



Toyota Kirloskar Motor

CORPORATE SOCIAL RESPONSIBILITY

ANNUAL REPORT
2020-21

Sustaining Resilience





ಸಮುದಾಯ ಆರೋಗ್ಯ ಕೇಂದ್ರ
COMMUNITY HEALTH CENTRE

*Visualization of
community healthcare
centre by TKM*

Contents

01	Message from TKM management	1	06	Global aspirations – localized solutions	12
02	The journey of change	4	07	Social outreach	15
03	Our philosophy	7	08	Employee Volunteering Programme - iCARE	35
04	Foundation to good governance	8	09	Awards and recognitions	40
05	Thematic approach and diversified reach	10			



*Inauguration of the newly constructed
Government Kannada Model Primary School*

Foreword

Vikram Gulati

Country Head and Senior Vice President



Our CSR efforts are aimed to promote sustainable development by building resilient communities

Sustainable development is the motto behind our CSR programs. Which is reflected in all the CSR activities undertaken by TKM. With an endeavor to establish resilient & sustainable societies, our efforts are targeted towards stronger engagement with the communities where we operate, addressing their requirements in line with SDG's and national priorities. While implementing many of our activities, we endeavor to ensure wider employee involvement to realize greater participation and ownership of key initiatives.

Conceptualizing and implementing initiatives in the areas of Education, Skill development, Road Safety, Environment, Health & Hygiene, Disaster Management and Employee volunteerism, **we strive to develop a social models which remain scalable** as well as sustainable, thus ensuring strategic and impactful engagements with the communities.

The unexpected widespread outbreak of **COVID-19** brought with it unprecedented challenges for the nation, society and businesses alike. It was incumbent upon the CSR community to step up in a big way and join hands with the Government and other stakeholders working to provide health care and help to the impacted citizens. **Guided by Kaizen, TKM strategically aligned its CSR efforts to contribute towards mammoth efforts of government and other stakeholders to provide relief,**

provide material support and create awareness about Covid appropriate behavior during this pandemic. The company worked towards addressing immediate community needs. Our initiatives for providing medical and relief supplies during the pandemic included providing of over 1 lakh PPE Kits, distributing Food Kits, providing Sanitized Buses etc. TKM employees were involved in distributing Sanjeevni kits and to create awareness in their neighborhoods. This pandemic has reemphasized the important lesson of 'collaboration for betterment of society'. In line with this principle, TKM associated with Indian Institute of Science, Bangalore by providing fully equipped Mobile Medical Unit (MMU). Further, three ambulances were also donated to Government of Haryana to address the emergency cases. As a collaborative effort to combat the pandemic, TKM also donated Rs 13.14 Million to Karnataka Chief Minister's relief fund.

TKM firmly believes that the infrastructure and behavioral change should go hand-in – hand. With focus on this aspect, in reporting year 2020-21, TKM started the upgradation of the **Community Health Center (CHC)** to bolster the health-related infrastructure in our region that is expected to benefit over 1 lakh citizens. Based on the need of the community, the CHC will be provided with required equipment to make it as a model health care facility in accordance to the guidelines prescribed by the

Indian Public Health Standards (IPHS). The upcoming state-of art facility has a built-up area of 15769.25 Sq. Ft, with an investment to the tune of Rs. 12 Crores. This additional facility is situated on the Bangalore- Mysore highway and will also cater to the requirements of accident cases, besides meeting the regular health needs of the local citizens including meeting the pandemic related requirements. TKM's CSR **Project 'Shaale Arogya'** has reached to more than 5000 children addressing malnutrition, anaemia and vision related cases. Under this programme, we have created awareness on their basic health and hygiene practices. This activity has brought in a positive behavioral change considering the challenges faced interms of basic hygiene practices during the initial days of the pandemic.

Our CSR initiatives have also focused on developing the 'social capital' within the communities as well as development of human potential. Unique skill development programme, **Toyota Education and Skill Promotion (TESP)**, connects directly to the Skill India Mission, wherein we are strengthening the GTTC's in Karnataka. TKM also focused on the strengthening **Traffic**

Training and Road safety Institute (TT & RSI) with the objective of providing safety training to varied stakeholders from public and private sectors. On similar lines, we initiated a transformational programme, **Toyota Anganwadi Development Programme (TADP)** which enrolls 3-6 years old children to attain basic education focusing on teacher's capacity for innovative learning. Approach is to develop into model Anganwadis which is replicable and scalable.

iCARE is the employee volunteering program of TKM. This is a unique initiative that provides opportunities for employees to participate in community development programmes. Owing to the ongoing pandemic situation, we transitioned this program to a digital format through a series of virtual events that allowed our employees to actively participate along with their family members from the safety of their homes. Some of the innovative and impactful events included creating library of audio books benefitting the visually impaired students, developing of educational cards and raising funds for Shelter homes, Celebrating Independence day along with army personnel by sending Rakhis and Greeting cards, expressing gratitude to frontline workers etc. In addition, iCARE volunteers also came forward to support their communities through various activities like food kit distribution, donation to old age homes, blood donation camps and creating awareness about Covid. Through this activity we were able to reach out and benefit more than 50,000 people. This programme has ensured the spirit of volunteerism in TKM remains high despite the ongoing situation.

