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# NAYE INDIA KA NAYA JOSH

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**BUSINESS RESPONSIBILITY REPORT 2019-20**



**Reliance**

Industries Limited

Growth is Life

## INTRODUCTION

At Reliance Industries Limited (RIL), sustainability is viewed as environmental and social responsibility, which allows the Company to deliver on stakeholder expectations. RIL continues to communicate the Company's obligations and performance to all its stakeholders through its Business Responsibility Report (BRR).

As a responsible corporate citizen, RIL continues to actively engage with all its stakeholders to drive their growth for all. The Company believes in accelerating India's transition to a knowledge economy and continues its efforts to create value for India by elevating the quality of life across the entire socio-economic spectrum.

This report conforms to the Business Responsibility Reporting (BRR) requirement of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI LODR) and the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs (MCA), Government of India. To provide guidance to businesses regarding responsible business conduct, the MCA released a set of guidelines in 2011 called the National Voluntary Guidelines on the Social, Environmental and Economic Responsibilities of Business (NVGs). In order to align the NVGs with

the Sustainable Development Goals, UNGP, new principles called the National Guidelines on Responsible Business Conduct (NGRBC) were formed in March 2019. RIL is one of the pioneers to adopt the NGRBC guidelines.

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

## NVG PRINCIPLES

### 1. ETHICS, TRANSPARENCY AND ACCOUNTABILITY

Businesses should **conduct and govern** themselves with **ethics, transparency and accountability**



### 4. STAKEHOLDER ENGAGEMENT

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



### 7. POLICY ADVOCACY

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



### 2. PRODUCT LIFE CYCLE SUSTAINABILITY

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



### 5. HUMAN RIGHTS

Businesses should **respect and promote human rights**



### 8. INCLUSIVE GROWTH

Businesses should **support inclusive growth and equitable development**



### 3. EMPLOYEES' WELL-BEING

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



### 6. ENVIRONMENT

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



### 9. CUSTOMER VALUE

Businesses should **engage** with and **provide value** to their **customers and consumers** in a responsible manner



## ANNEXURE 1

### SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

Disclosures	Information/Reference sections																
Corporate Identity Number (CIN) of the Company	L17110MH1973PLC019786																
Name of the Company	Reliance Industries Limited																
Registered address	3 <sup>rd</sup> Floor, Maker Chambers IV, 222, Nariman Point, Mumbai 400 021, India																
Website	www.ril.com																
E-mail id	investor.relations@ril.com																
Financial year reported	2019-20																
	Refining, Petrochemicals (Polymers, Polyester and Fibre Intermediates), Exploration and Production of Oil & Gas and Textiles																
	<table border="1"> <thead> <tr> <th>Industrial Group</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>061</td> <td>Extraction of crude petroleum</td> </tr> <tr> <td>192</td> <td>Manufacture of refined petroleum products</td> </tr> <tr> <td>201</td> <td>Manufacture of basic chemicals, fertilisers and nitrogen compounds, plastic and synthetic rubber in primary forms</td> </tr> <tr> <td>203</td> <td>Manufacture of man-made fibers</td> </tr> <tr> <td>062</td> <td>Extraction of natural gas</td> </tr> <tr> <td>131</td> <td>Spinning, weaving and finishing of textile</td> </tr> <tr> <td>139</td> <td>Manufacture of other textiles</td> </tr> </tbody> </table>	Industrial Group	Description	061	Extraction of crude petroleum	192	Manufacture of refined petroleum products	201	Manufacture of basic chemicals, fertilisers and nitrogen compounds, plastic and synthetic rubber in primary forms	203	Manufacture of man-made fibers	062	Extraction of natural gas	131	Spinning, weaving and finishing of textile	139	Manufacture of other textiles
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139	Manufacture of other textiles																
Sector(s) that the Company is engaged in (industrial activity code-wise)	As per National Industrial Classification – The Ministry of Statistics and Programme Implementation																
List three key products/services that the Company manufactures/provides (as in balance sheet)	<ul style="list-style-type: none"> <li>• Transportation fuels</li> <li>• Polymers</li> <li>• Polyester fibre</li> </ul>																
Total number of locations where business activity is undertaken by the Company	<p><b>i. International locations:</b> RIL has undertaken business activities in eight international locations (on a standalone basis). The major locations include North America, South America, Europe, the Middle East and Asia.</p> <p><b>ii. National locations:</b> RIL has carried out business activities in over 50 domestic locations. The Company's manufacturing divisions are at Barbanki, Dahej, Hazira, Hoshiarpur, Jamnagar, Nagothane, Naroda, Patalganga, Silvassa and Vadodara. The Exploration and Production (E&amp;P) units are at KG-D6 – Gadimoga. Besides, there are CBM blocks and various regional marketing offices.</p>																
Markets served by the Company:	In addition to serving Indian markets, RIL exported to 109 countries worldwide during FY 2019-20.																

### SECTION B: FINANCIAL DETAILS OF THE COMPANY

Disclosures	Information/Reference sections
Paid-up capital (₹)	₹ 6,339 crore as on 31 <sup>st</sup> March, 2020
Total turnover (₹)	₹ 3,65,202 crore as on 31 <sup>st</sup> March, 2020
Total profit after taxes (₹)	₹ 30,903 crore as on 31 <sup>st</sup> March, 2020
Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	₹ 909 crore as on 31 <sup>st</sup> March, 2020 (*2.08%)
List of activities in which the Corporate Social Responsibility (CSR) expenditures have been incurred	<p>The major areas in which the CSR expenditure has been incurred include:</p> <ol style="list-style-type: none"> <li>1. Rural transformation</li> <li>2. Health</li> <li>3. Education</li> <li>4. Sports for development</li> <li>5. Disaster response</li> <li>6. Arts, culture and heritage</li> <li>7. Urban renewal</li> </ol>

\* Based on average net profit of the Company for last three financial years

**SECTION C: OTHER DETAILS**

Disclosures	Information/Reference sections
Subsidiary companies	The number of RIL's subsidiary companies as on 31 <sup>st</sup> March, 2020 is 166. For details on subsidiaries, please refer Annual Report 2019-20, Page no. 410
Participation of subsidiary company/ companies in the BR initiatives of the parent company	RIL undertakes various Business Responsibility (BR) initiatives throughout the year and encourages its subsidiary companies to participate in its group-wide BR initiatives on several themes. All subsidiaries are aligned with the Group's CSR agenda and philosophy which gets implemented through Reliance Foundation, Reliance Foundation Youth Sports (RFYS) and Reliance Foundation Institution of Education and Research (RFIER). During FY 2019-20, RIL's operating subsidiaries and associates such as Reliance Retail Limited, Reliance Jio Infocomm Limited, etc. participated in various initiatives across several areas which include promotion of health care, promoting education, cleanliness drives and rural development among others.
Participation and percentage of participation of other entity/entities (e.g. suppliers and distributors, among others) that the Company does business with, in the BR initiatives of the Company	As part of its BR initiatives, RIL also collaborates with the relevant external stakeholders such as suppliers, distributors, local communities, government and other entities in the value chain.  Stakeholders have the ability to influence the way a company is perceived. RIL engages with several stakeholders such as suppliers, distributors, local communities, government and other entities in the value chain. The Company collaborates with all relevant stakeholders as part of its BR initiatives. Considering the spread of RIL's value chain, at present, the number of entities that directly participate in the BR initiatives would be more than 60%.

