

## Reliance Communications Limited

### Business Responsibility Report

#### Section A: General Information about the Company

1. **Corporate Identity Number (CIN) of the Company:** L45309MH2004PLC147531

2. **Name of the Company** : Reliance Communications Limited

3. **Registered address** : H Block, 1<sup>st</sup> Floor, Dhirubhai Ambani Knowledge City,  
Navi Mumbai 400 710, India

4. **Website** : www.rcom.co.in

5. **E-mail id** : Rcom.investors@relianceada.com

6. **Financial Year reported** : 2015 - 16

#### 7. **Sector(s) that the Company is engaged in (industrial activity code-wise)**

The Company is engaged in the business of providing Telecommunications services. The Company together with its subsidiaries operates across the full spectrum of Wireless, Wireline, Voice, Data, Video, Internet and IT Infrastructure services and has an extensive international presence through the provision of long distance voice, data, internet services and submarine cable network infrastructure.

<b>Industrial Group</b>	<b>Description</b>
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Group 611	Wired telecommunications activities
Group 612	Wireless telecommunications activities
Group 619	Other telecommunications activities

(As per National Industrial Classification – Ministry of Statistics and Programme Implementation)

#### 8. **List three key products/ services that the Company manufactures/ provides (as in balance sheet)**

Telecommunications Service Provider through CDMA, GSM and 3G technologies. Our Company also provides Internet Data Centre, Direct-To-Home Television services and Telecom Infrastructure services through subsidiary companies.

#### 9. **Total number of locations where business activity is undertaken by the Company**

i. Number of International Locations (Provide details of major 5):- US, UK, France, Ireland and Bermuda

ii. Number of National Locations: - All the states in India.

10. **Markets served by the Company** – The Company offers services in 141 countries for Managed Services apart from serving on Pan India basis during the year ended 31<sup>st</sup> March, 2016.

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**Section B: Financial Details of the Company**

- 1. **Paid up Capital (INR)** : Rs. 1244.49 crore
- 2. **Total Turnover (INR)** : Rs.10,295 crore
- 3. **Total profit/ (Loss) after taxes (INR)** : (Rs. 1,624 crore)
- 4. **Total Spending on Corporate Social Responsibility as percentage of profit after tax :**

The Company and subsidiary companies continue to do CSR activities

**5. List of activities in which expenditure in 4 above has been incurred:-**

Following is the list of major activities under which expenditure has been incurred:

- a) Extending educational support.
- b) Extending Employability skills to Youth aspiring growth.
- c) Livelihood promotion by creating employment opportunities for women and Differently-able youth with a focus to mainstream them.
- d) Environmental Conservation
- e) Healthcare initiatives
- f) Initiatives for development of community.
- g) Education: Bridging the Literacy Gap
- h) Volunteering for Social Change

**Section C: Other Details**

**1. Does the Company have any Subsidiary Company/ Companies?**

The Company has 87 subsidiary companies as on 31<sup>st</sup> March, 2016.

**2. Do the Subsidiary Company/ Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)**

Yes, CSR activities are done at group level in which subsidiary companies are part of it.

**3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]**

No, the entities e.g. suppliers, distributors etc. of the Company are not participating in the BR initiatives of the Company.

**Section D: BR Information**

**1. Details of Director/ Directors responsible for BR**

**a) Details of the Director/ Director responsible for implementation of the BR policy/policies**

DIN	Name	Designation
00004593	Prof. J. Ramachandran	Independent Director

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### b) Details of the BR head

S. No.	Particulars	Details
1.	DIN Number (If applicable)	N. A.
2.	Name	Mr. Prakash Shenoy
3.	Designation	Company Secretary, Manager and Chief Executive Officer
4.	Telephone Number	(022) 303 86286
5.	e-mail id	Rcom.investors@relianceada.com

### 2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

Principle 1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
Principle 2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
Principle 3	Businesses should promote the well being of all employees
Principle 4	Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
Principle 5	Businesses should respect and promote human rights
Principle 6	Businesses should respect, protect and make efforts to restore the environment
Principle 7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
Principle 8	Businesses should support inclusive growth and equitable development
Principle 9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

Sl. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	Do you have a policy/ policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national /international standards? If yes, specify?	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Yes, Our Human Resources Department oversee the implementation of the policies.								
6.	Indicate the link for the policy to be viewed online?	Code of conduct is available on our website – <a href="http://www.rcom.co.in">www.rcom.co.in</a>								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes, Policies have been communicated to concern.								