We strongly believe in a collaborative **community-centric approach** that aims to create a positive impact while imbibing a spirit of **"Together we Can"**. With this, we are happy to announce that we touched lives of more than 1.9 million people. Our journey continues to make many more sustainable, scalable and replicable social models believing in the vision, **"be rewarded with a smile"**.

Deriving inspiration from **Mother Teresa's famous quote** **"I can do things you cannot, you can do things I cannot; together we can do great things"**. we aim to keep broadening our horizons for social commitments and will strive to work as one strong force for the betterment of all. On behalf of the entire team at TKM, I am proud to share this journey with you, through this report – **'Sustaining Resilience'**.



Capacity building of Anganwadi teachers through TADP

Leaders speak

Our Customer First philosophy extends in the social dimension as Community First

Vikram Kirloskar

Vice Chairman



Sustainability and impact have always been the key features of our societal initiatives. We aim to pursue the development of holistic and sustainable societies through our interventions by aligning our ESG strategy to SDG and national priorities and goals. We are committed to the inclusive development of the community with our sustained efforts through deeper stakeholder engagement by creating value and impact in all our social programs.

We strive to achieve excellence with clear intent and purpose with ever-growing partnerships and collaboration to transform the lives of the underprivileged sections of society with various innovative social models.

Our affirmative action and swift response during COVID-19 towards building a resilient society and growing together is a testimony of our strong belief towards better tomorrow.

Masakazu Yoshimura

Managing Director



Ever better cars are recognitions of TKM's promise. We ensure the same spirit and commitment to make lives of our communities better and meaningful. I strongly believe in Customer First Philosophy, the manifestation of which extends in the social dimension to Community First. TKM understands the relevance of collaboration for success, and thus our Corporate Social Responsibility initiatives are curated and implemented in collaboration with the stakeholders.

We are laying down the foundation for a better tomorrow today, by having sustainability as a core element of all our initiatives. We aim to be the most admired company in India and globally, with our continuous efforts of being a socially committed corporate.

