

Reliance Infrastructure Limited

Business Responsibility Report

Section A: General Information about the Company

Corporate Identity Number	L75100MH1929PLC001530
Name of the Company	Reliance Infrastructure Limited
Registered Address	Reliance Centre, Ground Floor, 19, Walchand Hirachand Marg, Ballard Estate, Mumbai 400001
Website	www.rinfra.com
E-mail ID	rinfra.investor@relianceada.com
Financial Year reported	2020-21
Sector(s) that the Company is engaged in (industrial activity code-wise)	Engineering and Construction (E&C) segment of the power and infrastructure sectors (Industrial Group 422 as per National Industrial Classification of the Ministry of Statistics and Programme Implementation)
List three key products / services that the Company manufactures / provides (as in balance sheet)	E&C Contracts
Total number of locations where business activity is undertaken by the Company	
Number of international locations	Nil
Number of national locations	Execution of E&C contracts at various locations in India in Tamil Nadu, Maharashtra, Bihar and Jharkhand, etc.
Markets served by the Company	N. A.

Section B: Financial Details of the Company

Paid up Capital	₹ 263 crore
Total Turnover	₹ 2,522.17 crore
Total Loss	₹ 19.08 crore
Total spending on Corporate Social Responsibility (CSR) as a percentage of profit after tax (%)	Nil (in view of the losses and insufficient profits in the preceding three financial years).
List of activities in which expenditure as above has been incurred	Not Applicable

Section C: Other Company's Details

Does the Company have Subsidiary Companies	Yes. There are 55 subsidiaries and step-down subsidiaries as on March 31, 2021
Do the Subsidiary Company / Companies participate in the Business Responsibility (BR) Initiatives of the parent company?	Yes
Does any other entity / entities (suppliers, distributors, etc.) that the Company does business with, participate in the BR initiatives of the Company?	The Company encourages other Entities such as suppliers and contractors to participate in its BR initiatives.

Section D: Business Responsibility Information

Details of the Director / Directors responsible for implementation of the business responsibility policy	BR functions are monitored by the CSR Committee of the Board of Directors. The details are provided in the Corporate Governance Section of this report.
Details of the business responsibility Head	The Key Managerial Personnel of the Company who are responsible in general for BR Activities of the Company are as under : Shri Punit Garg, Executive Director and CEO Shri Pinkesh Shah, Chief Financial Officer Shri Paresh Rathod, Company Secretary

Business Responsibility Report

Principle-wise Business Responsibility Policies, as per National Voluntary Guidelines on Social Environmental and Economic Responsibilities of Business (Reply in Y / N)									
Questions pertaining to Principles (P)	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
Do you have a policy/policies for:	Y	Y	Y	Y	Y	Y	Y	Y	Y
Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Does the policy conform to any national /international standards? If yes, Specify.	Y	Y	Y	Y	Y	Y	Y	Y	Y
The policy is in line with the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, 2011 (NVGs) and was updated in terms of the National Guidelines on Responsible Business Conduct (NGRBC). They also conform to international standards like OHSAS 18001 (Standard for Occupational Health And Safety Management System), ISO 14001 (Environment Management).									
Has the policy been approved by the Board?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
Indicate the link for the policy to be viewed online?	https://www.rinfra.com/documents/1142822/10625710/Rinfra_BRRPolicy_revised.pdf								
Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to the stakeholders by displaying on the Company website.								
Does the Company have in-house structure to implement the policy/ policies?	Yes								
Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	The grievances are referred to and attended to by the Divisional Heads of respective businesses for redressal and the HR Group monitors redressal of such grievances.								
Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	In addition to the review of the BR Policy by the CSR Committee, the Environment, Health and Safety policies are evaluated by internal as well as external ISO audit agencies. The Vigil Mechanism is reviewed by the Audit Committee and the Board reviews all the polices annually.								
If answer against any principle is 'No', please explain why	Not applicable								
Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company.	The CSR Committee periodically assesses the BR performance of the Company for ensuring the effectiveness and relevance of BR initiatives.								
Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	Yes. The BRR is published annually and is available on the website of the Company at the link - https://www.rinfra.com/web/rinfra/business-responsibility-report								

Section E: Principle-wise Performance

Principle 1

Business should conduct and govern themselves with Ethics, Transparency and Accountability

a. Does the policy relating to ethics, bribery and corruption cover only the Company? Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs /Others?

