

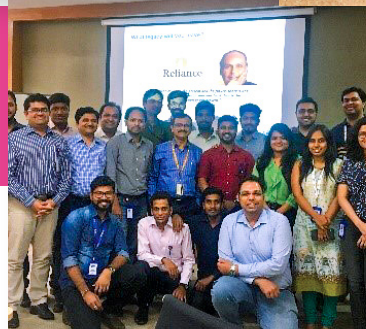
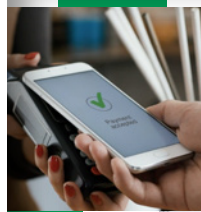
Reliance
Industries Limited

Growth is Life

Business Responsibility
Report 2020-21



**Made
for India.
Made
in India.**



Business Responsibility Report

Introduction

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

As a responsible corporate citizen, RIL believes in inclusive growth. The Company strives to accelerate India's transition to a knowledge economy and create value for the nation by elevating the quality of life across the entire socio-economic spectrum.

This report conforms to the Business Responsibility Reporting (BRR) requirements of the Securities & Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and

the National Voluntary Guidelines (NVGs) on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs (MCA), India.



1

Ethics, Transparency and Accountability

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

2

Product life cycle sustainability

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

3

Employees' Well-Being

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

4

Stakeholder Engagement

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

5

Human Rights

Businesses should **respect and promote human rights**

6

Environment

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

7

Policy Advocacy

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

8

Inclusive Growth

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

9

Customer Value

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

NVG Principles

Section A

General Information about the Company

1. **Corporate Identity Number (CIN) of the Company:** L17110MH1973PLC019786
2. **Name of the Company:** Reliance Industries Limited
3. **Registered Address:** 3rd Floor, Maker Chambers IV, 222, Nariman Point, Mumbai 400 021, India
4. **Website:** www.ril.com
5. **E-mail id:** investor.relations@ril.com
6. **Financial Year Reported:** 2020-21
7. **Sector(s) that the Company is engaged in (industrial activity code-wise):**
Oil to Chemicals, Exploration and Production of Oil & Gas and Textiles.

Industrial Group	Description
061	Extraction of crude petroleum
062	Extraction of natural gas
131	Spinning, weaving and finishing of textile
139	Manufacture of other textiles
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 fibres

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

8. **List three key products/services that the Company manufactures/provides (as in balance sheet):**
 - i. Transportation Fuels
 - ii. Polymers and Elastomers
 - iii. Aromatics, Fibre Intermediates and Polyester Fibres
9. **Total number of locations where business activity is undertaken by the Company:**
 - i. International locations
RIL has undertaken business activities in eight international locations (on standalone basis). The major locations include North America, Europe, Middle East and Asia.
 - ii. National locations
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&P) units are at KG-D6 – Gadimoga and CBM-Shahdol.
10. **Markets served by the Company:**
In addition to serving Indian markets, RIL exported to 107 countries worldwide as on March 31, 2021.

Section B

Financial Details of the Company

1. **Paid-up capital:** ₹ 6,445 crore as on March 31, 2021
2. **Total turnover:** ₹ 2,78,940 crore for the year ended March 31, 2021
3. **Total profit after taxes:** ₹ 31,944 crore for the year ended March 31, 2021
4. **Total spending on Corporate Social Responsibility (CSR) as a percentage of profit after tax:** ₹ 922 crore for the year ended March 31, 2021 (2.09%*)
5. **List of activities in which Corporate Social Responsibility (CSR) expenditures have been incurred:**
 1. Rural Transformation
 2. Health (including COVID-19)
 3. Education
 4. Sports for Development
 5. Disaster Response (including COVID-19)
 6. Arts, Culture, Heritage and Urban Renewal

Section C

Other Details

1. **Subsidiary companies**
The number of RIL's subsidiary companies as on March 31, 2021 was 181. For the list of subsidiaries, please refer page 398 of Reliance's Integrated Annual Report 2020-21.
2. **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. All subsidiaries are aligned with the Group's CSR agenda and philosophy, which are implemented through the Reliance Foundation (RF), Reliance Foundation Institution of Education and Research (RFIER), Reliance Foundation Youth Sports (RFYS) and the business CSR interventions across locations. During FY 2020-21, RIL's operating subsidiaries and associates such as Reliance Retail Limited, Reliance Jio Infocomm Limited, among others, participated in various initiatives related to the promotion of healthcare and education, cleanliness drives, rural development etc. 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.

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

3. **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**

Stakeholders have the ability to influence the way an organisation 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 expanse of RIL's value chain at present, the number of entities which directly participate in the BR initiatives would be more than 60%.

Section D

BR Information

1. **Details of Director/Directors responsible for BR**
 - a. **Details of the Director/Director responsible for the implementation of the BR policy/policies**
The Corporate Social Responsibility and Governance (CSR&G) Committee of the Board of Directors is responsible for the implementation of BR policies. The following are the members of the CSR&G Committee:
 - DIN Number: 00001879
Name: Shri Yogendra P. Trivedi (Chairman)
Designation: Non-Executive Director
 - DIN Number: 00001620
Name: Shri Nikhil R. Meswani
Designation: Executive Director
 - DIN Number: 00074119
Name: Dr. Raghunath A. Mashelkar
Designation: Non-Executive Director
 - DIN Number: 02787784
Name: Dr. Shumeet Banerji
Designation: Non-Executive Director

b. Details of the BR head

Particulars	Details
DIN Number (if applicable)	00001620
Name	Shri. Nikhil R. Meswani
Designation	Executive Director
Telephone Number	022 – 3555 5000
E-mail ID	nikhil.meswani@ril.com

2. **Governance related to BR**

- a. **Frequency with which the Board of Directors, Committee of the Board or CEO meet to assess the Company's BR performance**
The CSR&G Committee assesses the BR performance of the Company annually.

b. BR and Sustainability Reports published; frequency and link of published reports

RIL publishes its Business Responsibility Report (BRR) annually.

