



**Reliance**  
Industries Limited



# 7<sup>th</sup> Global Healthy Workplace Awards 2019

**Jamnagar Manufacturing Division**  
**Reliance Industries Limited**

**Dr. R. Rajesh**

Group Chief Medical Officer  
Reliance Industries Limited

**Refining & Marketing**



**Petrochemicals**



**Oil & Gas**



**Business Verticals**

**Retail**



**Digital Services**



**Media & Entertainment**



## People & Culture

### Sustainability at the Core

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

**PEOPLE**  
**1,94,056**  
*Direct employment*



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

**7.32+ crore m3**  
*Rainwater harvesting capacity created since inception*

**50+ lakh**  
*Indirect employment*



**26 million**  
*Lives touched across 18,000+ villages & 200+ urban locations since inception*

### Value Drivers for RIL

#### INNOVATION AND R&D



**120**  
*Patent applications granted during the year*



**900+**  
*Researchers and scientists*



# Reliance – Jamnagar Overview



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



**Vision**

**Total area 23,100 acres**

**Jamnagar Supersite**



**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*

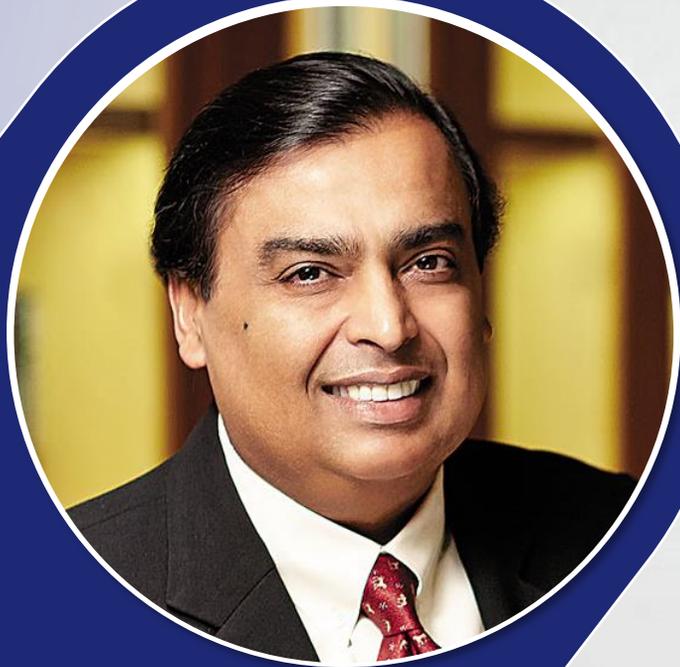


**32,000+**

*Indirect  
employment*

# Vision

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.

