7th Global Healthy Workplace Awards 2019

Jamnagar Manufacturing Division
Reliance Industries Limited

Dr. R. Rajesh
Group Chief Medical Officer
Reliance Industries Limited
**People & Culture**

**ENVIRONMENT**
- 2.1+ crore Saplings planted till date

**PEOPLE**
- 1,94,056 Direct employment
- 50+ lakh Indirect employment

**CORPORATE SOCIAL RESPONSIBILITY**
- ₹904 crore CSR expenditure during the year

**INNOVATION AND R&D**
- 120 Patent applications granted during the year
- 900+ Researchers and scientists

**Value Drivers for RIL**

**Business Verticals**
- Refining & Marketing
- Petrochemicals
- Oil & Gas
- Media & Entertainment
- Retail
- Digital Services
Reliance – Jamnagar Overview

To be the World’s Safest, Most Reliable and Efficient Manufacturing Site

Total area 23,100 acres

Jamnagar Supersite

Vision

1999 – DTA Refinery
2008 – SEZ Refinery
2017 – J3 Complex

J#1 Refinery & Petrochemical complex
J#2 Refinery & Petrochemical complex
Oil Movement & Solid Handling
Petcoke Gasification
C2 Complex

PEOPLE
8,500 Direct employment
32,000+ Indirect employment

Total area 23,100 acres

J#1 Refinery & Petrochemical complex
J#2 Refinery & Petrochemical complex
Oil Movement & Solid Handling
Petcoke Gasification
C2 Complex

1999 – DTA Refinery
2008 – SEZ Refinery
2017 – J3 Complex

PEOPLE
8,500 Direct employment
32,000+ Indirect employment
To make Reliance the world’s most healthy company, protecting, promoting, enhancing employee health & wellbeing; providing outstanding health services and operating an exemplary HSE management system in all sites, services & offices of the enterprise, improving productivity and reducing health care costs; and with our results, inspiring our customers & partners.
Foundation for Sustainable Growth

WHO Model

Reliance Strategy

Corporate Health Strategy

Leadership Engagement

Set Goals & Objectives

Accountability for offering Uniformity in approach

Promote Personal Responsibility for Health On and Off The Job

Maintain Visible Management Support

Caretive & Emergency Services

TB/HIV

Project WISH

Medical Surveillance

Waan Medical Awards

Medical & OH Service Tools & Initiatives

Target group Approach

Reliance Health Index

Structured Monthly Programs

Medical portal

Communicate Health-Related Values

Reinforce Health Behaviors in the Workplace

Do

Plan

Prioritize

Preventive Screenings

Psychosocial Work Environment

Worker Involvement

Personal Health Resources

ETHICS & VALUES

Leadership Engagement

Enterprise Community Involvement

Physical Work Environment

Mobilize

Assemble

Assess

Evaluate

Improve

Physical Work Environment

Reliance Strategy

WHO Model
Medical Services Model

OH & Medical Services

Preventive
Occupational Health Services

Promotive
Wellness Program
Work life Management
Life Style Modification

Curative
Routine care
Emergency care
Industrial Hygiene services

Employee Wellbeing

Happiness

*Reliance Employee & Family Emergency Response Services
✓ State-of-the-art Occupational Health Centers (OHC) is across all RIL manufacturing locations and major office complexes.

✓ Jamnagar township Hospital is full fledged 34 bedded hospital with specialist services

18000 + Township population

34 doctors, 110 staff – nurses & technician

- Township Hospital
- 5 satellite OHCs

Community center
Catering 42 villages
1.5 lakhs + population
Key Initiatives

CASHE (Change Agents for Safety, Health & Environment)

TBHRA (Task Based Health Risk Assessment)

R-Swasthya - wellness initiatives

Medical Surveillance

RIL Health Index

Digital life - Jio Health Hub

Quality Monitoring
CASHE Program

Multidisciplinary Team

- Safety Professional
- Industrial Hygienist
- Project Selection
- Occupational Health Physician
- Process Engineer
- Shop Floor Workers
- Plant Manager

Methodology

Central Theme & Brain Storming

TBHRA Recommendations

Learning from Near miss and Incidents

Industrial Hygiene Surveys

ReSOP & CFA Observations

Plant Walkthrough

Most Sustainable program

Great leap towards Occupational Health Excellence

Back bone of Occupational health improvements at all sites.