The Company, as a part of the Reliance Group, has adopted the Group Code of Ethics and Business Policies governing conduct of business of the Company in an ethical manner. The Company encourages its business partners to follow the code.

The Company also has a grievance redressal mechanism and a whistle blower policy which enable its employees to raise concerns to the Management.

The Board of Directors of the Company has adopted a Code of Conduct (Code) which applies to the Directors, Key Managerial Personnel and the senior management of the Company. The Company obtains an annual confirmation affirming compliance with the Code from the Directors, Key Managerial Personnel and the senior management every year.

b. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?

The Company received 196 Complaints from the shareholders during 2020-21 and there were no complaints pending as on March 31, 2021. The details of this are provided in the section on Investor Relations.

Principle 2

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

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

(a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

The Company is one of the leading service providers for Engineering and Construction (E&C) providing services in integrated design, engineering and project management services for undertaking turnkey contracts including coal-based thermal projects, nuclear power projects, gas-power projects, metro rail and road projects.

Through its Special Purpose Vehicles, the Company is also into infrastructure business covering toll roads and Mumbai Metro and also in power distribution.

In the construction of highways and structures, following are some of the initiatives taken by the Company to achieve cost efficiency and reduce the consumption of energy and other raw materials:

- i. Use of fly ash in high embankment to help reduce air pollution.
- ii. Deployment of adequate capacity plants and crushers to enhance productivity.
- iii. Using crushed sand in lieu of natural sand where ever cost of natural sand is very high.
- iv. Execution of large span structures with precast Members.
- v. Using Reinforced wall construction instead of RCC retaining wall, leading to large economy in construction cost.

At Mumbai Metro, the following initiatives are taken.

1. Solar Panels: Solar panels with capacity of 2.30 MWp at all 12 Metro stations and a total of 2,000 rooftop solar panels at the Metro Depot are installed which fulfil 25% of the auxiliary energy of Mumbai Metro One's Depot campus. Annual green and clean energy generation from the rooftop solar plants has helped reduce carbon emission by around 900 tons per annum. Electricity generated from solar panels is utilised for operations of various auxiliary systems like lighting, air-conditioning, lifts, escalators and pumps, among others.

2. Water Recycling Plant and Rain Water Harvesting: A water treatment plant at the Metro Depot for recycling of water recycles 400 kL of water daily which is used for washing and cleaning of trains/rakes. Rain water harvesting plant in depot for conservation and reuse of rain water enables us to save 20,000 kL of water annually and is used for utilities at the wash basin, Automatic Train Wash plant etc.

3. IT Tools: These tools that are used internally to maintain our database, have reduced the paper consumption by almost 25 to 30%.

2. Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

Yes, the Company has procedures in place for sustainable sourcing. In fact, the Company encourages its vendors, contractors and suppliers for effective implementation of the same by including Environmental, Health and Safety and Sustainability clauses in all its Purchase Orders and Work Orders.

As part of sourcing strategy, our priority is to source local raw materials like sand, stone aggregates, etc. for construction of Roads, Structures and Toll Plazas. In addition, we strive to design and construct sustainable projects which incorporate conservation measures, continuous monitoring of environment and use of resources that are environment friendly, adoption of green technologies and deployment of fuel efficient plants and machineries. Our aim is to make efficient use of natural resources, eliminating waste, recycling and reusing the material to the extent possible without compromising quality and safety. Our priority is to use locally available raw materials and engage local labour for construction and O&M activities.

At Mumbai Metro, we are fulfilling 25% of the auxiliary energy consumption from our in-house rooftop solar power.

3. Has the Company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Yes, the Company makes continuous efforts to develop and maintain local small time vendors in order to have timely delivery with optimum cost and best quality. Several steps are taken to procure goods and services from local and small producers including public advertisements in local news papers.