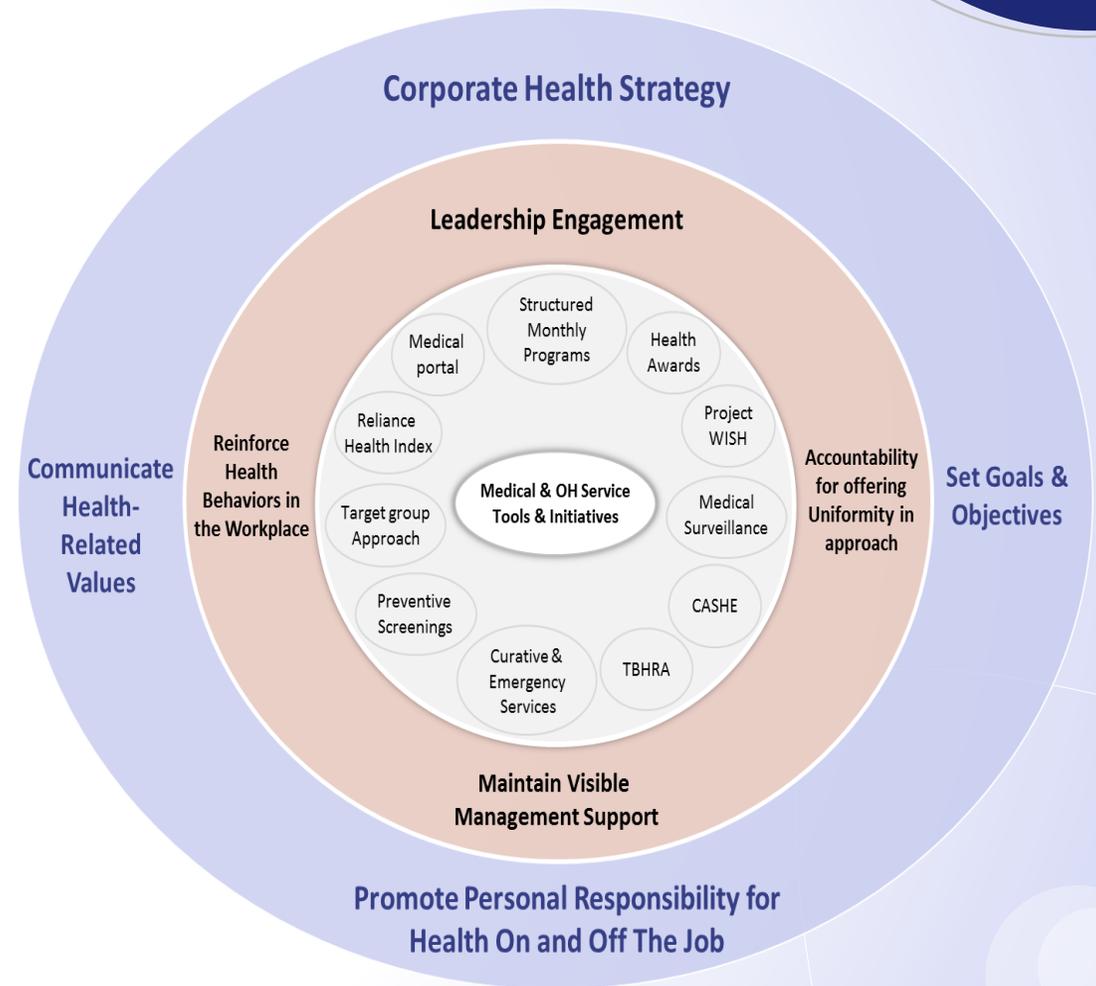


***Mukesh D. Ambani***  
*Chairman & Managing Director*

# Foundation for Sustainable Growth

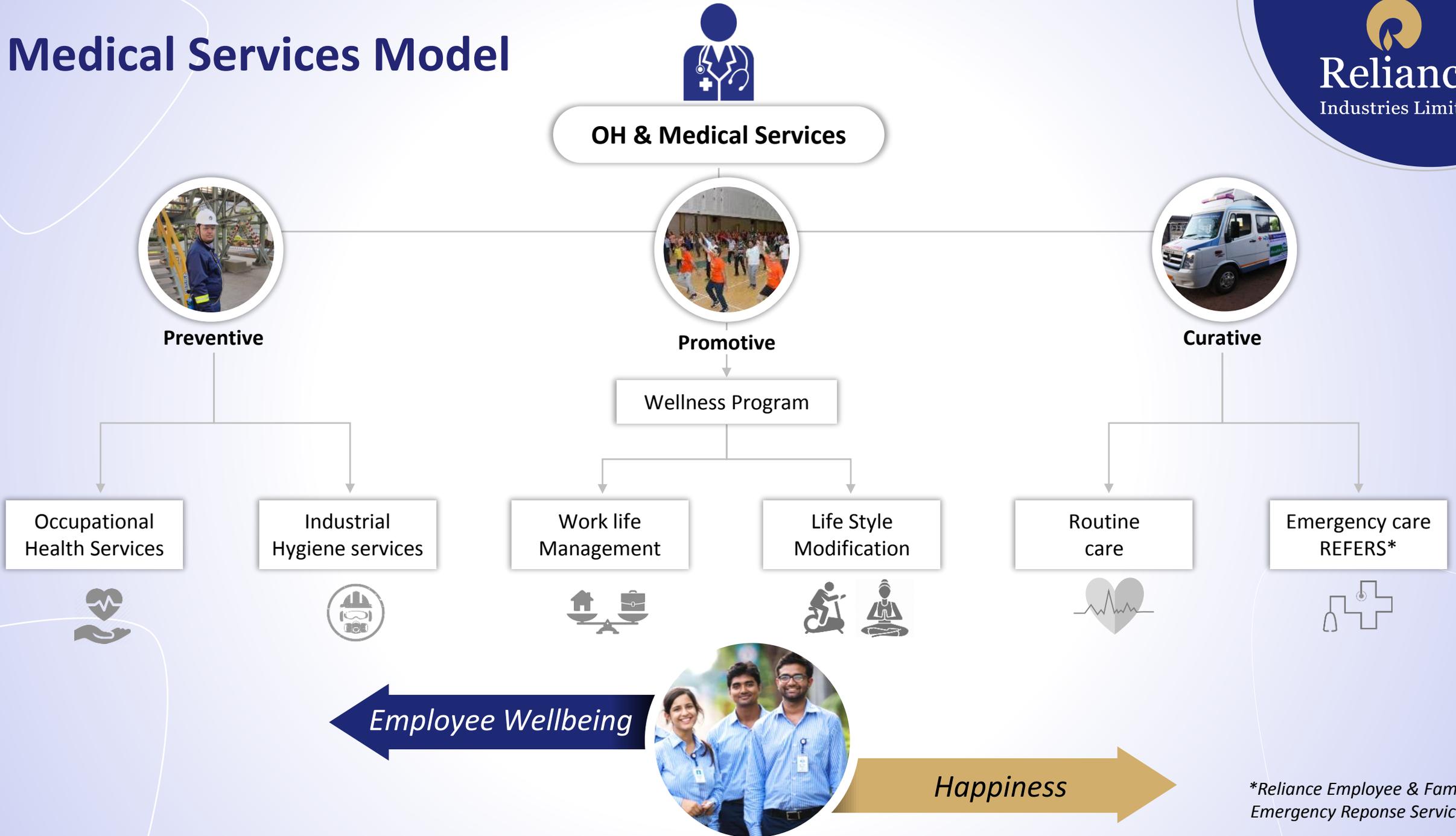


*WHO Model*



*Reliance Strategy*

# Medical Services Model



\*Reliance Employee & Family  
Emergency Reponse Services

# Scope

- ✓ 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*

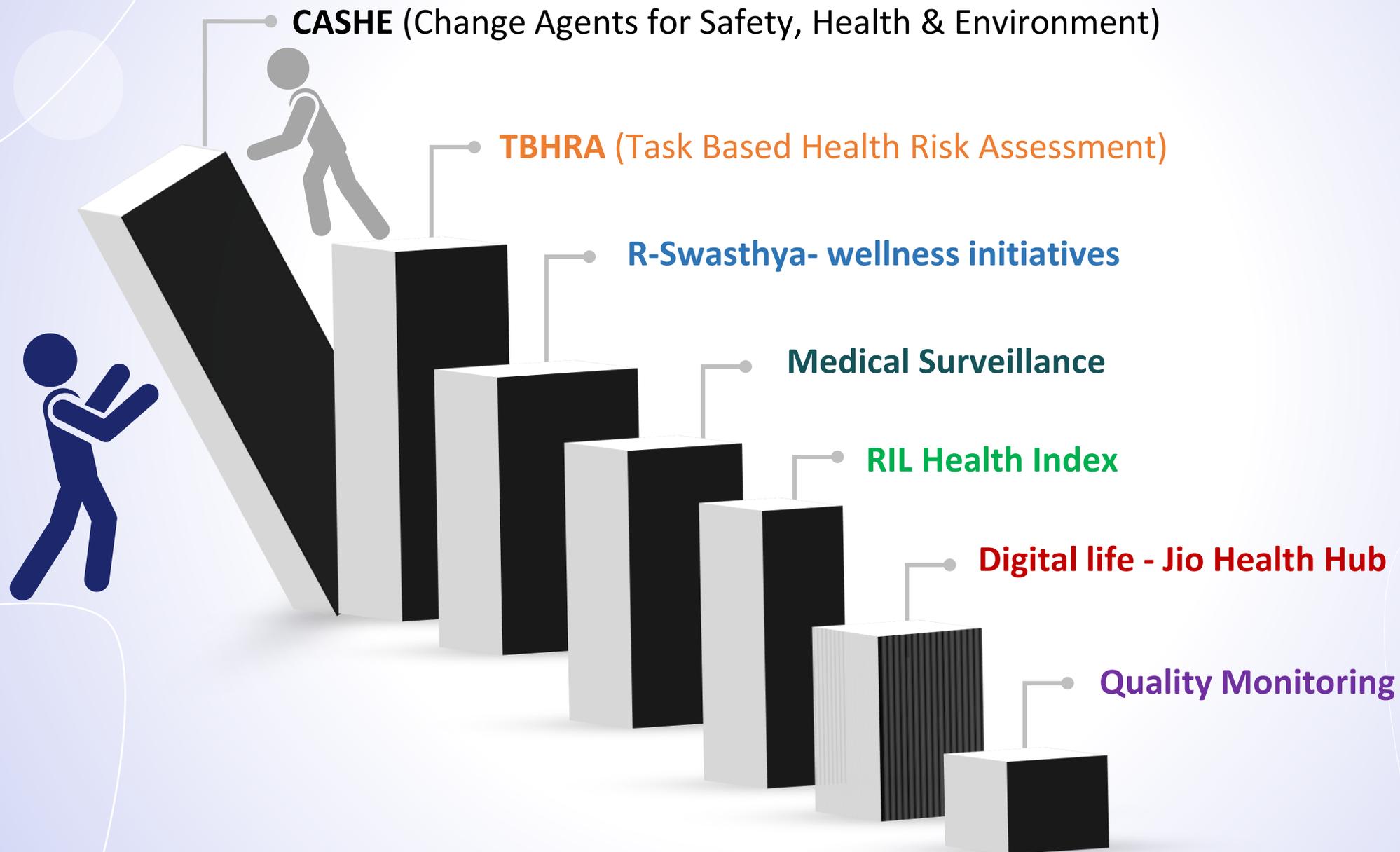


- Township Hospital
- 5 satellite OHCs

**Community  
center**

*Catering 42 villages  
1.5 lakhs + population*

# Key Initiatives



# CASHE Program



## Multidisciplinary Team



- 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

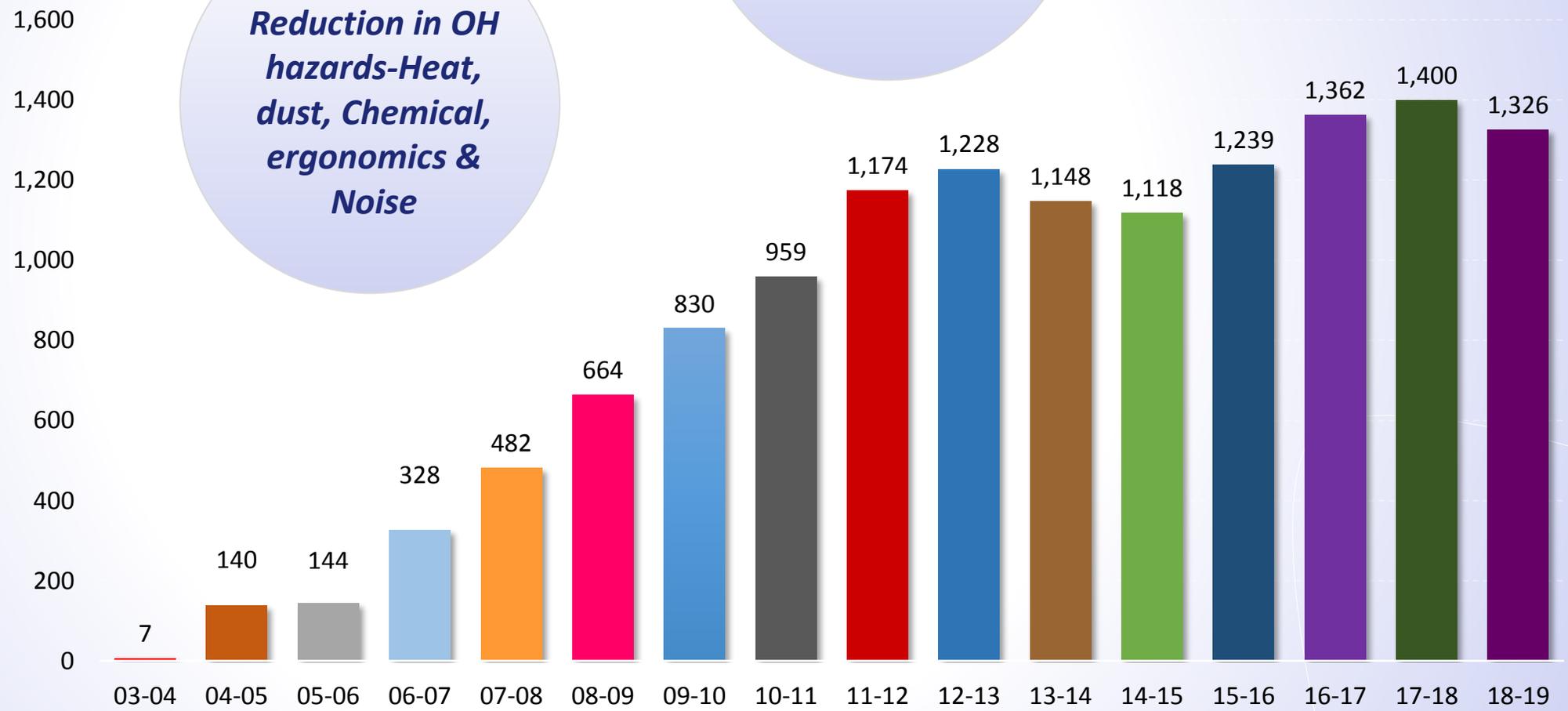
Zero Incidents and Zero Accidents

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

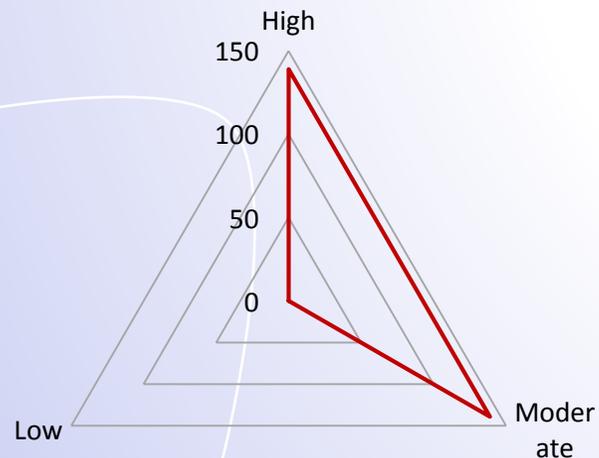
# Task Based Health Risk Assessment

Unique approach for monitoring and measuring Occupational Health hazards.