Sudeep S Dalvi

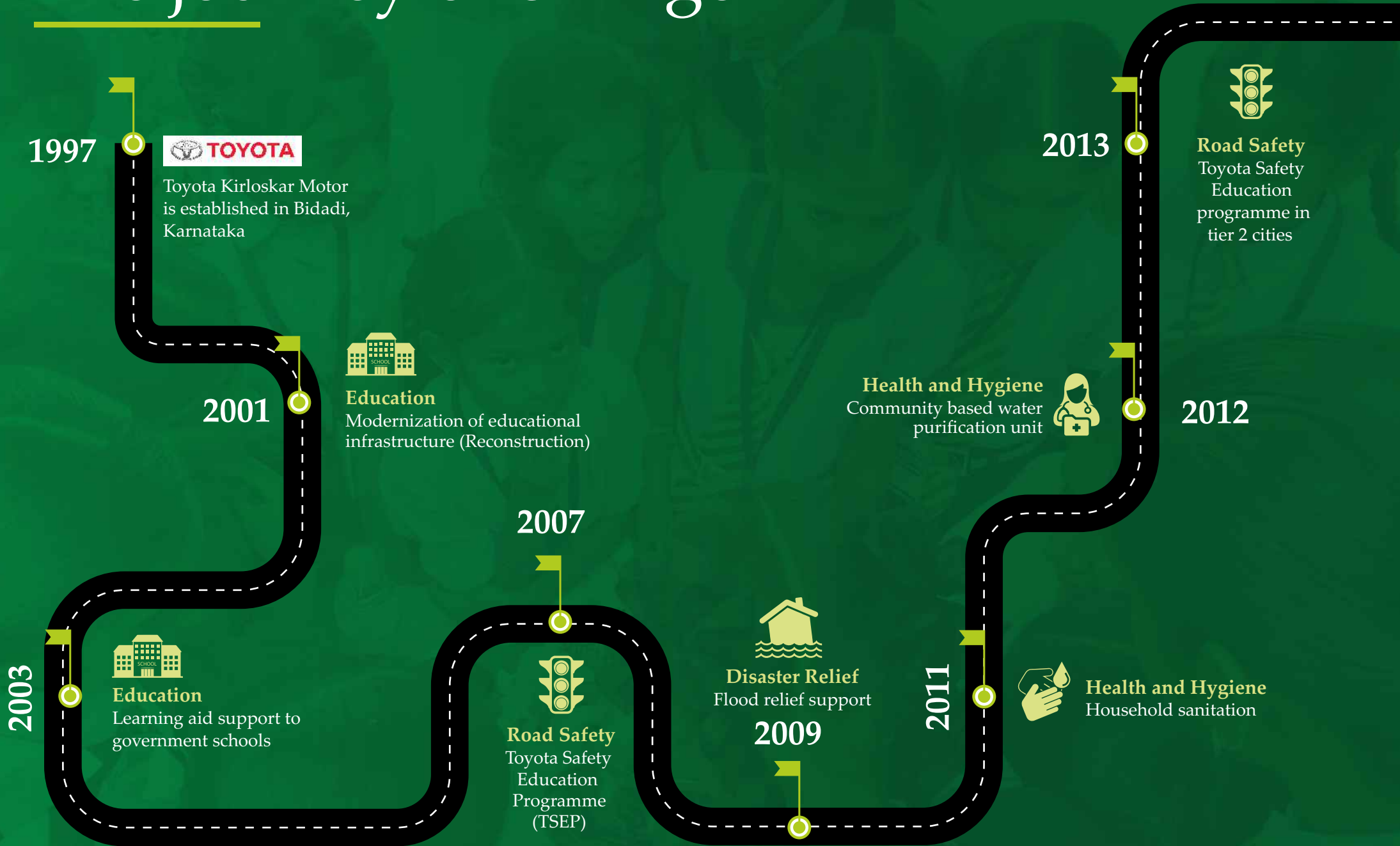
Director and Senior Vice President



TKM aims to align its Corporate Social Responsibility efforts to national and global goals. We translate the Sustainable Development Goals to the local context, making it relevant to the community needs.

With our sustainable community Development Model, we initiate our CSR efforts at the fundamental level, leading it to a more strategic and holistic intervention over time. While implementing these interventions, we focus on "children" towards community approach, since they are key change agents of better tomorrow. We further take Initiatives for Skill Development and promoting road safety -reflecting our commitment to national priorities.

The journey of change



2014



Road Safety
Road safety awareness programme for airport drivers



Health and Hygiene
School sanitation units



Road safety
Team Toyota Activity



Education
Model School



Environment
EcoZone



Health and Hygiene
Water Purification Units - Advanced



Employee Volunteering
iCARE

2015



Education
Capacity building of government teachers



Health and Hygiene
ABCD programme – A Behavior Change Demonstration
Mobile Medical Unit (MMU)



Environment
GreenMe programme

2016



Education
Digital Literacy



Environment
Lake rejuvenation

2017



Road Safety
Toyota Hackathon



Health and Hygiene
Construction of Primary Health Center (PHC)



Skill Development
Social Academy of Learning by Toyota



Health and Hygiene
Solid Waste Management

Project Shaale
Shaale Makala Arogya

2018



Education
Toyota Anganwadi Development Programme (TADP)



Health and Hygiene
Community Health Centre (CHC)
COVID-19



Road Safety
Traffic Training and Road Safety Institute (TT & RSI)



Skill Development
Toyota Education and Skill Promotion (TESP)

2019

2020



Our philosophy

Toyota Kirloskar Motor (TKM) was established in India in 1997, as a joint venture between Toyota Motor Corporation Japan and the Kirloskar Systems Limited. TKM derives inspiration from Toyota's leadership in the global automotive landscape and constantly strives towards advancing the legacy. Our endeavors are aimed at contributing to the society by making 'ever-better cars' and are committed to be instrumental in solving the issues of the communities we operate in. We draw this philosophy from our founder, Kiichiro Toyoda, who had always hoped for people's happiness.

Our vision for corporate social responsibility is to be a socially committed organization engaged at building vibrant communities in harmony with nature, aiming to become the most admired company in India, and meet customer expectations and be rewarded with a smile.





Our efforts are aimed at aligning the following -

 Social Development Focus on Societal development by giving back to the communities we work with	 Environment Preservation Undertake measures to safeguard the environment through effective eco initiatives	 Economic Development Contribute to the economic progress of the region and realization of human capital	 Responsible Business Comply with social and environmental standards and regulate business with honesty and integrity
--	---	--	---

Over the years of our existence, we have continuously progressed to attain the aspirations of the communities we operate in. We have embraced an approach where we conceptualize need based solutions in consultation with communities. This is further extended to creating community operated sustainable models.

The Toyota Way is an approach of outstanding manufacturing, not only applicable to the quality of Toyota's products but to the way our organization functions.