<https://www.ril.com/InvestorRelations/FinancialReporting.aspx>

Annexure 1 – Details of Compliance

Principle-wise as per National Voluntary Guidelines (NVGs) BR Policy/Policies (Reply in Y/N)

Sl. No.	Questions	1	2	3	4	5	6	7	8	9
1	Do you have policy/policies for...	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	Has the policy been formulated in consultation with relevant stakeholders?	✓	✓	✓	✓	✓	✓	✓	✓	✓
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)	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	Has the policy been approved by the Board? If yes, has it been signed by the MD/owner/CEO/appropriate Board Director?	✓	✓	✓	✓	✓	✓	✓	✓	✓
5	Does the Company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	✓	✓	✓	✓	✓	✓	✓	✓	✓
6	Indicate the link to view the policy online	Please refer Annexure 2 below 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 and external stakeholders through the Company's website. Additionally, the policies are communicated annually through this report.								
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 investor.relations@ril.com . 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.								

Links

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

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

Values and Behaviours

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

Annexure 2

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	Section 6 Customer Value Section 3
		Health, Safety & Environment Policy	Please refer page no. 4 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
		Health, Safety & Environment Policy	Please refer page no. 4 for web link
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 Health, Safety & Environment Policy	Section 3 Please refer page no. 4 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 page no. 4 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 & 5 Section 5 Section 3

Section E Principle-wise Performance

Principle 1: Ethics, Transparency and Accountability

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

1. Coverage of policy relating to ethics, bribery and corruption (e.g., joint ventures, suppliers, contractors and NGOs, among others)

RIL upholds the highest standards of integrity and ethical behaviour. Ethics is one of the five enablers of RIL's strategy which reaffirms its belief that ethical performance is a source of competitive strength. Reliance is committed to establishing a culture of integrity, transparency, openness and compliance – as is visible in its Values and Behaviours, Our Code and Code of Conduct.

Our Code

Our Code is a public statement that affirms that Reliance is committed to doing the right thing. It provides the guidance and support that RIL needs to conduct business ethically and in compliance with the law. These two aspects are vital to its success. Values and Behaviours are the foundation of Our Code. Robust mechanisms, including policies, procedures and systems have been put in place for effective implementation.

Code of Conduct

RIL's Code of Conduct defines the behaviour expected from all the employees and stakeholders and practices along with the policies and systems for effective implementation. The Company's Code of Conduct ensures that all its employees, suppliers and vendors respect the rights of not only each other, but also that of the communities in which they operate. RIL has developed a set of policies, codes, and guidelines to govern its Directors, senior executives, officers, employees (whether permanent, fixed term or temporary) and third parties, including suppliers and business partners associated with RIL.

Vigil Mechanism and Whistle-Blower Policy

Employees and other stakeholders are required to report actual or suspected violations of applicable laws and regulations and the Code of Conduct. RIL has established a proper mechanism for reporting and handling such violations – termed as Reportable Matter. Vigil Mechanism and Whistle-Blower Policy sets out the procedure to be followed for reporting and handling Reportable Matter.

An Ethics and Compliance Task Force (ECTF) comprising the Reliance Group's Executive Director (Chairman, ECTF), General Counsel, Group Controller and Group Company Secretary has been established to oversee and monitor the implementation of ethical business practices within Reliance. The Task Force reviews the ECTF complaints and incidents on quarterly basis and reports them to the Audit Committee.

A whistle-blower can make a protected disclosure either to the ECTF or directly to the Audit Committee via e-mail, telephone or through a letter.

Anti-Bribery and Anti-Corruption Policy

Being a responsible organisation, Reliance has proactively taken measures in combating bribery and corruption. As an additional pillar to support the existing governance mechanism, it has consciously worked towards establishing a robust Anti-Bribery Management System (ABMS). Reliance has also adopted ISO 37001:2016 standard to effectively prevent, identify and respond to bribery risks.

Requirements and guidance to achieve these goals were already available in some form, albeit in different documents. However, to provide the requisite granularity and create a one-stop repository of relevant requirements, a detailed Anti-Bribery and Anti-Corruption (ABAC) Policy has been formulated and rolled out.

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

RIL received 1,014 complaints from its shareholders till March 31, 2021, which were promptly resolved. No complaint was outstanding, as on March 31, 2021.

RIL's Code of Conduct provides a structured mechanism for all its stakeholders to freely share their concerns and grievances with the Company through a structured mechanism.

Principle 2: Product Life Cycle Sustainability

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

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

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 2020-21 are listed below:

Recron® GreenGold

- Recron® GreenGold is the result of upcycling post-consumer waste into new products to prevent wastage of potentially useful materials and resources. RIL has developed its own technology to convert post-consumer waste PET bottles into a high-quality polyester staple fibre and tow having properties nearly identical to the fibre produced from virgin PET polymer.
- Questions are always asked whether the recycled Polyester (r-PET) concept is sustainable or not. The answer is certainly yes, because the energy needed to make products from r-PET is lower than that needed to make products from virgin polyester (energy saving). Less CO₂ emission during production (environment-friendly) and preventing bottles and other plastics from reaching the landfills are the other two important reasons.
- RIL has developed a wide range of Green fibre variants, such as semi-dull and optical Raw White Fibre; Pre-Coloured Fibre & Tow – Circular/TBL cross-sections; super high tenacity fibres, Micro fibres, Kooltex (moisture management) and AirTherm (thermal management fibres)
- Environment-friendliness features in all these products, and this is further reinforced by the quality and regulatory certificates obtained from various agencies in India and the overseas. They are
 - Recron® GreenGold is Oekotex 100, product Class-1 certified, which meets the human-ecological requirements of the standard established for baby articles.
 - These products fulfil the requirements of Annex XVII of REACH (including the use of Azo dyes, nickel, etc.) and
 - Conforms American requirement regarding total lead content in children's articles (CPSIA)
 - Global Recycle Standard (GRS) Certification.

- These fibres and tow can be used to produce a wide variety of end products in apparel and non-apparel segments. (i) Apparels: suiting, denim, shirting, knits and ladies' wear; (ii) Hospitality (hotels, shopping malls etc.): upholstery, furnishings; (iii) Entertainment (theatres, cinema halls); (iv) Upholstery, furnishings; and home textiles: bed sheets, pillow covers, curtains, furnishings. In non-apparel segment, carry bags, tent, tarpaulin, awnings are the major products.
- All the properties and important characteristics in fabric and garments produced from Recron® GreenGold fibre and tow or their blends with other fibres are comparable with the products produced from virgin polyester.

