,76-77	
	103-2 The management approach and its components	Page No 63-65,67,76-77	
	103-3 Evaluation of the management approach	Page No 63-65,67,76-77	

GRI Standard	Disclosure	Page Number	Omissions
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Page No 76-77	**Partially reported/omitted:** The Scope 1 emissions data is reported for RIL and RJIL and omitted for RRVL. **Information Unavailable:** The mechanism for consolidating the Scope 1 emissions for RRVL is in process of being established and will be available within the next 3 years.
	305-2 Energy indirect (Scope 2) GHG emissions	Page No 76-77	**Partially reported/omitted:** The Scope 2 emissions data is reported for RIL and RJIL and omitted for RRVL. **Information Unavailable:** The mechanism for consolidating the Scope 2 emissions for RRVL is in process of being established and will be available within the next 3 years.
	305-3 Other indirect (Scope 3) GHG emissions	Page No 76-77	
	305-4 GHG emissions intensity	Page No 76-77	**Partially reported/omitted:** The GHG emission intensity data is reported for RIL and RJIL and omitted for RRVL. **Information Unavailable:** The mechanism for consolidating the GHG emission intensity data for RRVL is in process of being established and will be available within the next 3 years.
	305-5 Reduction of GHG emissions	Page No 76-77	**Partially reported/omitted:** The reduction of GHG emissions data is reported for RIL and omitted for RRVL and RJIL. **Information Unavailable:** The mechanism for consolidating the GHG emissions data for RRVL and RJIL is in process of being established and will be available within the next 3 years.
	305-6 Emissions of ozone-depleting substances (ODS)	Page No 66	
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Page No 66,67	
GRI 306: Effluents and waste			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,63-65,67	
	103-2 The management approach & its components	Page No 63-65,67	
	103-3 Evaluation of the management approach	Page No 63-65,67	
GRI 306: Effluents and waste 2016	306-1 Water discharge by quality and destination	Page No 73	
	306-2 Waste by type and disposal method	Page No 67-72	**Partially reported/omitted:** Hazardous waste data is reported for RIL and RJIL and omitted for RRVL. Non-hazardous waste data is reported for RIL and omitted for RRVL and RJIL. **Information Unavailable:** The mechanism for monitoring the hazardous waste data for RRVL and non-hazardous data for RRVL and RJIL is in process of being established. The data will be available within the next 3 years.
	306-3 Significant spills	Page No 67	
	306-4 Transport of hazardous waste	Page No 67	
	306-5 Water bodies affected by water discharges and/or runoff	Page No 73	
Sector disclosures for GRI 306: Effluents and waste 2016	OG5 Volume and disposal of formation or produced water	Page No 73	
	OG6 Volume of flared and vented hydrocarbons	Page No 66	
	OG7 Amount of drilling waste (drill mud & cutting) and strategies for treatment and disposal	Page No 73	
GRI 307: Environmental compliance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,60	

GRI Standard	Disclosure	Page Number	Omissions
GRI 103: Management Approach 2016	103-2 The management approach and its components	Page No 60	
	103-3 Evaluation of the management approach	Page No 60	
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	Page No 60	
GRI 401: Employment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,81-84	
	103-2 The management approach and its components	Page No 81-84	
	103-3 Evaluation of the management approach	Page No 81-84	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Page No 84-87	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page No 89	
	401-3 Parental leave	Page No 89	
GRI 402: Labor/Management Relations			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,81-84	
	103-2 The management approach and its components	Page No 81-84	
	103-3 Evaluation of the management approach	Page No 81-84	
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Page No 93	
GRI 403: Occupational Health & Safety			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,81-84,96-98	
	103-2 The management approach and its components	Page No 81-84,96-98	
	103-3 Evaluation of the management approach	Page No 81-84,96-98	
GRI 403: Occupational Health & Safety 2016	403-1 Workers representation in formal joint management–worker health and safety committees	Page No 96	
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Page No 97,99	**Partially reported/omitted:** The safety data (injury rate, lost day rate) is reported for RIL and omitted for RRVL and RJIL. **Information unavailable:** Due to expansion of projects at multiple sites, we are unable to segregate the data on a standalone basis within the reporting boundary. The information will be made available within the next two years.