The Engineering and Construction (E&C) Division of the Company, as part of sourcing strategy, gives priority to sourcing of local raw materials like sand, aggregate, etc., for construction of Roads and Power Projects. We procure locally available goods suitable for construction of project facilities and engage local contractors for Housekeeping and Security services. In addition, employment to local youth is provided in various functions in all our Regional Offices and Toll Plazas. At our project sites, we deploy manpower from the local community and smaller contracts are awarded to local contractors. We are regularly interacting with vendors and educating them

Business Responsibility Report

about Quality standards and their importance to enhance their approach and understanding of support functions. We also provide bigger opportunities to enhance the capability of local contractors / service providers.

4. Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%).

Through Environment Management System ISO 14001, the E&C Division takes steps to increase our waste efficiency. Fly Ash bricks are used to reduce carbon foot print. Also, use of fly ash in ready mix concrete (batching plant) helps in protection of environment by partly replacing cement, production of which entails energy consumption and CO2 emissions.

All the wastage at Reliance Centre Santacruz are either reused or recycled. For example, Food wastes are reused by converting into manure through in-house vermicompost machine. Other wastes such as paper/ cardboard, hazardous wastes, electronic wastes are disposed through authorized recyclers. There is a system of selling the scrap and waste to approved vendors who can recycle the products and waste.

Our philosophy is to reduce waste and make efficient use of raw materials during construction of roads and other E&C Projects. We use recycled bitumen aggregates (amounts to about <5%), while we do not compromise on high quality standards and safety of roads.

At Mumbai Metro, there is a system of selling the scrap and waste to approved vendors who can recycle the products and waste. Also, about 400 kL of water is recycled from total water consumed for train washing.

Principle 3

Businesses should promote the well being of all employees

Total number of employees	5,493
Total number of employees hired on temporary / contractual /casual basis	Nil
The number of permanent women employees	567
The number of permanent employees with disabilities	Nil
Do you have an employee association that is recognized by management?	No
What percentage of your permanent employees is members of this recognized employee association?	NA
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 year	The Company does not employ child labour, forced labour and involuntary labour. The Company did not received any complaint of sexual harassment and discriminatory employment

Sr. No.	Category	No of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1	Child Labour / forced Labour / Involuntary Labour	Not applicable	Not applicable
2	Sexual harassment	Nil	Nil
3	Discriminatory employment	Nil	Nil

What percentage of your under mentioned employees were given safety and skill upgradation training in the last year

Permanent Employees	55%
Permanent Women Employees	49%
Casual/Temporary/Contractual Employees	NA
Employees with Disabilities	NA

Principle 4

Businesses should respect the interests of, and be responsive towards all stake holders, especially those who are disadvantaged, vulnerable and marginalized

a. Has the Company mapped its internal and external stakeholders? Out of the above, has the Company identified the disadvantaged, vulnerable and marginalized stakeholders?

The Company has mapped the stakeholders i.e. customers, shareholders, employees, suppliers, banks and financial institutions, government and regulatory bodies and the local community and out of these, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders.

b. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof.

At Reliance Centre Santacruz, several provisions for Specially-abled employees such as non-slippery ramps to the main entrance of the building and reception, dedicated car parking next to the lift lobby, dedicated washrooms at all floors, etc. are provided.

Our Mumbai Metro service provides a number of facility to cater to the special needs of the disadvantaged, vulnerable and marginalized customers including senior citizens such as escalators, elevators provided at all the metro stations, Tactile paths for the visually impaired passengers and ramps provided next to the Lifts for entering the metro station to boarding the train and vice versa. help the passengers on wheelchairs for easy access.

Principle 5

Businesses should respect and promote human rights

- a. **Does the policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

The policy of the Company on human rights covers not only the Company, but also extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others. The Company is committed to complying with all human rights, practices across all group companies, JVs and other stakeholders associated with the Company.

The Company does not employ any forced/involuntary labour or child labour and is committed to promoting the general equality among the employees.

- b. **How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**

The Company has not received any stakeholder complaint pertaining to human rights during the financial year 2020-21.