RelWood™

- Being a leader and an innovator in the Indian O2C industry, Reliance is highly cognizant of its responsibilities towards the country and its people. Currently, India is one of the highest wood importers in the world. Given India's forest cover is only 21%, this is a matter of serious concern. RelWood™ is our humble solution, as a perfect wood substitute to address the demand-supply gap.
- RelWood™ is a next generation material, built with an innovative technology and developed over years of research. It overcomes the limitations of wood while retaining its benefits as well as its touch and feel.
- RelWood™, an ideal substitute for tropical wood, can withstand the harshest climatic conditions. Be it in indoor or outdoor applications, with RelWood™ one can now rest assured of the same long-lasting finish and durability in furniture, outdoor deck, building façade etc., without having to cut down any trees.

PET-based fabric recycling

In order to foster a circular economy and address the environmental damage caused by discarded PET-based fabrics, RIL is targeting to separate PET from fabric blends and convert it back into fibres and eventually into fabric using a cost-effective technology.

Replacement of hazardous Hydrofluoric Acid by green ionic liquid catalyst

For manufacturing Linear Alkyl Benzenes (LAB), RIL's R&D division has developed an Ionic Liquid (IL)-based technology to replace the Hydrofluoric

Principle 2 (Contd.)

Acid (HF) catalyst which is potentially hazardous. This process significantly reduces risk of health and environmental hazards of operations. Low-cost, fast-track demonstration of the IL-LAB technology using the idle VMD LAB unit is under consideration.

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

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

- 1) FESBR: technology development of functional ESBR grades for silica-based composites for green tyre that reduces carbon footprint
- 2) Biodegradable Polymers: technology development for biodegradable blends and their polymers to replace single use plastics in packaging
- 3) Waste plastic to oil: development of process for waste plastic conversion to oil
- 4) New Energy and New Materials (Hydrogen Economy and Carbon Fibre): development and assessment of a bouquet of new energy and new materials across the hydrogen value chain for integrated green hydrogen production, storage, supply, and consumption for clean transportation and electricity generation. Choosing optimal mix of reliable, clean, and affordable energy/ materials viz. hydrogen, wind, solar, fuel cells, battery, CO₂ capture/ utilisation, carbon fibre etc. to tackle global challenge of climate change and target to become a Net Carbon Zero Company by 2035 while meeting the growth aspiration
- 5) REL-ORCAT catalyst: Novel zeolite-based catalyst for removal of olefins from aromatics stream commercially manufactured and sent to aromatics plant PMD for commissioning; this will replace the environmentally hazardous acid activated clay that has operational issues such as shorter lifecycle, longer replacement period and disposal of huge quantity of clay at shorter intervals
- 6) Green Hydrogen: technology development of Biomass catalytic gasification to produce Green Hydrogen and syngas
- 7) R-Cat HTL: development of catalytic hydrothermal liquefaction technology for converting wet waste to crude Bio-Oil

- 8) CO₂ capture and utilisation projects are being evaluated on a techno-economic basis to identify the best sustainable solutions for reducing CO₂ emissions from the Jamnagar manufacturing division
- 9) Reliance patented Oil to Chemicals (O2C) Technology: multizone catalytic cracker is in advanced detailed design stages to implement the first demonstration unit to eliminate heavy cuts from the refinery and intended for high-value products
- 10) RIL Super protein: highly nutritious protein products and food prototypes demonstrated from algae grown most sustainably using the least land with CO₂ gases and sea water
- 11) RIL Algal Feed: algal feed ingredient found to suitably replace an environmentally-regressive fish meal ingredient for various aqua and poultry feed applications
- 12) RIL Nanocellulose: process developed for production of high purity nanocellulose from residual stream of algal extractions to make advanced materials, thereby replacing extensive processes
- 13) RIL BAGI: RIL bio-available vegan iron protein molecule (R-BAGI) has the potential to efficiently cure anaemia and protein deficiency. This has been recently demonstrated to be safe for human consumption
- 14) RIL Spider silk protein: RIL Spider silk protein, a biopolymer, is an emerging product capable of replacing chemical alternates sustainably in personal care products industry
- 15) RIL AI-based algorithm for large scale image analysis has been successfully tested for application in driving next-gen technologies for digital agriculture, product quality assessment, and developing strategies for improving biomass productivity
- 16) Scientists from biology-R&D developed novel cost-effective COVID-19 diagnostic kits called R-Green and R-Green pro. Both the kits received ICMR approval and showed more than 98% specificity and accuracy during validation at ICMR laboratory studies

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

Reliance's sustainable sourcing emphasises on five strategic areas that are intended towards social progress, economic development and reduced environmental impacts. The five strategic areas are:

Principle 2 (Contd.)

Energy Management, Environment Responsibility, Product Stewardship, Occupational Health and Safety, and Social Institution Building.

RIL's sustainable sourcing ethos focuses on nine key parameters:

- Green packaging
- Environment protection
- Regeneration/Safe disposal
- Contract worker care
- Community support
- Supplier collaboration
- Make in India and development of India's engineering talent
- Learning through P&C academy
- Digitally stitched Procedure to Pay (P2P)

The adoption of RC-14001, an international environmental management system, has led the Company to effectively manage activities like manufacturing, distribution and use of chemicals in its products. For improving human health impacts and for the protection of environment, Reliance sources REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals)-compliant materials, and its requirements include that Tier-1 suppliers should also procure REACH-compliant materials.

Reliance also reaffirms its commitment towards developing a vibrant Micro, Small and Medium Enterprise (MSME) supplier base by reaching out proactively to its suppliers to update their entity status with MSME registration / UAN details in order to ensure compliance with the MSMED Act.

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

Reliance has procured goods and services worth over ₹ 15,761 crore from resident suppliers. The Company's continuous investments in mega projects and operations have led to the establishment of India's chemical and engineering supplier base. Presently, leading Indian engineering, raw material and industrial goods companies are Reliance's long-term partners. Reliance collaborates with a few strategic suppliers on product development. Further, majority of Reliance's

suppliers and contractors are India-based. Reliance supports and encourages its suppliers to indigenise, to expand their capabilities and increase their economic value.