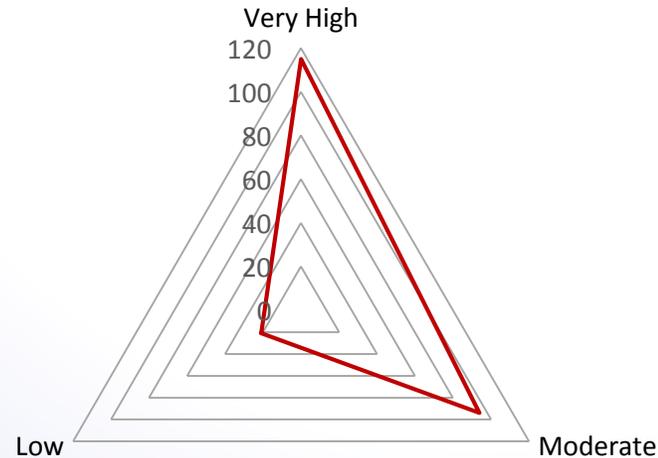


- ✓ Health risk profile of an employee based on exposure at workplace
- ✓ Annual Industrial Hygiene monitoring program
- ✓ Risk mitigation through CASHE program

## 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*



*Spiritual*



*Physical*



*Mental*



# R-Swasthya organogram



# 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*



## Work-life Balance Program

## Processes

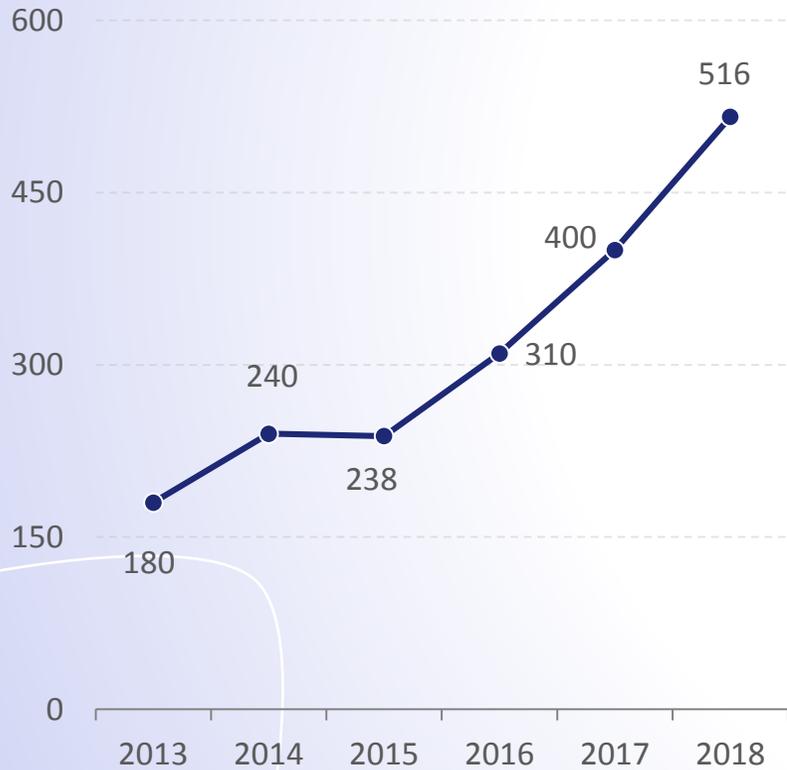
- *Develop missionaries for the program*
- *Train doctors in counseling & treatment*
- *Make employees aware about work-life balance*
- *Provide counseling by psychologist for identified group*
- *Awareness & sensitization for family members, teachers and school children*
- *Employees and their families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