On the foundation of this exemplary approach, we target to drive the same precision in our CSR interventions.

	PLAN Conduct a community need assessment and feasibility study
	DO Work closely to engage stakeholders and ensure need-based implementation
	CHECK Rigorous monitoring and evaluation of programs that includes measuring outputs, outcomes and impact
	ACT Based on learnings and successes, refine programs by incorporating Kaizen into each step

The PDCA model acts as guiding principles for TKM's outcome oriented corporate social responsibility initiatives.

Foundation to good governance

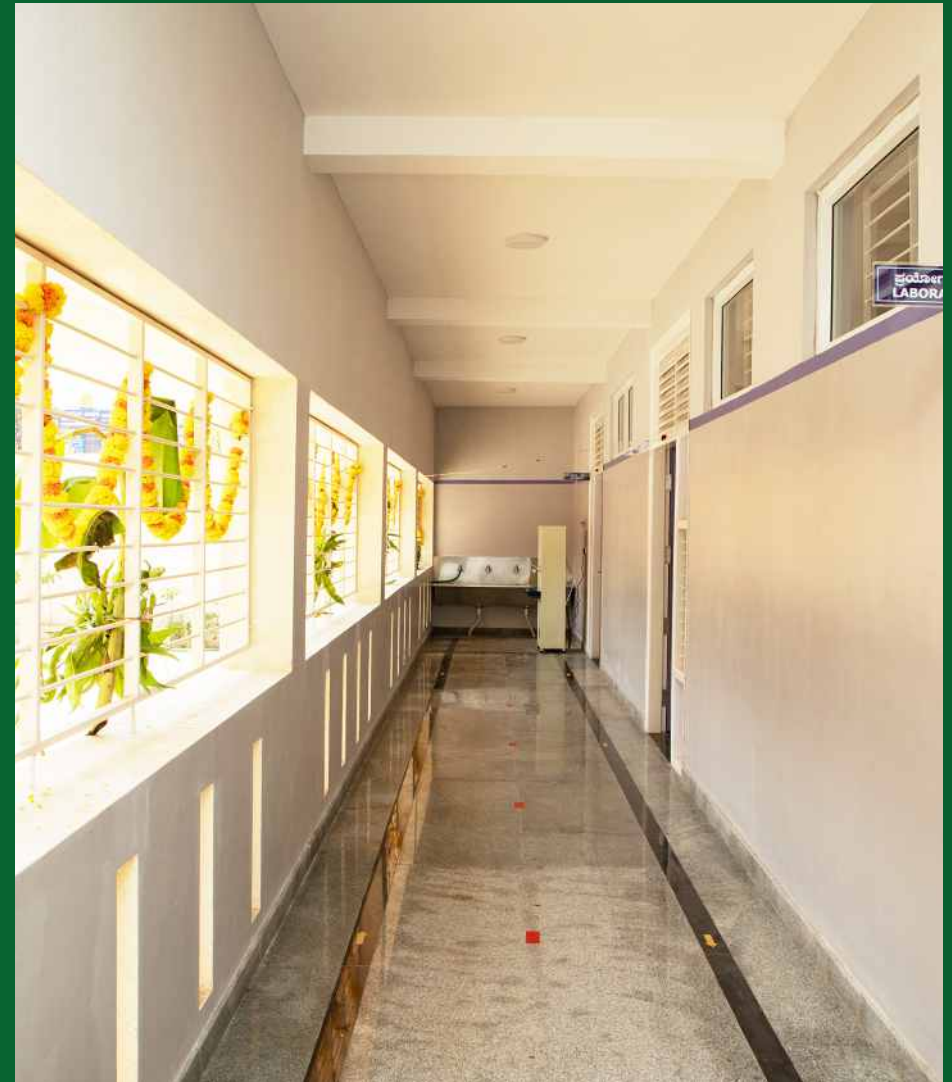
Toyota Kirloskar Motor believes that good governance is pertinent to the ethical functioning of a company. Our company values, code of ethics and internal control systems are aimed at striking a balance between our Economic, Environment and Social goals; echoing our commitment to this belief.

At TKM, the Board of Directors constitute the highest governing body, which operates at the pinnacle of our organizational structure. For delivering upon our Corporate Social Responsibility, we have a CSR Committee constituted through a board resolution. The CSR Committee is the focal agency which guides TKM in the implementation of our CSR programmes, whereas our CSR team ensures the implementation of CSR programmes on ground.

We achieve our CSR objectives by adopting one of the following pathways:



TKM has drafted detailed CSR Standard Operating Procedures to ensure transparency and accountability, till the last mile implementation of our CSR initiatives. TKM follows established monitoring systems to track the progress of CSR programmes on ground. With the help of technology platform, the progress status of our programmes is made available to all stakeholders. As per the SOPs, all programmes are reviewed on monthly basis by the functional head and quarterly basis by the CSR committee members. TKM also conducts impact assessment studies at required intervals to measure the change created through our interventions, and to take cues if any course correction is required to arrive at the desired social impact.