The Company ensures that it engages with local villagers and small businesses around its plants through productive employment, such as vehicle hiring, material handling, housekeeping, waste-handling and horticulture contracts, thus expanding its direct and indirect economic impacts.

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

RIL's environment policy outlines the importance of the 3R (Reduce, Reuse, Recycle) principle. The Company promotes recycling and the use of alternative materials. The concerted efforts in optimising resource efficiency has helped in minimising waste and reducing water footprint.

RIL remains one of the largest recyclers of the post-consumer PET waste through its brand products such as R|E|an™ and Recron® Certified. During FY 2020-21, RIL continued to recycle over 2 billion waste PET bottles, converting them to products like Recron® GreenGold. RIL is also in the process of increasing its recycling efforts by doubling the capacity to about 5 billion PET bottles recycled in the near future.

In FY 2020-21, RIL developed and launched a new product ReRoute™ that uses difficult-to-recycle flexible plastic waste or end-of-life plastics to construct roads. The product has been tested and approved for road construction by the Central Road Research Institute (CRRRI).

Moving towards a 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 into fibres and eventually into fabric. RIL is also developing an in-house technology to convert waste recyclable polyester material into valuable chemicals.

Principle 3: Employee well-being

Businesses should promote the well-being of all employees

- 1. Total number of employees**
The total number of employees is 23,903 as on March 31, 2021.
- 2. Number of permanent female employees**
The total number of permanent women employees is 1,425 as on March 31, 2021.
- 3. Number of permanent employees with disabilities**
The total number of permanent employees with disabilities is 49 as on March 31, 2021.
- 4. Employee associations recognised by the management**
At various sites, Reliance has registered employee unions and associations. Employees are encouraged to participate in open and constructive dialogue with the management, without fear of reprisal, discrimination, intimidation or harassment.
- 5. Percentage of permanent employees that are members of recognised employee associations**
Almost 100% of the non-supervisory permanent employees at RIL's manufacturing locations are covered under the collective bargaining agreements with trade unions, which also comply with local and national laws.
- 6. Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year**
An internal complaints committee has been set up at all operating locations where employees can register their complaint against sexual harassment. This is supported by the Anti-Sexual Harassment Policy, which ensures a free and fair enquiry process with clear timelines for resolution. There is also a mandatory learning programme in place on 'Creating a Respectful Workplace' for all employees.

During the reporting period, there were no known cases of child labour, forced labour, involuntary labour, sexual harassment and discriminatory employment.

- 7. Percentage of under mentioned employees that were given safety and skill upgradation training in the previous year**
 - Permanent employees
 - Permanent women employees
 - Casual/temporary/contractual employees
 - Employees with disabilities

Health, safety, and skill upgradation of employees is of significant importance to RIL. To create a safe workplace, RIL gives emphasis on training programmes that cater to these specific development needs. During FY 2020-21, RIL imparted 7.63 lakh man-hours of training to its workforce. 100% of 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.

At RIL, 97.8% of its permanent workforce received safety and skill upgradation trainings; 95.2% of women employees received trainings through classroom and web-based training programmes. Of the 49 permanent employees with disabilities, 51% received safety and skill upgradation trainings. RIL ensures 100% employee participation in safety and mock fire drills.

Principle 4: Stakeholder engagement

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

- 1. Mapping of internal and external stakeholders**
The Company believes that the stakeholder engagement is the greatest source of input for its development activities and it also broadens the horizon for improving the Company's sustainability performance. The mapping of internal and external stakeholders is an outcome of the analysis of issues that have the potential to impact on the Company's activities as well as that are of critical importance to the Company's stakeholders.

RIL interacts with stakeholders frequently through various modes and ensures prompt actions to meet stakeholder expectations. Post interaction with stakeholders, RIL has identified eight stakeholder groups.
- 3. Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders**
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 needs assessment in which the local people express their needs in the areas of agriculture, livestock, health, education, access to information, etc., and rank those in the order of priority. The Company extends its support beyond the business activities to meet their most important needs.

Stakeholder category	Corresponding mode(s) of engagement
Customers	Meetings, surveys and web portals
Local communities	Meetings, newsletters, surveys, field work and trainings
Employees	Personal/group interactions, mailers and trainings
Suppliers	Meetings and annual report
NGOs	Meetings and correspondence
Investors and shareholders	Meetings, conferences and correspondence
Government and regulatory authorities	Industry representations, filings, correspondence, meetings

- 2. Identification of the disadvantaged, vulnerable and marginalised stakeholders**
RIL is committed towards improving the lives of India's most marginalised and vulnerable communities for a stronger and inclusive India. Communities are a part of the stakeholder engagement process and project design. Well-known participatory tools are used to establish connect with local NGOs, community-based organisations and communities for identification of the marginalised and vulnerable groups within the community, understand the hardships faced by them and their urgent needs.
- Initiatives undertaken by Reliance Foundation to engage with the vulnerable and marginalized communities include.
- Promoting sustainable agriculture by improving access to irrigation water, propagating the techniques that improve productivity and profitability, efficiency of water usage besides lowering the dependence on chemical fertilisers
 - Managing health outreach programmes bolstered by the presence of specialist doctors and well-equipped static and Mobile Medical Units
 - Reaching out to communities of farmers, fisherfolk, and others through digital platforms every year to help them to take informed decisions on livelihoods
 - Promoting diversified livelihood options that enhance the scope for rural youth to adopt alternative, farm and non-farm livelihoods for which there exists a strong demand

Principle 5: Human rights

Businesses should respect and protect human rights

1. Coverage of the company's policy on human rights to the company and its extension to the group/joint ventures/suppliers/contractors/NGOs/others

Reliance recognises the 'corporate responsibility to respect human rights', as outlined in the framework of United Nations Guiding Principles on Business and Human Rights (UNGP). RIL's Code of Conduct safeguards the protection of human rights across its entire value chain. It firmly upholds ethics and respect for human rights, thereby ensuring the sustainability of its operations.