Principle 6

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

- a. **Does the policy related to Principle 6 cover only the Company or extends to the Group /Joint Ventures / Suppliers / Contractors / NGOs /others.**

Yes, the policy of the Company on environment covers not only the Company, but also extends to the Group/ Joint Ventures /Suppliers / Contractors / NGOs / Others. The Company is committed to achieving an excellence in environmental performance, preservation and promotion of clean environment and also actively encourages business partners like suppliers, contractors, etc. to preserve and promote environment.

- b. **Does the Company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? If yes, please give hyperlink for webpage etc.**

Yes, the Company is committed to delivering reliable and quality supply and services to its consumers at competitive costs and is conscious of its responsibility towards creating, conserving and ascertaining safe and clean environment for sustainable development. The Company has formulated Environment Policy aimed at adopting appropriate technologies and practices to minimize environmental impact of its activities, continually improving its environmental performance, conserving the natural resources, promoting afforestation and skill upgradation of employees for effective implementation of the Policy.

Reliance Centre Santacruz (RCS) is an IGBC certified Green Building under "IGBC GOLD" Rating category for existing buildings (with 74 points) - #EB 19 0033.

RCS is also certified under ISO 14001:2014 (Environmental Management System, which demonstrate the commitment of Management towards environment related issues and concerns).

At RCB, a heritage building, some of the measures for addressing environmental concerns are installation of LED lights which has resulted in saving electricity by approx 60-70%, Motion sensor lightening control system which automatically avoids wastage, Urinal sensors to ensure better hygiene by automatically flushing the urinals on usage and helping water conservation and Chillers of HVAC System wherein old chillers of make McQuay were replaced with new energy efficient chillers resulting in estimated reduction in overall electricity consumption by approx 25-30%.

At Mumbai Metro, we have a water treatment plant to recycle water which is used to wash rakes/ metro trains wherein 400 kLoF water is recycled every day. We have installed solar panels on all Metro Stations and one at the Metro Depot for the Versova- Andheri - Ghatkopar Metro One corridor to meet our power needs. We have also installed a rain water harvesting plant in depot for conservation of rain water and reuse of the same. The details of the above are provided at the link: <https://www.reliancemumbaimetro.com/green-promise>.

- c. **Does the Company identify and assess potential environmental risks?**

Yes, the Company identifies, maintains and assesses potential environmental risks through aspect register which is one of the main requirements of the Company's Environment Policy commensurate to ISO 14001:2014. Every year, aspect register is reviewed and aspects are added or deleted based on the process change. Hazards are analysed, evaluated and adequate control measures are implemented to reduce impact on environment and human. HIRA (Hazards Identification and Risk Assessment Register) has been prepared to identify process/activity-wise Hazards and their Risk Impacts. Accordingly, the Risks are analysed, evaluated and treated.

- d. **Does the Company have any project related to Clean Development Mechanism?**

No.

- e. **Has the Company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. If yes, please give hyperlink for web pages etc.**

The Company has implemented a technology of Integrated Power Management, which is a software installed in systems (including laptops and desktops) of employees, and that reduces the consumption of electricity by the system.

The Company's material subsidiaries BSES Rajdhani Power Limited and BSES Yamuna Power Limited (Delhi Discoms) have initiated a number of Energy saving initiatives including installation of Roof Top Solar power generation systems where consumers can generate solar power for

Business Responsibility Report

with a capacity of ~107 MWp, conducting Solar awareness campaigns, promotion of energy efficient LED bulb, LED tube lights, Fans, induction cook top and super energy efficient ACs, Installation of EV chargers at 39 Charging Stations, Establishment of micro sub stations etc.

The green initiatives of our Mumbai Metro are provided in the link <https://www.reliancemumbaimetro.com/green-promise>.

f. Are the Emissions/Waste generated by the Company within the permissible limits given by Central Pollution Control Board (CPCB) / State Pollution Control Board (SPCB) for the financial year being reported?

Yes.

g. Number of show cause/ legal notices received from CPCB/SPCB which is pending (i.e. not resolved to satisfaction) as on end of Financial Year

Nil.