GRI Standard	Disclosure	Page Number	Omissions
GRI 403: Occupational Health & Safety 2016	403-3 Workers with high incidence or high risk of diseases related to their occupation	Page No 96	
	403-4 Health and safety topics covered in formal agreements with trade unions	Page No 93	
GRI 404: Training and Education			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic & its Boundary	Page No 45,81-84,89	
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Innovation and Technology*			
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The World Business Council for Sustainable Development

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

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

The Council's objectives are to:

• Be a leading business advocate on sustainable development

• Participate in policy development to create the right framework conditions for business to make an effective contribution to sustainable human progress

• Develop and promote the business case for sustainable development

• Demonstrate the business contribution to sustainable development solutions & share leading edge ractices 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 nine priority areas viz. Climate Change, Release of Nutrient Elements, Ecosystems, Exposure to Harmful Substances, Water, Basic Needs and Rights, Skills and Employment, Sustainable Lifestyles and Food, Feed, Fibre and Biofuels.

LINKAGE OF BRR & GRI WITH SDG

1. NO POVERTY

End poverty in all its forms Everywhere

Business Responsibility Report
NVG8
Businesses should support inclusive growth and equitable development

GRI Disclosures
413-2, 202-1,103-2, 203-2

Our Contributions
Village transformation by a woman leader

2. ZERO HUNGER

End hunger, achieve foodsecurity & improved nutrition and promote sustainable agriculture

Business Responsibility Report
NVG2
Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

NVG8
Businesses should support inclusive growth and equitable development

GRI Disclosures
203-2, 413-2, 411-1,201-1, 203-1

Our Contributions
Development of Relfarm S

Highlights of Reliance mentored Farmer Producer Companies

Value Creation through enhanced water security

Contribution to Village Social Transformation Mission, Maharashtra

3. GOOD HEALTH AND WELL-BEING

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

Business Responsibility Report
NVG3
Businesses should promote the well-being of all employees

GRI Disclosures
203-2, 305-1, 305-2, 305-3, 305-6, 305-7, 403-2, 403-3, 306-1, 306-2, 306-3, 306-4, OG5, OG7

Our Contributions
Digitisation through JioHealthHub

RF Jr NBA enters Guinness Book of World Records

4. QUALITY EDUCATION

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

Business Responsibility Report
NVG8
Businesses should support inclusive growth and equitable development

GRI Disclosures
102-27,404-1

Our Contributions
Enguru

5. GENDER EQUALITY

Achieve gender equality and empower all women and girls

Business Responsibility Report
NVG5
Businesses should respect and promote human rights

GRI Disclosures
103-2,202-1,405-2, 401-1, 404-1, 404-3, 405-1, 201-1, 203-1, 406-1, 401-3, 102-22, 102-24, 405-1, 414-1, 414-2

Our Contributions
Technology-enabled safety pendant

Chandra Kanwar: Pad woman of Sawai Madhopur

6. CLEAN WATER AND SANITATION

Ensure availability and sustainable management of water and sanitation for all

Business Responsibility Report
NVG6
Businesses should respect, protect and make efforts to restore the environment

GRI Disclosures
303-1, 303-2, 303-3, 304-1, 304-2, 304-3, 304-4, 306-1, 306-2, 306-3, 306-5, OG5, OG7, OG13,

Our Contributions
Transforming lives: Water conservation in Sendhwa

Campaign on Swachhata Hi Sewa

Contribution to Village Social Transformation Mission, Maharashtra

7. AFFORDABLE AND CLEAN ENERGY

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

Business Responsibility Report
NVG2
Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