**SECTION D: BR INFORMATION**

Disclosures	Information/Reference sections																		
<b>1. DETAILS OF DIRECTOR/DIRECTORS RESPONSIBLE FOR BR:</b>																			
<b>a. Details of the Director/Directors responsible for the implementation of the BR policy/policies</b>	The Corporate Social Responsibility and Governance (CSR&G) Committee of the Board of Directors is responsible for implementation of BR policies. The following are the members of the CSR&G Committee: <ul style="list-style-type: none"> <li>DIN Number: 00001879 Name: Shri Yogendra P. Trivedi (Chairman) Designation: Non-Executive Director</li> <li>DIN Number: 00001620 Name: Shri Nikhil R. Meswani Designation: Executive Director</li> <li>DIN Number: 00074119 Name: Dr. Raghunath A. Mashelkar Designation: Non-Executive Director</li> <li>DIN Number: 02787784 Name: Dr. Shumeet Banerji Designation: Non-Executive Director</li> </ul>																		
<b>b. Details of the BR head</b>	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Particulars</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>DIN Number (if applicable)</td> <td>00001620</td> </tr> <tr> <td>2</td> <td>Name</td> <td>Shri. Nikhil R. Meswani</td> </tr> <tr> <td>3</td> <td>Designation</td> <td>Executive Director</td> </tr> <tr> <td>4</td> <td>Telephone Number</td> <td>022 – 3555 5000</td> </tr> <tr> <td>5</td> <td>E-mail ID</td> <td>nikhil.meswani@ril.com</td> </tr> </tbody> </table>	Sl. No.	Particulars	Details	1	DIN Number (if applicable)	00001620	2	Name	Shri. Nikhil R. Meswani	3	Designation	Executive Director	4	Telephone Number	022 – 3555 5000	5	E-mail ID	nikhil.meswani@ril.com
Sl. No.	Particulars	Details																	
1	DIN Number (if applicable)	00001620																	
2	Name	Shri. Nikhil R. Meswani																	
3	Designation	Executive Director																	
4	Telephone Number	022 – 3555 5000																	
5	E-mail ID	nikhil.meswani@ril.com																	
<b>2. GOVERNANCE RELATED TO BR</b>																			
<b>a. Frequency with which the Board of Directors, Committee of the Board or CEO meet to assess the Company's BR performance</b>	The CSR&G Committee assesses the BR performance of the Company annually.																		
<b>b. BR and Sustainability Reports published; frequency and link of published reports</b>	RIL publishes its Sustainability Report annually. <a href="http://www.ril.com/Sustainability/CorporateSustainability.aspx">http://www.ril.com/Sustainability/CorporateSustainability.aspx</a>																		



## ANNEXURE 2 – DETAILS OF COMPLIANCE

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

Sl. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have policy/policies for...	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy been formulated in consultation with relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national /international standards? If yes, specify. (The policies are based on NVG-guidelines, in addition to conformance to the spirit of international standards like ISO 9000, ISO 14000, OHSAS 18000, UNGC guidelines and ILO principles)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Has the policy been approved by the Board?  If yes, has it been signed by the MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link to view the policy online?	Please refer to BRR 2019-20, Page no. 6 for linkages of these policies with BR principles and below for web links.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to RIL's key internal stakeholders. The BR policies are communicated through this report. Besides, the Company will also explore other formal channels to communicate with more relevant stakeholders.								
8	Does the Company have in-house structure to implement its policy/policies?	Yes, the CSR&G Committee of the Board of Directors is responsible for the implementation of RIL's policies.								
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to policy/policies?	Yes, any grievance or feedback related to the policies can be sent to <a href="mailto:investor.relations@ril.com">investor.relations@ril.com</a> . The CSR&G Committee of the Board of Directors is responsible for addressing stakeholder concerns related to BR policies.								
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	The BR policy is evaluated internally. Policies pertaining to health, safety and environment have been audited externally by DNV GL.								

#### Links

Environment Policy

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

Health, Safety and Environment Policy

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

Corporate Social Responsibility Policy

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

Our Code

<http://www.ril.com/DownloadFiles/IRStatutory/ourcode.pdf>

Code of Conduct

<https://www.ril.com/DownloadFiles/IRStatutory/Code-of-Conduct.pdf>

Values & Behaviours

<http://www.ril.com/DownloadFiles/IRStatutory/VB.pdf>

**ANNEXURE 3****LINKAGE OF POLICIES OF RIL WITH BR PRINCIPLES AS PER NATIONAL VOLUNTARY GUIDELINES (NVG) ON SOCIAL, ENVIRONMENTAL & ECONOMIC RESPONSIBILITIES**

Principle No.	NVG Principle	Reference Document	Reference Section
1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	Code of Conduct Values and Behaviours Our Code	Section 2, 3, 5 and 7 Customer Value Section 3
2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	Code of Conduct Values and Behaviours Corporate Social Responsibility Policy Health, Safety & Environment Policy	Section 6 Customer Value Section 3 Please refer BRR 2019-20, Page no. 5 for web link
3	Businesses should promote the well-being of all employees	Code of Conduct Values and Behaviours	Section 3, 4, 6 and 8 Excellence Value
4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised	Code of Conduct Our Code Corporate Social Responsibility Policy	Section 5 and 6 Section 5 Section 3
5	Businesses should respect and promote human rights	Code of Conduct Our Code	Section 6 and 8 Section 5
6	Businesses should respect, protect and make efforts to restore the environment	Corporate Social Responsibility Policy Environment Policy	Section 3 Please refer BRR 2019-20, Page no. 5 for web link
7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	Code of Conduct	Section 5 and 6
8	Businesses should support inclusive growth and equitable development	Our Code Health, Safety & Environment Policy Corporate Social Responsibility Policy	Section 5 Please refer BRR 2019-20, Page no. 5 for web link Section 3
9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	Values and Behaviours Our Code Code of Conduct Corporate Social Responsibility Policy	Customer Value Section 2 and 5 Section 5 Section 3

**ANNEXURE 4****SECTION E: PRINCIPLE-WISE PERFORMANCE**

Disclosures	Information/Reference sections
<b>Principle 1: Ethics, Transparency And Accountability</b>	<b>BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH ETHICS, TRANSPARENCY AND ACCOUNTABILITY</b>
<b>Coverage of the Code of Conduct policy and details of stakeholder complaints received and resolved in FY 2019-20</b>	Annual Report 2019-20, Human Capital and People Connect, Page no. 122 Annual Report 2019-20, Corporate Governance Report, Page no. 184 For Investor Complaints please refer to Annual Report 2019-20, Corporate Governance Report, Page no. 184
<b>Principle 2: Product Life Cycle Sustainability</b>	<b>BUSINESSES SHOULD PROVIDE SAFE GOODS AND SERVICES THAT CONTRIBUTE TO SUSTAINABILITY THROUGHOUT THEIR LIFE CYCLES</b>
<b>Products or services incorporating social or environmental concerns</b>	As a global business leader, RIL continuously endeavours to address that environmental and social concerns that are reflected in its business processes and products. Some such products created during FY 2019-20 have been listed below: <ul style="list-style-type: none"> <li><b>a. PET-based fabric recycling:</b> In an attempt towards fostering the circular economy and addressing the environmental burden caused due to discarded PET-based fabrics, RIL is targeting to separate PET from fabric blends and convert it back into fibres and eventually into fabric.</li> <li><b>b. Slag waste to chemicals – Green process to recover metals from slag waste:</b> Conventionally, Hydro or Pyro process is employed to extract metals from waste and this process requires a large quantity of acid or alkali for leaching, which involves very high temperature. i.e., above 1,700 °C. RIL has developed a low-cost low-temperature hybrid green process to extract vanadium from gasifier slag.</li> <li><b>c. Ionic liquids replacing Hydrofluoric Acid (HF) – Replacing hazardous catalyst:</b> For manufacturing of Linear Alkyl Benzenes (LAB), RIL developed an Ionic Liquid (IL)-based technology to replace the Hydrofluoric Acid (HF) catalyst, which is potentially hazardous. LAB produced from the pilot plant has been used for market seeding. This process significantly reduces the risk of health and environmental hazards of operation.</li> </ul>