Principle 7

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

a. Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

The Company is a member of various trade and industry associations. Some of them are:

- a. Bombay Chamber of Commerce and Industry and
- b. Indian Merchants' Chamber,
- c. National Highways Builders Federation
- d. Confederation of Indian Industry and
- e. Federation of Indian Chambers of Commerce and Industry

b. Have you advocated/lobbied through above associations for the advancement or improvement of public good? If yes specify the broad areas.

The Company periodically takes up matters concerning statutory and regulatory issues as also policies and reforms in the infrastructure sector through associations and chambers of commerce.

Principle 8

Businesses should support inclusive growth and equitable development

a. Does the Company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes, details thereof.

Yes, the Company has specified programmes/initiatives/projects for pursuing its Corporate Social Responsibility (CSR) policy.

Pursuant to the provision of the Companies Act, 2013, the Company does not have any obligation to spent any

amount towards CSR activity during the year under review. However, the Company's Subsidiaries have carried out the CSR Activities which are in line with the Company's CSR mandate.

As part of the CSR mandate, the Company focuses on three key Thematic areas – Education, Healthcare and Rural Transformation (which includes development of infrastructure facilities, skill building and promotion of sustainable livelihood, improving the socio-economic status of women and the youth) and two cross-cutting themes which cut across all our social endeavours, that is Environment and Swachh Bharat Abhiyan (Sanitation).

The organization focuses on its endeavour to bring about a tangible change in the lives of people living in rural, underprivileged areas.

Corporate Social Responsibility (CSR) Policy of the Company aims at achieving the equitable development. Since locations of the projects are in economically and socially backward locations of India, it is a constant endeavour to include the local community as a critical stakeholder in the inclusive measures initiated by the Company.

Reliance Group is committed to continue to provide essential without interruption during lockdown period of COVID-19. Delhi Discoms effectively serving at full capacity to more than 45 lakhs households including critical governance structure. Road business is ensuring smooth transport of essential goods with safe, secure and obstruction free roads.

The various divisions of the Company actively participated in several initiatives mainly in the areas of education, healthcare, welfare programmes for tribal development, skill development and training, cleanliness drive such as Swacch Bharat, promotion and protection of environment, etc. in line with the CSR Policy of the Company.

Company has undertaken several initiatives to support inclusive growth and equitable development for social and economic betterment of the community through programmes and active participation from enthusiast employee volunteers. of the Company during the year 2020-21 such as :

i. Education

Education is the basic tool to bring development to an area and its population. We at the Company aim at building the required environment and infrastructure to create a pool of human resource both within and across our area of operations.

The Company's Subsidiaries, through NGOs are contributing in the field of education by facilitating needy students from government schools to get better access to online education and created Library in school near toll plaza also donated books and educational material to encourage reading and leaning, fixed bore well of school and installed drinking water fountain to

ensure clean drinking water for all students and started plantation drives to encourage eco friendliness and awareness towards our responsibilities to mother nature. Over 1,100 students were enrolled in Vocational Training Centre for undertaking job oriented courses.

ii. Healthcare

A vision to strengthen healthcare systems in the communities we serve and empower individuals to make informed choices has enabled us to implement programme on community health with special focus on health of elderly, women and young ones through our various programmes. Also Promoting Women Self Help Groups involved in stitching and distributing affordable masks and sanitary napkins.

Initiatives involving health camps, Eye Screening camps and other preventive care medical camps are organized by Delhi discoms and Toll companies in and around their locations. Health checkup camps with a major focus on eye screening were organized at schools in the nearby villages and at some of the toll plazas.

A number of Blood donation camps were organized by the subsidiaries Company during the year. Pulse Polio Immunization programs were organized at toll plazas on the highway stretch.

iii. Rural Transformation

We have been working on transforming the rural terrain with a focus on promoting social security, parameters pertaining to human development and supporting environment. Since locations of the projects are in economically and socially backward locations of India, it is a constant endeavour to include the local community as a critical stakeholder in the inclusive measures initiated by the Company.