NVG6
Businesses should respect, protect and make efforts to restore the environment
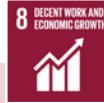
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Our Contributions
Sensitising "Go Green" as a part of regular basis

A step towards renewable energy

8. DECENT WORK AND ECONOMIC GROWTH

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

Business Responsibility Report
NVG3
Businesses should promote the well-being of all employees

GRI Disclosures
408-1, 203-2, 405-1, 201-1, 401-2, 103-2, 201-1, 409-1, 404-1, 404-2, 404-3, 102-8, 202-2, 401-1, 302-1, 302-2, 302-3, 302-4, 302-5, 405-2, 102-41, 407-1 , 203-2, 414-1, 414-2, 402-1, 301-1, 301-2 , 406-1, 403-1, 403-2, 403-3, 403-4, 401-3, 301-3, 303-3, 401-1, OG5, OG13

Our Contributions
Legaldesk

Transforming lives: water conservation in Sendhwa

Highlights of Reliance mentored farmer producer companies for the year

Virtual platforms for informed decision making

Rashtriya Khel Protsahan Puraskar

9. INDUSTRY, INNOVATION AND INFRASTRUCTURE

Build resilient infrastructure, promote sustainable industrialisation and foster innovation

Business Responsibility Report
NVG6
Businesses should respect, protect and make efforts to restore the environment

GRI Disclosures
201-1, 203-1

Our Contributions
Mobile dispensing unit to reduce diesel consumption

Reduction of hotspots for effective cooling system (HVAC) as per designed power usage effectiveness (PUE) value

Production of high quality low benzene gasoline from high olefinic FCC gasoline to maintain gasoline-benzene specification

CPVC technology development

Jio Mitra

Virtual platforms for informed decision making

Machine learning and data analytics

LINKAGE OF BRR & GRI WITH SDG

10. REDUCED INEQUALITIES

Reduce inequality within and among countries

Business Responsibility Report
NVG5
Businesses should respect and promote human rights

GRI Disclosures
203-2, 405-2

Our Contributions
Providing equal employment opportunities

Value creation through enhanced water security

11. SUSTAINABLE CITIES AND COMMUNITIES

Make cities and human settlement inclusive, safe, resilient and sustainable

Business Responsibility Report
NVG9
Businesses should engage with and provide value to their customers and consumers in a responsible manner

GRI Disclosures
203-1, OG13

Our Contributions
Waste to value through co-processing

Video conferencing replacing travel

Development of Anitmony-free spunlace fibre

12. RESPONSIBLE CONSUMPTION & PRODUCTION

Ensure sustainable consumption & production patterns

Business Responsibility Report
NVG2
Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

NVG9
Businesses should engage with and provide value to their customers and consumers in a responsible manner

GRI Disclosures
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305-3, 305-6, 305-7, 306-1, OG6, 303-3, 306-4, 204-1, 417-1, 301-3, 306-3, 302-1, 302-2, 306-2, 306-4

Our Contributions
Reducing material intensity through 100% recycled products

JioPhone and Offerings– a case of responsible waste management

Product loss control

Extended Producer Responsibility

Village transformation by a woman leader

Legaldesk

13. CLIMATE ACTION

Take urgent actions to combat climate change and its impacts*

Business Responsibility Report
NVG6
Businesses should respect, protect and make efforts to restore the environment

GRI Disclosures
304-1, 304-2, 304-3, 304-4, 305-1, 305-2, 305-3, 305-4, 305-5, 305-7, 306-1, 306-3, 306-5

Our Contributions
Plantation activities at Jio

14. LIFE BELOW WATER

Conserve and sustainably use the oceans, seas and marine resources for sustainable development

Business Responsibility Report
NVG6
Businesses should respect, protect and make efforts to restore the environment

GRI Disclosures
304-1, 304-2, 304-3, 304-4, 305-1, 305-2, 305-3, 305-4, 305-5, 305-7, 306-3, 306-5

Our Contributions
Monitoring environmental footprint

*Acknowledging that the UNFCCC is the primary international intergovernmental forum for negotiating the global response to climate change.

