



# **Global Healthy Workplace Awards - 2021**

## **Reliance Industries Limited**

**Dr. Nikunj Desai & Ms. Aarti Jhington**  
Reliance Industries Limited

# Reliance Industries

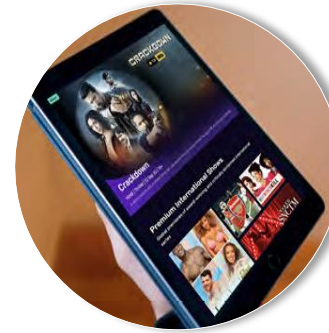
## Business Verticals



Retail



Digital  
Services



Media and  
Entertainment



Oil to  
Chemicals



Oil and  
Gas E&P

## People & Culture

### Sustainability at the Core

Environment  
**2.3+ crore**

Saplings planted  
till date

People  
**₹ 14,817 cr**

Total spend on  
employee benefits



Corporate Social Responsibility  
**₹1,140 crore**

CSR expenditure during the year

**6,400 ha**

Rainwater harvesting  
capacity created  
since inception

**>65,000**

Jobs generated

**4.5+ crore**

Served people in over 44,700 Indian  
villages since inception



**2,36,334**

employee number

### Value Drivers for RIL

Innovation and R&D



**137**

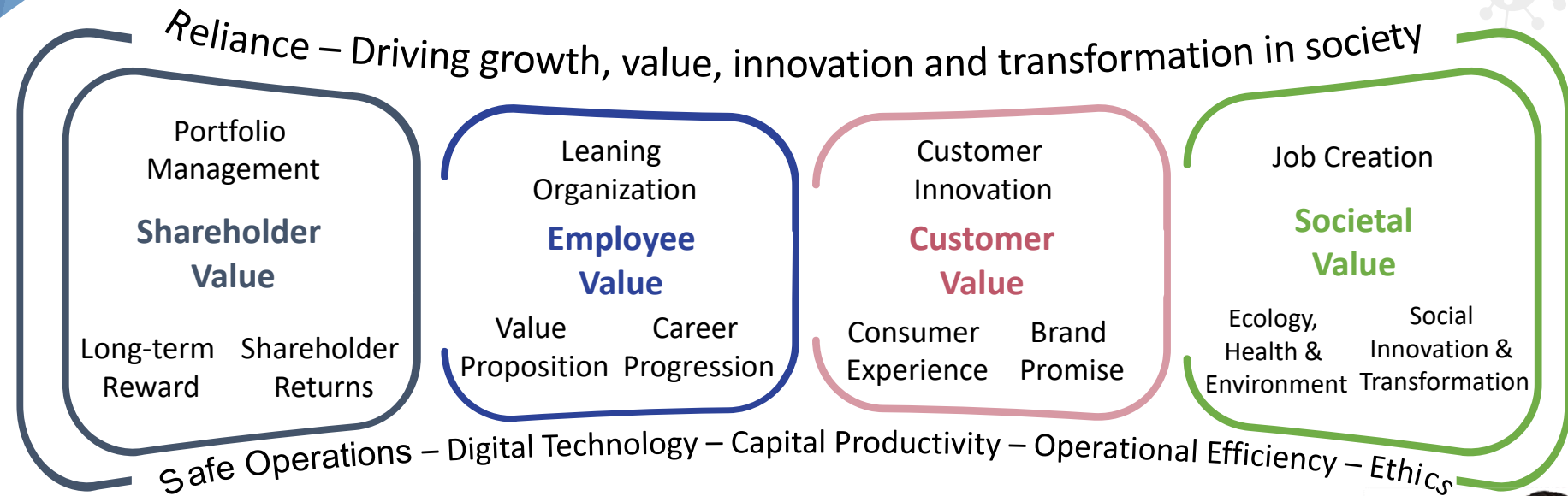
Patent applications granted during  
the year