The Supplier Code of Conduct implemented by Reliance, forms the basis of the Company's relationship with its suppliers. Reliance's belief in its suppliers to attain and adhere to fundamental values, comply with labour and human rights, health and safety, environmental protection, ethical conduct, business integrity and confidentiality laws and standards is reflected in its Supplier Code of

Conduct. Accordingly, a rigorous screening process is undertaken by Reliance for registration and periodic assessment of all suppliers. The Company has a specific cadence of engagement with suppliers during both pre-award and post-award stages and uses a well-defined set of assessment criteria to drive high performance from its suppliers. This year, Reliance has strengthened its commitment towards the Supplier Code of Conduct (Code) by seeking explicit acceptance from all its suppliers towards this Code.

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

During the reporting period, there were no known cases of child labour, forced labour, involuntary labour, sexual harassment and discriminatory employment.

Principle 6: Environmental management

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

1. Coverage of the policy related to Principle 6 and its extension to the Group/joint ventures/suppliers/contractors/NGOs/others

Reliance's Environment Policy reaffirms the commitment towards environment and society and addresses relevant issues applicable to all its employees, contractors, suppliers and customers. Reliance's new innovative projects related to clean technology and energy conservation showcase its commitment towards abating environmental impacts.

2. The Company's strategies/initiatives to address global environmental issues, such as climate change, global warming and more

Seven manufacturing locations of RIL have been given specific energy consumption targets under Perform, Achieve and Trade (PAT) scheme by the Government of India. These include DTA and SEZ refineries at Jamnagar and petrochemical units at Dahej, Nagothane, Hazira and Vadodara, and textile unit at Naroda.

Chlor-Alkali unit at Dahej and both refineries at Jamnagar, i.e., DTA and SEZ, have completed PAT Cycle 2 (2016-2019) and are awaiting issuance of ESCerts. The refineries have started a new cycle, PAT Cycle VI, with new target for energy reduction, that will end in March 2023. The Bureau of Energy Efficiency (BEE) has conducted a study in December 2019 to reassess the potential for energy consumption by registered designated consumers in the Chlor-Alkali sector. The target for reduction of energy consumption for these DCs will be finalised on the basis of the study report.

RIL is currently working with the BEE and Ministry of Power for closure of PAT Cycle IV for the petrochemical sector.

3. Identification and assessment of potential environmental risk

Potential environmental risks and opportunities are identified by RIL from all its operations through EMS. Necessary operational controls are established for control and mitigation of these risks.

Principle 6 (Contd.)

4. The Company's initiatives towards Clean Development Mechanism (CDM)

RIL has 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. The Company has built in-house capacity to develop CDM projects and obtain the registration and issuance of the same in the form of Certified Emission Reductions (CERs) from the UNFCCC.

5. The Company's initiatives on – clean technology, energy efficiency and renewable energy, among others

Clean Technology

- Commissioned Condensate Preheater (CPH) for GT/HRS (Gas Turbine/Heat Recovery Steam Generator) to recover more waste heat from flue gas in CPP at JMD
- Advanced process controls implemented at JMD, DMD, PMD, VMD etc. for optimising operations, effectively resulting in energy savings
- Uprate of GTs by installing advanced gas path components in gas turbines, resulting in 2% improvement in heat rate at part load operation
- Modification to operate GTs on syngas, resulting in improvement in heat rates of GTs
- Increased treated water make up in cooling towers, reducing make up water demand
- Evaluation of an advanced heat integrated distillation technology is in progress (SUPERHIDIC)

Energy Efficiency

RIL continues to work on energy efficiency of equipment and processes by undertaking a variety of initiatives in the field of waste heat recovery, cogeneration, process optimisation and technology upgradation.

- Implemented an online monitoring system for live and historical assessment of performance for energy intensive equipment
- Facilitated MP steam generation from lean sponge oil heat exchanger circuit in Coker unit

- Real Time Optimiser Implementation in CO-shift plant, which resulted in HHP steam consumption reduction
- Hydrocarbon recovery from VGR circuit in LLDPE plant in JMD – C2 Complex
- Optimisation through enabling LP steam injection to steam turbine to manage steam consumption variation from IIR plant at JMD – C2 Complex
- Recycling of fly ash in coal-fired boiler to reduce unburnt carbon losses in boilers 2, 4 and 5 at HMD

Renewable Energy

- Commissioned 3.56 MW solar power generation project at Silvassa Manufacturing Division (capex: ₹ 13.7 crore). The project is expected to generate 5,645 MWh/year, reducing GHG emission by 4,600 t CO₂/year
- Conducted trials and achieved Biomass firing upto 15% in one coal-fired boiler of DMD

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

RIL's operating units are in compliance with all the environmental regulations and various statutory approvals/permits granted by the authorities. The Company's environment management plans include monitoring, trending and analysing GHG and other air emissions. All operating units are ISO-14001 compliant and have robust and matured systems in place to monitor environmental footprints. The continuous emission and effluent monitoring systems (CEMS) for emissions and effluents, installed at the refinery and petrochemical units transmit real-time data to the authorities. The Company submits environmental monitoring reports to the statutory authorities as prescribed.

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

There were no pending show cause/legal notices from CPCB/SPCB at the end of FY 2020-21.

Principle 7: Policy advocacy

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

1. Representation in any trade and chamber/association

RIL has its representation in several business and industrial associations such as

- Association of Oil and Gas Operators in India (AOGO)
- Federation of Indian Petroleum Industry (FIPI)
- Alkali Manufacturers Association of India
- American Chemistry Council
- Asia Pacific Vinyl Network
- Association of Synthetic Fibre Industry
- Centre for Lab Environmental & Technical Studies for Asia
- Chemicals and Petrochemicals Manufacturers' Association
- Gulf Petrochemicals and Chemicals Association
- Indian Vinyl Council
- International Rubber Study Group
- International Textile Manufacturers Federation
- Organisation of Plastic Processors of India
- UPVC Window & Door Manufacturers Association
- World Plastics Council
- Alliance to End Plastic Waste
- Federation of Indian Petroleum Industry (FIPI)
- European Chemical Industry Council
- The Catalyst Group Resources Inc
- Gasification and Syngas Technologies Council
- Dutch Polymer Institute
- Biotech Consortium

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

As a responsible producer of petrochemicals, RIL has been collaborating with the Indian Centre for Plastic in the Environment (ICPE) over the past few years on a voluntary basis. It provides technical and financial support to help develop newer technologies for plastic waste management, establishment of pilot projects for plastic waste management in cooperation with the municipal authorities and the civil society. RIL also supports ICPE communication awareness and educational initiatives through the 'Fight Pollution, Not Plastics' (FPNP) campaign, school awareness engagement campaigns and an all-India Students Creative Competition to generate unique solutions that could potentially help reduce pollution.