CSR Committee



Vikram Kirloskar
Vice Chairman



Masakazu Yoshimura
Managing Director



Raju B Ketkale
Deputy Managing Director



Takuya Nakanishi
Director & Senior Vice President



Atsunori Komei
Director & Senior Vice President



Sudeep S Dalvi
Director & Senior Vice President

Leadership Team



Vikram Gulati
Country Head and Senior Vice President



Kohei Yamada
Senior Vice President



K V Rajendra Hegde
General Manager



Eswar Babu Soppa
Senior Manager

Execution Team



Prasad Kumar
Program Manager



Kritika V J
Program Manager



Thematic approach and diversified reach

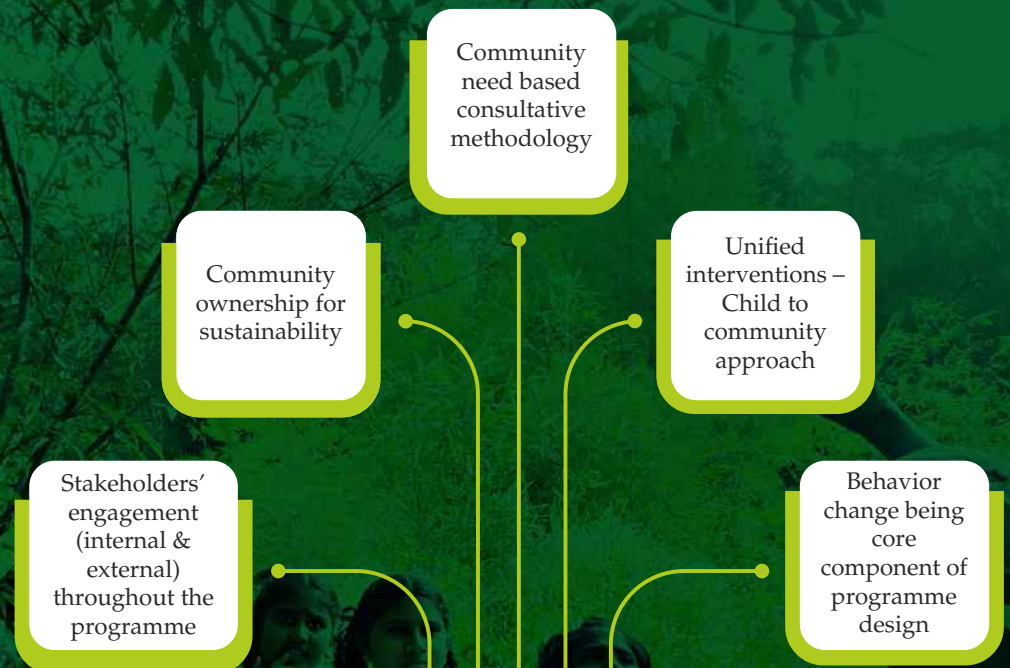
The community needs assessments and multi-stakeholder consultations, help us define and deploy the plans for development of the communities we operate in. TKM believes in creating localized solutions and rendering them sustainable, by encouraging active local participation. We have conceptualized and established a sustainable community development model in this regard, where basic community interventions at the onset are refined into more strategic and holistic collaborations over time.

Throughout this journey, we ensure that all our interventions are need based, incorporate our child to community approach, capture the learnings from our multi-stakeholder engagements, integrate a behavior change aspect (wherever applicable) and promote community ownership.

