



We Care

For an inclusive ecosystem
For digital transformation
For sustainable value creation

For an empowered workforce
For a greener planet
For societal well-being

Creating and Nurturing Vibrant Ecosystems

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



Reporting Suite

Integrated Annual Report



<https://www.ril.com/ar2021-22/pdf/RIL-Integrated-Annual-Report-2021-22.pdf>

CSR Report



<https://www.ril.com/DownloadFiles/CSR202122.pdf>

Business Responsibility Report



<https://www.ril.com/DownloadFiles/BRR2021-22.pdf>



NVG Principles

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

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:** 2021-22
- 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 four international locations (on standalone basis). The major locations include North America, South 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 105 countries worldwide as on March 31, 2022.

Section B

Financial Details of the Company

- 1. Paid-up capital:** ₹6,765 crore as on March 31, 2022
- 2. Total turnover:** ₹4,66,425 crore as on March 31, 2022
- 3. Total profit after taxes:** ₹39,084 crore as on March 31, 2022
- 4. Total spending on Corporate Social Responsibility (CSR) as a percentage of profit after tax:** ₹813 crore for the year ended March 31, 2022 (2.21%*)
- 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

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

Section C

Other Details

1. Subsidiary companies

The number of RIL's subsidiary companies as on March 31, 2022 was 233 as per details given in Annual Report.

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 Groupwide BR initiatives. All subsidiaries are aligned with the Group's CSR agenda and philosophy, which are implemented through 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 2021-22, 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.

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 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 which directly participate in the BR initiatives would be more than 60%.

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

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 implementation of BR policies. The following are the members of the CSR&G Committee:

- DIN Number: 00001620
Name: Shri Nikhil R. Meswani
Designation: Executive Director
- DIN Number: 00074119
Name: Dr. Raghunath A. Mashelkar
Designation: Independent Director
- DIN Number: 02787784
Name: Dr. Shumeet Banerji
Designation: Independent 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
Email 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. BRR forms a part of Reliance's Integrated Annual Report.

<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)

Sr. 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>

Business Partner Code of Conduct

[https://www.ril.com/DownloadFiles/IRStatutory/RIL-Business-Partner-Code-of-Conduct-\(BPCOC\).pdf](https://www.ril.com/DownloadFiles/IRStatutory/RIL-Business-Partner-Code-of-Conduct-(BPCOC).pdf)

Principles

1 2 3 4 5 6 7 8 9

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	Section 2, 3, 5 and 7
		Values and Behaviours	Customer Value
		Our Code	Section 3
2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	Code of Conduct	Section 6
		Values and Behaviours	Customer Value
		Corporate Social Responsibility Policy	Section 3
		Health, Safety & Environment Policy	Please refer page no. 7 for web link
3	Businesses should promote the well-being of all employees	Code of Conduct	Section 3, 4 and 8
		Values and Behaviours	Excellence Value
4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised	Code of Conduct	Section 5 and 6
		Our Code	Section 5
		Corporate Social Responsibility Policy	Section 3
		Health, Safety & Environment Policy	Please refer page no. 7 for web link
5	Businesses should respect and promote human rights	Our Code	Section 5
		Business Partner Code of Conduct	Section 3 and 4
		Code of Conduct	Section 6
6	Businesses should respect, protect and make efforts to restore the environment	Corporate Social Responsibility Policy	Section 3
		Health, Safety & Environment Policy	Please refer page no. 7 for web link
		Business Partner Code of Conduct	Section 5
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	Section 5
		Health, Safety & Environment Policy	Please refer page no. 7 for web link
		Corporate Social Responsibility Policy	Section 3
9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	Values and Behaviours	Customer Value
		Our Code	Section 2 & 5
		Code of Conduct	Section 5
		Business Partner Code of Conduct	Section 2 and 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 our belief that ethical performance is a source of our competitive strength. Reliance is committed to establishing a culture of integrity, transparency, openness and compliance – as is visible from our Values and Behaviours, Our Code and Code of Conduct.

Our Code

Our Code is a public statement that Reliance is committed to doing the right thing. It provides the guidance and support we need to conduct our business ethically and comply with the law. These two things are vital to our success. Our Values and Behaviours form the foundation of Our Code. Robust control and monitoring mechanisms, including policies, procedures and systems have been put in place for effective implementation. Where the requirements under Our Code are more stringent than those under the law, employees are encouraged to always follow the more stringent of the two, so that both are fully complied with. Underlying philosophy driving every activity of ours is 'do the right thing – first time, every time'.

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 are required to respect human rights of not only each other, but also 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 other stakeholders, 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 robust mechanism through a Vigil Mechanism and Whistle-blower Policy for reporting and handling of such violations – termed as 'Reportable Matters'. Under this policy, the employees are encouraged to report any such violations without fear of retaliation. For easy access, the Vigil Mechanism and Whistle-blower Policy is hosted on the website of the Company.

An Ethics and Compliance Task Force (ECTF) comprising the Reliance Group's Executive Director (Chairman, ECTF), General Counsel, Group Controller and President – Group Corporate Secretarial and Governance has been established to oversee and monitor implementation of ethical business practices within Reliance. All ECTF complaints and incidents are reviewed and reported to the Audit Committee on quarterly basis.

The whistle-blower can make a protected disclosure, without being afraid of any reprisal, through an e-mail, telephone or through a letter either to the ECTF or directly to Chairman of the the Audit Committee.

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 existing governance mechanism, we have established a robust Anti-Bribery Management System (ABMS). ABMS is a systematic framework of policy and processes set up by Reliance in support of existing Governance mechanism with an aim to help prevent, detect and respond to bribery risks. To benchmark itself against the best in class, Reliance has also adopted ISO 37001:2016 standard.