RIL has collaborated with some of the top universities and research institutions in the US on a project known as Producing Algae & Coproducts for Energy (PACE) to develop and demonstrate algae and produce energy and co-products.

Principle 8: Inclusive Growth

Businesses should support inclusive growth and equitable development

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

RIL's CSR policy demonstrates its commitment towards building a stronger and inclusive India by enabling lives and livelihoods through social and economic development initiatives. RIL's community development initiative focus on Rural Transformation, Health, Education, Sports for Development, Disaster Response, Arts, Culture and Heritage and Urban Renewal.

During FY 2020-21, the Company's initiatives were focused towards achieving the following objectives:

- Helping distressed and vulnerable communities cope with the humanitarian crisis posed by COVID-19 pandemic through comprehensive, multi-pronged prevention and mitigation strategy
- Ensuring the well-being of rural communities by strengthening the local governance system and promoting interventions for sustaining the rural ecosystem
- Building capabilities of the youth for employment generation
- Empowering women by building their leadership and entrepreneurial skills along with providing them with increased access to economic opportunities
- Creating access to healthcare by operating static and Mobile Medical Units and health camps in the vicinity of business sites
- Conserving the environment by undertaking large-scale tree plantation activities
- Promoting primary and secondary education through RF Schools besides upgrading the schools run by state governments and municipal bodies with state-of-the-art digital tools for improving learning experience of students

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

The Company follows multiple models for implementing its CSR initiatives. For all operational sites, the company has its dedicated in-house teams that interact with the representatives of local communities, understand and address their expectations, concerns and needs and develop locally useful innovative solutions and programmes in partnership with the other experts within Reliance Group.

The Company has also set up a Foundation which conducts CSR initiatives in a more structured manner through comprehensive multi-thematic programmes. These initiatives have a huge coverage, both in terms of scale and impact, as the Foundation implements programmes at operational sites and other identified areas – urban and rural – across India. The focus is on enhancing outreach to the society's marginalised and underprivileged sections.

In addition, the Company also collaborates with like-minded partners (both government and non-government) in order to gain from the thematic expertise and reach of the network of such agencies, so as to meet the local needs of the underprivileged sections more effectively. Some of the major examples of this are:

- Rural Transformation programme partners and collaborates with several line departments and NGOs to empower marginalized communities with knowledge and skills to improve their lives and livelihoods
- ASMAN, a partnership involving Bill and Melinda Gates Foundation, United States Agency for International Development, MSD for Mothers and Tata Trusts
- Drishti Programme, by partnering with National Association for the Blind, Arvind Eye Hospital and Sankara Eye Foundation

Principle 8 (Contd.)

3. Impact assessment initiatives

RIL's CSR initiatives are governed by a Monitoring & Evaluation (M&E) framework developed in order to measure the outcome and impact of initiatives by measuring change in the lives of target groups. The M&E framework employs internal and external mechanisms to monitor its social projects, including third-party assessments. This framework includes the following tools and steps:

- Community needs assessment (to help design intervention package)
- Baseline survey (to set up pre-intervention level of key indicators of development in target group)
- Routine programme monitoring through MIS
- Mid-line and end-line evaluations to measure the change observed in the area and examine whether it is attributable to the intervention

The inputs from these studies are used to make informed decisions and course corrections, based on the extent of outcomes and impacts. The progress made by the Company's CSR initiatives is periodically reviewed by the CSR&G Committee and the Company's Board of Directors. RIL continuously enhances its existing systems and processes to capture the impact (social, economic and developmental) in various ways. For instance, during FY 2020-21, Social Return on Investment (SROI) Evaluation of the Reliance Foundation Bharat India Jodo (RFBIJ) Programme was conducted by an external agency to measure the social, environmental and economic outcomes created and represent the level of change using monetary values. As per the study, for every ₹1 invested into the programme, there is a social return to the communities of over ₹10.66 each.

4. Company's direct contribution to community development projects

During the financial year ended on March 31, 2021, RIL spent ₹ 922 crore towards the Company's social responsibilities.

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

Community collaboration and participation are encouraged at all the stages of RIL's CSR initiatives. Extensive engagement with the community in all phases of programme planning and implementation not only helps in identifying needs of the stakeholders, but also leads to a greater sense of ownership among the people and better capacity to plan and manage the programme. This ensures continued support for the initiative and adoption of good practices even after the exit of Reliance from the intervention area. This is done by organising multiple training programmes. These training programmes also help create a pool of young, local leaders who are confident and passionate about taking the development process forward.

Multiple interactions are held with the communities through village meetings, and meetings with local administration and officials from the line departments to understand the basic necessities of people and invest in addressing these. The Company continues to support the provision of quality health care through interventions such as infrastructure building. Such initiatives help build a positive perception about the business and earn the public goodwill, which is important for the adoption of the programme in the long run. RIL also encourages regular feedback from the beneficiaries to continuously improve facilities and services in locations where there is a demand.

Principle 9: Value for customers

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

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

During the financial year ended on March 31, 2021, 993 customer complaints were received of which 957 were successfully resolved. Subsequently, most of the remaining complaints have been resolved.

2. Product information and product labelling

RIL continued its efforts for reducing the environmental, health and safety impacts of its products throughout their lifecycle. RIL adheres to all the compliance of product information and product labelling. The Company's marketing communication efforts adhere to the brand standards/guidelines with regard to visual manifestation, brand promise, relevance and salience of the target group. RIL adheres to all legal statutes with respect to product labelling and display of product information. The Company follows the Globally Harmonised System for classification of chemicals and preparation of Material Safety Data Sheets. Besides, RIL shares information with its customers on safe handling and use of products at the time of distribution.