15. LIFE ON LAND

Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

Business Responsibility Report
NVG6
Businesses should respect, protect and make efforts to restore the environment

GRI Disclosures
304-1 304-2, 304-3, 304-4, 305-1, 305-2, 305-3, 305-4, 305-5, 305-7, 306-3, 306-5

Our Contributions
Plantation activities at Jio

Monitoring environmental footprint

16. PEACE, JUSTICE AND STRONG INSTITUTIONS

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

Business Responsibility Report
NVG1
Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

NVG4
Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised

NVG7
Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

GRI Disclosures
205-1, 205-2, 205-3, 307-1, 102-16,102-17, 102-21, 102-22, 102-24, 102-29, 102-37, 103-2, 408-1, 417-1, 417-2, 410-1, 418-1, 406-1

Our Contributions
RFD Celebration

Technology enabled safety pendant

17. PARTNERSHIPS FOR THE GOALS

Strengthen the means of implementation and revitalise the global partnership for sustainable development

Business Responsibility Report
NVG7
Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

GRI Disclosures
203-2

Our Contributions
Partnerships in Hydrocarbons plays

National Centre for Marine Biodiversity (NCMB)

Strategic partnerships for R&D activities

Rajmata Jijau Nutrition Misssion

AWARDS AND ACCOLADES

Leadership

- Shri Mukesh D. Ambani won ET Business Leader award for corporate excellence in 2017.

- Shri Mukesh D. Ambani ranked amongst the World's 50 Greatest Leaders by Fortune Magazine in 2018.

- Shri Mukesh D. Ambani is the only Indian business leader to be ranked amongst the 'World's 75 Most Powerful People' by Forbes magazine.

- Smt. Nita M. Ambani, India's first woman member of the International Olympic Committee, made it to two prestigious commissions: Olympic Channel Commission and Olympic Education Commission.

- Smt. Nita M. Ambani, founder of Reliance Foundation felicitated by Metropolitan Museum of Art for her philanthropic work.

Human Resources

- Recognised as one of the 25 companies in the LinkedIn 'Top companies - where India wants to work' list-2018.

- Won Golden Peacock Award 2017 for Corporate Ethics.

- Three employees of RIL received 'Shram Awards' declared by Government of India organised by Ministry of Labour and Employment at Vigyan Bhavan, Delhi held on 26th February 2018.

Quality

- A "Quality Circle- Lakshya" from HDPE Plant was awarded with highest category "Gold Award" at International Convention on Quality Control Circles (ICQCC) 2017.

- 'Jazbaa' Quality Circle was awarded with 'Par Excellence Award' and 'Topaz' Quality Circle was awarded with 'Distinguished Award' at the 31st Annual Convention of National Level competition on Quality Concepts (NCQC) 2017.

Energy and Water Conservation/ Efficiency

- Received Excellent Energy Efficient Unit Award at CII's 18th National Award for Excellence in Energy Management in 2017.

- A chlor-alkali plant received the best performer award under PAT scheme by BEE in 2017.

- First petrochemical complex in India to achieve CII "GreenCo Gold" certification.

Technology, Patents, R&D and Innovation

- Received highest category 'Gold' rating by International Research Institute for Manufacturing at IGMC Award 2017.

- Received the 'Drivers of Change' award at the Financial Times ArcelorMittal Boldness in Business Awards.

- 'Best Innovation Award' in R&D at RTM for development and commercialisation of low cost anti-coking and sulphiding additive.

- Won the IBC Innovation Award 2017 Business Leader Award for Corporate Excellence.

Golden Peacock Award CSR – 2017

Golden Peacock Award

Most Innovative Project – CII

- Product innovator of the year in petrochemical sector by FICCI for 'Indigenous Technology for Polypropylene Catalyst & External Donor system for Raffia grade'.