Reliance has in place a mandatory e-learning course which aims to equip its employees with the required understanding and knowledge to effectively prevent, identify, and respond to bribery risks. Reliance believes that as an industry leader, it can contribute to create a stronger, bribery-resistant business ecosystem. Towards this end, "Satarkata", an e-learning module, has also been developed for Reliance's vendors. This will help vendors understand Reliance's ABMS better and also create the right levels of awareness about Reliance's expectations of ethical conduct of business.

Principle 1 : Contd.

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

RIL received 1,040 complaints from its shareholders till March 31, 2022, which were promptly resolved. No complaint was outstanding, as on March 31, 2022

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 cycle

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

As a global business leader, RIL's continuous endeavour is to address environmental and social concerns which is reflected in its business processes and products. Some such products created during FY 2021-22 have been listed below:

R|Elan™ – Fusion technologies

RIL has leveraged its technical knowhow to develop fusion technologies under R|Elan™ that provide functional benefits and are made through the eco-friendly route. These fusion technologies provide functionalities like moisture management (R|Elan™ Kooltex), thermal insulation (R|Elan™ AirTherm), all-weather comfort (R|Elan™ AllClima) and are made from 100% post-consumer waste PET bottles (R|Elan™ GreenGold).

These innovative technologies are an ideal solution to the consumers. They also bring forward the commitment of RIL to introduce innovative technologies that enable sustainable products.

RelWood™ is One Material with Endless Possibilities

“RelWood™, is an eco-friendly and sustainable wood substitute from RIL. India's forest cover is only 21% versus ideal requirement of 33%; plus, India is the largest importer of wood in the world. So, RelWood™, the new value added product from RIL can make an impact, as it is 100% no wood (Proprietary blend of Natural Silicates, Polymers & Special Additives), it helps to sustain forest cover, recyclable, and does not release formaldehyde or other hazardous fumes. The ability of RelWood™ to match the aesthetics of wood with improved qualities such as resistance to termites, water, fire and UV, low maintenance, long lasting and thermoforming friendly could be the selling proposition material to the customers.

PET based fabric recycling:

RIL deeply cares for the likely adverse impact of continuously growing post-use consumer waste on our environment. To address this issue, RIL has been at the forefront to promote circular economy in all possible ways.

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 using a cost-effective technology. To explore other avenues for valorisation, the recovered PET fibres from fabrics are being used as reinforcement fillers in concrete composites to improve the compression strength. This will not only ensure recycling of PET but also reduce the amount of concrete in the mix; thereby contributing to sustainable production and reducing climate impact due to the highly polluting concrete making process.

Having pioneered the recycling of post-consumer PET bottles, we have been exploring new viable processes to recycle PET based fabrics and its blends to reproduce raw Polyesters to be further utilised for producing new fabrics and garments.

Replacement of hazardous Hydrofluoric Acid (HF) by green ionic liquid catalyst:

For manufacturing of Linear Alkyl Benzenes (LAB), Reliance R&D has developed an Ionic Liquid (IL)-based technology to replace the Hydrofluoric Acid (HF) catalyst which is potentially hazardous. This process significantly reduces the risk of health and environmental hazards of operation. Thorough demo scale studies are under progress to further fine-tune the operating parameters and low-cost fast track demonstration of IL-LAB technology using idle Vadodara Manufacturing Division (VMD) LAB unit is under consideration.

Principle 2 : Contd.

Waste Plastic to Oil:

A catalytic process is being developed that can convert plastic waste including multi-layer plastics without requiring feed segregation or clean up to stable oil. This oil can be processed in refineries or petrochemical plants to produce plastics again, thus closing the loop. This process gives higher yield of very stable oil. Overall circularity is highest for the RIL process compared to several competing technologies. Technical and economic evaluations have been carried out and a modular demo package is being developed.

PBAT (PolyButylene Adipate Terephthalate) - Biodegradable Polymers (Bioplastic, Sustainability Products and Technology Development):

Technology developed for novel biodegradable plastic blends & composites to replace single use plastics in packaging (e.g.net-bags, bag-on-rolls), mulch film and agricultural applications. The developed materials showed excellent properties required for flexible as well as rigid packaging. This technology is being scaled up to the next level.

Research and technology at RIL support in creating 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 Reliance focus on (i) New products, processes, and catalyst development to support existing business and create breakthrough technologies for new businesses, (ii) Advanced troubleshooting, (iii) Support to capital projects and profit and reliability improvement in manufacturing plants.

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

- 1) Technology developed for emulsified SBR grades to reduce carbon footprint
- 2) Butyl Rubber based self-sealing sealant technology developed to reduce waste generation.
- 3) Recycling method developed for multilayer packaging material.
- 4) Sustainable recycling method developed for waste tires.
- 5) New Energy and New Materials (Hydrogen Economy and Carbon Fiber): Developing and assessing bouquet of new energy and new materials across hydrogen value chain for an 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 fiber etc. to tackle global challenge of climate change and become a net carbon-zero company by 2035 while meeting the growth aspiration.