Disclosures	Information/Reference sections
	<p>Research and technology at RIL create superior value by harnessing internal research and development skills and competencies and create innovations in emerging technology domains related to RIL's various businesses. Research and technology at RIL focuses on (i) new products, processes and catalyst development to support existing business and create breakthrough technologies for new businesses, (ii) advanced troubleshooting, and (iii) support to capital projects, and profit and reliability improvements in manufacturing plants.</p> <p>Some of the products, which incorporate environmental and social concerns in their design, are:</p> <ol style="list-style-type: none"> <li>I. Disentangled Polyethylene (DPE) based specialty products: High-strength tapes and fibres for armour and automotive</li> <li>II. ESBR: Technology development of functional ESBR grades for silica-based composites for green tyre</li> <li>III. RelfarmS: To add value to refinery elemental sulphur to develop a new product RelFarmS as soil nutrient to enhance crop yield and use it in converting sodic soil to cultivable soil</li> <li>IV. Biodegradable Polymers: Technology development for Biodegradable Blends and Its Polymer (Packaging films for Reliance Retail applications)</li> <li>V. Waste Plastic to Oil: Development of process for waste plastic conversion to oil</li> <li>VI. R-Cat Hydrothermal Liquefaction Technology (HTL): Development of catalytic HTL for converting wet waste to wealth</li> <li>VII. Fuel Cell: Technology development of methanol-based fuel cells for Jio towers and evaluating application for mobility</li> <li>VIII. Hydrogen Economy: Assessing hydrogen economy to disrupt transportation and power/industrial sector</li> </ol> <p>Annual Report 2019-20, Manufactured Capital and Product Stewardship, Page no. 134</p>
<b>Recycled products and waste</b>	Annual Report 2019-20, Natural Capital and Climate Change, Page no. 114
<b>Procedures for sustainable sourcing and procuring goods and services from small and local vendors</b>	Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156
<b>Principle 3: Employee Well-Being</b>	<b>BUSINESSES SHOULD PROMOTE THE WELL-BEING OF ALL EMPLOYEES</b>
<b>Total workforce by various indicators of diversity (e.g. gender, physical disability, contract labour etc.) and efforts for their skill enhancement</b>	<p>The total number of employees is 26,488 as on 31<sup>st</sup> March, 2020. The total number of permanent women employees is 1,552 as on 31<sup>st</sup> March, 2020. The total number of permanent employees with disabilities is 55 as on 31<sup>st</sup> March, 2020.</p> <p>Health and safety of employees is of paramount importance to RIL, and to create safe workplace emphasis is given on health and safety related training programmes. During FY 2019-20, RIL imparted 1.69 million man-hours of training to its workforce. RIL's contractual employees receive mandatory safety training before entering the Company's premises and also acquire on-the-job training through the contractor and the Company.</p> <p>At RIL, 94% of its permanent workforce received safety and skill upgradation trainings. 59% of women employees received trainings through classroom and web-based training programmes. Out of 55 permanent employees with disabilities, 24% received safety and skill upgradation trainings. RIL ensures 100% employee participation in safety and mock fire drills.</p> <p>Annual Report 2019-20, Human Capital and People Connect, Page no. 122</p>
<b>Workforce representation and grievance redressal</b>	Annual Report 2019-20, Human Capital and People Connect, Page no. 122
<b>Principle 4: Stakeholder Engagement</b>	<b>BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TOWARDS ALL STAKEHOLDERS, ESPECIALLY THOSE WHO ARE DISADVANTAGED, VULNERABLE OR MARGINALISED</b>
<b>Identification and engagement with stakeholders, including the vulnerable and marginalised groups</b>	<p>RIL has taken the path of inclusive development to address the societal issues and engage with the disadvantaged, vulnerable and marginalised stakeholders. At RIL, there are certain criteria for selecting a social development project. To determine the beneficiaries, the Company undertakes a community need assessment in which the local people express their requirements in the areas of agriculture, livestock, health, education, access to information among others and rank those in the order of priority.</p> <p>The Company has identified communities from the poor and marginal sections of the society as its primary stakeholders. These include the rural population living below subsistence level (such as the landless, small and marginal farmers, small fishermen, under skilled and unemployed youth), children and youth from poor socio-economic background, adolescent girls and women, HIV patients, visually impaired and others.</p>

Disclosures	Information/Reference sections
	The Company directly engages with these communities to understand their needs and other major challenges impeding their development and accordingly plan interventions to benefit them. In the process, the communities are also capacitated and engaged to carry forward the development agenda. Report on Corporate Social Responsibility ( <a href="https://www.ril.com/DownloadFiles/CSR201920.pdf">https://www.ril.com/DownloadFiles/CSR201920.pdf</a> ) Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156
<b>Principle 5: Human Rights</b>	<b>BUSINESSES SHOULD RESPECT AND PROTECT HUMAN RIGHTS</b>
<b>The Company's policy and practices for addressing human rights concerns</b>	Annual Report 2019-20, Human Capital and People Connect, Page no. 122
<b>Principle 6: Environmental Management</b>	<b>BUSINESSES SHOULD RESPECT, PROTECT AND MAKE EFFORTS TO RESTORE THE ENVIRONMENT</b>
<b>The Company's policies and practices for environmental protection, including use of clean technologies, resource conservation and climate change adaptation and mitigation</b>	Annual Report 2019-20, Natural Capital and Climate Change, Page no. 114 Annual Report 2019-20, Board's Report, Page no. 212
<b>Ensuring compliance to environmental regulations</b>	Annual Report 2019-20, Natural Capital and Climate Change, Page no. 114
<b>Principle 7: Policy Advocacy</b>	<b>BUSINESSES, WHEN ENGAGED IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A RESPONSIBLE MANNER</b>
<b>Responsible policy advocacy in collaboration with policymakers</b>	Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156
<b>Principle 8: Inclusive Growth</b>	<b>BUSINESSES SHOULD SUPPORT INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT</b>
<b>Details of the Company's community development initiatives, including financial contribution and ensuring long-term sustainability of projects</b>	Report on Corporate Social Responsibility ( <a href="https://www.ril.com/DownloadFiles/CSR201920.pdf">https://www.ril.com/DownloadFiles/CSR201920.pdf</a> ) Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156 Annual Report 2019-20, Board's Report, Page no. 212 In FY 2019-20, RIL has spent ₹ 909 crore on community development initiatives.
<b>Principle 9: Value For Customers</b>	<b>BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CUSTOMERS AND CONSUMERS RESPONSIBLY</b>
<b>Ensuring customer satisfaction while conforming to regulatory requirements</b>	Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156 As on 31 <sup>st</sup> March 2020, 1,557 customer complaints were received of which 1,475 have been successfully resolved. As a protocol followed at RIL, all the complaints received are resolved within 90 days. Subsequently, most of the remaining complaints have been resolved.