**900+**

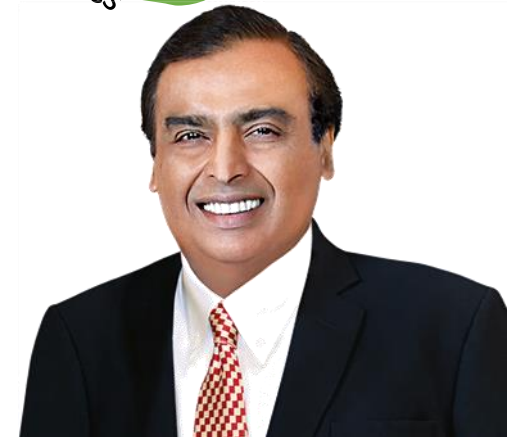
Researchers & scientists

# Health, Safety & Environment Policy (HSE) Policy

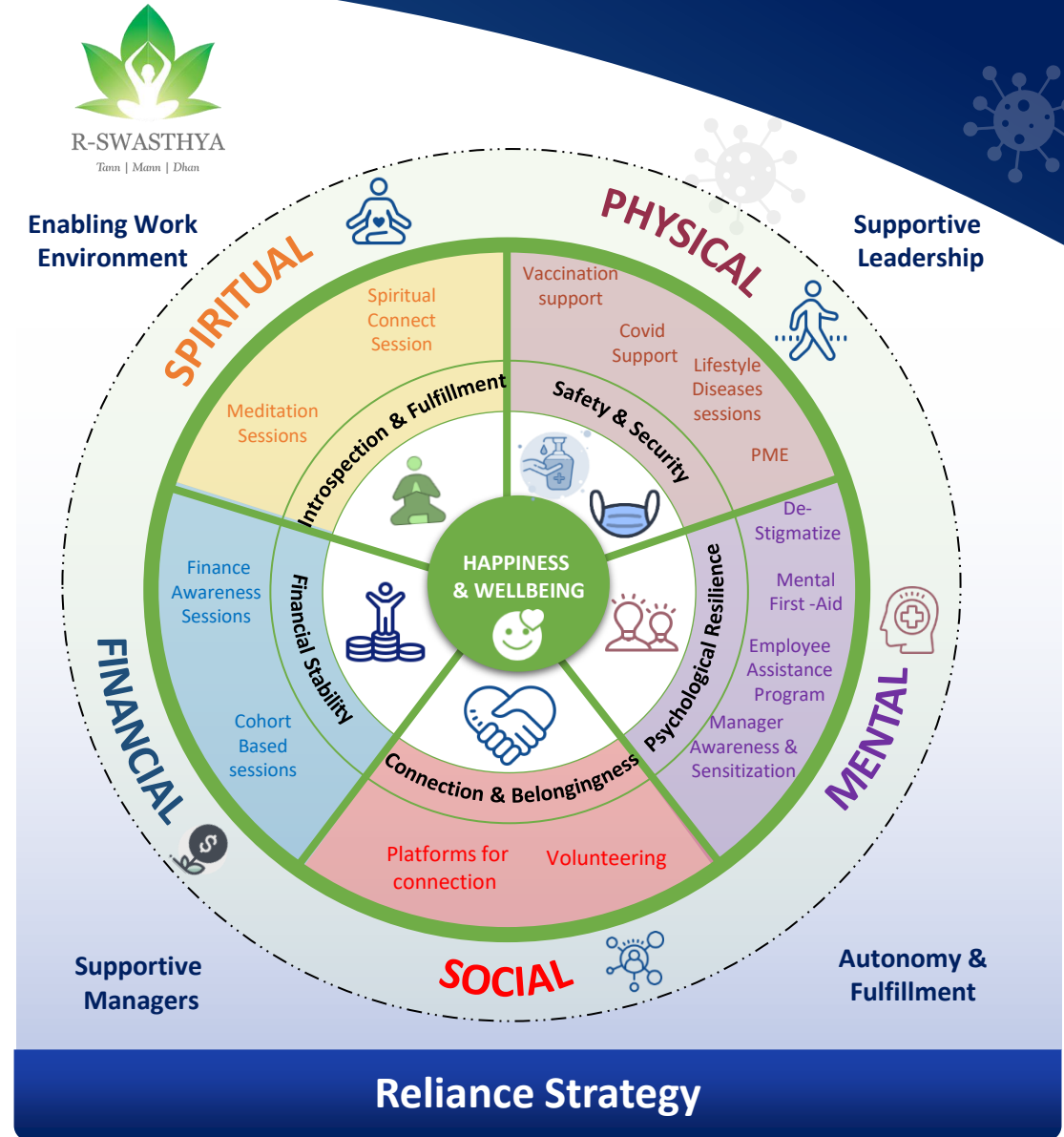
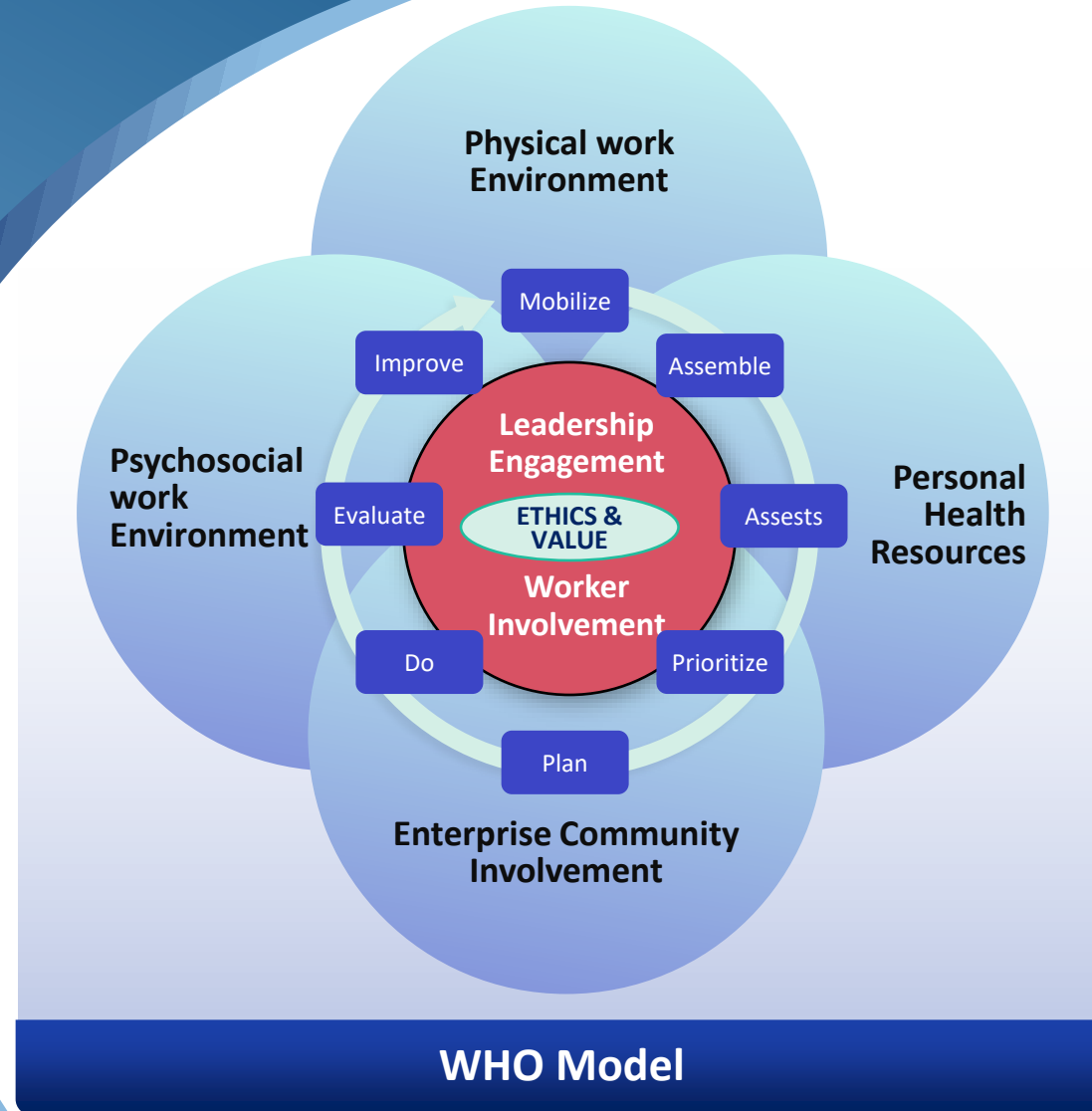


*“To make Reliance the world’s most healthy company, protecting, promoting, enhancing employee health and wellbeing; providing outstanding health services and operating an exemplary HSE management system in all sites, services and offices of the enterprise, improving productivity and reducing health care costs; and with our results, inspiring our customers & partners”, is an endorsement of healthy workplace strategy at the highest level.*

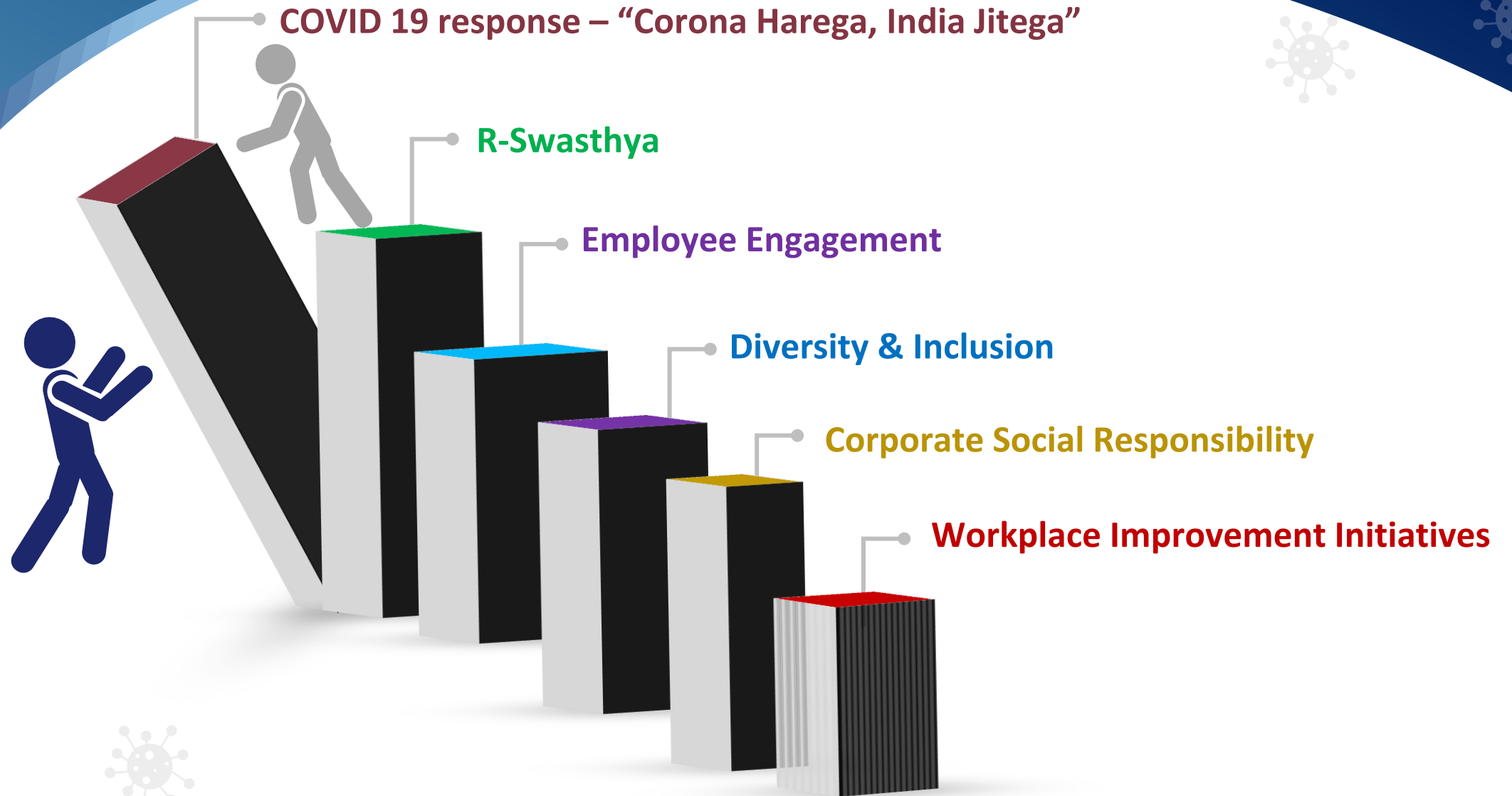
**– Shri Mukesh D Ambani, Chairman & Managing Director**