- 8th PLASTICON award for innovation in green technology for 'High Energy Efficient & Zero Residue Process for High Performance Catalyst for Producing Homo & Impact PP'.

- ICC - Acharya PC Ray award for RIL First-to-World RELS precursor based Polypropylene Catalyst Technology Development.

- ICC award for "Excellence in Process Design and Engineering" for development and commercialisation of indigenous technology for benzene recovery from FCC gasoline.

Capital Resources

- The Asset Corporate Award – Platinum Award, 2017 to Reliance Industries Limited. Highest industry recognition bestowed by The Asset to leading corporates in Asia.

- The Asset Triple A Asian Awards, 2017 – Best Syndicated Loan for Reliance Industries Limited's US$ 1.75 billion syndicated term loan facilities.

- Asia Pacific Loan Markets Association (APLMA) –Syndicated Corporate Deal of the Year Award for Reliance Industries Limited's US$ 1.75 billion syndicated term loan facilities.

Health, Safety and Environment

- Won the Golden Peacock Eco-innovation Award 2017 for reducing its carbon footprint in Recron Green Gold products.

- Received Gold Award for outstanding achievement in Safety Management in Textile Sector at the 16th Annual Greentech Safety Award 2017.

- Received "Golden Peacock Environment Management Award 2017" in the "Petroleum sector".

- Received the "Most Innovative Project" at "CII - Environmental Best Practices Awards 2017".

- Globally certified as a 'Healthy Workplace' by Global Centre for Healthy Workplaces, Tucson, USA for the period of 2017-2019.

- CASHe and Wellness initiatives won a Special Mention Award by International SOS foundation in the innovation category of Duty of Care Awards 2017.

Risk Management

- Received the award for Best Risk Management Framework & Systems– Conglomerate at India Risk Management Awards 2018.

AWARDS AND ACCOLADES

Corporate Social Responsibility

- Won Golden Peacock Award 2017 for CSR.

- Reliance Foundation was awarded 'Rashtriya Khel Protsahan Puruskar' by Honourable President on the occasion of National Sports Day for its contribution towards promotion of sports.

- RF Jr. NBA programme entered the Guinness Book of World Records as over 3,400 Jr. NBA students received basketball lessons from the legendary Kevin Durant in the world's largest ever tech-enabled NBA clinic held for future basketball talent.

- Reliance Foundation received mBillionth Award South Asia 2017 under Agriculture & Environment Category for its information services to farmers, fish folks and livestock owners.

- Reliance Foundation received India CSR community initiative award 2017 for supporting the flood affected communities through technology driven digital platforms during relief operations in Madhya Pradesh.

- Reliance Foundation received the Best Corporate Supporter of Indian Sports at the third Mahindra Scorpio Times of India Awards for its contribution towards promoting multiple sports in the country.

- Received to Gold IAA Olive Crown Awards 2018 under the categories "Corporate Crusader of the Year" and "Events".

Sustainability

- Won the best 'Sustainable Corporate of the year' 2018 at Sustainability 4.0 awards by Frost and Sullivan and TERI.

- Won the 'Golden Peacock Award for Sustainability' in 2017 in the 'Petroleum Sector.

- Reliance Corporate Park recognised as 'Iconic Indian Project in Energy Efficiency and Sustainability' in ACREX Hall of Fame 2018.

- Received 'Commendation for Significant Achievement in Corporate Excellence' from CII in sustainability.

Retail

- Reliance Smart was awarded 'Hypermarket of the Year' at Annapoorna Food Retail Awards 2017.

- Reliance Digital was awarded 'Consumer Durables Retailer of the Year' at Star Retailer Awards.

- Reliance Digital won 'CDIT & Telecommunications Retailer of the Year' in India Retail Awards 2017.

- Reliance Jewels won 'Innovative Jewellery of the Year' award at Gemsfield Retail Jewellery Award 2017.