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8.	Does the company have in-house structure to implement the policy/policies?	Yes, all policies of the Company are implemented. through President – HR.
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	We have a mechanism to redress the grievance of the stakeholder related to policy. They can approach the Chairman of the Audit Committee.
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Our Management Audit Team independently evaluates the working of these policies.

2 a. **If answer to S.No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)**

Sl. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	The company has not understood the Principles	Not applicable								
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3.	The company does not have financial or manpower resources available for the task									
4.	It is planned to be done within next 6 months									
5.	It is planned to be done within the next 1 year									
6.	Any other reason (please specify)									

**3. Governance related to BR**

**Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

The Chief Executive Officer of the Company reviews the BR performance of the Company on annual basis.

**Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

Yes, once Annual Report is published, we host BRR on our website every year..

**Section E: Principle-wise performance**

**Principle 1 Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.**

**1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/ Joint Ventures/ Suppliers/Contractors/NGOs /Others?**

The Company considers Corporate Governance as an integral part of good management. The Company's policy relating to ethics, bribery and corruption is covered under Reliance Group

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Companies Code of Ethics and Business Policies, which are applicable to all personnel of the Company as well as to the (i) Consultants, (ii) Representatives, (iii) Suppliers, (iv) Contractors and (v) Agents dealing with the Company.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

Stakeholders Complaints			
Complaints	No. of complaints received	No. of complaints resolved	% of complaints resolved
Shareholders Complaints	27	27	100%
Customers Complaints	4295354	4281639	99%

**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.**

Our Company provides Telecommunications Service through CDMA, GSM and 3G technologies. Our Company also provides Internet Data Centre, Direct-To-Home services and Telecom Infrastructure through subsidiary companies.

The electronic components used in Set-Top-Box (STB) are compliant of Restriction of Hazardous Substances (RoHS). This eliminates harmful impact to the environment.

Another major challenge is to optimize the electricity use at the Data center. Normally, Data center operation itself involves enormous amount of electricity consumption measured by power usage effectiveness (PUE). The huge electricity consumption has a negative impact on the environment and corporate operating costs. We have been identifying and implementing the technologies, mechanisms at all the data centers to improve the PUE.

Electromagnetic radiation from BTS antenna and noise pollution from usage of Diesel Generator may be considered as an environment concerns. Radiation and noise pollution are within the permissible limit, but still we are closely monitoring the same and take preventive steps to reduce radiation and noise pollution.

2. **For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):**

The Company's services do not have any broad based impact on energy. Our Internet Data Center (IDC), normally, has a connected load of 5 MW which is being taken from the local grids. We have implemented the Energy Management System (ISO 50001\_EnMS) at our largest data center in Mumbai and in process of implementing this across all data centers in India. IDC is also planning to implement, Environmental Management System (ISO 14001) and Occupational Health and Safety system (OHSAS 18001).

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Spectrum is used for Electromagnetic radiation and Diesel is used in Diesel Generator as a resource. Electromagnetic radiation is measured in unit of RF power transmitted in watt per square meter and Noise pollution emitted from Diesel Generator is measured in terms of dB level.

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

Yes, our policy aims to have long term relationship with various vendors. We have detail procedures for finalisation of prospective vendors, which includes techno commercial analysis, vendor's financial strength, market share, past track record etc. All vendors providing goods/ services have to comply with the local laws. While selecting a product, efforts are put on environment friendliness, low power consumption, EMF radiation monitoring / testing etc.

- 4. Has the company taken any steps to procure goods and services from local & 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?**

We support and encourage local vendors for ensuing positive impact of sourcing resources. The local vendors were used for small civil related jobs, fiber related services, sign boards, local supply of materials, material handling, housekeeping, etc. We have appointed local service providers whose job is to give after sales service to the customers. These service providers are given regular training so as to optimise their capacity and capabilities.

- 5. 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%). Also, provide details thereof, in about 50 words or so.**

Yes, Company has well established process for disposal of Products Waste, e.g. Telecom End of Life Batteries though Battery OEMs and Electronics waste are being disposed off through scrap vendors after proper disposal certificates are being taken from the vendors. We also re-use the STBs by refurbishing them. At present, around 20% of new Installations are from the refurbished lot.

### **Principle 3 Businesses should promote the well being of all employees.**

- 1. Please indicate the Total number of employees.**

The total numbers of employees were 8,708 on rolls as on March 31, 2016.

- 2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.**

There are total 1,696 employees.

- 3. Please indicate the Number of permanent women employees.**

There are 782 women employees on the rolls of the Company.

- 4. Please indicate the Number of permanent employees with disabilities**

There are 11 employees with disabilities.

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5. Do you have an employee association that is recognized by management?