This program is also highlighted in a book – “Occupational & Environmental Health”.

International recognition
CASHE Journey since 2003

1. Eliminate the exposure of Health hazards at workplace
2. Prevention of Occupational Diseases
3. Zero Incidents and Zero Accidents
4. 100% PPE Compliance

Reduction in OH hazards - Heat, dust, Chemical, ergonomics & Noise

Savings of Rs. 137.38 crores since inception from 2003-04 to till now

Year wise Total CASHE Projects

Year 03-04 04-05 05-06 06-07 07-08 08-09 09-10 10-11 11-12 12-13 13-14 14-15 15-16 16-17 17-18 18-19
Projects 7 140 144 328 482 664 830 959 1,174 1,228 1,148 1,118 1,239 1,362 1,400 1,326

Savings: Rs. 137.38 crores since inception from 2003-04 to till now
Task Based Health Risk Assessment

Unique approach for monitoring and measuring Occupational Health hazards.

- Health risk profile of an employee based on exposure at workplace
- Annual Industrial Hygiene monitoring program
- Risk mitigation through CASHE program

Risk Mitigation

Very high & high risk activities taken as CASHE projects and risk level has been reduced to Moderate and low level by implementing Hierarchy of controls.
R-Swasthya Wellness Initiatives

Social

Physical

Mental

Spiritual
R-Swasthya organogram

- HSE board
  - Chief Human Resource Officer
  - Group Chief Medical Officer
  - Corporate Services Head
  - Corporate Medical Team
    - Public Health Specialist
    - Corporate Dietitian
    - OH-IH specialist
  - Wellness Manager
    - Wellness Champion @ location
  - Wellness coordinator
    - Wellness Champion @ location
    - Wellness Champion @ location
Psychosocial Work Environment

Employee Assistance Policy

- Flexi working hours
- 5 days a week
- Maternity Leave, Paternity Leave, Adoption Leave & Marriage Leave
- Wedding Gift
- Spouse Medical check-up
- Unlimited Medical coverage
- **Education Assistance:**
  Self Development, Post Graduate Education & International Education
- R Voice, Rewards: R-Samman.....
- Team building program

Processes

- Develop missionaries for the program
- Train doctors in counseling & treatment
- Make employees aware about work-life balance
- Provide counseling by psychologist for identified group
- Awareness & sensitization for family members, teachers and school children
- Employees and their families to enhance their well-being
- Create a culture of health and vitality that empowers

Work-life Balance Program
Psychosocial Work Environment

Moderate to Severe Depression Anxiety Stress (DAS) score

Teachers & School children

- 2013: 180
- 2014: 240
- 2015: 238
- 2016: 310
- 2017: 516

Missionaries

- 2013: 1,095
- 2014: 1,286
- 2015: 2,448
- 2016: 2,217
- 2017: 3,315
- 2018: 3,513

Missionaries - Moderate to Severe Depression Anxiety Stress (DAS) score

- Teachers & School children: 11.0%
- Missionaries: 1.4%
Structured Monthly Health Programs

- **Jan**: Women’s Health: 8th March – International Women’s day
- **Feb**: Cancer prevention: 4th Feb - World Cancer day
  Ergonomics awareness: 28th Feb – RSI Awareness Day
- **Mar**: Pediatric & Geriatric Care
- **Apr**: De-addiction: 31st May - World No Tobacco Day
- **May**: Lifestyle & Fitness: 7th April - World Health Day
- **Jun**: Blood Donation /OH Week, 6th July – Sh. DHA Anniversary
  9th July - Occupational Health Day
- **Jul**: Heart Health /Nutrition, Last Sunday – World Heart Day
- **Aug**: Awareness about Chemicals and Hearing Conservation program
- **Sep**: Stress Management
- **Oct**: Mental Health Day
- **Nov**: Diabetes Awareness & Screening: 14th Nov – World Diabetes Day
- **Dec**: Reliance Family Day
  Vitality fair, walk for health: 28th Dec - DHA birth anniversary – Blood Donation
Medical Surveillance