- Petro Marketing training won two awards at the CLO Awards organised and evaluated by TISS and Leap Vault.

Digital Services

- Reliance Jio ranked 17th in American business magazine Fast Company's '50 Most Innovative Companies list' 2018.

- Won 'Best Mobile Operator Service for Consumers' at Global Mobile Awards 2018.

- JioTV won the 'Best Mobile Video Content' award at Global Mobile Awards 2018.

- Won 'Global Game-Changer Award' in the seventh edition of the Marico Innovation Foundation Awards 2018.

- Won gold for best work in the 'Brand Identity' category at the German Design Awards 2018.

- Won 'Innovative Mobile TV' award for 'Jio TV' at the 8th edition of Aegis Graham Bell Awards.

- Won 'Data Science' award for its innovation 'Smart Network Coverage' at the 8th edition of Aegis Graham Bell Awards.

- Won 'Best Integration of Digital Content with TV' award in Prime Time Awards 2017.

- Won bronze medal in 'Best Integrated TV campaign' award in Prime Time Awards 2017.

- Won the 'Best Mobile Game for Marketing' award in the 8th edition of India Digital Awards 2018.

- Awarded 'The Disruptor' title in CNBC TV18 India Business Leader Award 2018.

ENERGY SAVING INITIATIVES

An exhaustive list of Energy Conservation, Technology Absorption and Foreign Exchange Earnings and Outgo required under the Companies (Accounts) Rules, 2014

A. CONSERVATION OF ENERGY

In light of the global challenges concerning energy security, Reliance Industries Limited (RIL) considers energy management as one of the key components of its responsible business strategy.

Major energy conservation initiatives taken during the FY 2017-18:

REFINING AND MARKETING
1.Jamnagar Manufacturing Division (DTA)
- Heat recovery from LCGO (Light cycle gas oil) pump-around stream at stripper re-boiler of coker gas conditioning section to avoid medium pressure steam consumption;

- Recover low level heat from overhead fin fans of crude distillation unit's fractionator column and utilise the same to preheat raw crude feed resulting in reduced steam consumption;

- Heat recovery from deheptaniser (Train 1) column overhead stream in DTA-Aromatics to increase the temperature of feed to the xylene column in Isomar unit. This resulted in reduction of fuel consumption in re-boiler of xylene column and additional generation of medium pressure steam from column overhead circuit.

- Installed an in-house developed control system for steam ejectors (from first principles) to reduce Medium Pressure steam consumption in Crude Distillation Units.

2.Jamnagar Manufacturing Division (SEZ)
- In Alkylation unit, use low pressure steam to heat the feed to de-butaniser column and thereby reduce medium pressure steam consumption in its reboiler.

PETROCHEMICALS
1.Hazira Manufacturing Division
- Re-define the speed control strategy of the induction fans of cracking furnaces to optimise quantity of combustion air and thereby also optimise consumption of fuel gas motor power;

- Optimisation of reflux in debutaniser, depentaniser and benzene columns to suit the loading of the plant resulting in reduced steam consumption in the column re-boilers;

- Improved heat recovery from flue gases in Cracker furnace's convection coils by water washing;

- Installation of a parallel steam header for evacuating increased low pressure steam generated from reactor exotherm in PTA Plant and reducing pressure drop in the pipelines

- New pressure control system in benzene tower resulting in higher heat recovery to Naphtha stream and thereby reduced fuel fired in cracker furnace;

- Reduction in consumption of high pressure steam by replacing thermodynamic steam traps with inverted bucket steam

traps in extrusion section of Polypropylene Plant;

2. Vadodara Manufacturing Division
- Improved heat recovery in heat exchanger network through modifications in 1st stage hydrogenation in Pyrolysis Gasoline Hydrogenation Unit;

- Reduced consumption of high pressure steam by preheating feed to Clay Tower using lean sulfolane solvent from Ethylene Di-Chloride side reboiler outlet;

- Installation of flash vessel to generate steam from reactor exotherm in LDPE Plant

- Reduced steam consumption in cycle gas heater by preheating feed gases with hot wash water in EOEG Plant;

- Heat recovery for pre-heating of boot water and finishing of recycled water using stripper overhead vapours in PBR Plant.