- 6) REL-ORCAT (Reliance Olefins Removal Catalytic Technology): Novel catalyst for olefins removal from aromatics stream commercially manufactured and implemented at aromatics plant Patalganga Manufacturing Division (PMD). This will replace the environmentally hazardous acid activated clay having operational issues viz., shorter cycle life, longer replacement period and disposal of huge quantity of clay at shorter intervals.
- 7) Green Hydrogen: Technology development of biomass catalytic gasification to produce Green Hydrogen and syngas.
- 8) R-Cat HTL (Reliance Catalytic HydroThermal Liquefaction) technology: Development of catalytic hydrothermal liquefaction technology for converting wet waste to crude Bio-Oil. The technology has received several national and international awards for its potential to convert waste biomass to oil. Pilot plant is currently under operation and running at Jamnagar, Gujarat.
- 9) 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 (JMD).
- 10) MCC (Multi-zone Catalytic Cracking) – Reliance patented Oil to Chemicals (O2C) Technology: MCC is in advanced detailed design stage to implement the first demonstration unit to eliminate heavy cuts from the refinery to produce high-value chemicals.
- 11) Super Proteins: Highly nutritious protein products and food prototypes demonstrated from algae, grown most sustainably using the non-arable least land with sunlight, CO₂ gases and sea water. This opens opportunities to drive next-gen food manufacturing businesses in India in a sustainable manner.
- 12) Algal Feed: In house developed algal feed ingredient was found to suitably replace an environmentally regressive ingredient in fish meal and poultry feed applications.
- 13) Nanocellulose: Process developed for production of high purity nanocellulose from residual stream of algal extractions to make advanced materials

Principle 2 : Contd.

replacing extensive processes and opening windows of opportunities in personal care and medical application.

- 14) BAGI (Reliance Bio-Available Vegan Iron): R-BAGI protein molecule has been recently shown to be safe for consumption and demonstrated its efficacy to cure anemia and protein deficiency. Probiotic bacterial strain development for combating iron deficiencies in human are in Proof of Concept (POC) demonstration state.
- 15) Spider silk protein: Spider silk protein is an emerging biopolymer product, capable of replacing chemical alternates in personal care products industry. Several national and international collaboration are going on for developing application of recombinant spider-silk for skin and hair care application.
- 16) CRISPR RNP (Clustered Regularly Interspaced Short Palindromic Repeats RiboNucleoProtein): RIL's research article published on CRISPR RNP based gene silencing system in algae has received attention and accolades from several scientific bodies of the world. Scientists working in the CRISPR technology at RIL are serving as an expert resource in several national trainings and orientation workshops for developing talent pool in India.
- 17) AI (Artificial Intelligence) in Biology: R&D synthetic Biology has developed an interesting AI based tool 'Digital Tongue' which not only can predict the taste of food but also can help potentially customise and enhance the taste of food.
- 18) AI (Artificial Intelligence) in Agriculture: RIL AI based algorithm for large scale image analysis has been successfully tested to be applied in driving next-gen technologies for digital agriculture, product quality assessment and developing strategies for improving biomass productivity.
- 19) COVID-19 Test: RIL scientists, skilled in molecular techniques & diagnostics, scale up COVID-19 sample testing.
- 20) COVID-19 Kit: 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.
- 21) R&D is also actively disseminating relevant technical wisdom and has published more than a dozen research articles on management and detection of COVID-19. Article on the role of Astaxanthin in COVID-19 management published in SSRN is

recognised among top 100 research papers and listed in WHO's Global repository. Research article on CRISPR-based assays for rapid detection of SARS-CoV-2 has received attention from several scientific bodies of the world.

- 22) In House FCC (Fluid Catalytic Cracking) catalyst additive developed and commercialised: R&D has developed an in-house inexpensive selective catalyst for FCCU, to improve conversion and propylene yield. This catalyst is scaled-up and performance is being demonstrated at pilot plant scale. This catalyst will be toll manufactured for commercial trials in Reliance's FCC units. The toll manufactured catalyst has completed the plant trial and performance is as per prediction.
- 23) Effluent treatment using Hydrodynamic Cavitation: A simple and cost-effective process has been developed for treatment of Merox spent caustic effluent which operates at ambient condition as compared to present wet air oxidation process (WAO) which usually operates at high pressure and high temperature conditions. The demonstration of the developed process at commercial scale is under progress.
- 24) Application of IR4 Technologies in R&D: Adopting advanced digital and computational aided discovery and research capabilities in Data Science & Analytics utilising AI-ML (Artificial Intelligence- Machine Learning) intricate models & tools deployed on state-of-the-art cloud computing infrastructure for internal & external stakeholders.
 - a. Team ensured continuous availability of all operational computational systems and applications critical to ensure WFH productivity.
 - b. External PoC ongoing for Deconvolution tool that uses GPC (Gel Permeation Chromatography) data for polymer molecular weight distribution.
 - c. Developed and deployed CNN (Convolutional Neural Networks) based microscopic image analysis for monitoring algal pond health.
 - d. Developed an NLP (Natural Language Processing) based, knowledge modeling system for speeding up R&D process.
 - e. Optimum utilisation of computational infra, software licences and cyber security compliance was achieved.
- 25) Digital Transformation in R&D: Developed in-house 'Integrated IP Financial System' for management of

Principle 2 : Contd.

IP operations. The web-based system can be used to estimate IP budgets using a cost model, track budget vs expenditure, update and log all expenses in a database, manage IP portfolio and is also integrated with the IP Analytics dashboard.

- 26) R&D Advanced Analytical Sciences (AAS) fine-tuned hyaluronic acid hydrogel formulations and process parameters using rheological characterisation.
- 27) HIIR (Halobutyl-Rubber): The NMR analytical method has been developed to determine the microstructure of HIIR and provided detailed quantification of organic halogens for the RIL-Sibur JV plant to meet customer requirements.

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

Reliance conducts sustainability due diligence/ audit of the suppliers and service providers. A rigorous screening process is undertaken by Reliance for registration and assessment of all suppliers during both pre-award and post-award stages. The Supplier's Code of Conduct, developed by Reliance, forms the basis of the Company's relationship with its suppliers. Reliance's belief in its suppliers to 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. Reliance's sustainable sourcing emphasises on five strategic areas that are intended towards social progress, economic development and reduced environmental impact. The five strategic areas are:

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

RIL's sustainable sourcing ethos focuses on eight 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
- Digital enabling interaction with Suppliers

Reliance has adopted RC-14001, an international environmental management system to effectively manage its activities like manufacturing, distribution, and the use of chemicals in the 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.