3. Case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of the financial year

NIL, as of March 31, 2021.

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







Understanding the needs of the customers is of paramount importance to RIL. The Company follows several modes of customer engagement to understand customer needs and is always vigilant towards providing superior customer experience.

RIL's customer engagement activities include customer audits, customer surveys, call centres, direct feedback taken by visiting managers/ plant personnel and factory visits organised for customers. These modes support RIL to understand customer requirements, satisfaction levels and behaviour. The Company also conducts one-to-one meetings with customers to enable efficient communication and resolve specific needs. In addition, RIL also conducts web-based customer satisfaction surveys.







RIL has also conducted third-party mystery customer audits, customer satisfaction surveys and call centre evaluation studies for this purpose. This has helped the Company to ensure periodical fulfilment of service delivery promise, conformance to internal norms and standards, identification of process improvement areas and understand customer attitude and behaviour change to ascertain that needs are met at all stages.

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
 <p>End poverty in all its forms everywhere</p> <ul style="list-style-type: none"> 3 Employee Well-being 4 Stakeholder Engagement 8 Inclusive Growth 	<ul style="list-style-type: none"> Livelihood enhancement Market linkages Livelihood and Skilling 	<ul style="list-style-type: none"> Livestock care Joining hands for better harvest
 <p>End hunger, achieve food security and improved nutrition and promote sustainable agriculture</p> <ul style="list-style-type: none"> 2 Product Life Cycle Sustainability 6 Environmental Management 7 Policy Advocacy 8 Inclusive Growth 9 Value for Customers 	<ul style="list-style-type: none"> Empowering rural India with technology solutions Nutrition security Water security 	<ul style="list-style-type: none"> Joining hands for better harvest Making nutritious food accessible to students Self Sufficiency during COVID - Baleshwar Rai cultivates summer paddy for the first time
 <p>Ensure healthy lives and promote well-being for all at all ages</p> <ul style="list-style-type: none"> 3 Employee Well-being 6 Environmental Management 8 Inclusive Growth 	<ul style="list-style-type: none"> ASMAN - Technology for maternal and neonatal health Caring for the most vulnerable 	<ul style="list-style-type: none"> Ensuring safety and well-being of employees and their families Leveraging its intellectual capital to fight COVID-19 Delivering healthcare, safety and hope
 <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p> <ul style="list-style-type: none"> 3 Employee Well-being 8 Inclusive Growth 9 Value for Customers 	<ul style="list-style-type: none"> Reliance Foundation Digital Classrooms - Upgrading schools Reliance Foundation Teacher Awards - Recognising teachers Education and Sports for All 	<ul style="list-style-type: none"> Driving inclusive development agenda Empowering frontline staff to serve consumers during the pandemic Strong strides forward
 <p>Achieve gender equality and empower all women and girls</p> <ul style="list-style-type: none"> 3 Employee Well-being 4 Stakeholder Engagement 5 Human Rights 8 Inclusive Growth 	<ul style="list-style-type: none"> Empowering rural women Special initiatives for women empowerment: Closing the gender digital divide 	<ul style="list-style-type: none"> Gender equality beyond lip service Maa Tara SHG supports women farmers

-  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
 <p>Ensure availability and sustainable management of water and sanitation for all</p> <ul style="list-style-type: none"> 2 Product Life Cycle Sustainability 6 Environmental Management 8 Inclusive Growth 	<ul style="list-style-type: none"> Water security Swachhata Hi Seva 	<ul style="list-style-type: none"> Supporting those in need Making the scare resource of water accessible to all Mobilising communities and improving access to water
 <p>Affordable and clean energy – Ensure access to affordable, reliable, sustainable and modern energy for all</p> <ul style="list-style-type: none"> 2 Product Life Cycle Sustainability 6 Environmental Management 7 Policy Advocacy 	<ul style="list-style-type: none"> Ecological security 	<ul style="list-style-type: none"> Clean energy Circular economy Inspiring communities with ecofriendly solutions
 <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <ul style="list-style-type: none"> 2 Product Life Cycle Sustainability 3 Employee Well-being 5 Human Rights 8 Inclusive Growth 	<ul style="list-style-type: none"> Livelihood and skilling 	<ul style="list-style-type: none"> Self Sufficiency during COVID - Baleshwar Rai cultivates summer paddy for the first time RFYC prodigy Thoi Singh makes heads turn Making waves: Sabita Toppo from RF Odisha Athletics HPC
 <p>Build resilient infrastructure, promote sustainable industrialisation and foster innovation</p> <ul style="list-style-type: none"> 3 Employee Well-being 4 Stakeholder Engagement 6 Environmental Management 8 Inclusive Growth 	<ul style="list-style-type: none"> Water Security 	<ul style="list-style-type: none"> Jio 5G – empowering India's journey towards self-reliance Ecosystem for indigenous PPE production Redefining fuel retailing through e-commerce in India Water transformations with Paani Foundation
 <p>Reduce inequality within and among countries</p> <ul style="list-style-type: none"> 2 Product Life Cycle Sustainability 5 Human Rights 6 Environmental Management 7 Policy Advocacy 	<ul style="list-style-type: none"> Livelihood enhancement 	<ul style="list-style-type: none"> Driving inclusive development agenda