# Psychosocial Work Environment

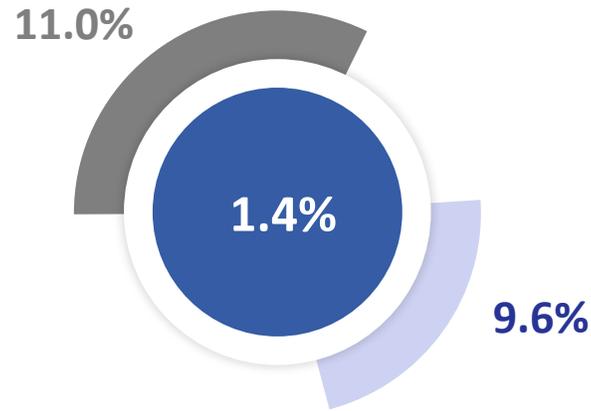


## Moderate to Severe Depression Anxiety Stress (DAS) score

### Teachers & School children



● Participation

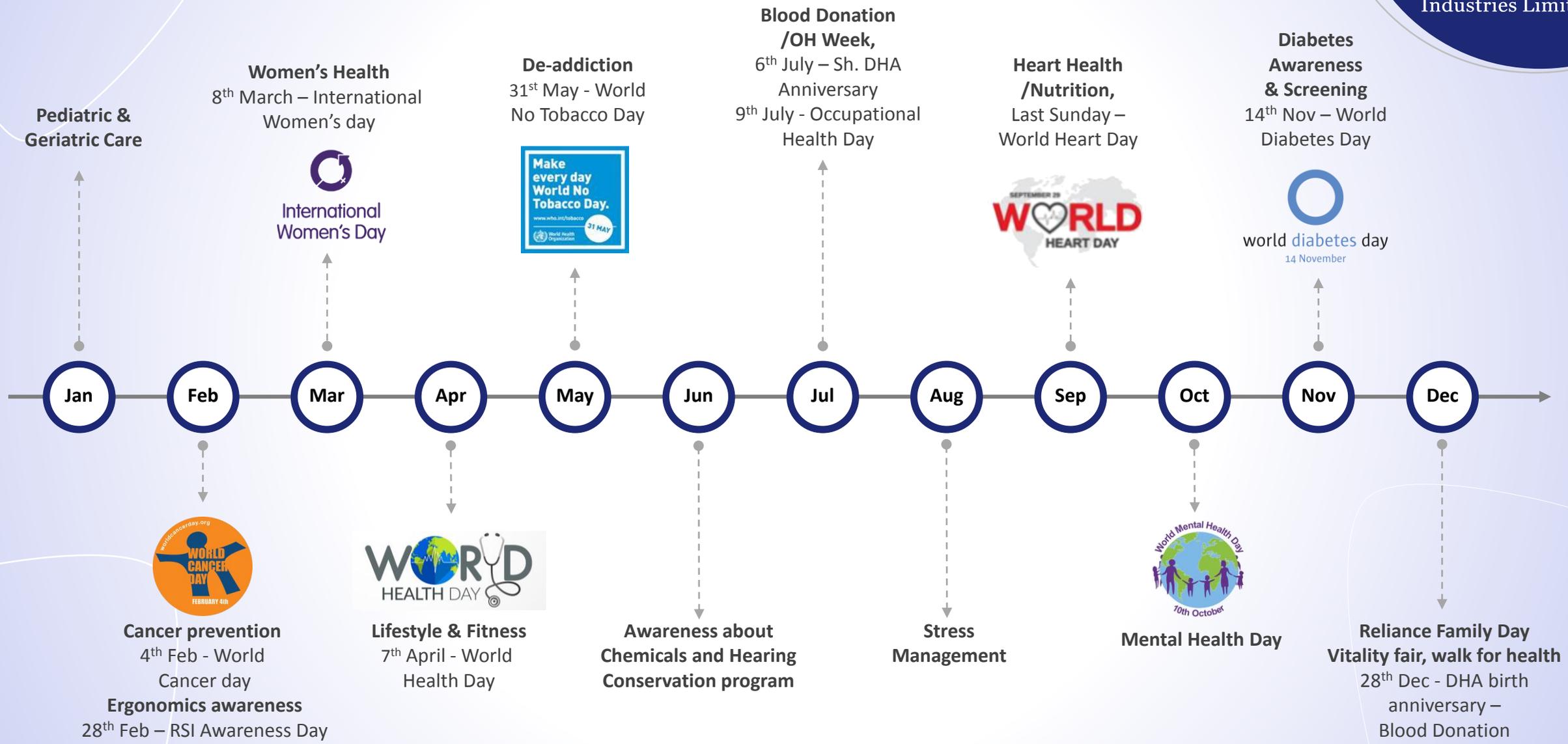


**180**  
Missionaries



■ Session    ● Beneficiaries

# Structured Monthly Health Programs



# 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

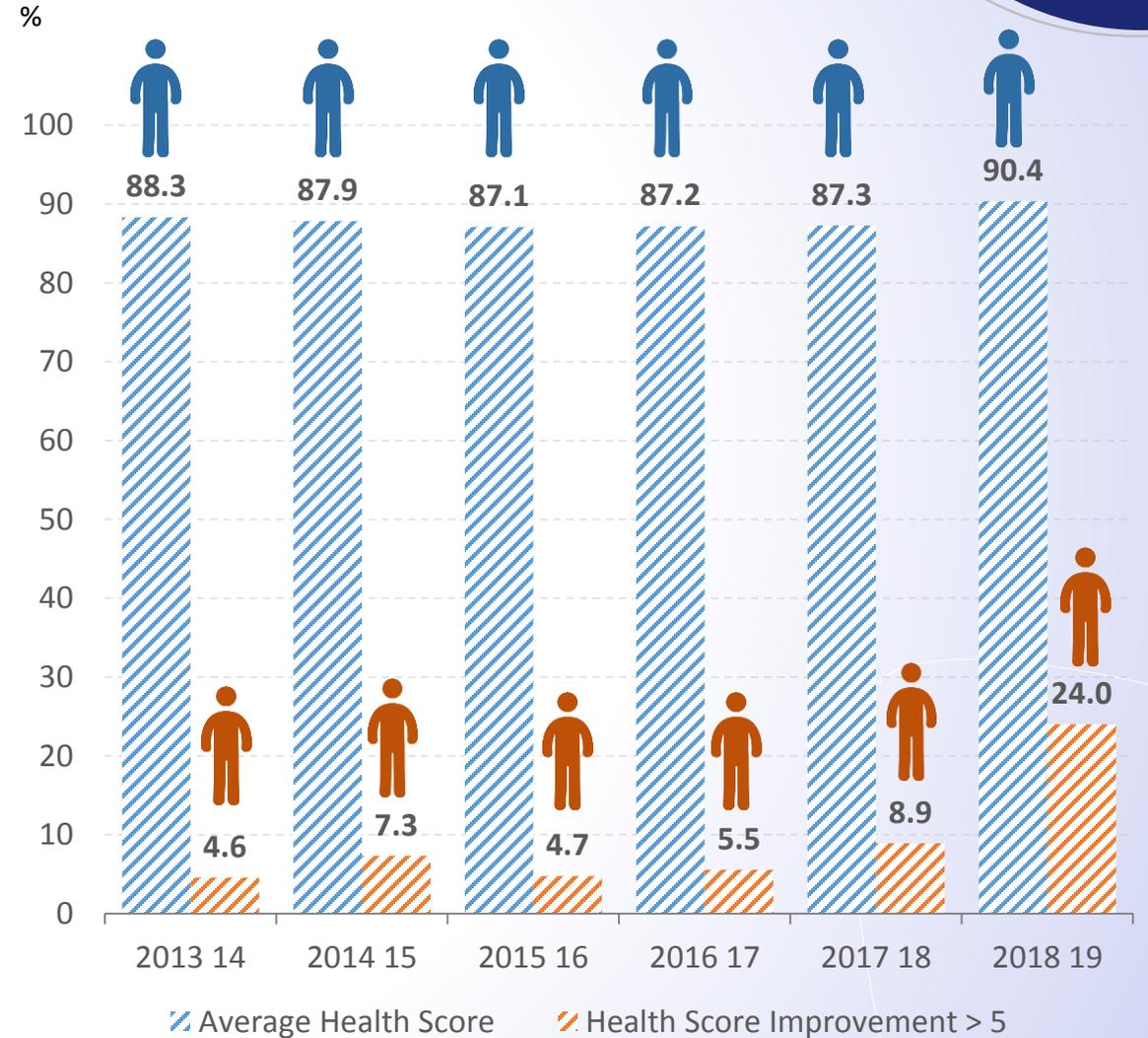
- Nutritional counselling
- Healthy Recipe competition
- Mass awareness through talk, kiosk, digital platform