## ANNEXURE 5 – NATIONAL GUIDELINES ON RESPONSIBLE BUSINESS CONDUCT

### SECTION A: GENERAL DISCLOSURES

Disclosures	Information/Reference sections
Company Details	Year of registration: 1973
Employees	Percentage of women: i) On the Governance Structure: 14%
Associate entities	a) Names of subsidiary / associate and JV companies: 166 / 14 b) Details of Trust/Society/Section 8 company to further its CSR agenda: i. Names: Reliance Foundation, Reliance Foundation Youth Sports and Reliance Foundation Institution of Education and Research ii. Organisation form (Trust, Society, Company) and year of establishment: Not-for-profit companies established in 2010, 2016 and 2017, respectively, under Section 8 of the Companies Act, 2013. iii. Main objects/purpose: To create and support meaningful and innovative activities that address some of India's most pressing development challenges, with the aim of enabling lives, living and livelihood for a stronger and inclusive India iv. Amounts and sources of funds received in the reporting year: ₹ 1,022 crore received towards CSR funding. Of this, ₹ 909 crore is from RIL and the rest is from the Group Companies.



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>POLICY AND MANAGEMENT PROCESSES</b>									
1 Names of the policy policies that cover each Principle	Please refer the links of the policies provided below which cover each principle stated in National Guidelines on Responsible Conduct								
2 Core Elements related to the Principle that the policy/policies cover	All the core elements stated as part of the Principles are covered in the policies								
3 Policy/policies relating to each principle that has been translated into guidelines and procedures	Y	Y	Y	Y	Y	Y	Y	Y	Y
4 Extent to which manpower, planning and financial resources have been allocated for the implementation of the policy/policies relating to each Principle	Y	Y	Y	Y	Y	Y	Y	Y	Y
5 National and International codes and standards adopted mapped to various Principles	The policies are based on NVG, in addition to conformance to the spirit of international standards like ISO 9000, ISO 14000, OHSAS 18000, UNGC guidelines and ILO principles								
<b>GOVERNANCE, LEADERSHIP AND OVERSIGHT</b>									
6 Names of the above policies that have been approved by the Board/top management	All the policies are approved by the Chairman, the board or its committees								
7 Name of the specified committee(s) of the Board/Director/Officer and processes to oversee the implementation of the policy/policies	Corporate Social Responsibility and Governance (CSR&G) Committee of the Board of Directors is responsible for the implementation of RIL's policies								
8 The process for the Board/ top management to review performance against the above policies and incorporating inputs	The CSR&G Committee oversees the sustainability performance on a continuous basis. The Committee reviews the policies and practices developed in line with the sustainability strategy. The annual performance against the policies is reviewed by the Board committee and specific action points are recommended to enhance sustainable performance.								
9 Process for board/ top management to review compliance with statutory requirements of relevance to the Principles and rectify any non-compliances	A dedicated Legal Compliance Cell ensures that the Company conducts its businesses with high standards of legal, statutory and regulatory compliances.  RIL has instituted a legal compliance programme in conformity with the best international standards to review various statutes, such as industrial and labour laws, taxation laws, corporate and securities laws and health, safety and environmental laws.								
10 Frequency of the reviews of the business's alignment with the Principles and Core Elements conducted by the board/ top management	The CSR&G Committee reviews the business alignment with the principles and core elements annually.								
<b>STAKEHOLDER ENGAGEMENT</b>									
11 Description of the process to identify your business's key stakeholders	RIL has identified eight internal and external stakeholder groups: Customers, Local Communities, Employees, Suppliers, Trade Unions, NGOs, Investors & Shareholders and Government and regulatory authorities.								
12 Description of the process to engage with your stakeholders on the Principles	RIL aims to build strong and long-lasting relationships with their stakeholders through structured dialogues. The Company weaves stakeholder engagement throughout the sustainability reporting process, and the organisation continuously engages the stakeholders as it relates to its business needs and to understand their priorities.								
13 Description of the processes to identify groups that are vulnerable and marginalised stakeholders	RIL has been working for education, health and well-being of marginalised sections of the society. To identify the vulnerable and marginalised stakeholders within the identified focus areas, several methodologies were adopted such as desk research for situational analysis, participatory rural appraisal, community need assessment and focus group discussion with the stakeholders. These methods help in prioritising the community level interventions that would contribute to the overall development goals of the country.								
14 Description of the processes to identify issues related to inclusion and impact of adopting the Principles on vulnerable and marginalised	RIL's CSR policy outlines its commitment towards improving the lives of India's most marginal and vulnerable communities. The development initiatives have systematically analysed and identified the population that is catering to the marginal and vulnerable criteria.								
<b>COMMUNICATIONS</b>									
15 Description of process to communicate to stakeholders, the impact of your policies, procedures, decisions and performance that impact them	RIL aims to build strong relationships with its stakeholders and communicate the impacts of the Company's policies and procedures through various medium like Supplier meets, Customer meets, community meetings, Annual General Meetings, workshops, intranet and regular updates, among others								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
16 Description of how the business communicates the results of stakeholder engagement in the public domain	RIL believes in listening to the viewpoints of its stakeholders and addressing them on priority. The Company values the inputs received from the engagement process and these engagements help to identify material aspects. The progress on the material aspects are communicated in Annual Report, Business Responsibility Report, Sustainability Report and on websites at periodic intervals. The stakeholder engagement process and outcomes are mentioned as a part of the Sustainability Report.								
17 Description of the process of communicating performance against these Guidelines to relevant stakeholders	The performance against the Guidelines is communicated to the stakeholders through stakeholder interactions, Business Responsibility Report, Annual Report and Sustainability Report.								
18 Note on how disclosures and reporting helped in improving business performance strategy	Sustainability reporting and Business responsibility reporting measure, understand and communicate the Company's economic, environmental, social and governance performance, and then set goals, which helps create positive impact on the society and manage change more effectively.								

**SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE**

Disclosures	Information/Reference sections
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**Principle 1: Integrity, Ethics, Transparency and Accountability**

**Essential Indicators**

Review of performance by top management against the principles and core elements	The Company has constituted a Corporate Social Responsibility and Governance Committee which assists the Board in formulating and monitoring the implementation of sustainability and overall governance regarding social responsibility.
Awareness programmes and complaints received across the Principles and Core Elements of the Guidelines	The Committee also oversees the implementation of policies mentioned in the Business responsibility manual covering the principles and core elements of the Guidelines. The Committee reviews the Business Responsibility Report and recommends the Board for the approval. The Company aims to follow and promote sustainable business practices and continuously strives to create awareness among all the stakeholders. The leadership team was informed regarding the new principles released, called the National Guidelines on Responsible Business Conduct (NGRBC). Annual Report 2019-20, Corporate Governance Report, Page no. 184 Annual Report 2019-20, Board's Report, Page no. 212

**Leadership Indicators**

Describe the reporting mechanism of responsible business practices	RIL has developed its Annual Report based on the applicable accounting standards and has incorporated the principles of the International Integrated Reporting (<IR>) Framework (<IR>) published by the International Integrated Reporting Council (IIRC) into the Management Discussion and Analysis section of the Report. The sustainability disclosures in Annual Report are assured using reasonable assurance criteria as per ISAE 3000 (Revised) standards. The assurance statement provided by KPMG India is available in the 'Independent Assurance Statement' section of the Integrated Annual Report.
Percentage of stakeholders covered by social and environmental audits	A large number of RIL's suppliers are multi-national Original Equipment Manufacturers (OEMs). The Company has observed that all these companies regularly publish sustainability performance and are quite advanced in the sustainability curve. RIL requires its smaller scale suppliers to ensure they implement environmental as well as health and safety initiatives to make their operations green as well as safe. The Company also ensures that they are compliant to all regulatory requirements and review their performance on a regular basis. This helps the Company to ensure continuity of its suppliers' businesses and thereby its own business as well. Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156 Independent Reasonable Assurance Statement Annual Report 2019-20 Page no. 182

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

**Essential Indicators**

Details of investment in specific technologies along with percentage of input material and services sourced from suppliers adhering sustainability standards.	As a global business leader, RIL continuously endeavours to address environmental and social concerns, which is reflected in its business processes and products. Some such products created during FY 2019-20 have been listed below:
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**Disclosures**                      **Information/Reference sections**

**a. RELX Composites:**

Reliance Composite Solutions (RCS), commissioned an unsaturated polyester resin plant under the trademark RELX™. In FY 2019-20, RCS has developed interiors panels and front mask of driver cabin coached for Mumbai Metro project. RCS is also working with many other similar metro projects across India. In addition to this, RCS has successfully completed developmental order of ICF for interior panel and Toilet Modules.