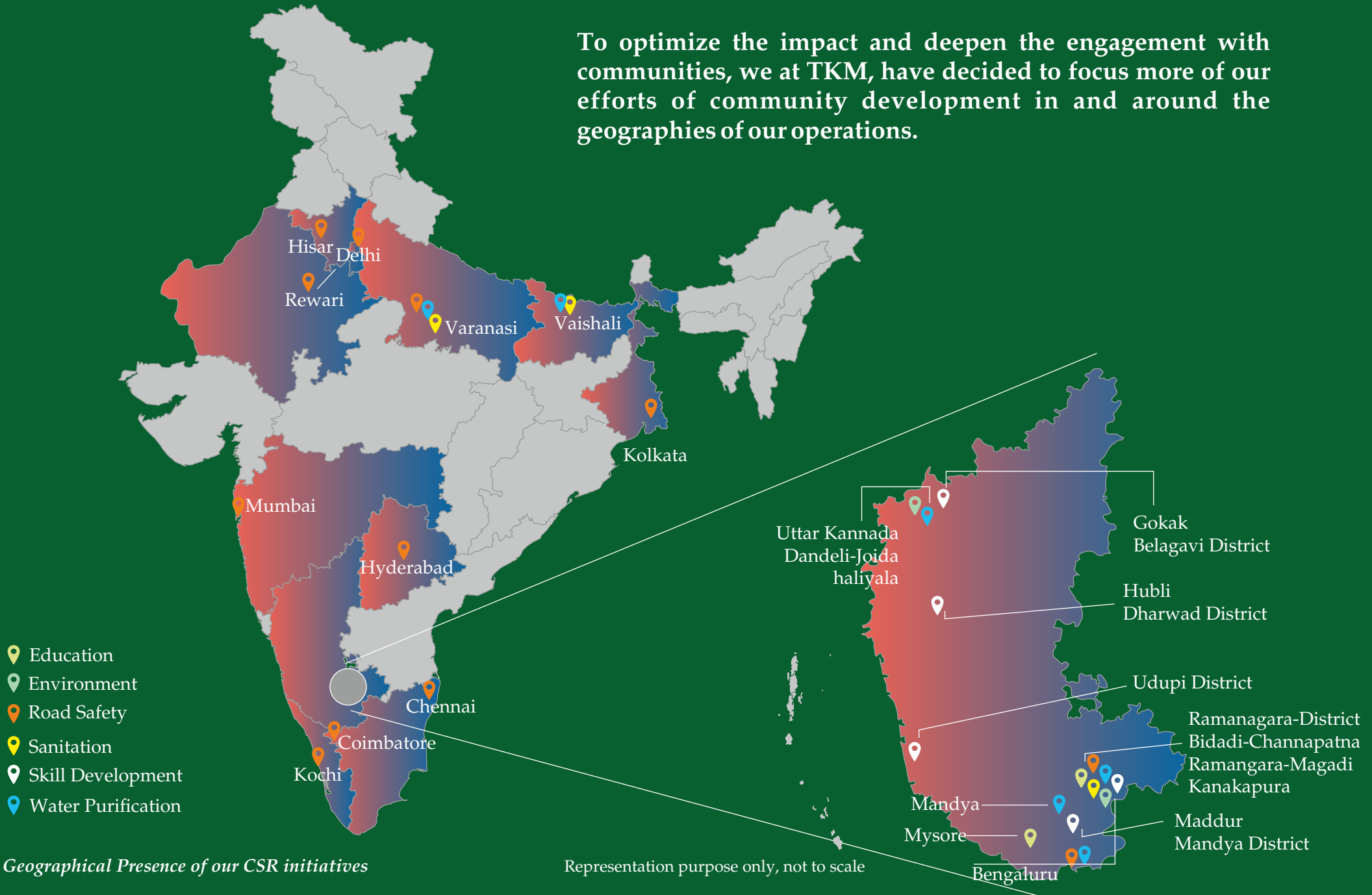
TKM's development plan covers thrust areas of -



TKM's Sustainable Community Development Model



To optimize the impact and deepen the engagement with communities, we at TKM, have decided to focus more of our efforts of community development in and around the geographies of our operations.



Global aspirations localized solutions

United Nation's Sustainable Development Goals (SDGs) are unique for their universal coverage, particularly of the most vulnerable. The 17 goals along with targets and indicators, provide guidance for carrying out interventions in sectors which require utmost attention. The ultimate aim of these goals being shaping a more sustainable, prosperous and safer planet for all humanity.

At TKM, we are committed to contribute towards global as well as national development priorities. TKM's CSR interventions are aligned to the respective SDGs and national missions and share their fundamental philosophies. We treat needs of the community we work in with utmost priority. As a result, our Corporate Social Responsibility interventions localize the SDG aspirations and translate them into measurable social impact at the grassroots. These interventions contribute to 8 SDGs covering 19 targets overall.

Alignment to global goals and national priorities of our interventions help us in making them more community centric and needs responsive. This alignment is further mentioned in detail in the following sections of this report.



Education



4.1 By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes

4. A Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all

4.2 By 2030, ensure that all girls and boys have access to quality early childhood development, care and pre-primary education so that they are ready for primary education



17.17 Encourage and promote effective public, public-private and civil-society partnerships, building on the experience and resourcing strategies of partnerships

Environment



4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development



6.1 By 2030, achieve universal and equitable access to safe and affordable drinking water for all

6.6 By 2020, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes



11.7 By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities



13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning



15.1 By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements

15.9 By 2020, integrate ecosystem and biodiversity values into national and local planning, development processes, poverty reduction strategies and accounts



17.17 Encourage and promote effective public, public-private and civil-society partnerships, building on the experience and resourcing strategies of partnerships

Health & Hygiene



3.3 By 2030, end the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases and other communicable diseases

3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.