# Periodic Medical Examination & Health Score

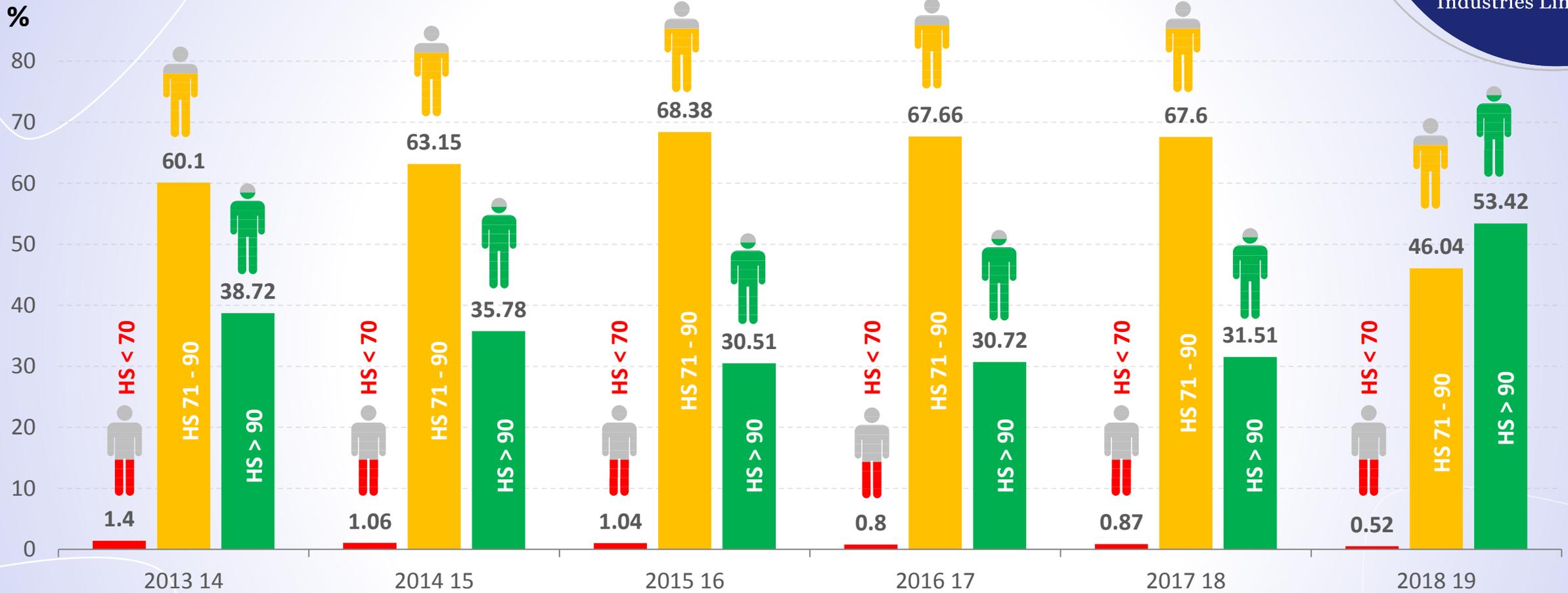


\*More number of Employees during project



\*Average Reliance Health Score is 89.2.%

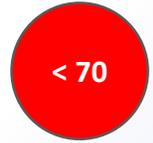
# Health Index



*Needs Regular Health Checkup*



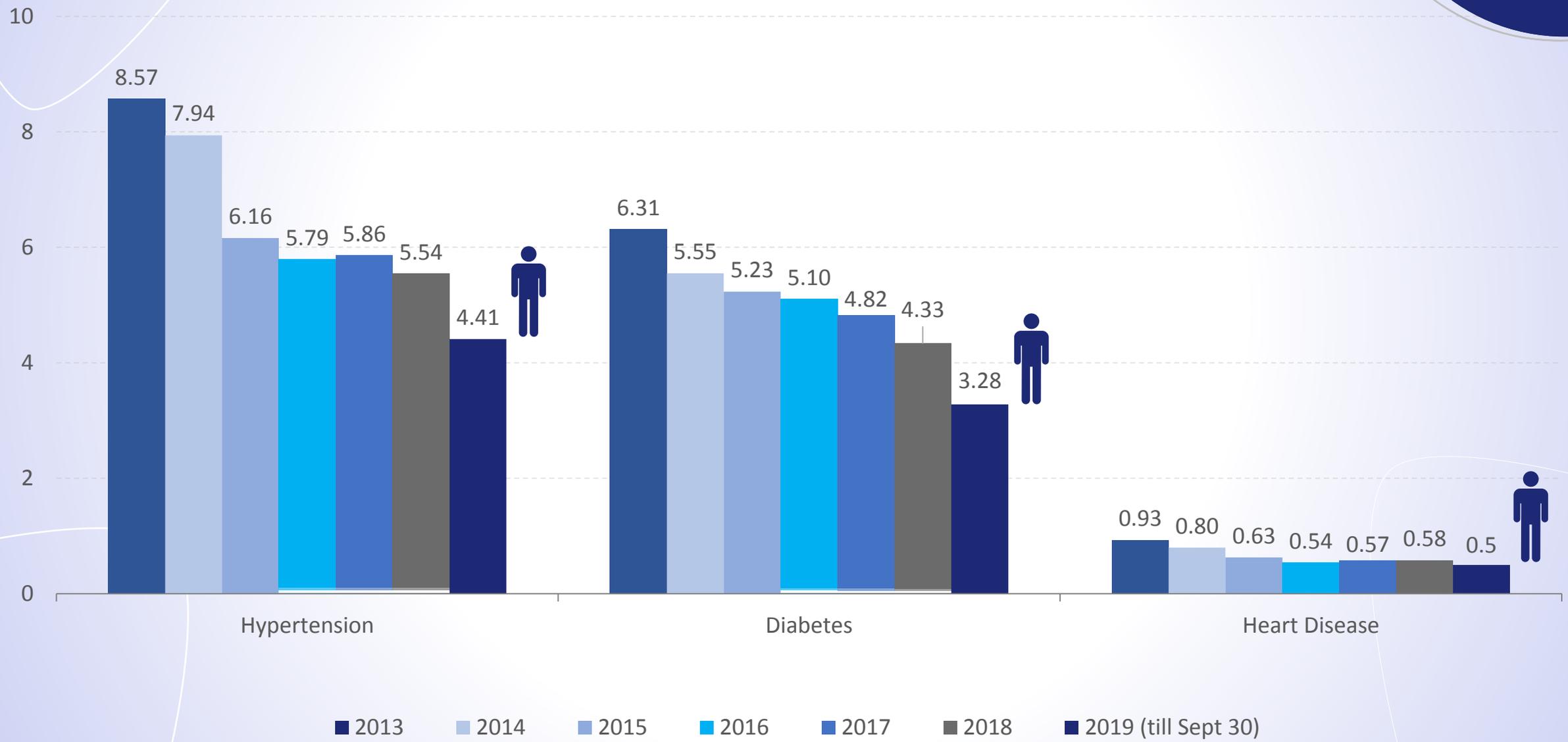
*Needs Periodic follow-up & Regular Health Check Up*