Other major development are as follows:

1. IRIS Certification for Design, Development and Manufacturing of Vehicle Body, Vehicle fittings and Interiors for rail applications
2. BIS certification for Glassfiber Reinforced Plastics (GRP), Pipes for portable water (IS12709) and also for Sewerage, Industrial waste and water other than portable (IS14402)
3. Initiation of exports for GRP parts used in infrastructure
4. Petroleum and Explosives Safety Organisation (PESO) approval received for Underground Fuel Storage Tank applications.

**b. Ionic liquids replacing Hydrofluoric Acid – replacing hazardous catalyst**

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

**c. Recycling of PET bottles:**

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

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

- a. Disentangled Polyethylene (DPE) based specialty products: High-strength tapes and fibres for armour and automotive
- b. ESBR: Technology development of functional ESBR grades for silica-based composites for green tyre
- c. RelfarmS: To add value to refinery elemental sulphur to develop new product -RelFarmS a) as soil nutrient to enhance crop yield and b) to convert sodic soil to cultivable soil.
- d. Biodegradable polymers: Technology development for Biodegradable Blends and their Polymer (Packaging films for Reliance Retail applications)
- e. Waste plastic to oil: Development of process for waste plastic conversion to oil
- f. R-Cat Hydrothermal Liquefaction Technology (HTL): Development of catalytic HLT for converting wet waste to wealth
- g. Fuel Cell: Technology development of methanol-based fuel cells for Jio towers and evaluating application for mobility
- h. Hydrogen Economy: Assessing hydrogen economy to disrupt transportation and power/industrial sector

Annual Report 2019-20, Natural Capital and Climate Change, Page no. 114

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

**Leadership Indicators**

Communication of impacts to various stakeholder groups and examples on how the feedback received from stakeholders is used for improvements

RIL continues to collaborate and emphasises on maintaining long term association with its stakeholders.

RIL encourages the local vendors for indigenisation. To gain significant cost and quality advantage, the Company emphasises on supplier collaboration. Mission Kurukshetra is a step towards democratising creativity and innovation within the organisation. Through the Mission Kurukshetra platform, the employees can submit ideas and track their progress right up to implementation.

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

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

Disclosures	Information/Reference sections
<b>Principle 3: Well-being of Employees</b>	
<b>Essential Indicators</b>	
Number of cases/complaints against child labour, forced labour, discrimination	Annual Report 2019-20, Human Capital and People Connect, Page no. 122 BRR Annexure 4 Page no. 6
<b>Leadership Indicators</b>	
Work life balance topics which are implemented	Annual Report 2019-20, Human Capital and People Connect, Page no. 122
<b>Principle 4: Respect and responsiveness to all stakeholders</b>	
<b>Essential Indicators</b>	
Identification of stakeholders	Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156
Functions responsible to interact with them	
Details on formal engagement with them on environment and social issues	
<b>Leadership Indicators</b>	
Incorporation of inputs from stakeholders	Report on Corporate Social Responsibility ( <a href="https://www.ril.com/DownloadFiles/CSR201920.pdf">https://www.ril.com/DownloadFiles/CSR201920.pdf</a> ) Annual Report 2019-20, Manufactured Capital and Product Stewardship, Page no. 134
Examples of decisions and actions taken by the business to address the interests of vulnerable/marginalised groups	
<b>Principle 5: Respect and promote Human Rights</b>	
<b>Essential Indicators</b>	
Stakeholder groups governed by the grievance committee for human rights issues	Annual Report 2019-20, Human Capital and People Connect, Page no. 122 BRR Annexure 4 Page no. 6
Coverage of Employee categories by the human rights policies	
<b>Leadership Indicators</b>	
% of contractual employees and value chain partners trained on human rights aspect	The Company requires its suppliers to comply fully with all legal requirements regarding labour practices and human rights, including freedom of association and collective bargaining. There is a robust mechanism in place to monitor the performance of the significant suppliers, especially with respect to their performance against the Company's Supplier Code of Conduct. The Company prohibits child, forced or compulsory labour in any of its operations and also ensure the same is followed across its supply chain.  Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156
<b>Principle 6: Respect, protect and restore the Environment</b>	
<b>Essential Indicators</b>	
Good practices in reduction, recycling, and reuse initiatives that contributed to lowering the adverse environmental footprint	<b>PET- based fabric recycling:</b> In an attempt towards fostering circular economy and addressing the environmental burden caused due to discarded PET based fabrics, RIL is targeting to separate PET from fabric blends and convert it back into fibres and eventually into fabric.  <b>Slag waste to chemicals – Green process to recover metals from slag waste:</b> Conventionally, Hydro or Pyro process is employed to extract metals from waste and these processes require large quantity of acid or alkali for leaching, which involves very high temperature. i.e., above 1,700°C. RIL has developed a low-cost low temperature hybrid green process to extract vanadium from gasifier slag.  <b>Ionic liquids replacing Hydrofluoric Acid – Replacing hazardous catalyst:</b> For manufacturing of Linear Alkyl Benzenes (LAB), RIL developed an Ionic Liquid (IL)-based technology to replace the Hydrofluoric Acid (HF) catalyst which is potentially hazardous. LAB produced from the pilot plant has been used for market seeding. This process significantly reduces the risk of health and environmental hazards of operation.  There were no cases of any show cause/ legal notices from CPCB.

Disclosures	Information/Reference sections
<b>Leadership Indicators</b>	
Good practices cited in reduction, recycling, and reuse initiatives benchmarked against industry best practice	Annual Report 2019-20, Natural Capital and Climate Change, Page no. 114
<b>Principle 7: Responsible and transparent policy advocacy</b>	
<b>Essential Indicators</b>	
Review public policy advocacy positions by the governance structure for consistency with Principle	Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156
<b>Leadership Indicators</b>	
The public policy positions available in the public domain	Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156
Examples (up to three) of any policy changes in the past year as a result of your advocacy efforts	
<b>Principle 8: Promote inclusive growth and equitable development</b>	
<b>Essential Indicators</b>	
Social impact assessments of your business operations and details of investments (top three by value) in regions which are underdeveloped	Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156 Report on Corporate Social Responsibility ( <a href="https://www.ril.com/DownloadFiles/CSR201920.pdf">https://www.ril.com/DownloadFiles/CSR201920.pdf</a> )
<b>Leadership Indicators</b>	
Impact of your community initiatives contribute to local and national development	Annual Report 2019-20, Social and Relationship Capital and Value Creation, Page no. 156 Report on Corporate Social Responsibility ( <a href="https://www.ril.com/DownloadFiles/CSR201920.pdf">https://www.ril.com/DownloadFiles/CSR201920.pdf</a> )
<b>Principle 9: Provide value to consumer responsibly</b>	
<b>Essential Indicators</b>	
Number of complaints with respect to data privacy, advertising, delivery of essential services	BRR Annexure 4 Page no. 6
<b>Leadership Indicators</b>	
List of national-international product labels / certifications being used by the business	RIL has introduced products such as Recron® GreenGold, which uses CertainT, a proprietary DNA-molecular based traceability system that identifies, tags, tests and tracks the original recycled PET pellets to finished products. For improving human health impacts and the protection of environment, the Company has sourced REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals) compliant materials, and its requirements include that its Tier 1 suppliers also procure REACH-compliant materials.
Steps taken to inform and educate vulnerable and marginalised consumers about safe and responsible usage of products	Management and staff at RIL facilities, assets and functions identify and manage risks, promoting safe, compliant and reliable operations. RIL is committed towards customer safety through its business operations. RIL reviews the environmental, health and safety impacts of its products continuously to ensure that they do not pose any risks to people and the environment. RIL ensures uniformly high standards for product stewardship, complying with all health and safety regulatory mandates and goes beyond regulatory legal requirements.