During the year, the CSR interventions undertaken under this thematic area covers Tobacco De-addiction program, Self defence training program for school girls, various activities for women empowerment like Mahila Panchayat, environment cleanliness, literacy, domestic violence, Celebration of Daan Utsav and Giving Tuesday with the theme "Empowering Women & their Safety" where local people were benefitted, etc.

iv. Sanitation

Our approach towards Swachh Bharat Abhiyan lies in creating an enabling environment which is brought about by the following two focus elements that is access to Sanitation hardware i.e. improved systems, facilities, technology and infrastructure and improved hygiene practices and behavioral change.

Cleanliness drives were conducted around the Company plant and offices and the neighbouring localities with an objective to create a clean and healthy workplace. The roads business toll plazas and project highway inculcated the concept of cleanliness and hygiene by putting Placards and Signage's in Public areas for not spitting, littering, placements of dustbins, maintenance of toilets

and way side amenities / user facility to encourage commuters to use them and not to spoil the Highway or Toll Plaza area.

v. Environment

The imperative is to use natural resources efficiently to leave a minimal carbon footprint and impact on biodiversity across our business value chain. The group strives to develop and promote processes and newer technologies to make all our products and services environmentally responsible. The philosophy behind is to create a sustainable eco-sphere of low carbon economy by following the 5R guidelines of Reduce, Reuse, Recycle, Renew and Respect for the environment and its resources through the entire supply management.

Apart from introducing and adopting green technologies across the business, we give due impetus to the need to green the ecosphere in which we operate thereby sequestering carbon emissions by planting saplings.

The Union Ministry of Road Transport and Highways has framed the Green Highways (Plantation, Transplantation, Beautification and Maintenance) Policy-2015 with a vision to develop eco-friendly National Highways with participation of concerned stakeholders. Under this Policy, we have undertaken plantation and landscaping work activities in operational projects. For the projects under development, the avenue plantation and median plantation are being done as per the direction of NHAI. The Company's road business has covered approximately 630 kms of area under avenue plantation and approximately 500 kms under tree plantation in the median plantation and the same is maintained regularly.

Few other significant CSR interventions and initiatives during 2020-21 were as under:

- During the year, CSR activities and programs are empowering women in a big-way, in fact, over 50% of the beneficiaries are women. Complementing the efforts of the Delhi Government, these CSR programs have been playing their part in the fight against COVID-19 and making a positive impact in the lives of the needy under its SPARSH initiative.
- Promoting Women Self Help Groups involved in stitching and distributing affordable masks and sanitary napkins.
- Distribution of Oximeters, masks, sanitiser machines, hygiene kits and disposable gloves for MCD hospitals and also distributed aids/appliances to persons with disability and relief ration kits to the poor and donation of equipped ambulances for the use of Delhi Government and distribution of PPE equipments to Police officers near the toll plazas. The unprecedented crisis caused by the global pandemic, impacted our Citizens and shattered many livelihoods. The Roads Business was in the frontline of providing support to the people impacted and ensure that our frontline warriors of security were safe and secure.

Business Responsibility Report

- 100% FASTag Campaign: To be ready for 100% FASTag as directed by NHAI all our Toll Roads geared up to efficiently migrate road users to FASTag, a holistic campaign. For customers there were pamphlet distribution, personal counseling, banners at different interjections.
- Getting maximum toll booths ready for ETC collection, right from barricading the roads so that customers and stakeholders can be counselled at strategic locations for smooth transition for FASTag. Regular trainings and dry runs were conducted in all shifts repeatedly to make the staff effectively handle 100% FASTag adoption, and make stakeholders and travellers abreast with the new way of travelling.

To summarize, the Company and its subsidiaries have lived up to their responsibilities as corporate citizens and have endeavoured to bring about an all round transformation in the vicinity of the project sites for the common good of the needy and the under privileged.

b. Are the programmes/projects undertaken through in-house team/own foundation / external NGO / government structures /any other organization?