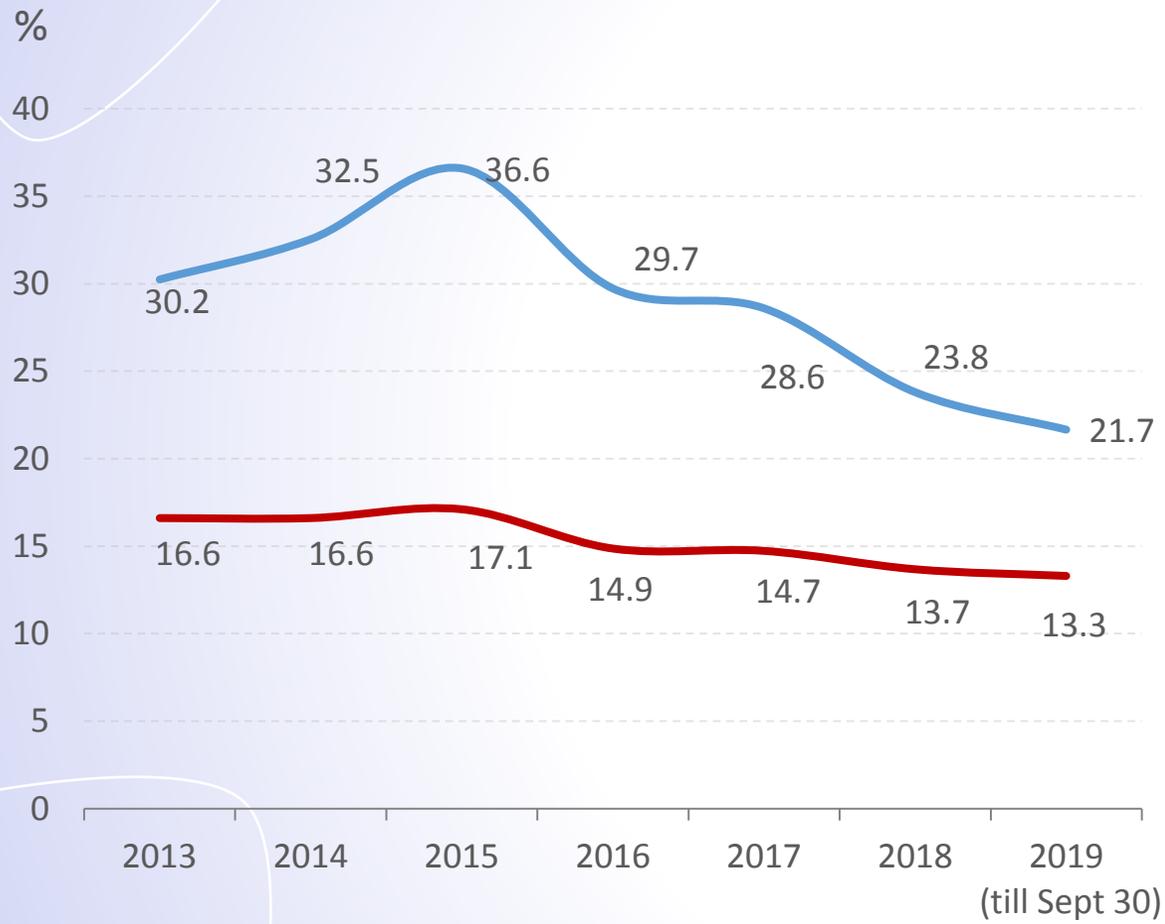
*Needs focused attention by CMO & Regular Health Check-up*

**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)



# Dyslipidemia



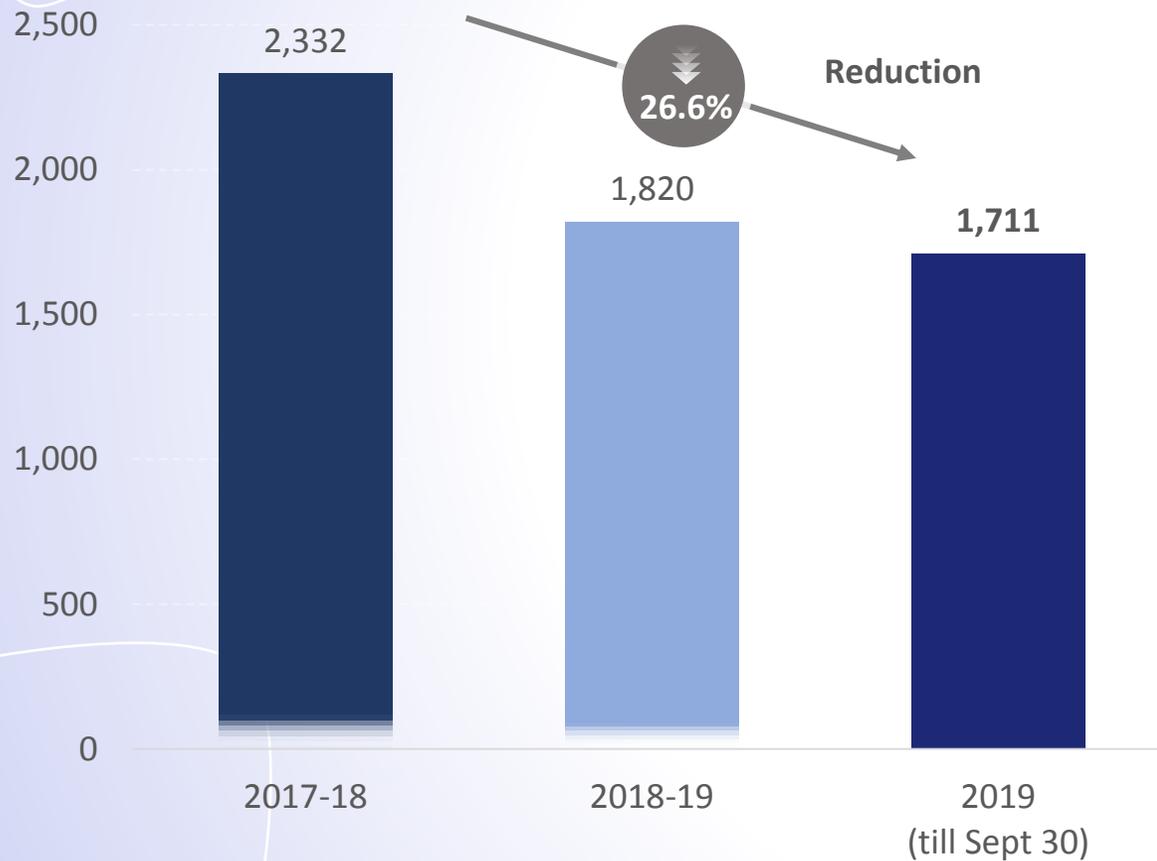
— Cholesterol — Cholesterol & Triglyceride