- Pre Employment Checkup
- Periodic Medical Checkup (PME)
- Pre Placement Medical Checkup
- Pre Retirement Medical Checkup

Nutritional aspect

- Corporate Nutritional guidelines
- Healthy food corner and Calorie chart display @ canteen
- Healthy snacks at all vending machines
- Awareness and Sensitization
  - Nutritional counselling
  - Healthy Recipe competition
  - Mass awareness through talk, kiosk, digital platform
Periodic Medical Examination & Health Score

*More number of Employees during project

*Average Reliance Health Score is 89.2%
Health Score: This parameter is system generated, consisting of various parameters like family & past history, exercise, addiction (smoking / alcohol), test results, presence of any disease.
Non-Communicable Diseases (NCD)

<table>
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<th>Year</th>
<th>Hypertension</th>
<th>Diabetes</th>
<th>Heart Disease</th>
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<td>8.57</td>
<td>6.31</td>
<td>0.93</td>
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<td>7.94</td>
<td>5.55</td>
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<td>2015</td>
<td>6.16</td>
<td>5.54</td>
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<td>2016</td>
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<td>2017</td>
<td>5.86</td>
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<td>5.54</td>
<td>4.82</td>
<td>0.54</td>
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<tr>
<td>2019</td>
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<td>4.33</td>
<td>0.58</td>
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</table>

Years: 2013 - 2019 (till Sept 30)
Dyslipidemia

Cholesterol

- 2013: 30.2%
- 2014: 32.5%
- 2015: 36.6%
- 2016: 29.7%
- 2017: 28.6%
- 2018: 23.8%
- 2019: 21.7%

Cholesterol & Triglyceride

- 2013: 16.6%
- 2014: 16.6%
- 2015: 17.1%
- 2016: 14.9%
- 2017: 14.7%
- 2018: 13.7%
- 2019: 13.3%

HDL > 40 mg/dl

- 2013: 27.3%
- 2014: 24.6%
- 2015: 33.6%
- 2016: 46.9%
- 2017: 48.7%
- 2018: 48.1%
- 2019: 48.4%

Diabetes Control Mission

% Pre Diabetics Conversion to Normal

- 2017-18: 2,332
- 2018-19: 1,820
- 2019 (till Sept 30): 1,711

Reduction: 26.6%

Known case of Diabetes
% High HBA1C (HBA1C>7) Reduction

- 2017-18: 111
- 2018-19: 73
- 2019 (till Sept 30): 67

Reduction: 39.6%
Fitness Centre Enrollment

<table>
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<tr>
<th></th>
<th>Gym</th>
<th>Yoga</th>
<th>Aerobics</th>
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<tr>
<td>2013</td>
<td>2,981</td>
<td>876</td>
<td>873</td>
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<tr>
<td>2014</td>
<td>3,867</td>
<td>997</td>
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<tr>
<td>2015</td>
<td>4,354</td>
<td>778</td>
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<td>2016</td>
<td>4,303</td>
<td>632</td>
<td>634</td>
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<tr>
<td>2017</td>
<td>4,003</td>
<td>1,326</td>
<td>1,324</td>
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<tr>
<td>2018</td>
<td>3,695</td>
<td>1,334</td>
<td>1,334</td>
</tr>
</tbody>
</table>

Legend:
- **2013**
- **2014**
- **2015**
- **2016**
- **2017**
- **2018**
Yoga
Table Tennis
Cricket
Swimming
Zumba
All manufacturing sites are declared as No Smoking Zones as a part of wellness initiatives.
Fat to Fit

Reduction in BMI > 28

<table>
<thead>
<tr>
<th>Year</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-18</td>
<td>1,250</td>
</tr>
<tr>
<td>2018-19</td>
<td>1,129</td>
</tr>
</tbody>
</table>

9.7% Reduction

71/1250 (5.7%) has reduced BMI to ≥2 points
Health Awards

- Good Health:
  - 2013: 21
  - 2014: 8
  - 2015: 8
  - 2016: 10
  - 2017: 10
  - 2018: 65

- Health Improvement:
  - 2013: 5
  - 2014: 6
  - 2015: 6
  - 2016: 10
  - 2017: 10
  - 2018: 45