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 ₹23,800 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, the 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 impact.

The Company continued to reach out to the local communities with continuous service throughout the challenges of COVID-19 pandemic and beyond.

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 have helped in minimising waste and reducing water footprint.

RIL remains one of the largest recyclers of the postconsumer PET waste through its brand products

Principle 2 : Contd.

such as R|Elan™ and Recron® Certified. During FY 2021-22, RIL continued to recycle over 2 billion waste PET bottles, converting them to products like Recron® GreenGold. RIL has collaborated with Srichakra Ecotex India Pvt Ltd. which will set up a recycled polyester fibre facility (rPSF) exclusively for RIL. This toll manufacturing arrangement will more than double the PET bottle recycling capacity of RIL to 5 billion PET bottles.

RIL has 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 by the Central Road Research Institute (CRRI).

RIL is developing circular polyolefin (Polypropylene and Polyethylene) products called EcoRepol™ and EcoRelene™ with its partners. These products offer sustainable packaging solutions for non-food and non-pharma applications. RIL's aim is to provide waste plastics a new life through mechanical recycling instead of the waste ending up in landfill or incineration.

Apart from mechanical recycling, RIL is also working towards chemical recycling of hard-to-recycle end-of-life waste plastic. RIL has successfully developed a continuous catalytic pyrolysis technology at pilot scale, which can convert unsegregated mixed waste plastics including single use plastic and multi-layered plastic (MLP) into Pyrolysis Oil. This Pyrolysis oil can be used as feedstock to refinery/cracker to produce final output as circular polymers. The commercial model plant commissioning is under progress and expected to be completed in 2022.

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 22,642 as on March 31, 2022.

2. Number of permanent female employees

The total number of permanent women employees is 1,303 as on March 31, 2022

3. Number of permanent employees with disabilities

The total number of permanent employees with disabilities is 45 as on March 31, 2022

4. Employee associations recognised by the management

RIL respects the rights of its employees to freedom of association and union representation. The Company has various employee unions and associations at various sites, which encourage the employees to participate freely in constructive dialogue with the management.

5. Percentage of permanent employees that are members of recognised employee associations

Nearly 100% of non-supervisory permanent employees at manufacturing locations are members of trade unions/employee associations.

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

No cases of child labour, forced labour, involuntary labour, sexual harassment and discriminatory employment have been reported till March 31, 2022. RIL has internal complaints committees at all operational locations where employees can register their complaints against sexual harassment. This is supported by the Company's Anti-Sexual Harassment Policy which ensures a free and fair enquiry process with clear timelines for resolution.

Principle 3 : Contd.

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

S. No.	Category of Employees	% Coverage	Learning Hours Consumed
1	Permanent employees	95.9%	7,65,273 hours
2	Permanent women employees	91.1%	63,000 hours
3	Casual/temporary/contractual employees	100%	2,35,084 hours
4	Employees with disability	43.1%	203.23 hours

Health, safety, and skill upgradation of employees are of significant importance to RIL, and to create a safe workplace, emphasis is given on training programs to cater to these specific development needs. During FY 2021-22, RIL imparted 7.65 lakh man-hours of training to its workforce. 100% 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, 95.9 % of its permanent workforce received safety and skill upgradation trainings. 91.1% of women employees received trainings through classroom and web-based training programs. Out of 45 permanent employees with disabilities, 43% 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 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. In order to achieve this, Reliance engages with its stakeholders on a regular basis with the goal of seeking constructive feedback and systematic identification and resolution of their concerns.

Reliance has developed a series of processes for communicating and engaging with its various stakeholder groups at various levels, as well as putting in place necessary measures to meet their requirements and expectations. Through these interactions, the Company strives for economic and ecological sustainability, and pre-empt and manage future uncertainties.

The mapping of internal and external stakeholders is an outcome of the analysis of issues that have the potential to impact the Company's activities and are of critical importance to the Company's stakeholders.

Post interaction with stakeholders, RIL has identified eight stakeholder groups.

Stakeholder category	Corresponding mode(s) of engagement
Customers	Meetings, surveys, and web portals
Local communities	Meetings, newsletters, surveys, field work and trainings, digital services / virtual engagement
Employees	Personal/group interactions, mailers, trainings, employee satisfactions survey, townhalls
Suppliers	Meetings and Annual Report
Trade unions	Visits and camps
NGOs	Meetings and correspondence
Investors and shareholders	Meetings, conferences, investor calls, investor roadshows, 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. Methodologies such as desk research for situational analysis, Participatory Rural Appraisals, need assessment, Focused Group Discussions are taken up. These help establish connect with local NGOs, community-based organisations and communities for identification of potential

Principle 4 : Contd.

marginalised and vulnerable groups within the community, understand the hardships faced by them and their urgent needs.

3. **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders**

RIL engages with the disadvantaged, vulnerable and marginal communities as part of its CSR initiatives. RIL works towards inclusive development to address societal issues and engage with disadvantaged, vulnerable and marginalised stakeholders. At RIL, there are certain criteria for selecting a social development project. It engages with the communities to understand their priorities and empower them through trainings, awareness generation and capacity building efforts. It adopts a consultative and participative approach, investing in people capacities to plan, manage and govern their own projects in key areas impacting rural communities such as small farmers / fishermen and livestock owners.