3. Dahej Manufacturing Division
- Replacing process off gas consumption with excess nitrogen available and generating additional power in off gas expander in PTA Plant.

- Optimising pressure of intermediate pressure steam to increase flash steam generation and reduce net steam consumption in PTA Plant.

4. Nagothane Manufacturing Division
- Achieved increase in cracked gas compressor turbine efficiency by refurbishment of components and modification of internal design;

- Refurbished ethylene refrigeration compressor turbine internals and improving operating efficiency;

- Refractory replacement and improving the heat recovery performance, resulted in increased efficiency of gas cracker furnace;

5. Patalganga Manufacturing Division
- Achieved increased heat recovery in combined feed exchanger of platformer through chemical cleaning

Other initiatives taken at various manufacturing divisions
- At Barabanki, Naroda, Silvassa and Hoshiarpur manufacturing division, old pumps were replaced with energy efficient ones. Conventional tube lights were replaced with LED tube lights.

- RIL has been gearing up to contribute to the major clean energy initiatives of the Govt of India, namely "Renewable Purchase Obligation (RPO)' and 'Perform, Achieve & Trade (PAT)'.

- On March 28, 2018, the cracker based manufacturing units of RIL, namely at Hazira, Dahej, Vadodara and Nagothane have each been notified as 'Designated Consumer' for PAT Cycle III (performance years 2017-18 to 2019-20).

Majority of RIL's electrical power requirement is met through Cogeneration process, which as per Electricity Act 2003, needs to be promoted along with Renewable sources.

Major Subsidiaries (Retail and Jio) and major office locations
- Installed LEDs that resulted in energy savings of 1,379 Gcal/hour.

- Installed strip curtain that resulted in energy savings of 35 Gcal/hour.

- Increased solar rooftop capacity that resulted in total energy savings of 27 Gcal/hour.

- Installed motion sensors that resulted in energy savings of 35 Gcal/hour.

- Improved HVAC and switch sensor systems that resulted in total energy savings of 329 Gcal/hour.

GRI 302-4

ABBREVIATIONS

International Integrated Reporting Framework	<IR>	Don't Scratch Your Head	DSYH
Accredited Social Health Activists	ASHAs	Earnings per Share	EPS
The American Chemistry Council	ACC	Employee Adoption Drive	EAD
American Fuel & Petrochemical Manufacturers	AFPM	English E-Teach	EET
American Petroleum Institute	API	Ethane Propane Recovery Unit	EPRU
Anti-Retroviral Therapy	ART	European Petrochemicals Association	EPCA
Artificial Intelligence	A.I.	Export Credit Agencies	ECA
Associated Chambers of Commerce and Industry of India	ASSOCHAM	Federation of Indian Chambers of Commerce and Industry	FICCI
Association of Oil and Gas Operators in India	AOGO	Financial Management System	FMS
Association Of Synthetic Fibre Industry	ASFI	Floating Production, Storage and Offloading	FPSO
Auxiliary Nurse Midwife	ANM	Function Risk & Assurance Committees	FRAC
Bharat-India-Jodo	BIJ	Gas Gattering Station	GGS
Business Responsibility	BR	Government of India	GoI
Business Risk and Assurance Committees	BRAC	Government of Maharashtra	GoM
Business-to-Business-to-Consumer	B2B2C	Greenhouse Gas	GHG
Carbon dioxide	CO_2	Giga Joule	GJ
Career Acceleration Program	CAP	Gross Refinery Margin	GRM
Certified Emission Reductions	CERs	Group Essentials	GE
Chairman and Managing Director	CMD	Gujarat Ecological Commission	GEC
Change Agents for Safety Health and Environment	CASHe	Gulf Petrochemicals & Chemicals Association	GPCA
Chemicals and Petroleum Manufacturers Association	CPMA	Health Management System	HMS
		Health, Safety and Environment	HSE
Coal Bed Methane	CBM	Health, Safety, Security & Environment	HSSE
Confederation of Indian Industry	CII	Highway Addressable Remote Transducer	HART
Continued Medical Education	CME	Hydraulic Power Recovery Turbine	HPRT
Continuous Improvement	CI	India Meteorological Department	IMD
Corporate Social Responsibility	CSR	Indian Chemical Council	ICC
Corporate Social Responsibility and Governance	CSR&G	Indian Green Building Council	IGBC
Customer Relation Meets	CRM	Indian National Centre for Ocean Information Services	INCOIS
Cu.M	Cubic Meter	Induced Draft	ID
Define Discover Develop Demonstrate	D4	Industrial Internet of things	IIoT
Dhirubhai Ambani International School	DAIS	International Integrated Reporting Council	IIRC