Participation

- Yearly Participation:
  - 2013: 4,550
  - 2014: 4,900
  - 2015: 5,500
  - 2016: 5,790
  - 2017: 6,200
  - 2018: 9,960

- Participation Over Years (2013-2019)
Capacity Building

**Doctors**
- Emergency Training
  - Basic Life Support
  - Advance Cardiac Life Support
  - Advance Trauma Life Support
- Occupational Health & Safety Training
- Psychological - Train doctors in counselling and treatment

**Medics**
- Emergency Training
- Basic Life Support
- Advance Cardiac Life Support
- Advance Trauma Life Support

**Employees**
- First Aid
- Hearing Conservation Program,
- Hazardous Chemical Awareness program
- Ergonomics
- Lifestyle Awareness Program
- Mental Health Program
3 Billion By Founder’s Day
Together let’s cover three return trips to the Moon

548,630,432 (548 Million) Steps covered in 30 days
31,425,136 (31 Million) Calories burnt
418,056 Kms
18% of Target Completed

14 Colleagues from different locations have already won bicycles. Are you next?

More bicycles and fitness bands await you!

Defeat sedentary: walk 10,000 steps a day!

World Health Organisation highly recommends we all take 10,000 steps a day to improve health and reduce the risk of disease.

Digital Platform
### Key Performance Indicators

#### Leading & Lagging Indicators

**Leading Indicators** –
- ✓ PME compliance
- ✓ Health Index,
- ✓ Health score improvement
- ✓ Learning hours

**Lagging indicators** –
- ✓ Prevalence of Non Communicable diseases
- ✓ High alert follow up

**Customer Satisfaction index**

**Emergency Management System Scoring**

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### Governance

#### Health Audit - Internal and External

#### Accreditation
- ✓ NABL - Medical Lab-National Accreditation Board for Laboratories
- ✓ NABH - National Accreditation Board for Hospitals
- ✓ JCI - Joint Commission International (JCI)
- ✓ Integrated Management System (IMS) audit
  - ISO 9000, 14000, Occupational Health & Safety

#### Reporting: Leading and lagging indicators report
- Monthly to directors
- Quarterly presentation- to HSE Board
Corporate Social Responsibility

**EDUCATION**
- **Education**
  - 56,873 school kits
  - 13,658 school uniforms
  - 1400 students - Digital awareness

**Livehood Support & Empowerment**
- **Disaster Response**
  - Serving/helping 49 peripheral villages & beyond as and when required

**Infrastructure Development**
- **Encouraging Art & Traditions**
  - Devotees served in Dwarka Padyatra camp
  - 4,50,000
  - Gifts to village girls during Navratri
  - 56,637

**Arts, Sports, Cultural Development**
- **Infra Development**
  - Dwarka Sudama Setu, Roads, Schools, Gaushalas, Community Halls, Crematoriums, Water bodies refurbishment

**Relief, REHAB & Disaster Response**
- **Veterinary Hospital**
  - 67,267 animals treated

**Health & Sanitation**
- **Health and Sanitation**
  - 38,67,083 patients benefitted
  - 1061 toilets constructed

*Touching millions of lives*
“ZERO EFFLUENT” Refinery – Complete recycle & utilization

Saline arid region converted into lush area of green cover

Over 3000 acres of Green Belt, including 875 acres of Mangroves

Co-existence with flora & fauna – 9.6 Millions plants including mangroves

22 large ponds – dwelling place for migratory birds

“Largest Mango orchard in Asia” – 1,50,000 Mango trees at single location

Focus on renewable energy – Solar heaters in township, Solar rooftop etc.
Awards and Recognition

- Global Centre for Healthy Workplaces Certification 2017-19
- Arogya World India Trust Platinum Award 2016
- Special mention award 2016
- Golden Peacock Awards® For Occupational Health & Safety
- Society for Human Resource Management Runner Up Award 2013
- Indian Green Building Council Platinum rated IGBC award for Jamnagar township
It is my duty to remind each and every one of you of our reliance tradition of Health First & Family First, no matter what the challenges are, no matter what deadlines and startups we have, let us not take our health for granted.
THANK YOU