6.1 By 2030, achieve universal and equitable access to safe and affordable drinking water for all

6.B Support and strengthen the participation of local communities in improving water and sanitation management



17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships

Road Safety



3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.



17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships

Disaster Relief



3.D Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.



13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries



17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships

Skill Development



4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university



8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training



17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships

Education

OVERALL OUTREACH#
1,16,396

Equitable access and user-friendly infrastructure guide the path for our education related CSR interventions

Committed and focused investments towards improving education infrastructure is one of the key aspects of securing the future of communities we work with. Guided by our belief of creating long-term value for our stakeholders, the education initiatives of TKM are aimed at ensuring quality and equity.



Key Programme Highlights

INFRASTRUCTURE SUPPORT



2,349

students benefiting from modernization of educational infrastructure (reconstruction) of 11 government schools

QUALITY EDUCATION



1,11,233

students in 1,456 schools provided with learning aid

EQUITY IN EDUCATION



Notebooks

5,98,586

Bags 10,547 and Geometry boxes 19,975 were distributed

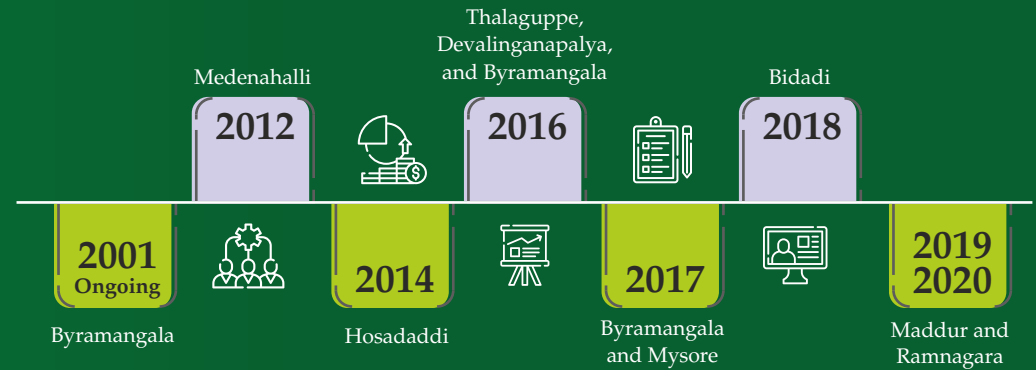
Overall outreach numbers since 2001

Modernization of educational infrastructure (Reconstruction)



Kaizen's concept of continuous improvement guides our social interventions. Quality improvement is one such aspect reflected in aspirations & actions and symbolizes our strategic commitment towards our stakeholders. With this belief we have taken this intervention of improving educational infrastructure in government schools to enhance quality of education.

TKM's engagement with government schools Since 2001 involves construction modern school buildings equipped with functional toilets. Support is also provided for furniture and additional essential equipment in these schools to foster a better learning environment. Till date, TKM has provided infrastructure support to 11 government schools in Karnataka.



Overall, 2349 students have been positively impacted due to this intervention. The trust among parents and communities is enhanced as they now prefer to send their children to government schools over private schools. This indicates strengthening of our engagement with communities through this initiative.

In FY 2020-21, The schools were inaugurated and handed over to the education department.