# Foundation for Sustainable Growth



# Content





# COVID 19 response – “Corona Harega, India Jitega”



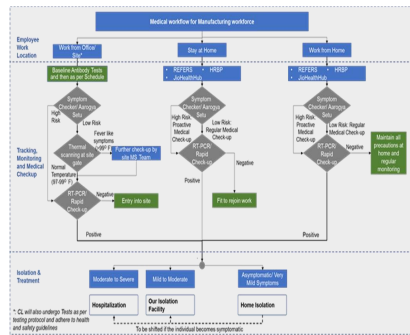
## 1. Risk Reduction



## 2. Infrastructure



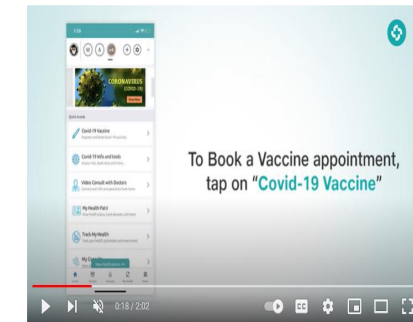
## 3. Communication



## 4. Medical assurance

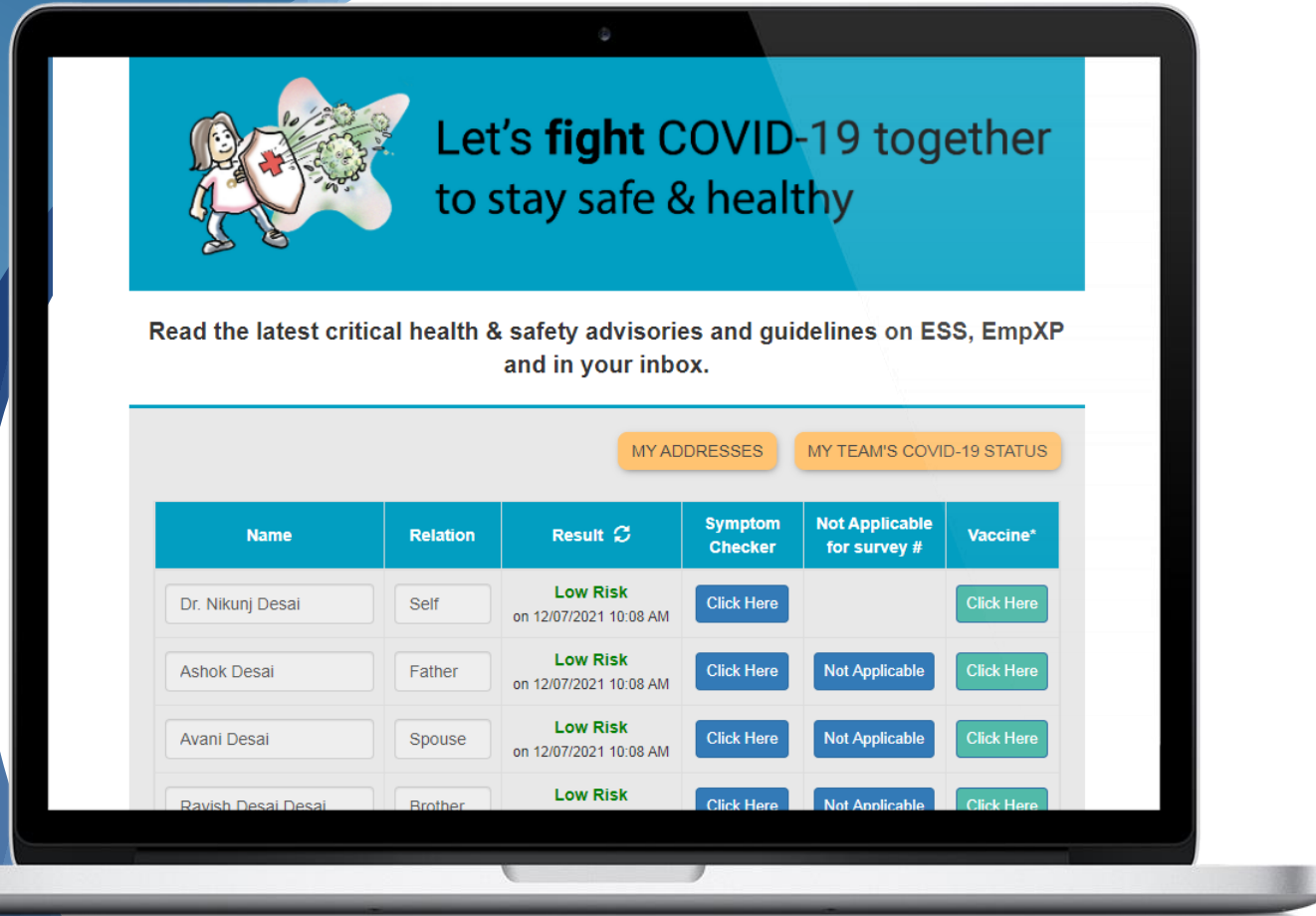


## 5. Vaccination for employees and family members



## 6. Digital Health & Tracking

# 1. Risk Reduction



**Screening:** Daily temperature check with non-contact thermometer, Separate OPD for cough/ cold/ fever symptoms.

**Symptom checker:** Online questionnaire to be filled by employee daily.

**Testing:** Robust testing modalities were adopted for workforce wellbeing in collaboration with Reliance Life Science Labs to maximize testing capacity.

**COVID pass:** Authenticator like thermal sensor was installed across organization.

**AI** Based daily **COVID 19** symptom checker with tiered risk levels for timely medical intervention

## 2. Infrastructure (1/2)



Location	No. of Beds
Jamnagar	637
Patalganga	260
Nagothane	220
Hariza	158
RCP	121
Silvassa	115
Dahej	103
Vadodara	53
Kakinada	12
Shahdol	8
Total	1687

**Reliance developed COVID care centers across organization.**





**REFERS**  
(Reliance Employee & Family Emergency Response Service)

REFERS is a unique service for all RIL employees and their families. Enabled through a universal hotline (**022-44774477**), REFERS provides suitable response for a multitude of incidents/ emergencies/ unforeseen events

**EMERGENCY**

Reach REFERS on any emergencies / unforeseen events you face at:

Toll Free Number: **1800 103 9009**  
Land Line: **022-4477 4477/ 022-7967 4477/ 022-2977 6776/77**

 /RelianceGCS

We have strengthened existing emergency helpline named **‘REFERS’** (Reliance Employee & Family Emergency Response Services) to offer 24x7 assistance in case of any medical accident, fire and security exigencies for our employees and their family members.

**Home Care Cell (HCC)** was established to attend COVID 19 related queries redirected by REFERS. HCC attended more than 2 lakhs call so far and provided resolution to employees and their family members under home isolation. HCC now attend and cater to post COVID follow ups as well.



# 3. Communication



Posters developed for areas like entry points, hallways, parking areas, canteens, washrooms, meeting rooms & other high contact areas.