While the Company undertakes most of the CSR projects and initiatives through its own team or through Group initiatives, some of the projects are conducted in association with external organisations on need basis. The Company's efforts, mentioned in the programmes specified above are implemented through delivery mechanisms comprising of employees, local bodies, non-governmental organizations, not-for-profit entities and government Institutions to mention a few. The interventions are carried out in tandem with the Government bodies to meet the social mandate for the earmarked communities. The execution of the programme under the thematic heads, viz. Education, Healthcare, Rural Transformation, Environment and Sanitation are carried out with the support from development sector organizations, Institutions apart from implementation through respective CSR teams. Employee volunteering also acts as a critical implementing arm across our earmarked locations. Induction of employee volunteers and their contribution towards meeting our CSR mandate on a sustained basis has enabled us to not only inculcate the tenets but also ensure sustainability and continuous technical support to the projects.

c. Have you done any impact assessment of your initiative?

With a view to enhancing the effectiveness of the CSR projects and initiatives, success parameters both on qualitative as well as quantitative terms are embedded during the programme plan. These parameters are evaluated through the programme and feedback obtained on regular basis from the concerned stakeholders, including the target beneficiaries of the CSR projects. The data is collated and appropriately analysed for refining future CSR projects.

Also, impact analysis of each and every CSR activity is carried out on a regular basis.

d. What is your Company's direct contribution to community development projects? Provide the amount in INR and the details of the projects undertaken.

Due to the losses incurred in the previous year, the Company has not spent any amount on CSR Activities during the year. However, the Subsidiaries of the Company have contributed through various CSR initiatives as discussed in detail in this Report under the thematic heads viz. Education, Healthcare, Rural transformation, Swacch Bharat Abhiyan and Environment. These projects are directly intended for improving the quality of life of community with well designed strategies of replicability, scalability and sustainability, which are owned by the community.

e. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words or so.

Yes, engagement of the community is paramount for sustaining a programme on ground. We ensure engagement of the community at the very planning stage and thereafter inducting them at the implementation level. This not only ensures acceptance of the programme on ground but also its continuity and sustainability.

We believe our role as Enablers can promote dynamic development by creating synergies with our partners in growth and success: the communities. We are committed to augmenting the overall economic and social development around the local communities where we operate by discharging our social responsibilities in a sustainable manner. The interventions have been aligned with that of the government mandate both at the local as well as the state level. We have been working in the direction of creating meaningful partnerships through series of engagements and transparency in our processes across board. This is undertaken by initiating meaningful grassroots participation with local bodies / institutions /NGOs to support and augment interventions in areas undertaking Stakeholder Engagement to identify their perceived needs.

Initiatives in handling COVID-19 pandemic:

The unprecedented crisis caused by the global pandemic COVID-19, impacted our citizens and shattered many livelihoods. Reliance Group is committed to continue to provide essential services without interruption during this lockdown period. Our Delhi Distribution business complimented the Governments efforts through Distribution of face masks, sanitizers, disinfectant solutions and soaps to the needy, Distribution of dry rations (rice, flour, pulses, cooking oil etc.) to poor people, Providing PPE (Personal Protection Equipments) kits to the doctors and para-medical professions. The Roads business, was in the frontline of providing support to the people impacted.

Principle 9

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

a. What percentage of customer complaints / consumer cases are pending as on the end of financial year?

Not applicable to the Company's nature of Business.

b. Does the Company display product information on the product label, over and above what is mandated as per local laws?

The Company does not deal in any specific branded product.

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

No.

d. Did your Company carry out any consumer survey/ consumer satisfaction trends?

The Company and its Subsidiaries take various initiatives for ensuring customer satisfaction. The Delhi Discoms

conduct various customer meets like 'UtkrisheSahabhagi meet', 'AapkeDwar Meet' to ensure one to one contact with the customers to understand their needs in a better manner. It also provides upgraded call centre facility, mobile and whatsapp services, Chatbot on the website of their respective Companies and other social media to ensure customer feedback.

Feedbacks from commuters are obtained at all our Toll Plazas and we strive to improvise our services based on the feedback received.

The Company's Registrar and Transfer Agent KFin Technologies Private Limited (KFintech) renders investor services to the investors with regard to matters related to the securities, dividend payments and others. KFintech services investors through its network of around 400 branches and has dedicated investor helpline number 1800 309 4001. The feedback received from the shareholders indicate that they are satisfied with the services being rendered.

The Company would continue to contribute actively to community welfare activities and take up initiatives and measures for the upliftment of various segments of the society.