**LINKAGE OF THE 17 SUSTAINABLE DEVELOPMENT GOALS ADOPTED AT THE UNITED NATIONS SUSTAINABLE DEVELOPMENT SUMMIT WITH BUSINESS RESPONSIBILITY REPORT, MANAGEMENT DISCUSSION AND ANALYSIS AND CORPORATE SOCIAL RESPONSIBILITY**

Business Responsibility Report	Corporate Social Responsibility	References of illustrations
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**End poverty in all its forms everywhere**



**Principle**

<b>3 Employee Well-being</b>	<ul style="list-style-type: none"> <li>Livelihood and Skilling</li> <li>Strengthening Farmer Producer Organisations: enabling farmers</li> </ul>	<ul style="list-style-type: none"> <li>Saksham</li> </ul>
<b>4 Stakeholder Engagement</b>		
<b>8 Inclusive Growth</b>		



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



**Principle**

<b>2 Product Life Cycle Sustainability</b>	<ul style="list-style-type: none"> <li>Reliance Nutrition Garden</li> <li>Livelihood security</li> </ul>	<ul style="list-style-type: none"> <li>Addressing the triple bottom line by serving customers, building business and saving the planet, one neighbourhood, one store and one farmer at a time</li> <li>Food and nutritional security</li> </ul>
<b>6 Environmental Management</b>		
<b>7 Policy Advocacy</b>		
<b>8 Inclusive Growth</b>		
<b>9 Value for Customers</b>		



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



**Principle**

<b>3 Employee Well-being</b>	<ul style="list-style-type: none"> <li>Rare Liver Swap Transplant at Sir H.N. Reliance Foundation Hospital saves two lives</li> <li>Village Development Fund (VDF)</li> </ul>	<ul style="list-style-type: none"> <li>Health</li> <li>R-Swasthya</li> <li>Jio's #CORONAHAAREGAININDIAJEETHEGA initiative</li> </ul>
<b>6 Environmental Management</b>		
<b>8 Inclusive Growth</b>		



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



**Principle**

<b>3 Employee Well-being</b>	<ul style="list-style-type: none"> <li>Education and Sports for All (ESA)</li> </ul>	<ul style="list-style-type: none"> <li>Education</li> <li>Jio's #CORONAHAAREGAININDIAJEETHEGA initiative</li> <li>L&amp;D - R-Manager Programme</li> <li>People Development Initiatives at sites: Dronacharya - FE skill school</li> </ul>
<b>8 Inclusive Growth</b>		
<b>9 Value for Customers</b>		

Social and Relationship Capital and Value Creation

Human Capital and People Connect

Natural Capital and Climate Change

Manufactured Capital and Product Stewardship

Intellectual Capital and Innovation

Financial Capital and Credit Rating

Business Responsibility Report    Corporate Social Responsibility    References of illustrations



**Achieve gender equality and empower all women and girls**



Principle	
3	Employee Well-being
4	Stakeholder Engagement
5	Human Rights
8	Inclusive Growth

- Project ASMAN
- D&I - Dialogue with senior women leaders
- D&I – R-Aadya table talks
- 'Avani' - all women grocery stores
- People development initiative at Jamnagar – Women in night shift.



**Ensure availability and sustainable management of water and sanitation for all**



Principle	
2	Product Life Cycle Sustainability
6	Environmental Management
8	Inclusive Growth

- Contributing to Jal Shakti Abhiyan
- Partnership with Paani Foundation
- Water and Sanitation



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



Principle	
2	Product Life Cycle Sustainability
6	Environmental Management
7	Policy Advocacy

- Community Biogas plant at Chipiya Agar Madhya Pradesh
- Energy conservation/ Resource conservation
- Replacement of lithium ion batteries instead of the traditional Valve-Regulated Lead-Acid (VRLA) batteries



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



Principle	
2	Product Life Cycle Sustainability
3	Employee Well-being
5	Human Rights
8	Inclusive Growth

- Empowered Gram Panchayat transforms village in Gujarat
- Supporting Ridhi's Olympic dreams
- RFYS - A stepping stone to success
- AI-powered Machli working wonders
- Computer Vision and Machine Learning
- Skilling and livelihood
- Reliance Smart stores collaboration and partnership with local NGOs
- Social mobility
- On the Lubes growth curve with Relstar: Empowerment driven growth

Business Responsibility Report      Corporate Social Responsibility      References of illustrations

**9 INDUSTRIAL INNOVATION AND INFRASTRUCTURE**  



**Build resilient infrastructure, promote sustainable industrialisation and foster innovation** 

Principle			
3	Employee Well-being	<ul style="list-style-type: none"> <li>AI-powered Machli working wonders</li> </ul>	<ul style="list-style-type: none"> <li>Benzene Recovery Unit</li> <li>R-Swasthya - 3 Billion by Founder's Day</li> <li>D&amp;I Connect</li> <li>L&amp;D - Workshop for Petro-Marketing</li> <li>Robotics process and automation</li> <li>JioPhone</li> <li>Supporting India digitally during difficult times</li> <li>Evolving an advertising - led product to a freemium model in a niche-category</li> <li>Leveraging Industry 4.0: Next generation Initiatives</li> </ul>
4	Stakeholder Engagement		
6	Environmental Management		
8	Inclusive Growth		

**10 REDUCED INEQUALITIES**  

**Reduce inequality within and among countries** 

Principle			
2	Product Life Cycle Sustainability	<ul style="list-style-type: none"> <li>Empowered Gram Panchayat transforms village in Gujarat</li> </ul>	<ul style="list-style-type: none"> <li>D&amp;I panel discussion with external experts</li> </ul>
5	Human Rights		
6	Environmental Management		
7	Policy Advocacy		

**11 SUSTAINABLE CITIES AND COMMUNITIES**  

**Make cities and human settlement inclusive, safe, resilient and sustainable** 

Principle			
3	Employee Well-being	<ul style="list-style-type: none"> <li>Empowered Gram Panchayat transforms village in Gujarat</li> </ul>	<ul style="list-style-type: none"> <li>L&amp;D - Behavior based safety programme in E&amp;P</li> <li>Marine litter clean-up at Versova beach and volunteering programme</li> </ul>
4	Stakeholder Engagement		
7	Policy Advocacy		
8	Inclusive Growth		
9	Value for Customers		

**12 RESPONSIBLE CONSUMPTION AND PRODUCTION**  

**Ensure sustainable consumption and production patterns** 

Principle			
2	Product Life Cycle Sustainability	<ul style="list-style-type: none"> <li>Nutrition Security</li> </ul>	<ul style="list-style-type: none"> <li>Addressing the triple bottom line by serving customers, building business and saving the planet, one neighbourhood, one store and one farmer at a time</li> <li>Creating value from waste</li> </ul>
6	Environmental Management		
9	Value for Customers		