As a process, it conducts need assessment in the intervention area, involving local communities to

understand their urgent needs in the areas including agriculture, livestock, health, education and access to information. The Company extends its support beyond the business activities to meet their most important needs. Also, in each of its implementation processes, Reliance involves community members in planning and delivery of the CSR initiatives. Several need-based training programs are conducted to enhance the skills and knowledge of the communities to enable them to improve their livelihoods as well as drive the village development process. Empowering local institutions such as Self-help Groups, Farmer Producer Organisations, Common Interest Groups through mentoring and capacity building support have instilled a sense of ownership among communities while also making the development efforts sustainable.

These range from strengthening local institutions to building skills of community members, facilitating education and employment for youth besides empowering women's group as well as transferring technology and providing expert guidance for managing resources including water, soil, crops and livestock.

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**

The Company's Code of Conduct reiterates its commitment to human rights. While respecting the dignity of people, the Company plays a role in the elimination of human right abuses such as child labour, forced labour and human trafficking. Reliance also 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 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 Company's commitments towards environment and society and addresses relevant issues applicable to all its employees, contractors, suppliers and customers. The policy lays stress on compliance to all regulatory requirements as laid down in various regulations, approvals, amendments and internal standards. Reliance's new innovative projects related to clean technology and energy conservation showcase its commitment towards abating environmental impact.

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

Based on the Company's vision of clean and green development, RIL has set itself a target to become Net Carbon Zero by 2035. The key elements of the carbon reduction strategy include:

- Energy transition towards renewable and green energy from fossil based fuels.
- Improving energy efficiency.
- Transition from transportation fuels to chemical building blocks integrated with sustainable downstream derivatives.
- Maximising use of biofuels and using bio-pathways to fix CO₂ and facilitate conversion to renewable fuels and materials.
- Scaling up recycling of materials and maximising circularity across the value chains.
- Achieving CO₂ capture, storage and conversion to useful chemicals and materials at competitive costs.

RIL also became one of the early companies to commit to World Economic Forum International Business Council metrics on sustainability reporting.

The Company's participation in Perform Achieve and Trade (PAT) programme

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) successfully. Chlor-Alkali and RIL-DTA were issued with 3,429 nos. and 26,036 nos. of ESCerts respectively. RIL-SEZ

also achieved its target. However, it did not qualify for issuance of any ESCerts.

A new cycle, PAT Cycle VI (2020-21 to 2022-23) has started for the refineries. Based on the study conducted by the Bureau of Energy Efficiency (BEE) in December 2019, designated consumers in Chlor-Alkali sector that includes Chlor-Alkali plant at Dahej, have been issued with new energy saving target under PAT Cycle VII (2022-23 to 2024-25).

In view of pandemic related issues, the time period for PAT Cycle IV has been extended by BEE to include FY 2021-22. RIL is currently working with the BEE and Ministry of Power for closure of this cycle that covers the cracker based petrochemical sites Hazira, Vadodara, Dahej and Nagothane.

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.

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

- Change in technology from vapour phase reaction to Liquid Phase Isomerisation (LPI) process in Parex train-2 resulted in fuel gas and High Pressure (HP) steam saving.
- Advanced process controls implemented at JMD, DMD, PMD, VMD etc. for optimising operations, effectively resulting in energy savings
- Blending of biomass with coal is being explored for firing in process heaters in Patalganga Manufacturing Division.
- Direct blending of CNHT (Coker Naphtha Hydro Treater) treated naphtha to ULSD (Ultra Low Sulphur Diesel) header, avoiding energy consumed in reprocessing.

Principle 6 : Contd.

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.

- Low pressure flash steam recovery from Medium Pressure condensate in Alkylation unit.
- Recovery of hydrocarbon from High Pressure Flare using FGRS-2 (Flare Gas Recovery System).
- Routing of MGB (Mercaptan Guard Bed) Nitrogen to LLP flare instead of Main flare to reduce dilution, thereby freeing up capacity of FGRS compressor resulting in higher recovery of hydrocarbon going to main flare.
- Recovery of waste heat in LLDPE (Linear Low Density Polyethylene) Plant in C2 Complex to replace 20 TPH Low Pressure steam from Captive Power Plant.
- Satgas de-ethaniser overhead re-routed to fuel gas resulting in reduction of flared hydrocarbon during start-up of ROGC (Refinery Off Gas Cracker) plant.
- Insulation of Unsat Gas Cooler pipeline to reduce heat ingress.
- Advanced Process Control (APC) implementation in ASU resulting in 10.5TPH of High Pressure steam reduction.
- Replacement of cooling tower fans in CP-10, CP-12 and PTA-1 plants with energy efficient fans.

Renewable Energy

- Generated 5101.8 MWh power from 3.56 MW solar power generation project at Silvassa Manufacturing Division

- Biomass firing has been 2,166.92 TJ that constitutes 3.19% of total solid fuel fired in HMD and DMD combined.
- Import of rice husk based process steam equivalent to 327 TJ at Hoshiarpur Manufacturing Division.

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 and compliance related 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 2021-22.

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

- 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

Principle 7 : Contd.

- UPVC Window & Door Manufacturers Association
- World Plastics Council
- Alliance to End Plastic Waste
- European Chemical Industry Council
- The Catalyst Group Resources Inc.
- Gasification and Syngas Technologies Council
- Dutch Polymer Institute
- Biotech Consortium
- Federation of Indian Chambers of Commerce and Industry
- Confederation of Indian Industry
- Associated Chambers of Commerce and Industry of India
- Federation of Indian Exporters Organisation
- PET Container Manufacturing Association
- PET Packaging Association
- Indian Beverage Association
- European Petrochemical Association
- International Institute of Synthetic Rubber Producers
- Cotton Association of India
- Indian Home and Personal Care Industry Association

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 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' (FNP) 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.