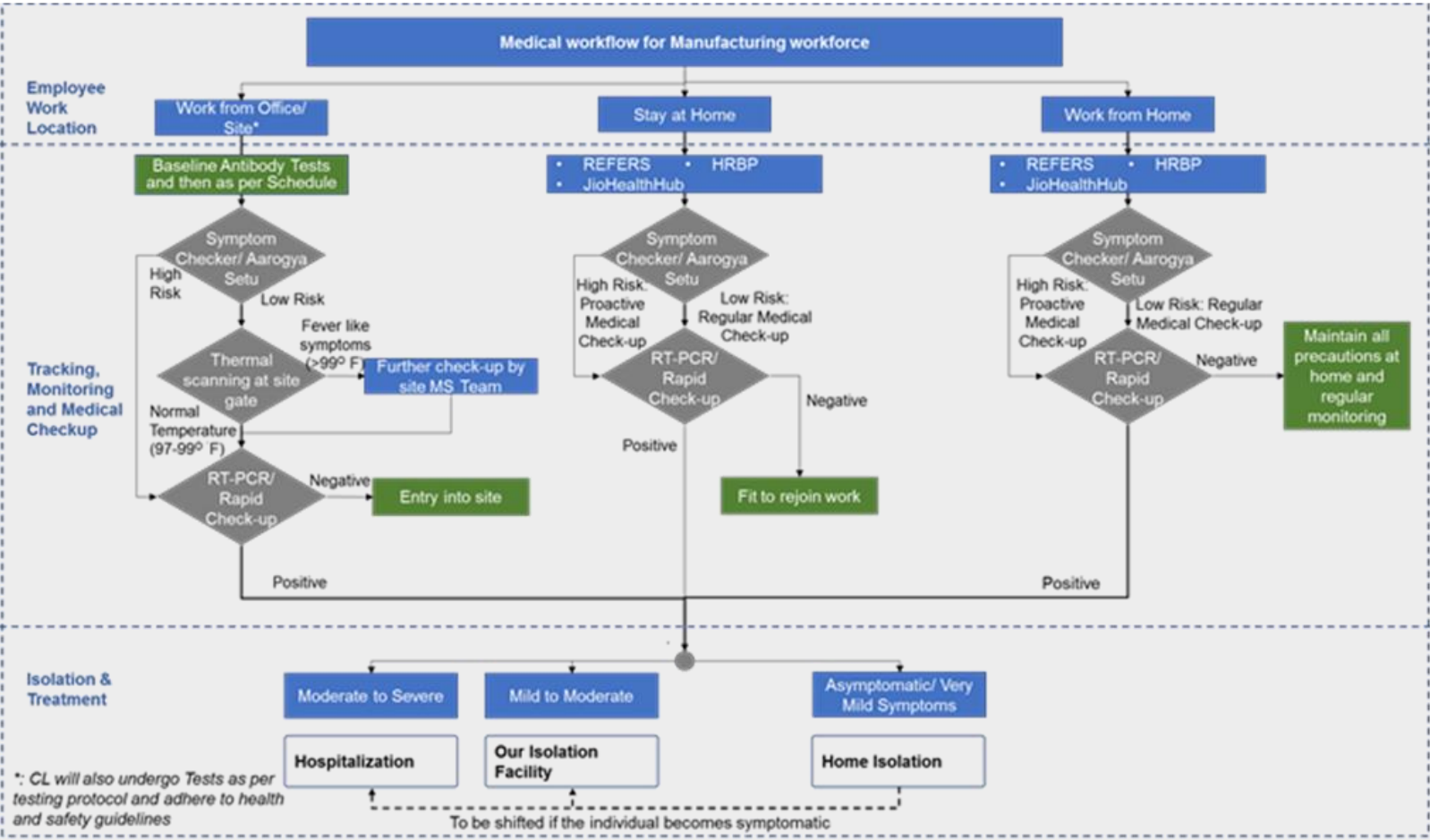
## Travel Advisory

In place since 18th March 2020 ,  
Work From Home operationalized across  
Reliance from 18th March 2020  
(first advisory on 31st January,2020)

## Social Distancing

Being adhered to in all places, all sites,  
townships & offices under strict lockdown, Materials  
entering sites and townships fumigated, All work  
locations sanitized every 3 hours

# 4. Medical Assurance



## Medical

**Assurance for Reliance's workforce and their families:**  
A holistic approach was taken to cater the workforce and families working from office/site, staying at home or working from home



# 5. Vaccination – For Employees and Family Members



## A Shot In The Arm

**RIL's** vaccination drive to include co staff and their family members, retired employees, partners like Google and BP, significant investors

**RIL tying up with cold storage chains**, held early talks with AstraZeneca, Gamaleya as part of community vaccination plans

The move is part of a broader strategy to deliver **medical services digitally**



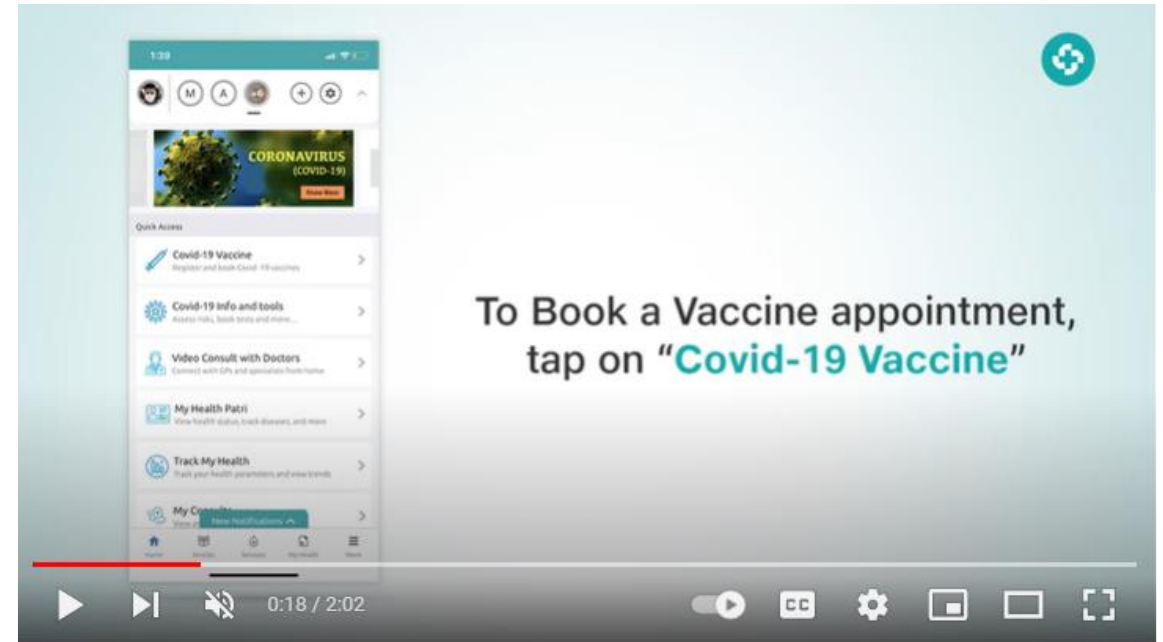
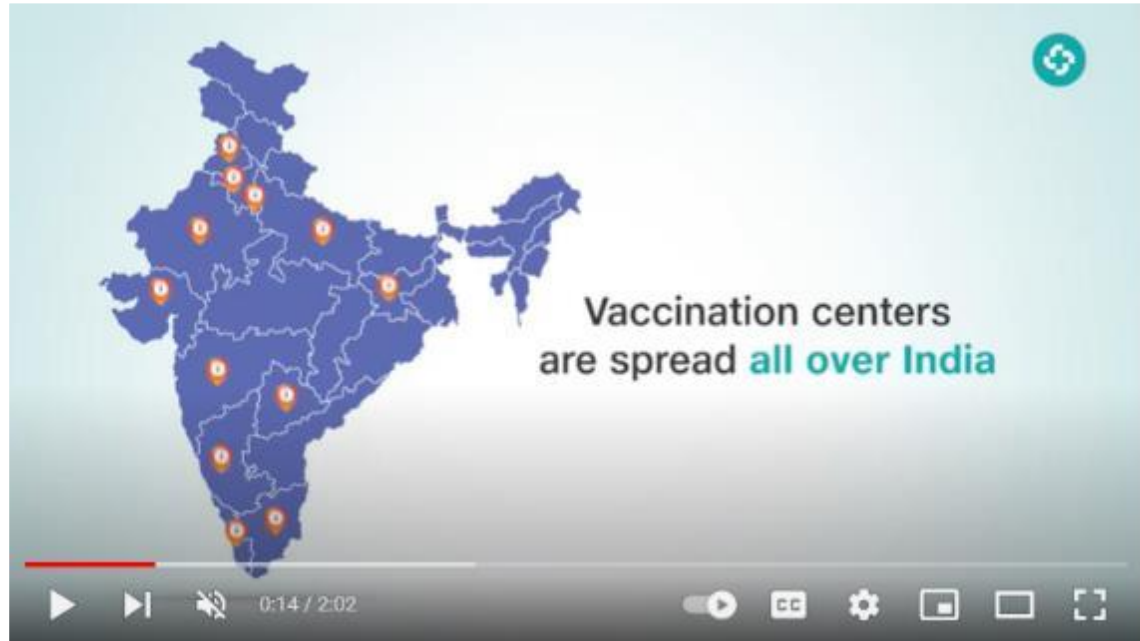
## Vaccination