No

6. What percentage of your permanent employees is members of this recognized employee association?

Not Applicable

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

Sl. 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	The Company does not hire Child labour, forced labour or involuntary labour. No Complaint.	Not Applicable
2.	Sexual harassment	NIL	NIL
3.	Discriminatory employment	There is no discrimination in the recruitment process of the Company.	Not Applicable

8. Safety and skill up-gradation training provided to following percentage of under mentioned employees in the last year?

- Permanent Employees - 25%
- Permanent Women Employees - 15%
- Casual/Temporary/Contractual Employees - Nil
- Employees with Disabilities - Nil

**Principle 4 Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.**

1. Has the company mapped its internal and external stakeholders? Yes/No

Yes

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.

Yes, the Company has identified the disadvantaged, vulnerable and marginalised stakeholders.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.

RCOM being a responsible corporate, truly believes in inclusive growth and equitable development for socio-economic betterment of the community. Translating this thought into

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action, we are to extend enabling support to the disadvantaged and marginalized stakeholders, through CSR programs and active employee volunteering. The several CSR initiatives like projects SPARSH, VIDYA, Reliance ASHA, PRAYAG etc are planned, designed and implemented with a focus to support the vulnerable communities including children, underprivileged youth, women, visually challenged and differently abled people to support transforming their lives.

### **Principle 5 Businesses should respect and promote human rights**

#### **1. Does the policy of the company on human rights cover only the company or extend to the Group/ Joint Ventures/ Suppliers/Contractors/NGOs/ Others?**

Most of the aspects of human policy are covered in our Reliance Group Companies Code of Ethics and Business Policies. We respect human rights. All the labor related laws are based on human rights principle, which we follow consistently. We provide equal opportunity to all the sections of the society without any discrimination. We are in process of formulating the Ombudsman Policy of the Company on human rights.

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

Please refer our response to Principle No.1.

### **Principle 6 Businesses should respect, protect and make efforts to restore the environment.**

#### **1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.**

Our companies in the group are committed to achieve the global standards of health, safety and environment. We believe in sharing process and product innovations within the group and extending its benefits to the Industry. We believe in safeguarding environment for long term. Reliance Group Companies Code of Ethics and Business Policies is applicable to all personnel of the Company as well as to the Consultants, Representatives, Suppliers, Contractors and Agents dealing with the Company.

#### **2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.**

Yes, the Company has taken the initiatives on Green telecom such as :- (i) Usage of renewable energy with solar panels, (ii) Usage of newly developed batteries to reduce fuel consumption at telecom sites and thereby reducing CO2 emission etc. Hyperlink is not available.

We have also taken following new initiatives to address environmental issues in IDCs

- a. Our upcoming IDC building (IDC-5) in Navi Mumbai is pre-certified for LEED GOLD rating from Indian Green Building Council (IGBC).
- b. As part of efficient energy management in Data centers, we have obtained ISO 50001 certification for IDC4 Mumbai to improve energy performance.

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### 3. Does the company identify and assess potential environmental risks? Y/ N

Yes. Reduction of Carbon Emission is being implemented by the Company by deploying High Efficient Batteries and Energy Conservation measures such as Sourcing Power through Green resource e.g. Solar and RESCO Model.

We have also identified and assess potential environmental risks as follows:

1. Electro-Magnetic Radiation: We comply with EMF norms released by DoT.
2. Tower Structure safety: Towers are deployed on the basis of Wind Zone compliance.
3. Lighting arrester and earthing are also used for tower safety.
4. Towers are complied with fire safety norms and practices.
5. Surplus electronics equipments not in use are sold and we follow the e-waste process to dispose of these equipments.

IDC as such do not pollute environment, but we comply to all environmental norms while building IDCs and their equipment selection:

1. We comply with local SEB norms through CEIG approval process for all IDCs across India.
2. We follow fire safety norms and use automatic gas suppression system (FM200) in all our server halls of IDC to immediate extinguish the fire. FM200 gas is zero ozone-depleting potential and low global warming potential and short atmospheric life.
3. Similarly we use HFC based refrigerant in Chiller system zero ozone-depleting potential and low global warming potential.

### 4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

The Company has undertaken the following projects related to Clean Development Mechanism –

- a) Initiatives on Green telecom with focus on (i) Renewable energy like solar, (ii) Newly developed batteries to reduce fuel consumption on telecom sites and thereby, reducing CO2 emission.
- b) Guidelines on TRAI for CO2 reduction have been released and compliance report was submitted.
- c) BTS runs on minimal power consumption mode based on actual traffic.

IDCs do not generate any emission and hence do not pose any risk to environment.