RIL is the founding member and one of the few Indian companies to participate in the global effort to eliminate plastic waste in the environment through the Alliance to End Plastic Waste (AEPW). RIL has supported AEPW in various areas by becoming part of Thematic Expert Groups (such as Engaging with Cities, Advanced Recovery Recycling etc.), Communications Task Group, and View Point Task Group. RIL is also the Co-chair for South Asia Regional Task Group.

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. The Company's CSR initiatives are in concurrence with The Companies Act, 2013 and are aligned with the United Nation's Sustainable Development Goals (SDGs) as delineated in the UN 2030 Agenda for Sustainable Development and India's National Developmental Goals. RIL's community development initiative focuses on Rural Transformation, Healthcare, Education, Sports for Development, Disaster Response, Art and Culture, and Urban Renewal.

During FY 2021-22, the Company's social initiatives were focused towards achieving the following objectives:

- Helping vulnerable communities cope with the health and humanitarian crisis posed by the COVID-19 pandemic through comprehensive, multi-pronged prevention and mitigation strategies
- Ensuring the well-being of rural communities by strengthening local governance 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 while providing them 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, secondary and tertiary education through RF Schools and Jio Institute

Principle 8 : Contd.

besides providing support to schools run by state governments and municipal bodies towards improving learning experience of students

- Promoting sports as a medium to encourage learning and build leadership among children and youth of India offering a free platform to budding athletes across the country, to develop their talent and prowess in multiple sports

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 dedicated in-house teams that work closely with representatives of local communities to understand and address their expectations, concerns and needs and develop locally useful innovative solutions and programmes in partnership with the other experts within the RIL Group.

The Company has also set up Reliance Foundation which implements CSR initiatives in a more programmatic manner through comprehensive multi-thematic programmes. These initiatives have a huge coverage, both in terms of scale, as well as impact, implementing programmes at both operational sites and other identified areas – both rural and urban – across India. The focus is on strengthening 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 technical and thematic expertise of the network of such agencies, so as to meet the local needs of the underprivileged sections more effectively.

3. Impact assessment initiatives

The CSR initiatives of RIL 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 the target groups. It employs both internal and external mechanisms to monitor its social projects, including third-party assessments. This framework includes the following tools and steps:

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

The inputs from these studies are used for making informed decisions and course corrections, based on the extent of outcomes and impacts. The progress on 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 development) in various ways. During 2021-22, eight important third party impact assessment studies were carried out to determine and validate the relevance, effectiveness, efficiency and sustainability of the interventions in areas of rural transformation, sports for development and skilling & employment. These have built in a strong mechanism of assessment to ensure that the social initiatives achieve their purpose and positively impact communities.

4. Company's direct contribution to community development projects

As on March 31, 2022, RIL spent ₹ 813 crore on community development projects.

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

Community collaboration and participation are part of RIL's CSR initiatives at all stages. Extensive engagement with the community from planning to implementation not only helps in identifying needs of the stakeholders but also leads to greater sense of ownership among people. It also facilitates better capacities by the transfer of skills to plan and manage the programme, thus ensuring 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

Principle 8 : Contd.

also help create a pool of young, local leaders who are confident and passionate about taking the development process forward. The community participation is formalised by creating and mentoring rural institutions and community-based organisations.

Multiple interactions are held with communities through village meetings, meetings with local administration and officials from various line departments to support linkages and access to entitlements along with understanding the key gaps that RIL could invest in and address. The Company

supports community healthcare initiatives, health outreach and provides quality healthcare facilities. RIL also encourages regular feedback from the communities to continuously improve services in locations. With regard to initiatives such as water restoration, traditional models as well as expert know-how are integrated in tandem, with community knowledge, ownership, participation and contribution to ensure their maintenance and sustainability. This has resulted in significant advantage for the community in continued sustenance of social initiatives.

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 the financial year

As on March 31, 2022, 1,191 customer complaints were received of which 1,125 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 about 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 the end of the financial year

NIL, as of March 31, 2022.

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 those 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

 <p>End poverty in all its forms everywhere</p>	 <p>End hunger, achieve food security and improved nutrition and promote sustainable agriculture</p>	 <p>Ensure healthy lives and promote well-being for all at all ages</p>	 <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p>	 <p>Achieve gender equality and empower all women and girls</p>	 <p>Ensure availability and sustainable management of water and sanitation for all</p>
					
<p>3 Employee Well-being</p> <p>4 Stakeholder Engagement</p> <p>8 Inclusive Growth</p>	<p>2 Product Life Cycle Sustainability</p> <p>6 Environmental Management</p> <p>7 Policy Advocacy</p> <p>8 Inclusive Growth</p> <p>9 Value for Customers</p>	<p>3 Employee Well-being</p> <p>6 Environmental Management</p> <p>8 Inclusive Growth</p>	<p>3 Employee Well-being</p> <p>8 Inclusive Growth</p>	<p>3 Employee Well-being</p> <p>4 Stakeholder Engagement</p> <p>5 Human Rights</p> <p>8 Inclusive Growth</p>	<p>2 Product Life Cycle Sustainability</p> <p>6 Environmental Management</p> <p>8 Inclusive Growth</p>

Corporate Social Responsibility

<ul style="list-style-type: none"> Livelihood enhancement Market linkages 	<ul style="list-style-type: none"> Mission Annaseva – supporting through cooked meals Reliance Nutrition Gardens – to help address nutrition gap 	<ul style="list-style-type: none"> 1,000 MT Oxygen provided daily 1.4+ crore reusable masks distributed 2,000+ COVID-19 care beds set up Enhanced COVID-19 testing capabilities Health consultations through MMUs 	<ul style="list-style-type: none"> Supporting early childhood care and education Reliance Foundation Digital Classrooms – upgrading schools 	<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"> Water security management Building water resilient rural communities
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References of illustrations