Across organization, vaccination for all employees and eligible family members is commenced and running successfully. 96% employees and 85% family members are fully vaccinated, whereas the national average is 25%.





## 6. Digital health & Tracking (1/3)



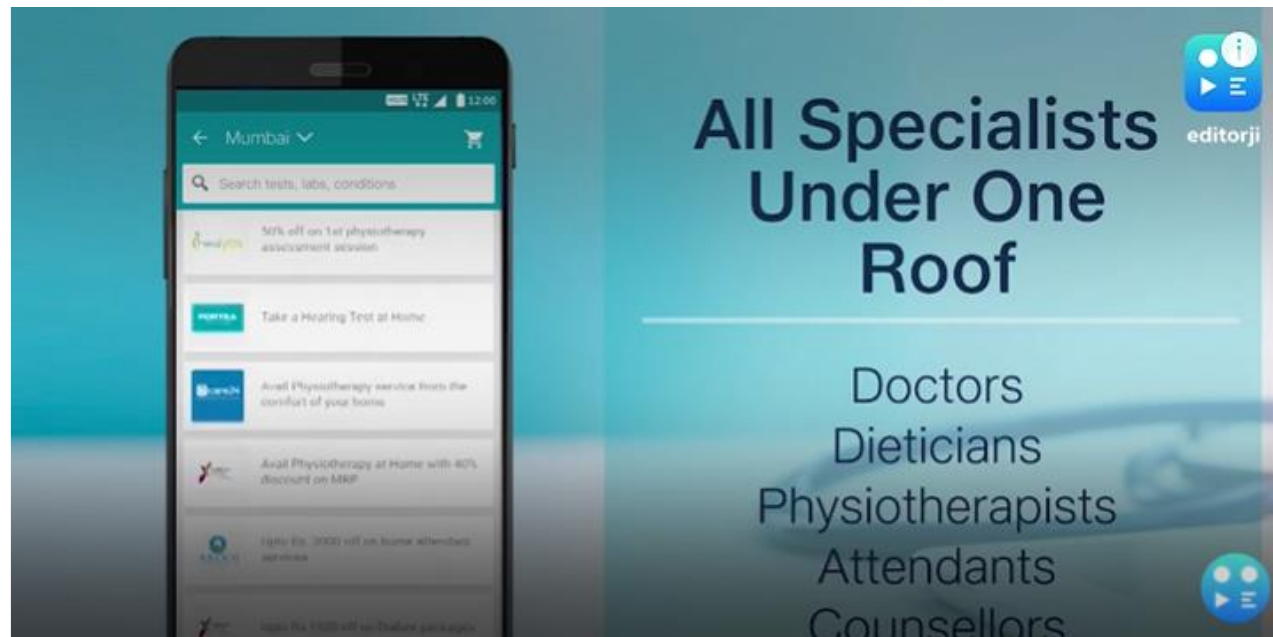
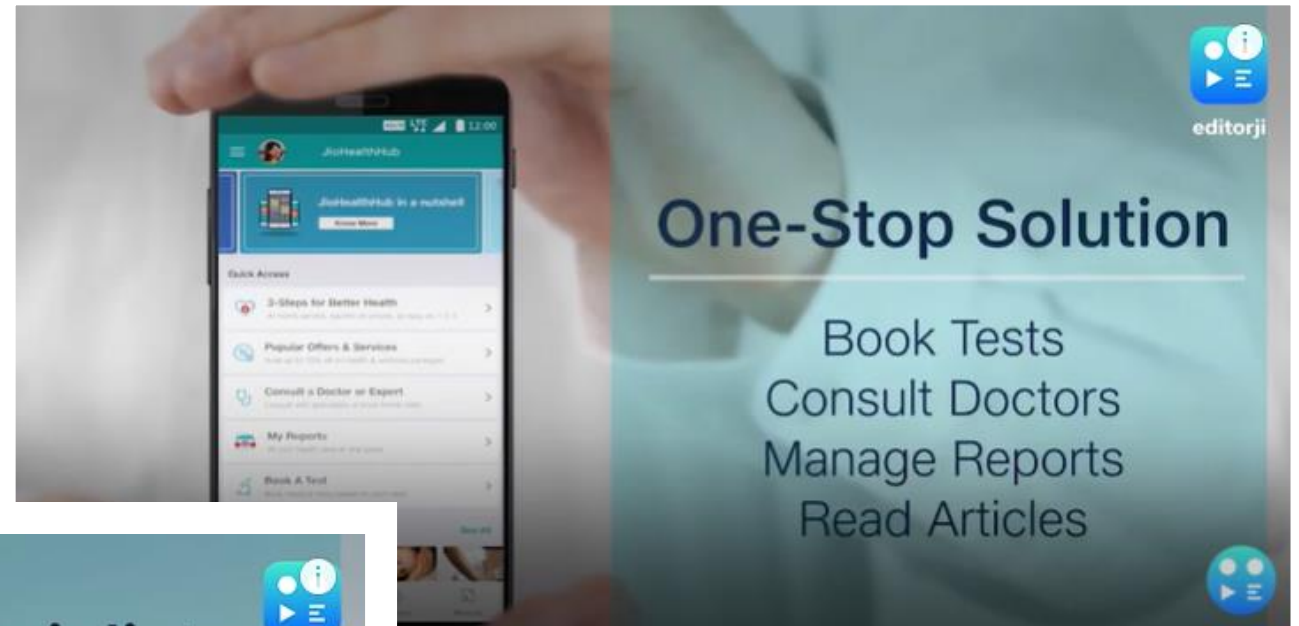
### Jio Health Hub:

- Tele consultation to address medical concerns of the employees and family members.
- Availability of Diagnostic reports

Across India, Reliance made vaccine available for their employees and family members with seamless process of booking slot.



# Digital health & Tracking (2/3)



**Jio Health Hub  
Teleconsultation Layout**

# Digital health & Tracking (3/3)

Business Wise Vaccination Status															
Business Group	Scope	% Registered on JHH	Self			Scope	% Registered on JHH	Family			Scope	% Registered on JHH	Grand Total		
			Not Vaccinated	Dose 1 %	Dose 2 %			Not Vaccinated	Dose 1 %	Dose 2 %			Not Vaccinated	Dose 1 %	Dose 2 %
Hydrocarbon	26,706	100%	762	97%	95%	78,359	72%	29,840	62%	60%	105,065	79%	30,602	71%	69%
Jio	79,191	96%	3,405	96%	77%	182,761	72%	88,969	51%	39%	261,952	79%	92,374	65%	50%
Media	6,831	99%	223	97%	88%	15,701	72%	6,646	58%	49%	22,532	80%	6,869	70%	61%
Other Businesses	6,518	93%	2,151	67%	70%	14,552	56%	7,705	47%	40%	21,070	67%	9,856	53%	49%
Retail	158,144	97%	4,415	97%	89%	358,454	76%	170,712	52%	35%	516,598	83%	175,127	66%	52%
Grand Total	277,390	97%	10,956	96%	86%	649,827	74%	303,872	53%	40%	927,217	81%	314,828	66%	53%

**Tracking:** Cutting edge tracking technology were developed to track COVID 19 cases across organization and displayed in via dashboard.