### 5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/ N. If yes, please give hyperlink for web page etc.

Yes. Company has deployed High Efficient Batteries and Energy Conservation measures such as Sourcing Power through Green resource e.g. Solar and RESCO Model. The Company has also taken up measures in reducing / removing use of Air-conditioners for Telecom BTS Sites by converting Sites to Outdoor category. Initiatives on Green telecom such as (i) renewable energy with solar panels, (ii) usage of high efficient batteries and (iii) DC power are supplied to reduce fuel consumption on telecom sites (iv) reduction of CO2 emission is being planned for 5000 sites.

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1. We have taken following initiatives for Green IDC and to achieve high Energy efficiency in operations.
  2. Our upcoming IDC building (IDC-5) in Navi Mumbai is pre-certified for LEED GOLD rating from Indian Green Building Council (IGBC).
  3. As part of efficient energy management in Data centers, we have obtained ISO 50001 certification for IDC 4 Mumbai to improve energy performance.
  4. We are continuously putting efforts to improve PUE (Power Usage effectiveness) on year on year. We have taken several effective steps to improve PUE by optimizing our air-conditioning and lighting systems, e.g. Hot/ Cold Aisle arrangement, restricting airflow, blanking plates and cold aisle Containment etc.
- 6. Are the Emissions/ Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

CPCB/ SPCB are not applicable for Telecommunication Network. We comply with the regulatory requirement as released by DOT from time to time. We are continuously reducing the carbon foot printing of IDC by reducing the CO2 emissions year by year.

We are effectively doing e-waste management through CPCB/SCPB approved vendors.

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

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### **Principle 7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.**

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

Yes, we are the members of some prestigious trade association. The major associations are as follows:

- a. Association of Unified Telecom Service Providers of India (AUSPI)
  - b. Tele Management Forum
  - c. Tower and Infrastructure Providers Association (TAIPA)
  - d. Internet Service Providers Association of India (ISPAI)
  - e. Associated Chambers of Commerce & Industry of India ( ASSOCHAM)
- 2. Have you advocated/ lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)**

The industry associations take up the issues faced by the industry to the policy makers to enable us to provide quality telecom services to the subscribers. TAIPA has been following up on the issue of permission for towers, right of way, renewable energy etc.

### **Principle 8 Businesses should support inclusive growth and equitable development**

- 1. Does the company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**

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True to its tradition, RCOM has embedded Corporate Social Responsibility into the DNA of its organization. In line with CSR policy, RCOM has been driving CSR initiative in the field of education, employability, economic empowerment, environment, healthcare initiatives and technology based initiative to support the community across India.

Below are key endeavours undertaken by RCOM during the year 2015-16.

a. **'SPARSH'- Learning through the sense of touch.**

Project SPARSH, is an educational program for creating environmental awareness and knowledge base amongst the visually challenged individuals. Initiated by RCOM in the year 2015-16 in partnership with TERI (The Energy and Resources Institute), the project focuses on energy, natural resources and environment. The project aims at harnessing the employee volunteering potential for developing and disseminating interactive resource material for visually challenged and deaf and blind individuals. The project will reach to 350 blind schools spread all across India.

b. **Volunteering Initiative for Developing Young Aptitude (VIDYA)**

Project VIDYA, is an educational program initiated by RCOM with a mission to create a platform to support effective learning and improve the literacy levels in the community. Focused on establishing a learning environment for developing reading skills and literacy skills in primary and secondary school children. Project VIDYA is being promoted at six VIDYA Centers across India, in the state of Maharashtra, Jharkhand, Odisha, Andhra Pradesh and Rajasthan.

c. **Support for promoting Technology Education:**

Inspired by the vision of our founder, RCOM continues to extend Reliance Communication Scholarship for the deserving students at the graduate as well as post-graduate level at the renowned educational institution-DA-IICT based at Gandhinagar, Gujarat.

Further, RCOM has instituted a Chair for promoting research and development in the field of Computational Sciences in India at DA-IICT. Apart from setting a high performance computer lab for pursuing hi-tech research, the team since the inception of the Chair has bagged various accolades including the 'Best of 2015' from MIT Technology Review for discovery of 'negative (contrasting) food pairing phenomenon in Indian cuisine' a research undertaken by a member Professor.

d. **Providing Grassroots Advancement to Youth Aspiring Growth (PRAYAG):**

PRAYAG is an endeavour extending employment based employability skills to unemployed or under employed youth from semi-urban and urban slum in India. This is a platform designed to empower school and college dropout youths in the areas adjoining the company's operations. PRAYAG has since its inception reached out to 6,018 beneficiaries from Bihar, Jharkhand, West Bengal, Uttar Pradesh and Karnataka.

e. **Project Reliance ASHA**

Reliance ASHA is an economic empowerment initiative undertaken by RCOM, to create comprehensive rehabilitation opportunities for individuals with disabilities, with an agenda to facilitate their integration into the mainstream of the society. Based out of Northern India, the project has been enabling employability skills and promoting livelihood platforms for differently-abled youth in partnership with ASHA and Army Wives Welfare Association (AWWA) a social arm of ARMY.