<ul style="list-style-type: none"> Improving livelihoods through Farmer Producer Organisations <p>PG 206</p>	<ul style="list-style-type: none"> Developed highly nutritious protein products and food prototypes from Algal biomass <p>PG 196</p>	<ul style="list-style-type: none"> 21-Day Campaign to mark International Day of Happiness Developed highly nutritious protein products and food prototypes from Algal biomass In-house development of Nano-cellulose – new vistas of sustainability Story Sutra – Uplifting employee mood Extending critical care to communities during COVID-19 R-Green – novel cost-effective COVID-19 diagnostic kits R-Swasthya – ensuring mental well-being <p>PG 179, 196, 181, 205, 195</p>	<ul style="list-style-type: none"> Empowering through education Education and skill development: Bridging the literacy divide Nurturing talent through Career Acceleration Programme <p>PG 209, 182</p>	<ul style="list-style-type: none"> Empowering women through R-Aadya – a gender inclusion programme Women Connect India Challenge – to bridge gender digital gap HerCircle – Multilingual digital networking platform to accelerate women's empowerment <p>PG 180, 207</p>	<ul style="list-style-type: none"> Shramdaan – towards water security; Maximising waste water recyclability and reusability <p>PG 207</p>
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-  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

 <p>Affordable and clean energy – Ensure access to affordable, reliable, sustainable and modern energy for all</p> 	 <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> 	 <p>Build resilient infrastructure, promote sustainable industrialisation and foster innovation</p> 	 <p>Reduce inequality within and among countries</p> 	 <p>Make cities and human settlement inclusive, safe, resilient and sustainable</p> 	 <p>Ensure sustainable consumption and production patterns</p> 
<p>2 Product Life Cycle Sustainability 6 Environmental Management 7 Policy Advocacy</p>	<p>2 Product Life Cycle Sustainability 3 Employee Well-being 5 Human Rights 8 Inclusive Growth</p>	<p>3 Employee Well-being 4 Stakeholder Engagement 6 Environmental Management 8 Inclusive Growth</p>	<p>2 Product Life Cycle Sustainability 5 Human Rights 6 Environmental Management 7 Policy Advocacy</p>	<p>3 Employee Well-being 4 Stakeholder Engagement 7 Policy Advocacy 8 Inclusive Growth 9 Value for Customers</p>	<p>2 Product Life Cycle Sustainability 6 Environmental Management 9 Value for Customers</p>

Corporate Social Responsibility

- Strengthen livelihoods of rural communities
- Water Security
- Enhanced livelihood of livestock owners
- Supporting early childhood care and education
- Rural Transformation Initiatives
- Disaster Response
- Promoting livelihoods
- Sustainable agriculture

References of illustrations

<ul style="list-style-type: none"> Development of fuel cells for distributed energy supply Technology to derive value from waste New Energy business supporting net carbon zero commitment <p>PG 198, 172, 21</p>	<ul style="list-style-type: none"> Reliance Foundation Information Systems: A lifeline for many in good times and bad <p>PG 208</p>	<ul style="list-style-type: none"> R-phish: A phishing simulation platform to measure user awareness level PET-based fabric recycling Development of technology to convert plastic waste into oil Developed catalytic gasification technology to convert carbonaceous feedstock into hydrogen <p>PG 200, 197, 198</p>	<ul style="list-style-type: none"> Improving livelihoods through Farmer Producer Organisations Delivering health services to the underserved across India From training to employment for differently abled – contributing to inclusive growth at Sahakari Bhandar Empowering women through R-Aadya – a gender inclusion programme Giving Sight, Giving Opportunity through Drishti programme <p>PG 206, 205, 180</p>	<ul style="list-style-type: none"> Moving towards being the ‘Preferred Provider’ for all mobility solutions in India Bioplastic and Sustainability Products and Technology Development Development of fuel cells for distributed energy supply R Elan Ecogold – fashion with sustainability <p>PG 110, 198, 115</p>	<ul style="list-style-type: none"> Redefining Customer centricity and elevating customer experience Standing by customers through COVID-19 3 R philosophy of a circular economy – Reduce, Reuse, Recycle Go Green with Tetra Pack Developed catalytic gasification technology to convert carbonaceous feedstock into hydrogen. <p>PG 214, 215, 192, 70, 198</p>
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-  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



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



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



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



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



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



- 2 Product Life Cycle Sustainability**
- 6 Environmental Management**
- 7 Policy Advocacy**
- 8 Inclusive Growth**

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- 6 Environmental Management**
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- 8 Inclusive Growth**
- 9 Value for Customers**

- 2 Product Life Cycle Sustainability**
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- 8 Inclusive Growth**
- 9 Value for Customers**

- 1 Ethics, Transparency and Accountability**
- 3 Employee Well-being**
- 4 Stakeholder Engagement**
- 5 Human Rights**
- 7 Policy Advocacy**
- 8 Inclusive Growth**

- 1 Ethics, Transparency and Accountability**
- 7 Policy Advocacy**
- 8 Inclusive Growth**

Corporate Social Responsibility

- Climate action through community led green drives
- Building up environmental consciousness
- Disaster Response

- Enabling safer and sustainable fishing

- Supporting wildlife conservation and animal welfare initiatives
- Promoting animal health

- Global partnerships with organisations such as USAID, NAB among others

References of illustrations

- Chemical Recycling of Multilayer Packaging Material
- Algae to Oil – a technology to convert waste CO₂ to valuable products
- Net Carbon Zero commitment
- Developed catalytic gasification technology to convert carbonaceous feedstock into hydrogen
- Technology to derive value from waste
- Development of fuel cells for distributed energy supply