Later vaccination dashboard were also been developed to track vaccination progress across organization.

# R-Swasthya (1/5)

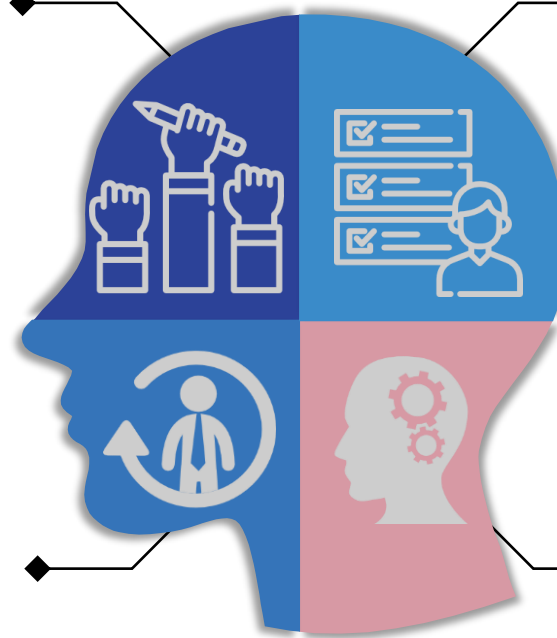


R-SWASTHYA

Tann | Mann | Dhan

**R-Swasthya** provides for preventive, curative and promotive aspects of not only the physical but emotional, mental, spiritual and financial aspects of wellness.

The wellness initiative of the organization to target holistic **wellbeing of** the workforce.

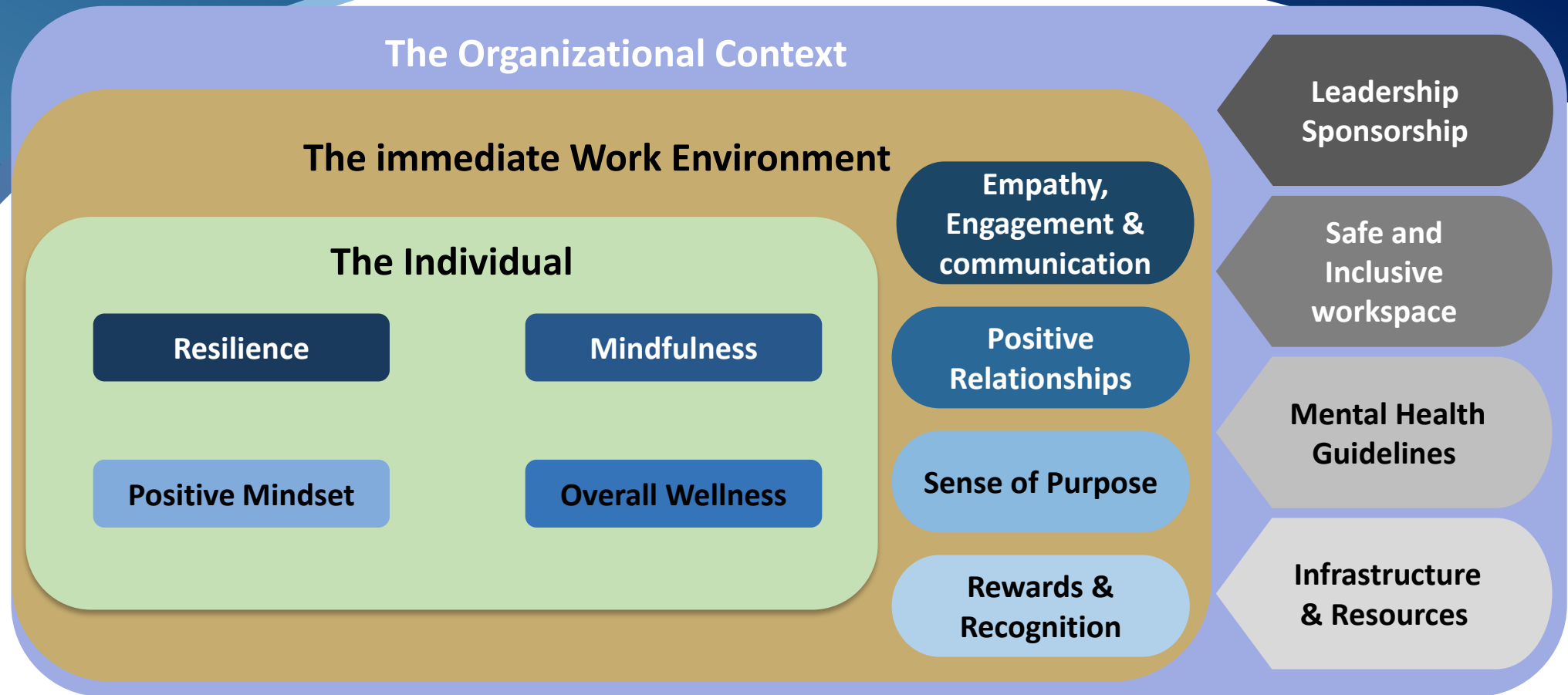


**Initiatives** are designed to educate employees about lifestyle modifications to prevent early cases and complications of chronic lifestyle disorders.

**COVID 19 pandemic** special attention was provided to the mental health and wellbeing of the employees and family members.



# R-Swasthya: Mental & Emotional Well-being (2/5)



**According to WHO, Mental health** is defined as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.

# R-Swasthya: Mental & Emotional Well-being (3/5)

- 24X7 Mental health helpline
- Online Cognitive behavioural therapy program
- 21 days of well-being initiative
- **People's manager guide:** A 38 pager e-guide for People managers to guide their teams on Mental Wellbeing.



# R-Swasthya: Physical Well-being (4/5)

## • • Physical Wellbeing • •

Webinar on lifestyle disorders, Diabetes Control Mission, BMI reduction program, COVID precautions, Immunity booster etc.

Online Yoga Sessions, meditation sessions, pranayama Videos, My voice Group discussion and employee engagement, “Gratitude & Hope”, Reliance Family Day celebration by series of virtual sessions/webinars.



# R-Swasthya: Employee Participation (5/5)



## 8- SESSION Online Resilience Program

We need self-care when life gets hard.  
Learn to cope with stress and become  
more resilient.

The entire world is undergoing a crisis,  
yet you have continued to serve people.  
...

SIGN UP  
SO WE CAN SERVE YOU TOO



For the first time in India, introducing a Therapist aided **Online Cognitive Behavioral Therapy** Program.