Business Responsibility Report

Corporate Social Responsibility

References of illustrations



**Take urgent actions to combat climate original design change and its impacts**



Principle

2	<b>Product Life Cycle Sustainability</b>	• Disaster response	• Monitoring environmental footprint
6	<b>Environmental Management</b>		
7	<b>Policy Advocacy</b>		
8	<b>Inclusive Growth</b>		



**Conserve and sustainably use the oceans, seas and marine resources for sustainable development**



Principle

2	<b>Product Life Cycle Sustainability</b>	• AI-powered Machli working wonders	• Marine litter clean-up at Versova beach and volunteering programme
6	<b>Environmental Management</b>		
7	<b>Policy Advocacy</b>		
8	<b>Inclusive Growth</b>		
9	<b>Value for Customers</b>		



**Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss**



Principle

2	<b>Product Life Cycle Sustainability</b>	• Swachhata Hi Seva	• Monitoring Environment Footprint
6	<b>Environmental Management</b>		
7	<b>Policy Advocacy</b>		
8	<b>Inclusive Growth</b>		
9	<b>Value for Customers</b>		

Business Responsibility Report      Corporate Social Responsibility      References of illustrations



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



Principle			
1	Ethics, Transparency and Accountability	<ul style="list-style-type: none"> <li>Empowered Gram Panchayat transforms village in Gujarat</li> </ul>	<ul style="list-style-type: none"> <li>On the Lubes growth curve with Relstar: Empowerment driven growth</li> </ul>
3	Employee Well-being		
4	Stakeholder Engagement		
5	Human Rights		
7	Policy Advocacy		
8	Inclusive Growth		



**Strengthen the means of implementation and revitalise the global partnership for sustainable development**



Principle			
1	Ethics, Transparency and Accountability	<ul style="list-style-type: none"> <li>Partnership with Paani Foundation</li> </ul>	<ul style="list-style-type: none"> <li>People Development Initiatives at sites: MDP programme for JMD in collaboration with IIM B</li> <li>Industrial Internet of Things (IIOT)</li> <li>Reliance Smart stores collaboration and partnership with local NGOs</li> </ul>
7	Policy Advocacy		
8	Inclusive Growth		



## GRI CONTENT INDEX

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

GRI Standard	Location of Disclosure & Page Number references of Annual Report 2019-20
<b>GRI 101 : FOUNDATION 2016</b>	
General Disclosure	
<b>GRI 102 : GENERAL DISCLOSURE</b>	
Organisational Profile	Reliance at glance (Page 2-3)
Strategy	Business Model - Integrated to drive value (Page 112-113) Strategy (Page 110-111)
Ethics and Integrity	Human Capital and People Connect (Page 133)
Governance	Corporate Governance Report (Page 184)
Stakeholder Engagement	Social and Relationship Capital and Value Creation (Page 160)
Reporting Practice	Reliance's Sustainability Reporting Journey (Page 169) Corporate Governance Report (Page 184)
<b>MATERIAL TOPIC</b>	
<b>Health &amp; Safety</b>	
GRI 103 : Management Approach 2016	Human Capital and People Connect (Page 122)
GRI 403: Occupational health and safety 2016	Human Capital and People Connect (Page 131)
<b>Raw Material Security</b>	
GRI 103: Management Approach 2016	Natural Capital and Climate Change (Page 114)
GRI 301: Materials 2016	Natural Capital and Climate Change (Page 115-117)
Fuel Security*	Natural Capital and Climate Change (Page 115-117)
<b>Managing Environmental Impact</b>	
GRI 103: Management Approach 2016	Natural Capital and Climate Change (Page 114)
GRI 303: Water 2016	Natural Capital and Climate Change (Page 119)
GRI 305: Emissions 2016	Natural Capital and Climate Change (Page 118-119)
GRI 306: Effluents and waste 2016	Natural Capital and Climate Change (Page 119-120)
GRI 307: Environmental Compliance 2016	Natural Capital and Climate Change (Page 119)
<b>Waste Management</b>	
GRI 103: Management Approach 2016	Natural Capital and Climate Change (Page 114)
GRI 306: Effluents and waste 2016	Natural Capital and Climate Change (Page 119-120)
<b>Water Management</b>	
GRI 103: Management Approach 2016	Natural Capital and Climate Change (Page 114)
GRI 303: Water 2016	Natural Capital and Climate Change (Page 119)
<b>Ecosystems and Biodiversity</b>	
GRI 103: Management Approach 2016	Natural Capital and Climate Change (Page 114)
GRI 304: Biodiversity 2016	Natural Capital and Climate Change (Page 120-121)

GRI Standard	Location of Disclosure & Page Number references of Annual Report 2019-20
<b>Energy Efficiency of Operations &amp; Carbon abatement and offsetting</b>	
GRI 103: Management Approach 2016	Natural Capital and Climate Change (Page 114)
GRI 302: Energy 2016	Natural Capital and Climate Change (Page 115-118) Board's Report Annexure V (Page 230)
GRI 305: Emissions 2016	Natural Capital and Climate Change (Page 118-119)
<b>Renewable and Alternative Energy</b>	
GRI 103: Management Approach 2016	Natural Capital and Climate Change (Page 114)
GRI 302: Energy 2016	Natural Capital and Climate Change (Page 115-118) Board's Report Annexure V (Page 230)
<b>Customer Satisfaction</b>	
GRI 103: Management Approach 2016	Social and Relationship Capital and Value Creation (Page 156)
GRI 416: Customer health and safety 2016	Social and Relationship Capital and Value Creation (Page 165-166)
GRI 417: Marketing and Labeling 2016	Social and Relationship Capital and Value Creation (Page 164-165)
<b>Supply Chain Management</b>	
GRI 103: Management Approach 2016	Social and Relationship Capital and Value Creation (Page 156)
GRI 204: Procurement practices 2016	Social and Relationship Capital and Value Creation (Page 165-166)
GRI 408: Child Labor 2016	Social and Relationship Capital and Value Creation (Page 165) Human Capital and People Connect (Page 133)
GRI 409: Forced or Compulsory labor 2016	Social and Relationship Capital and Value Creation (Page 165) Human Capital and People Connect (Page 133)
GRI 412: Human rights assessment 2016	Social and Relationship Capital and Value Creation (Page 165) Human Capital and People Connect (Page 133)
<b>Community Development</b>	
GRI 103: Management Approach 2016	Report on Corporate Social Responsibility ( <a href="https://www.ril.com/DownloadFiles/CSR201920.pdf">https://www.ril.com/DownloadFiles/CSR201920.pdf</a> )
GRI 203: Indirect economic impacts 2016	Report on Corporate Social Responsibility ( <a href="https://www.ril.com/DownloadFiles/CSR201920.pdf">https://www.ril.com/DownloadFiles/CSR201920.pdf</a> )
GRI 413: Local communities 2016	Report on Corporate Social Responsibility ( <a href="https://www.ril.com/DownloadFiles/CSR201920.pdf">https://www.ril.com/DownloadFiles/CSR201920.pdf</a> )
<b>Ethics, Integrity and Compliance</b>	
GRI 103: Management Approach 2016	Human Capital and People Connect (Page 122)
GRI 205: Anti-corruption 2016	Human Capital and People Connect (Page 133)
GRI 419: Socio economic compliance 2016	Human Capital and People Connect (Page 122) Board's Report Annexure III (Page 223-227)
<b>Talent Attraction and Retention</b>	
GRI 103: Management Approach 2016	Human Capital and People Connect (Page 122)
GRI 401: Employment 2016	Human Capital and People Connect (Page 123)
GRI 404: Training and Education 2016	Human Capital and People Connect (Page 129-131)
<b>Labour Management</b>	
GRI 103: Management Approach 2016	Human Capital and People Connect (Page 122)
GRI 402: Labor/Management Relations 2016	Human Capital and People Connect (Page 124-125)