- Reliance Foundation Information Systems: A lifeline for many in good times and bad
- R Elan Ecogold – fashion with sustainability
- Reduced fresh water dependence

PG 208, 115, 175

- Chemical Recycling of Multilayer Packaging Material
- R Elan Ecogold – fashion with sustainability
- Maintaining Ecosystems and Biodiversity surrounding greenfield and brownfield projects

PG 197, 115, 172

- 21-Day Campaign to mark International day of Happiness
- Noble laureates within New Energy Council guiding the energy transition

PG 179, 186

- Circular Design Challenge 3.0 in partnership with UNEP
- Global partnerships & Acquisitions
- JioGenNext – Nurturing India's startup ecosystem

PG 114, 22, 212

PG 197, 199, 173, 198

- 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

Independent Assurance Statement to Reliance Industries Limited on their Sustainability Disclosures in the Integrated Annual Report for Financial Year 2021-22

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 2021-22. Our responsibility was to provide assurance on the selected aspects of the Report as described under 'boundary, scope and limitations' 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 Discussion and Analysis section of the Report.

The Company's sustainability performance reporting criteria has been derived from the GRI Standards of the Global Reporting Initiative, United Nation's Sustainable Development Goals (UN SDGs), the American Petroleum Institute / The International Petroleum Industry Environmental Conservation Association's (API/IECA) Sustainability Reporting Guidelines, and the Business Responsibility Reporting (BRR) framework of the Securities and Exchange Board of India (SEBI).

RIL has also referred to new and emerging frameworks such as the Task Force on Climate-related Financial Disclosures (TCFD), and the 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, LPG, Reliance Jio Infocomm Limited (RJIL), Reliance Retail Ventures Limited (RRVL), and corporate office at Reliance Corporate Park, Navi Mumbai.
- The reporting period for all the above business units except Recron and RP Chemicals, Malaysia was from 01 April 2021 to 31 March 2022. The reporting period for Recron and RP Chemicals, Malaysia was from 01 January 2021 to 31 December 2021.
- The scope of reasonable assurance included total number of employees, new employee hires, diversity of governance bodies and employees, parental leave and total manhours of training for Reliance Group. The sustainability performance data for RIL covered under reasonable assurance were total energy consumption, reduction in energy consumption, renewable energy generated, direct (scope 1) GHG emissions and energy indirect (scope 2) GHG emissions, quantity of flared and vented hydrocarbons, emissions of total particulate matter, oxides of nitrogen, oxides of sulphur, and volatile organic

compounds (VOC), water withdrawal, waste water discharged, water recycled, hazardous and non-hazardous waste disposed, and the number of injuries, fatalities, and Lost Time Injury Frequency Rate (LTIFR).

- Additionally, the data subjected to limited assurance for RIL included, markets served, mechanisms for advice and concerns about ethics, governance structure and chair of the highest governance body. For Reliance Jio Infocomm Limited (RJIL), the sustainability performance data covered under limited assurance were total energy consumption, renewable energy consumption, direct (scope 1) GHG emissions, energy indirect (scope 2) GHG emissions and other indirect (scope 3) GHG emissions (limited to business travel, upstream leased assets, upstream transportation and distribution, capital goods, purchased goods and services, fuel and electricity and waste disposal), hazardous and non-hazardous waste disposed, number of injuries, fatalities, and Lost Time Injury Frequency Rate (LTIFR). For Reliance Retail Ventures Limited (RRVL), the data on number of injuries, fatalities, and Lost Time Injury Frequency Rate (LTIFR), were covered under limited assurance. For Recron Malaysia and RP Chemicals Malaysia, the performance data namely total energy consumption, direct (scope 1) GHG emissions, energy indirect (scope 2) GHG emissions, emissions of total particulate matter, oxides of nitrogen, oxides of sulphur, water withdrawal, wastewater discharged, water recycled, hazardous and non-hazardous waste disposed, number of injuries, fatalities, and LTIFR were covered under limited assurance.

The assurance scope excludes:

- Aspects of the report other than those mentioned above;
- Data and information outside the defined reporting period;
- Strategy, regulatory compliances and other related linkages expressed in the Report;
- 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 performance data. 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 performance data 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 the GRI Standards.
- Evaluating the appropriateness of the quantification methods used to arrive at the sustainability performance presented in the Report.
- Verification of systems and procedures used for quantification, collation, and analysis of sustainability performance data included in the Report.
- Understanding the appropriateness of various assumptions, estimations and materiality thresholds used by RIL for data analysis.
- Discussions with the personnel at the corporate and business unit level responsible for the performance data 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 the data and information related to RIL's financial performance, we have relied on its audited financial statements for the FY 2021-22.
- Review of the Company's Business Responsibility Report section to check alignment with the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE)
- Verification of performance data 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 Melaka; 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 evidence was reviewed to support our conclusions on the information and data verified. Where such documentary evidence could not be shared with us due to sensitive nature of the information, our team verified the same during the site interactions 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 the selected performance data 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 the GRI Standards. The sustainability performance data that have been subjected to reasonable assurance procedures as defined under the scope of assurance, are fairly stated in all material respects and are in alignment with the GRI standards.



Anand S. Kulkarni
Technical Director
KPMG Assurance and Consulting Services LLP

19 July 2022

"Jio World Centre is a tribute to our glorious nation and a reflection of the aspirations of New India. From the largest conventions to cultural experiences to pathbreaking retail and dining facilities, Jio World Centre is envisioned as Mumbai's new landmark, a point where we come together to script the next chapter of India's growth story."

Smt Nita M. Ambani



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