Learn to cope with Stress and improve your Health and Wellbeing



8 Week Online Program

Rich and engaging 8-week program with  
mood and progress tracking accessible  
from the privacy of your home



Personal Coach

Assisted by a dedicate and trained  
therapist who will give one-on-one  
guidance via phone or video call



CBT Based Program

Built on evidence based Cognitive  
Behavioral Therapy (CBT), used worldwide  
to treat Stress, Anxiety and Depression



Built for India

Content and context specifically adapted  
and built for the Indian audience



## 21 DAYS OF WELL-BEING

It's never too late  
to join in for  
**Wellness**

Be a part of the 21-day wellness  
journey - an initiative by RIL for employees



R-Swasthya



@SwasthyaR



SwasthyaR

#RILSwasthya

## Type of program

## No. of beneficiaries

Physical & Financial wellbeing  
webinar

5657

Mental, Emotional & Spiritual  
wellbeing webinars

3869

R-world expert columns

30+



# Employee Engagement



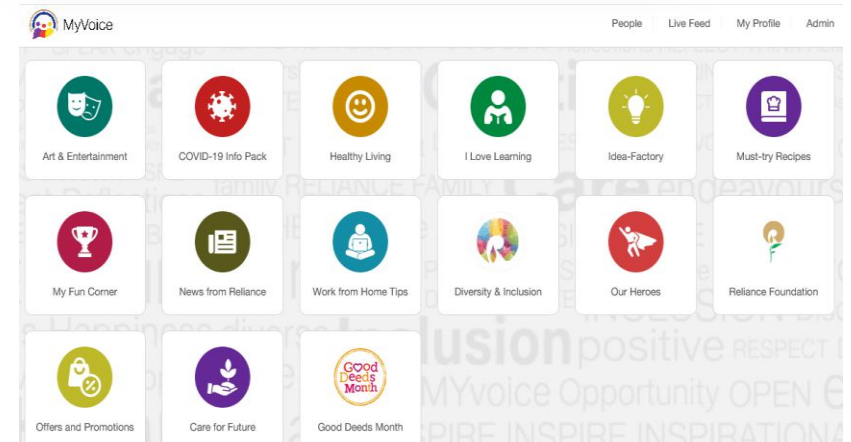
**Employee Check-in surveys:** Reliance transitioned to working from home for the first time in March 2020. To keep employees motivated and engaged, check-in surveys were launched to seek feedback on wellness and well-being, health & Safety, communication, work enablers.

**3 such check-ins have been launched (May 2020, Sept 2020 & Feb 2021).** Basis feedback, necessary actions including the below have been actioned upon:

- Sustaining the focus on health & well-being
- Strengthening communication through introduction new channels and customized content
- Increased focus on VILTs & skill-based trainings.



**MyVoice Community:** MyVoice is a virtual space for Reliance employees to gather and converse, co-create and connect, and be inspired by each other.



# Diversity and Inclusion (1/3)



**Ethical Governance:** We have established a policy on the prevention of sexual harassment at the workplace. This aligns with current legal mandates, the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.



**On-campus Emergency Helpline:** Unfortunate events in life can come calling at any time! At Reliance, employees can count on the On-campus Helpline for Emergencies while at the workplace.



**Self-defense Workshops:** Self-defense is a practical and handy way to protect oneself. Self-defense workshops for women colleagues are periodically organized on request in collaboration with the security team.



**Thoughtful Infrastructure:** Our infrastructure and facilities are designed to support and enhance the everyday life of employees with accessible parking spaces, ramps, swipe gates, signage, inclusive medical centers, and childcare facilities.

# Diversity and Inclusion (2/3)



## **Maternity Leave:**

ESS > Policies > Employee Policy Documents > Lifestyle Assistance > Leave



## **Prevention of Sexual Harassment Policy:**

ESS > Policies > Employee Policy Documents > Prevention of Sexual Harassment > Prevention of Sexual Harassment at Workplace. To see the list of members of Internal Complaints Committees in your location – Please [Click Here](#)



## **POSH E-Learning:**

Login to ESS > Scroll down to R-University > Browse Catalog > Subject Area-HR Academy > IR & Compliance > Creating a Respectful Workplace

**Maternity Benefit Initiatives:** We are enabling working mothers and mums-to-be to balance work and life effectively with specific benefits which include special leaves, assistance, designated parking, and New Mothers' Employee Resource Group.

# Diversity and Inclusion: R-Aadya (3/3)



Let's reinvent the role of women and unlock their full potential in nation building. This calls for a paradigm shift in our institutional and individual mindsets. With equal opportunities for women, we will be truly celebrating the Indian ethos of diversity and inclusive culture.

Nita M. Ambani | Chairperson, Reliance Foundation

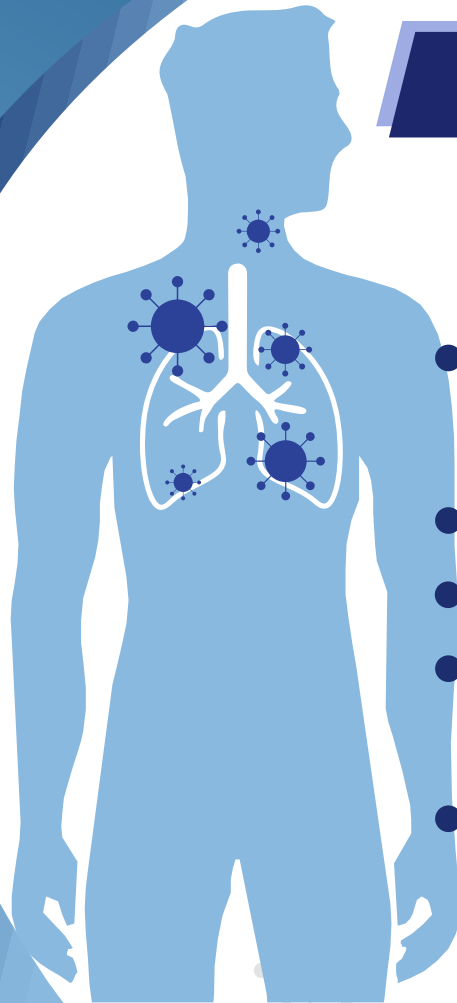


**R-Aadya - Connect, converse and collaborate**



# Corporate Social Responsibility (1/6)

## FIVE Missions to fight COVID 19



1

Mission Oxygen (Production and distribution of medical oxygen)



2

Mission COVID Infra (Building new hospitals, adding beds etc.)



3

Mission Anna Seva (Distributing food to the needy)



4

Mission Employee Care (Care & concern for Reliance Family)



5

Mission Vaccine Suraksha (Vaccination drive across organization)



# 1. Mission Oxygen (2/6)



- Reliance today produces 11% of India's medical grade oxygen, supplying to almost every one in ten patients free of cost to several states across India.
- This meets on an average; the medical oxygen needs of over 1 lakh people every day.

## 2. Mission COVID Infra (3/6)



- ◆◆◆ One of the Asia's largest hospital, Seven hills was re-equipped with 700 beds to treat COVID 19 patients and has treated 25,000 patients so far
- Fully equipped isolation facility in Lodhivali, Nagothane, and Jamnagar with total bed capacity of 1000+ including pediatric facility
- A 135-bed COVID quarantine facility was also set up in Surat
- Reliance Foundation supported the setting up of a quarantine ward for COVID-19 suspected patients at Spandan Holistic Mother-And-Child Care Hospital, Deonar, Chembur in Mumbai
- The service offers medicines and consumables, vitals monitoring devices, home disinfectants, video consultations with doctors, home nursing service and home sample collection.