<b>GRI Standard</b>	<b>Location of Disclosure &amp; Page Number references of Annual Report 2019-20</b>
<b>Employee Diversity</b>	
GRI 103: Management Approach 2016	Human Capital and People Connect (Page 122)
GRI 405: Diversity and Equal opportunity 2016	Human Capital and People Connect (Page 127-128)
<b>Economic Performance</b>	
GRI 103: Management Approach 2016	Financial Capital and Credit Rating (Page 154-155) Key Performance Indicator - Scaling new heights (Page 4-5)
GRI 201: Economic Performance 2016	Financial Capital and Credit Rating (Page 154-155) Key Performance Indicator - Scaling new heights (Page 4-5)
<b>Asset Utilisation and Reliable Operations*</b>	
GRI 103: Management Approach 2016	Manufactured Capital and Product Stewardship (Page 134)
<b>Security and Asset Protection*</b>	
GRI 103: Management Approach 2016	Manufactured Capital and Product Stewardship (Page 134)
<b>Digital Inclusion*</b>	
GRI 103: Management Approach 2016	Manufactured Capital and Product Stewardship (Page 134)
<b>Managing Systemic Risks from Technology Disruptions*</b>	
GRI 103: Management Approach 2016	Manufactured Capital and Product Stewardship (Page 134)
<b>Data Privacy and Security*</b>	
GRI 103: Management Approach 2016	Manufactured Capital and Product Stewardship (Page 134)

\*Non GRI aspect

## INDEPENDENT REASONABLE ASSURANCE STATEMENT TO RELIANCE INDUSTRIES LIMITED ON THEIR SUSTAINABILITY DISCLOSURES IN THE INTEGRATED ANNUAL REPORT FOR FINANCIAL YEAR 2019-20

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

### INTRODUCTION

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

### REPORTING CRITERIA

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

Its sustainability performance reporting criteria has been derived from the GRI Standards of the Global Reporting Initiative, United Nation's Sustainable Development Goals (UN SDGs), American Petroleum Institute - The International Petroleum Industry Environmental Conservation Association (API/IPIECA) Sustainability Reporting Guidelines, and 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

RIL, has also referred to new and emerging frameworks such as National Guidelines on

Responsible Business Conduct (NGRBC), Task Force on Climate-related Financial Disclosures (TCFD) recommendations, United Nations Guiding Principles on Business and Human Rights (UNGPR), United Nations Global Compact (UNGC) Principles, Global Recycle Standard (GRS) Version 3.0, Natural Capital Protocol, Social and Human Capital Protocol, the selected Government of India's National Missions and Transition Pathway Initiative (TPI).

### ASSURANCE STANDARDS

We conducted the assurance in accordance with

- Reasonable Assurance requirements of International Federation of Accountants' (IFAC) International Standard on Assurance Engagement (ISAE) 3000 (Revised) Assurance Engagements Other than Audits or Reviews of Historical Financial Information
- Under this standard, we have reviewed the information presented in the report against the characteristics of relevance, completeness, reliability, neutrality and understandability.

### BOUNDARY, SCOPE AND LIMITATIONS

- The boundary of assurance covers the sustainability performance of RIL's manufacturing divisions, refineries, exploration and production in India; business divisions such as chemicals; fibre intermediates; petroleum; polyester; polymers; Reliance Foundation and corporate office at Reliance Corporate Park, for the period 1<sup>st</sup> April, 2019 to 31<sup>st</sup> March, 2020.
- The sustainability disclosures covered as part of the scope of the assurance process were limited to water recycled and reused, reduction of energy consumption, total number of employees at RIL and total man-hours of training provided to RIL workforce.
- The assurance process was limited to the selected sustainability disclosures at relevant sections in the annual integrated report.

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

### ASSURANCE PROCEDURES

Our assurance process involves performing procedures to obtain evidence about the reliability of specified disclosures. The nature, timing and extent of procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the selected sustainability disclosures whether due to fraud or error. In making those risk assessments, we have considered internal controls relevant to the preparation of the Report in order to design assurance procedures that are appropriate in the circumstances. Our assurance procedures also included:

- Assessment of RIL's reporting procedures regarding their consistency with the application of GRI Standards.
- Evaluating the appropriateness of the quantification methods used to arrive at the sustainability disclosures presented in the Report.
- Verification of systems and procedures used for quantification, collation, and analysis of sustainability disclosures included in the Report.
- Understanding the appropriateness of various assumptions, estimations and materiality thresholds used by RIL for data analysis.
- Discussions with the personnel responsible for the evaluation of competence required to ensure

reliability of data and information presented in the Report.

- Discussion on sustainability aspects with senior executives at the different plant locations and at the corporate office to understand the risks and opportunities from sustainability context and the strategy RIL is following.
- Assessment of the stakeholder engagement process through personal interviews and review of relevant documentation.
- Assessment of data reliability and accuracy.
- For verifying the data and information related to RIL's financial performance we have relied on its audited Financial Statements for the FY 2019-20.
- Verification of disclosures through site visits and virtual conference meetings with manufacturing units at Barabanki, Dahej, Hazira, Hoshiarpur, Jamnagar DTA, Jamnagar SEZ, Nagothane, Naroda, Patalganga, Silvassa and Vadodara; On-shore and off-shore exploration and production facilities at Gadimoga; Corporate office at Reliance Corporate Park, Navi Mumbai and review of key performance data from Shahdol.

Appropriate documentary evidences were obtained to support our conclusions on the information and data verified.

Where such documentary evidences could not be collected due to sensitive nature of the information, our team verified the same at the company premises.

## CONCLUSIONS

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

- The selected sustainability parameters and disclosures presented in the Report by RIL are fairly represented.
- The sustainability disclosures as defined under scope of assurance are in alignment with the GRI standards.

- The company has also referred to other reporting criteria and emerging frameworks as mentioned under reporting criteria.

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

## INDEPENDENCE

The assurance was conducted by a multidisciplinary team including professionals with suitable skills and experience in auditing environmental, social and economic information in line with the requirements of ISAE 3000 (Revised) standard. Our work was performed in compliance with the requirements of the IFAC Code of Ethics for Professional Accountants, which requires, among other requirements, that the members of the assurance team (practitioners) 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 behaviour. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence. The firm applies ISQC 1 and the practitioner complies with the applicable independence and other ethical requirements of the IESBA code.

## RESPONSIBILITIES

RIL is responsible for developing the Report contents. RIL 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 RIL in accordance with the terms of our engagement and as per scope of assurance.

Our work has been undertaken so that we might state to RIL those matters for which we have been engaged to state in this statement and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than RIL for our work, for this report, or for the conclusions expressed in this independent assurance statement. The assurance engagement is based on the assumption that the data and information provided to us is complete and true. We expressly disclaim any liability or co-responsibility for any decision a person or entity would make based on this assurance statement.



**Santhosh Jayaram**  
Partner

**KPMG India**  
June 20, 2020





**Registered Office**  
3rd Floor, Maker Chambers IV,  
222, Nariman Point, Mumbai - 400 021  
Tel: +91 22 3555 5000  
Fax: +91 22 2204 2268 / 22 2285 2214  
[www.ril.com](http://www.ril.com)

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**NSE. RELIANCE**  
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**CIN. L17110MH1973PLC019786**