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### f. Women Empowerment

Women Empowerment being one of the key focus areas, RCOM has institutionalized an annual program wherein Woman Achievers are felicitated. In addition a “Run of Women Empowerment” celebrating and promoting the spirit of women is also organised. These programs are held to commemorate the celebration of International Women’s Day which is celebrated on 8<sup>th</sup> March.

This March 2016 a series of events were organized in Ranchi, Jharkhand:

- (1) RCOM hosted a symposium to felicitate Woman achievers. In its second year, this year RCOM felicitated eleven woman achievers from the State of Jharkhand in the field of sports, athletics and academics. More than 100 women participated in the symposium.
- (2) Run for Women Empowerment (RfWE) was hosted on International Women’s Day at Ranchi, Jharkhand. In its third year the RfWE saw more than 1,000 women participated to champion the cause.

### g. Blood Donation Campaign

As a tribute to our Founder Chairman, Shri Dhirubhai H Ambani and recognizing the paucity of blood supply to patients, Reliance as a group has been organizing blood donation campaigns across the country by encouraging employees for voluntary blood donation and by creating a voluntary donor base to support the community. The camps are on a biannual basis organized in partnership with the government hospitals to reach out to the people from underserved communities. Campaigns in FY 2015-16 were organized 25 locations across RCOM.

### h. Social Awareness campaign

As part of our larger mandate, we have been initiating awareness drives on social issues across our customer base in India. The focus has been on Health, Girl Child, Women Empowerment, Environment etc. in partnerships with Ministry of Health and Family Welfare and other government bodies.

Reliance Group partnered with the UN promoted Sustainable Development Goals through a world-wide Global Goal’s campaign focused on creating awareness through messaging across the 17 goals to 1.2 billion people in India through various channels. Messages were relayed to 45.5 million RCOM customer base.

### i. Employee Volunteering Day

Every year 11th February is celebrated as “Employee Volunteering Day” all across RCOM to acknowledge and honour the contributions by the employees towards the CSR initiative undertaken by the organization. For the financial year 2015-16, around 300 volunteers participated in the CSR activities contributing 1,788 man hours.

### 2. What is your company’s direct contribution to community development projects- Amount in INR and the details of the projects undertaken.

The Company and subsidiary companies continue to do CSR activities.

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

Our approach towards CSR is to interweave social responsibility into company’s mainstream business functions through translating commitments into policies, which not only drive all employees but influence and mobilize stakeholders, especially partners and suppliers, to embrace responsible business practices in their respective spheres of action. In order to make the initiatives sustainable, the projects are designed, which are mostly

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long term projects in collaboration with different NGO's wherein employee volunteering plays a key role and the projects are aligned in line with the business processes and products. We as a company can become the facilitators and do the handholding for the community based on the duration of the project, however, in association with the project partners and other concerned authorities try to create a structured plan to ensure capacity building of the community to enable them to sustain the project and get benefitted after the completion of the project.

### **Principle 9 Businesses should engage with and provide value to their customers and consumers in a responsible manner.**

#### **1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

As on 31<sup>st</sup> March, 2016, there were 1% complaints of customers pending.

#### **2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)**

Beyond mandatory details such as name of the company, address etc., we also display brand name / product specifications / visuals etc. on product packaging.

#### **3. 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. If so, provide details thereof, in about 50 words or so.**

NIL

#### **4. Did your company carry out any consumer survey/ consumer satisfaction trends?**

Yes, the customer satisfaction is measured with the help of robust SMS based surveys conducted on a daily basis and analyzed on a weekly and monthly basis. The decision to participate in the survey lies solely with the customers. There is a set of SMS's sent to customers post their consent for participation in the survey. Customers who respond 'No' in the 'Overall Experience' parameter are out-called on a sample basis within 48 hours (subject to contactability). The VoC based on this out-calling is analyzed for opportunity identification and reduction of dissatisfaction. The customer response helps to understand their expectations and requirements. We conducted Brand Track survey to measure consumer perception of various legs of our business namely brand, service, Network.

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