### 3. Mission Anna Seva (4/6)



- ◆◆◆ —◆◆◆
  - Distributed 87 million free meals to marginalized communities, the largest meal distribution program by a Corporate Foundation
  - The beneficiaries of the program, include daily wage earners, slum dwellers, urban service provides, factory workers and residents of old-age home and orphanages



## 4. Mission Employee Care (5/6)



- No jobs, salaries, or bonuses were cut due to COVID-19; in fact, added more than 65,000 new jobs during the pandemic
- Special COVID-19 leave on self-reported basis for complete physical and mental health recovery
- Payment of salary for the next five years to family members of employees who succumbed to COVID-19; full payment of their children's education in India till graduation; and continuity of medical coverage to the family for life
- A lump-sum amount of Rs 1 million to be given to families of off-roll workforce members who succumbed to COVID-19



## 5. Mission Vaccine Suraksha (6/6)



- ◆◆◆ —◆◆◆
- Reliance Foundation provided 2.5 lakh COVID-19 vaccine doses free to the Kerala government
- Reliance Foundation in coordination with Municipal Corporation of Greater Mumbai provided 3 lakh free COVID-19 vaccines for Mumbai's underprivileged communities

# Workplace Improvement Initiatives (1/2)

## CASHE Journey since 2003

1

Eliminate the exposure of Health hazards at workplace

2

Prevention of Occupational Diseases

3

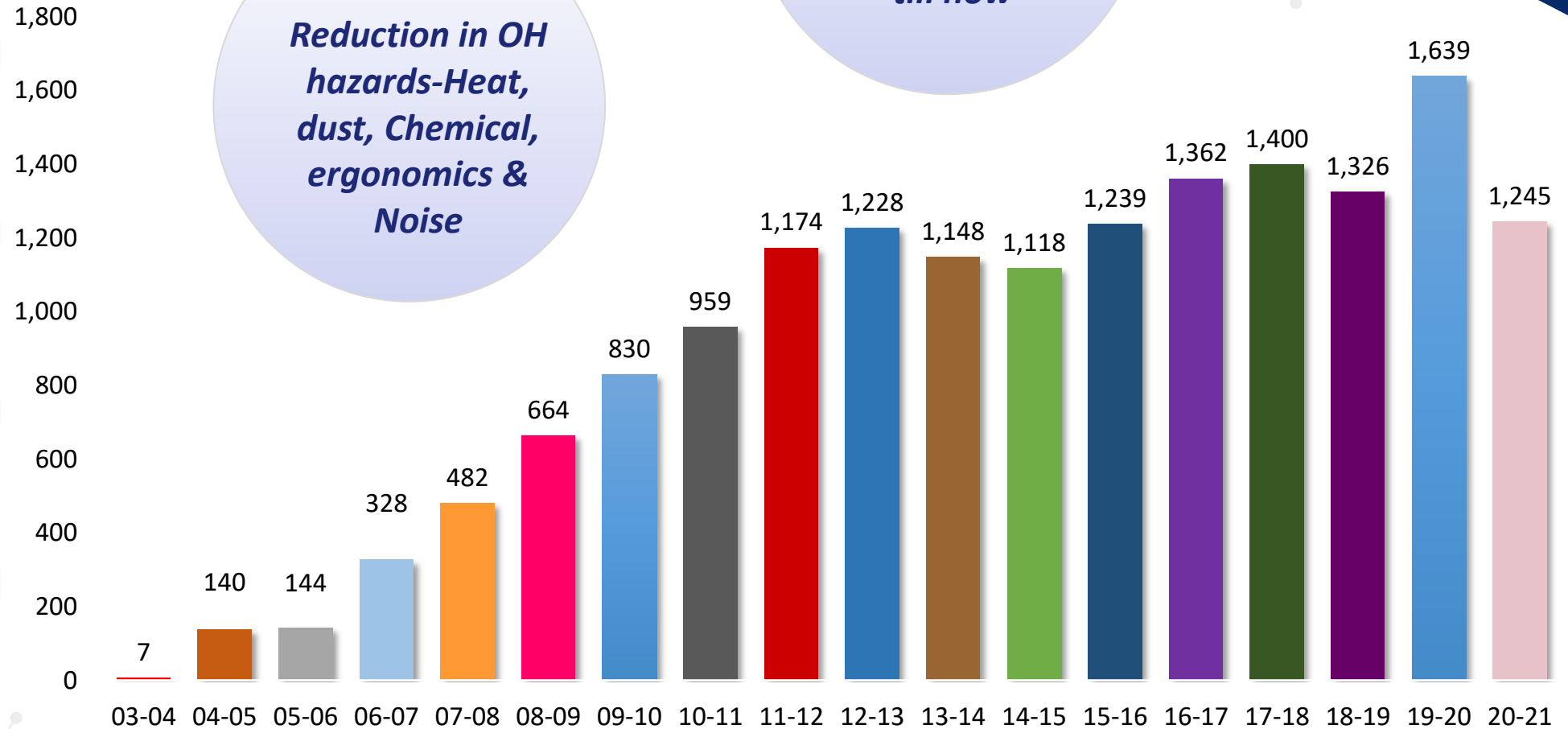
Zero Incidents and Zero Accidents

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**



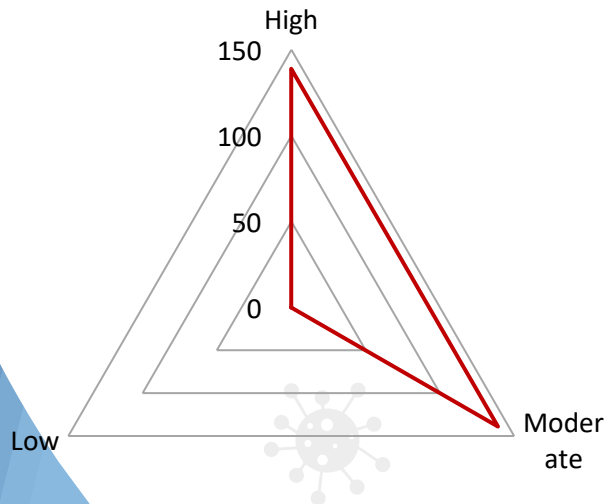
**Year wise Total CASHE Projects across Reliance**

# Workplace Improvement Initiatives (2/2)

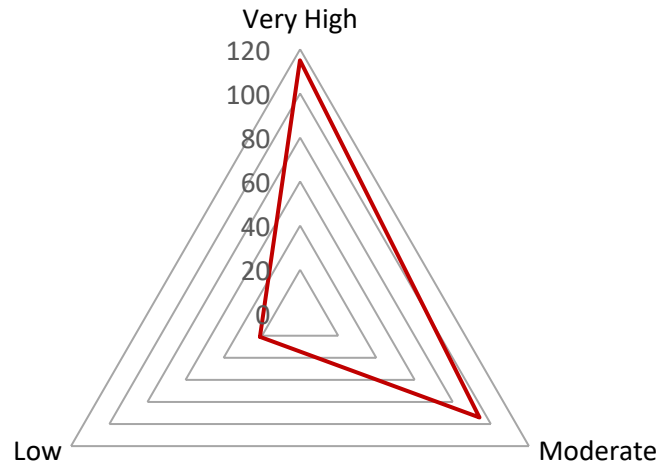
## Task Based Health Risk Assessment (TBHRA)

- ✓ 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 reduce to Moderate and low level by implementing Hierarchy of controls*





# Outcome



Lower rates of infection within **Reliance family** in comparison to national average in COVID 19

Ensuring **holistic wellbeing** for employees and family members



More than **2 million employees** and family members are vaccinated

**Business continuity** with robust performance across all verticals

Program management, execution and effective **employee engagement**



# Award and Recognition (1/2)



**Reliance Industries Limited no.1 Indian company in the Forbes 2021**





# Award and Recognition (2/2)



RIL featured on the 12<sup>th</sup> rank in the 'LinkedIn Top Companies' list, 2021



RIL among top 30 in "Great Place to Work (GPTW) - India's Best Workplaces in Manufacturing 2021"



RIL has been 'Great Place to Work – Certified™' by Great Place to Work® Institute



India's  
Best Employers  
Among Nation-Builders  
2021



Reliance  
Industries Limited  
Growth is Life

RIL among top 15 in "Great Place to Work (GPTW) - India's Best Workplaces Among Nation Builders"



RIL received the Special Recognition in the "Excellence in Community Impact" during SHRM HR Excellence Awards



# Thank You

*“For me and for all of us at Reliance, nothing is more important than saving every life as India battles against a new wave of the COVID-19 pandemic. There is an immediate need to maximize India’s production and transportation capacities for medical grade oxygen. I am proud of our engineers at Jamnagar who have worked tirelessly, with a great sense of patriotic urgency, to meet this new challenge. I am truly humbled by the determination and sense of purpose shown by the bright, young members of the Reliance family who have once again risen to the occasion and delivered when India needs it the most.”*

**- Shri Mukesh D Ambani, Chairman & Managing Director**