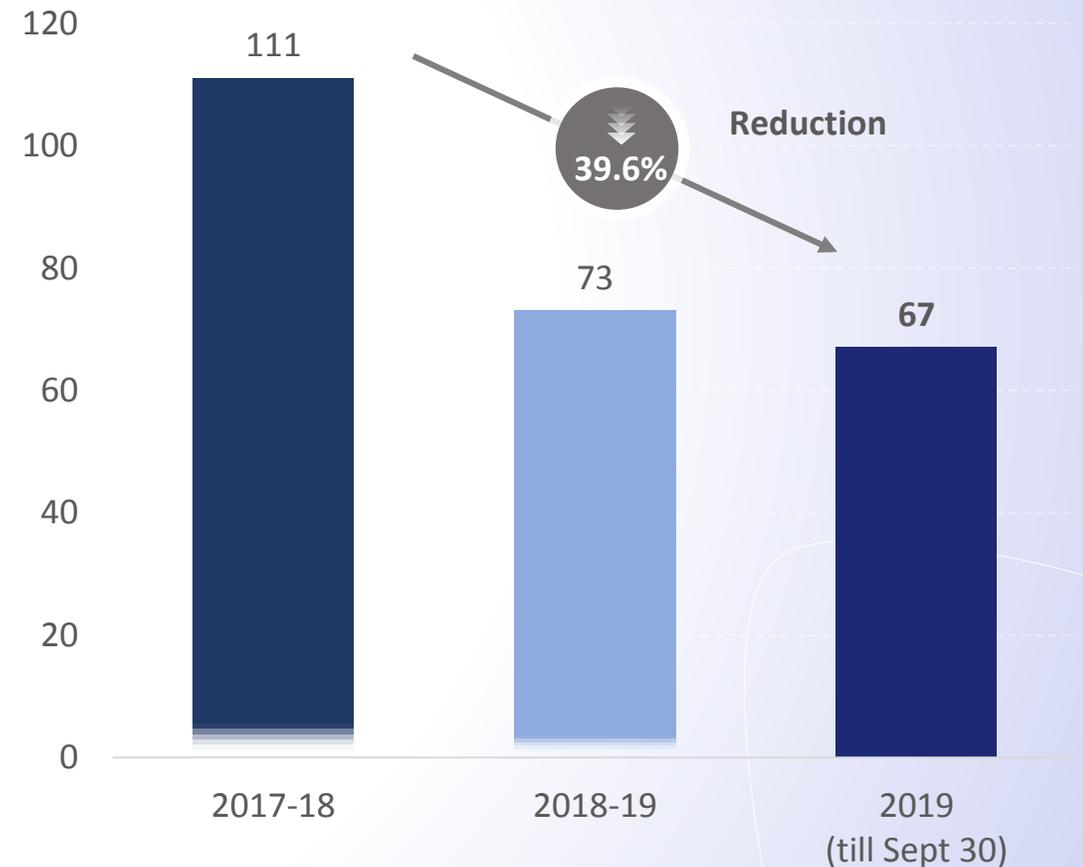
■ HDL > 40 mg/dl

# Diabetes Control Mission

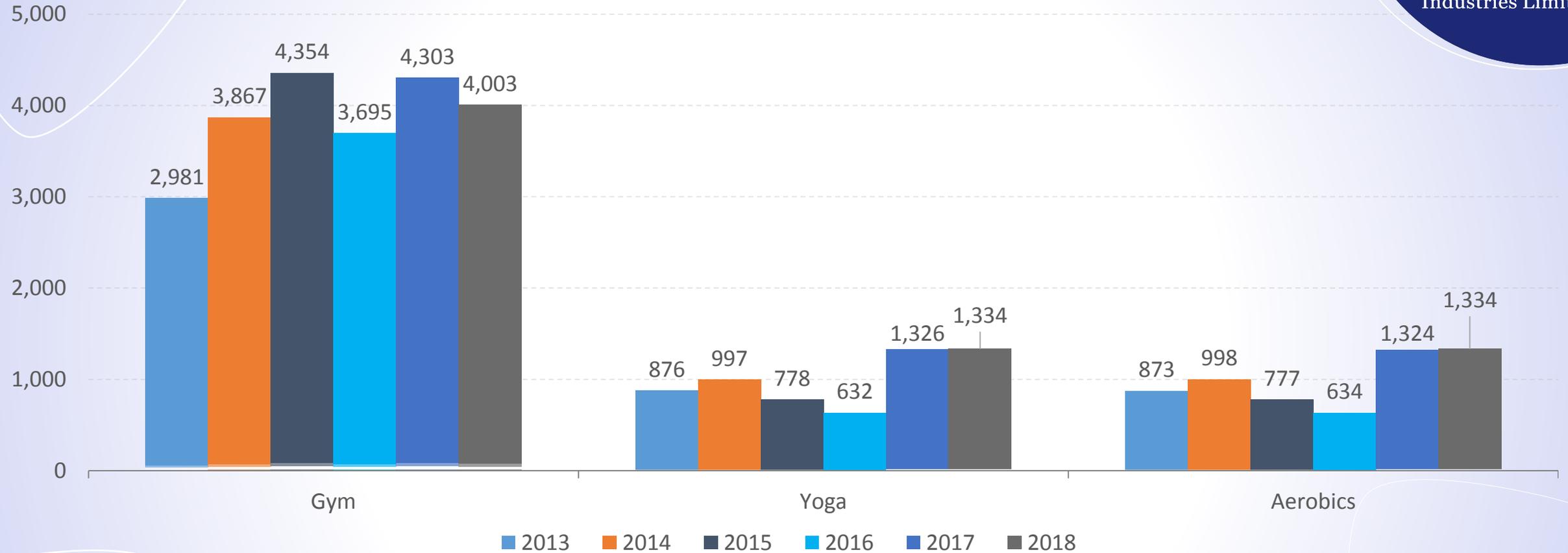
### % Pre Diabetics Conversion to Normal



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



# Fitness Centre Enrollment



Yoga



Table Tennis



Swimming



Cricket



Zumba



# No Smoking Zone



*All manufacturing sites are declared as No Smoking Zones as a part of wellness initiatives.*

# Fat to Fit

Reduction in BMI>28



**71/1250 (5.7%)** has reduced BMI to  $\geq 2$  points



# Health Awards



# Participation



# 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

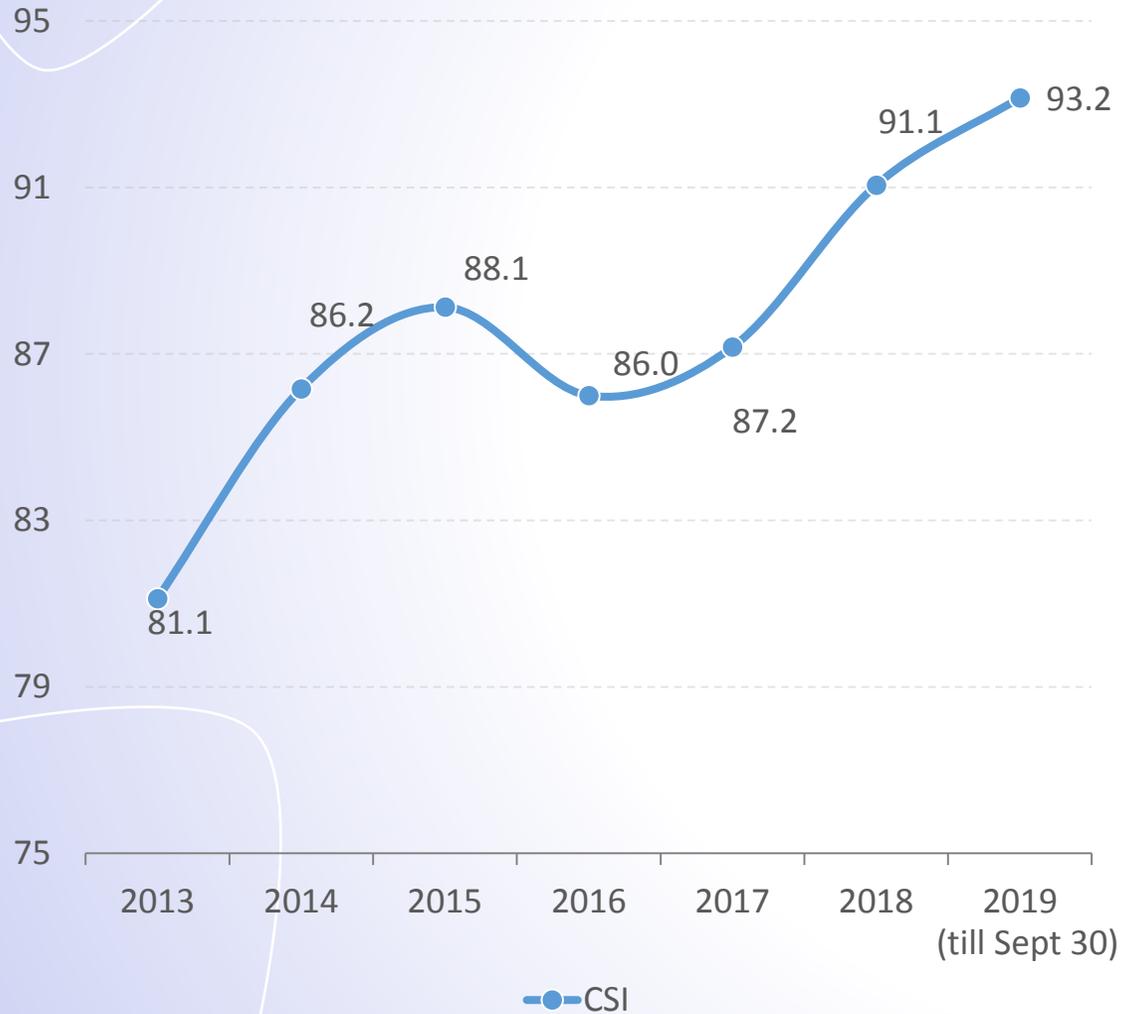
- Emergency Training
- Basic Life Support
- Advance Cardiac Life Support
- Advance Trauma Life Support