International Labour Organization	ILO	Registration, Evaluation, Authorisation and Restriction of Chemical's	REACH
International Organization for Standardization	ISO	Reliance Employee and Family Emergency Response Services	REFERS
International Petroleum Industry Environmental Conservation Association	IPIECA	Reliance Foundation	RF
Internet of Things	IoT	Reliance Foundation Hospital	RFH
Joint Commission International	JCI	Reliance Foundation Information Services	RF-IS
Leadership Expectations	L&E	Reliance Foundation Youth Sports	RFYS
Life Cycle Assessment	LCA	Reliance Innovation Council	RIC
Light Emitting Diode	LED	Reliance Innovation Leadership Centre	RIL-C
Long Term Evolution	LTE	Reliance Management System	RMS
Long-Range Ultrasonic Testing	LRUT	Reliance Nutrition Gardens	RNGs
LTE using Frequency Division Duplex	LTEFDD	Risk Management Framework	RMF
LTE using Time Division Duplex	LTETDD	Safety and Operational Risk	S&OR
Million Barrels of Crude Per Day	MMBPD	SCALE, IMPACT and SUSTAINABILITY	SIS
Mobile Medical Units	MMUs	Secured Connected System	SCS
National Centre for Marine Biodiversity	NCMB	Shiksha Protsahan Kendras	SPKs
National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business	NVG-SEE	Small and Medium-sized Enterprises	SMEs
New Product Development and Introduction	NPDI	Static Medical Units	SMUs
Occupational Health and Safety Assessment Series	OHSAS	Sustainable Development Goals	SDGs
Occupational Health Centres	OHCs	Terabytes	TB
Open Defecation Free	ODF	Task Based Health Risk Assessment	TBHRA
Operating Management System	OMS	Total Particulate Matter	TPM
Oxides of Nitrogen	NOx	United Nations Framework Convention on Climate Change	UNFCCC
Oxides of Sulphur	SOx	United Nations Global Compact	UNGC
Ozone Depleting Substances	ODS	Values & Behaviors	V&B
People Living with HIV	PLHIV	Very Large Crude Carriers	VLCC
People Management System	PMS	Very Large Ethane Carrier	VLEC
Photo-Bioreactor	PBR	Village Associations	VAs
Polypropylene	PP	Vinyl Chloride Monomer	VCM
Process Hazard Analysis	PHA	Volatile Organic Compounds	VOCs
Procure to Pay Cycle	P2P	Work life Improvement for Safety and Health	WISH
Proof of Concepts	PoCs	World Business Council for Sustainable Development	WBCSD
Quantity Risk Assessment	QRA	World Economic Forum	WEF
Radio-Frequency Identification	RFID	Year on Year	y-o-y
Refining And Marketing	R&M		

FEEDBACK FORM

This is our 14th 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:

   _____

   _____

   _____

6. 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 investor.relations@ril.com.