-  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
 <p>11 Sustainable Cities and Communities Make cities and human settlement inclusive, safe, resilient and sustainable</p>	<ul style="list-style-type: none"> 3 Employee Well-being 4 Stakeholder Engagement 7 Policy Advocacy 8 Inclusive Growth 9 Value for Customers 	<ul style="list-style-type: none"> Strengthening Governance Support for Indian Centre for Plastics in the Environment (ICPE) Digital connectivity for homes
 <p>12 Responsible Consumption and Production Ensure sustainable consumption and production patterns</p>	<ul style="list-style-type: none"> 2 Product Life Cycle Sustainability 6 Environmental Management 9 Value for Customers 	<ul style="list-style-type: none"> Nutrition Security R ELAN™ – Future-ready fabrics Digital Oil Field by Jio
 <p>13 Climate Action Take urgent actions to combat climate change and its impacts</p>	<ul style="list-style-type: none"> 2 Product Life Cycle Sustainability 6 Environmental Management 7 Policy Advocacy 8 Inclusive Growth 	<ul style="list-style-type: none"> Disaster Response Managing environmental impacts
 <p>14 Life Below Water Conserve and sustainably use the oceans, seas and marine resources for sustainable development</p>	<ul style="list-style-type: none"> 2 Product Life Cycle Sustainability 6 Environmental Management 7 Policy Advocacy 8 Inclusive Growth 9 Value for Customers 	<ul style="list-style-type: none"> Empowering marine fisherfolk with technology-based knowledge Alliance to end plastic waste
 <p>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</p>	<ul style="list-style-type: none"> 2 Product Life Cycle Sustainability 6 Environmental Management 7 Policy Advocacy 8 Inclusive Growth 9 Value for Customers 	<ul style="list-style-type: none"> Ecological Security Animal Welfare - Promoting care and support for animals R ELAN™ – Future-ready fabrics

- Social and Relationship Capital and Value Creation
- Manufactured Capital and Product Stewardship
- Human Capital and People Connect
- Intellectual Capital and Innovation
- Natural Capital and Climate Change
- Financial Capital and Credit Rating

Business Responsibility Report	Corporate Social Responsibility	References of illustrations
 <p>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</p>	<ul style="list-style-type: none"> 1 Ethics, Transparency and Accountability 3 Employee Well-being 4 Stakeholder Engagement 5 Human Rights 7 Policy Advocacy 8 Inclusive Growth 	<ul style="list-style-type: none"> Strengthening Governance Community development – Partnering for holistic inclusive growth
 <p>17 Partnerships for the Goals Strengthen the means of implementation and revitalise the global partnership for sustainable development</p>	<ul style="list-style-type: none"> 1 Ethics, Transparency and Accountability 7 Policy Advocacy 8 Inclusive Growth 	<ul style="list-style-type: none"> Reliance Foundation and USAID WomenConnect Challenge India Transconnect: Building strong relationships Collaboration with Forest Essentials under #GoGreenWithFE

- Social and Relationship Capital and Value Creation
- Manufactured Capital and Product Stewardship
- Human Capital and People Connect
- Intellectual Capital and Innovation
- Natural Capital and Climate Change
- Financial Capital and Credit Rating

Independent Assurance Statement to Reliance Industries Limited on their Sustainability Disclosures in the Integrated Annual Report for Financial Year 2020-21

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

Introduction

We, KPMG Assurance and Consulting Services LLP ('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 2020-21. Our responsibility was to provide assurance on the selected aspects of the Report as described in the boundary, scope and limitations as mentioned below.

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).

RIL has also referred to new and emerging frameworks such as Task Force on Climate-related Financial Disclosures (TCFD) recommendations and World Economic Forum's WEF-IBC metrics.

Assurance Standards

We conducted the assurance in accordance with:

- The requirements of the International Federation of Accountants' (IFAC) International Standard on Assurance Engagements (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.
- Limited assurance consists primarily of enquiries and analytical procedures. The procedures performed in a limited assurance engagement vary in nature and timing and are less in extent than for a reasonable assurance engagement.
- Reasonable assurance is a high level of assurance, but it is not a guarantee that it will always detect a material misstatement when it exists.

Boundary, Scope, and Limitations

- The boundary of our 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; Recron and RP Chemicals units in Malaysia; petro-retail division facilities under Reliance BP Mobility Limited (RBML), terminal operations and LPG; Reliance Jio Infocomm Limited¹; Reliance Retail Ventures Limited¹ and corporate office at Reliance Corporate Park, for the period 1st April, 2020 to 31st March, 2021.
- The sustainability disclosures covered as part of the scope of reasonable assurance process were reduction in energy consumption,

renewable energy consumption, water withdrawal, water discharge, water recycled, total number of employees at Reliance, employee turnover, diversity of governance bodies and employees, parental leave and total manhours of training. Additionally, the disclosures subject to limited assurance process included direct (scope 1) GHG emissions, energy indirect (scope 2) GHG emissions, emissions of particulate matter, oxides of nitrogen, oxides of sulphur, markets served, scale of the organization, mechanisms for advice and concerns about ethics, governance structure, chair of the highest governance body, requirements for product and service information and labeling and new employee hires.

- 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 involved 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 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 2020-21.
- Review of the Company's Business Responsibility Report section to check alignment to the nine principles of the NVG-SEE.
- Verification of disclosures through virtual conference meetings with manufacturing units at Barabanki, Dahej, Hazira, Hoshiarpur, Jamnagar DTA, Jamnagar SEZ, Jamnagar C2 complex, Jamnagar Pet Coke Gasification unit, Nagothane, Naroda, Patalganga, Silvassa, Vadodara; Recron (Malaysia) facilities at Nilai and Meleka; RP Chemicals Malaysia; Petro-retail division facilities under RBML, Terminal Operations and LPG; On-shore and off-shore exploration and production facilities at Gadimoga and Shahdol; Reliance Jio Infocomm Limited; Reliance Retail Ventures Limited; and Corporate office at Reliance Corporate Park, Navi Mumbai.

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 using screen sharing tools.

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. By reading this assurance statement, stakeholders acknowledge and agree to the limitations and disclaimers mentioned above.

Conclusions

Based on our assurance procedures and in line with the boundary, scope and limitations, we conclude that, for selected disclosures subjected to limited assurance procedures as defined under the scope of assurance, nothing has come to our attention that causes us not to believe that these are appropriately stated in all material respects, in line with the reporting principles of GRI Standards. Non-financial disclosures that have been subject to reasonable assurance procedures as defined under scope of assurance, are fairly stated, in all material respects and are in alignment with the GRI standards.



Santhosh Jayaram
Partner
KPMG Assurance and Consulting Services LLP
27 May 2021

¹ Limited to total number of employees, new employee hires and employee turnover, parental leave, total manhours of training and diversity of governance bodies and employees