## Employees

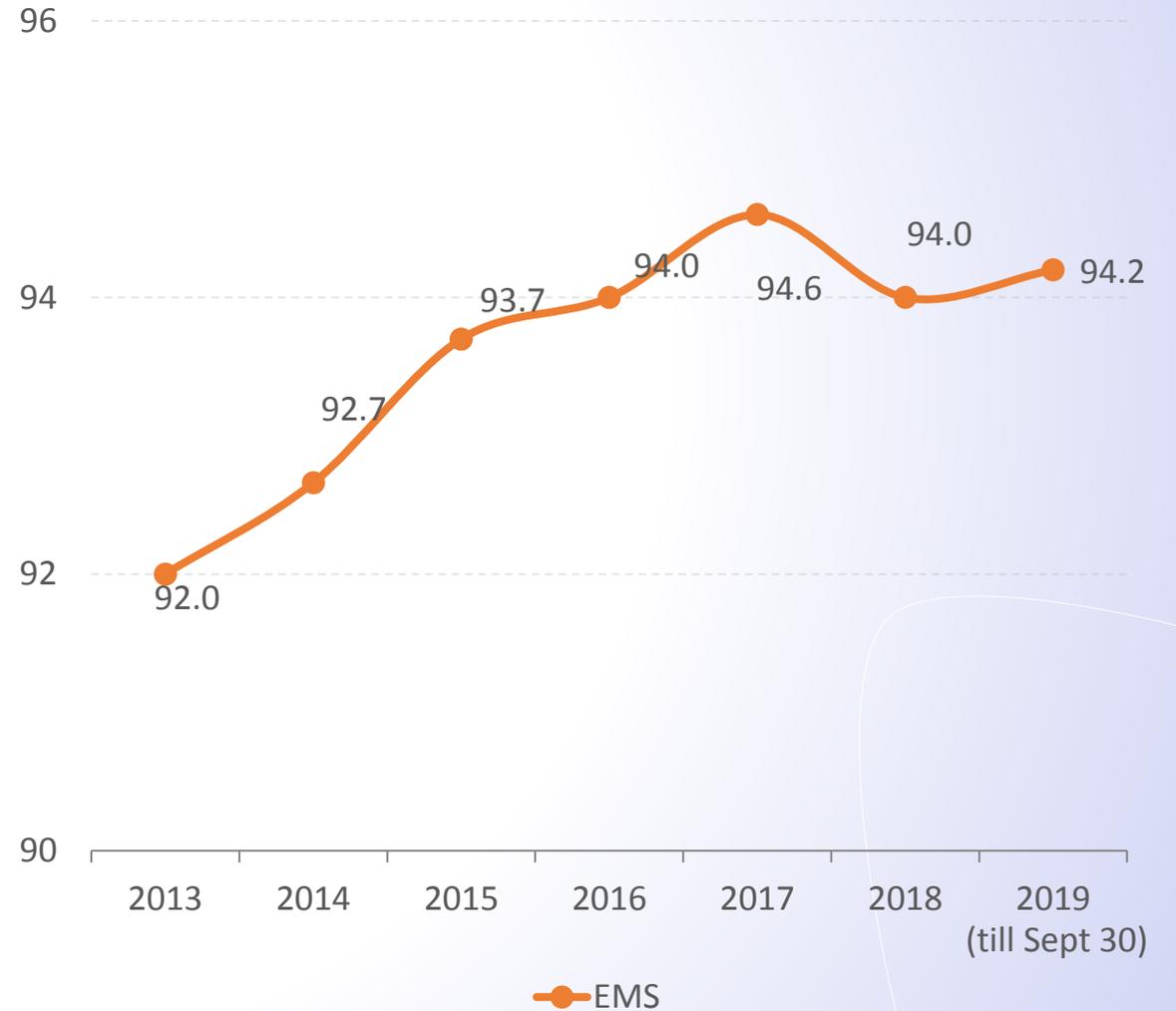
- First Aid
- Hearing Conservation Program,
- Hazardous Chemical Awareness program
- Ergonomics
- Lifestyle Awareness Program
- Mental Health Program



# Customer Satisfaction Index



# Emergency Management System Scoring





# 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 sedentarity : 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

**JioHealthHub**

**Don't Neglect your Health...**

Book Tests | Consult Doctors | Manage Reports | Read Articles

Immediate and automatic access to Reliance Medical Services Reports and Consultations!

To download now Search "JioHealthHub" on Google Play | App Store

Or scan QR code

Also available on JioPhone

# 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

# 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)



**NABL**  
CERTIFICATION



**Joint Commission**  
INTERNATIONAL

- ✓ 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

# Communication to Employees and Family Members



Reliance Manufacturing

## Leadership Excellence Newsletter

ISSUE 26

### Excellence in Occupational Health & Wellness

EDITORIAL BOARD: Josephine Illig, MA Baliga, Himanshu Deyal, Arunash Shrivastava, Anshul Bhargava, Archana Krashtkar

"Health is a state of complete physical, mental and social well-being, and not merely the absence of disease or infirmity."  
- World Health Organization

<p><b>INSIDE THIS ISSUE</b></p> <ul style="list-style-type: none"> <li>From the Editorial Board 2</li> <li>Occupational Health, Safety &amp; Environment Health Care 2</li> <li>Digital Health 7</li> <li>Healthy Wellness - A Way of Life CASI 8</li> <li>Occupational Health Hazards of Shift Work 12</li> </ul>	<ul style="list-style-type: none"> <li>Motivated Employees for a Healthy Workplace 13</li> <li>Rev. Rev. From the Past 17</li> <li>Self-Defense from Ast 27</li> <li>Leadership Concepts of Gandhi 18</li> <li>Reliance Ties 54/20 Years 21</li> <li>Health Check Check 24</li> <li>How to Use AED 26</li> <li>Insurance 27</li> <li>Strength 28</li> <li>Work Life Balance 31</li> <li>Let Us Know 32</li> </ul>
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# Corporate Social Responsibility

*Touching millions of lives*

## 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

# RIL JMD – Embracing the Ecology

- 👉 “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



Certification  
2017-19



**Golden Peacock Awards®**  
For Occupational  
Health & Safety



Runner Up  
Award 2013



Special mention  
award 2016

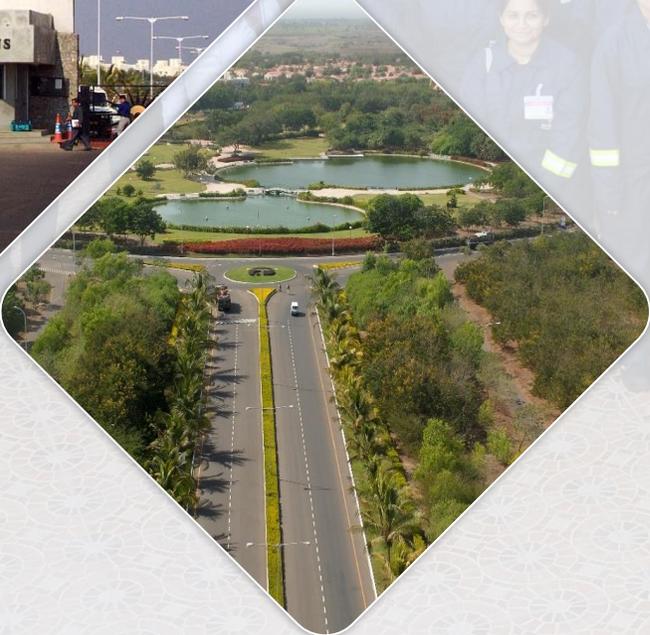


Platinum rated IGBC  
award for Jamnagar  
township



*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**