Scan to watch video

Model school

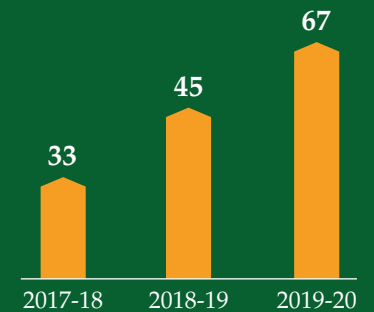
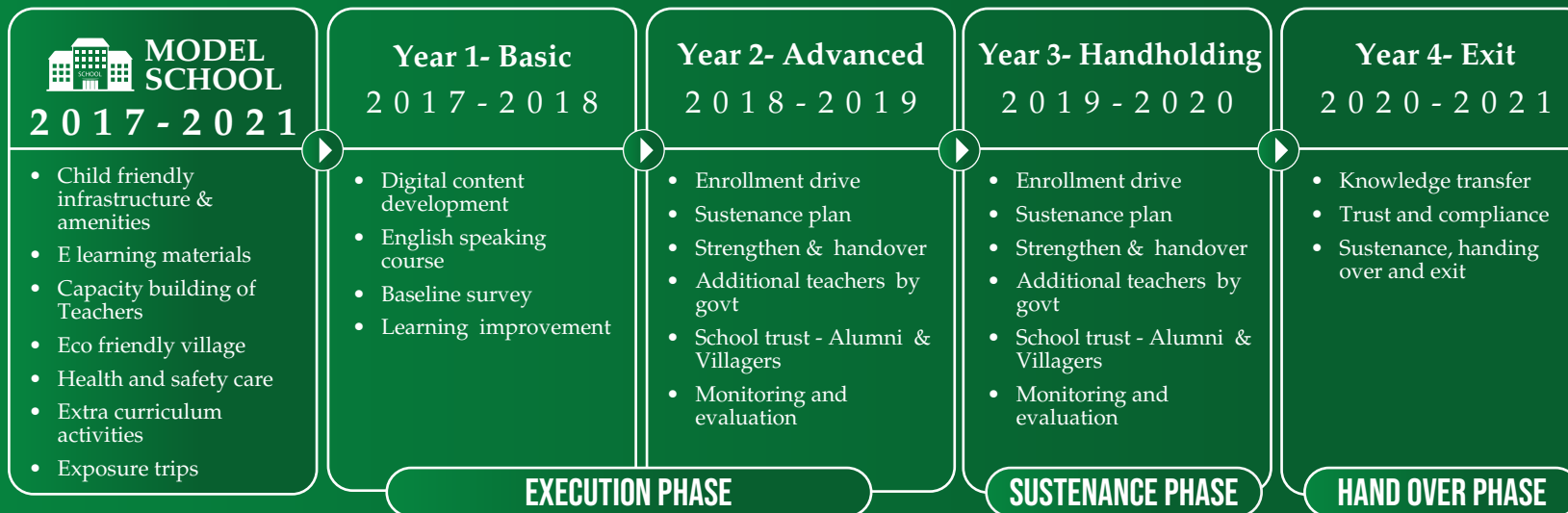


Our vision of a self-sustaining society involves creation of a sustainable village, comprising of a model school.

TKM's concept of model school is not limited to improving physical infrastructure but also includes nurturing the aspirations of students. Additionally, we focus on providing learning support including e-learning materials, building capacities of teachers, creating an eco-friendly, healthy and safe environment for all, promoting extra-curricular activities, and other similar interventions.

In 2017-18, we identified Government Lower Primary School at Devalinganapalya, Ramanagara, (Karnataka), to implement the concept of Model school. This has led to successful establishment a holistic model of quality education which is evident from the increase of academic performance of the students over the years.

In FY 2020-21, the focus was implementing the handing over formalities to the education department, training of the Government teaching staffs and developed the SOP. Nearly 67 students have been benefitted with TKM's pilot approach.



With our continuous efforts, we have observed a drastic increase in the enrollment of students

Learning aid

 **2003-2021**
Completed

Equitable access to resources and support is fundamental in achieving success in education system with this view TKM has undertaken the intervention of promoting the equity in availability


of educational materials to students across schools in Karnataka. This support includes provision of books, bags, geometry boxes, math kits, and sports materials to the schools.



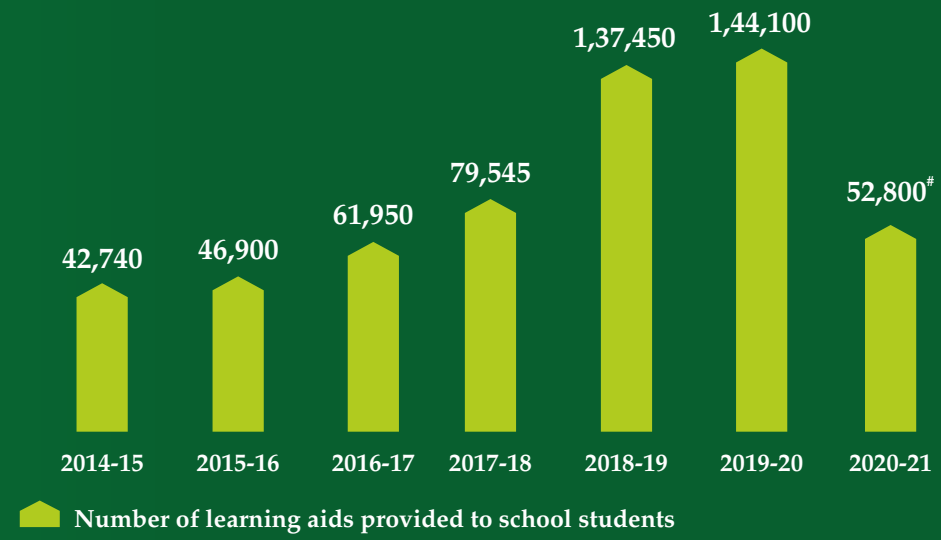
1,11,233 students from **1,456** schools

10,293 students from 137 schools provided with learning aid across Karnataka in FY 2020-21



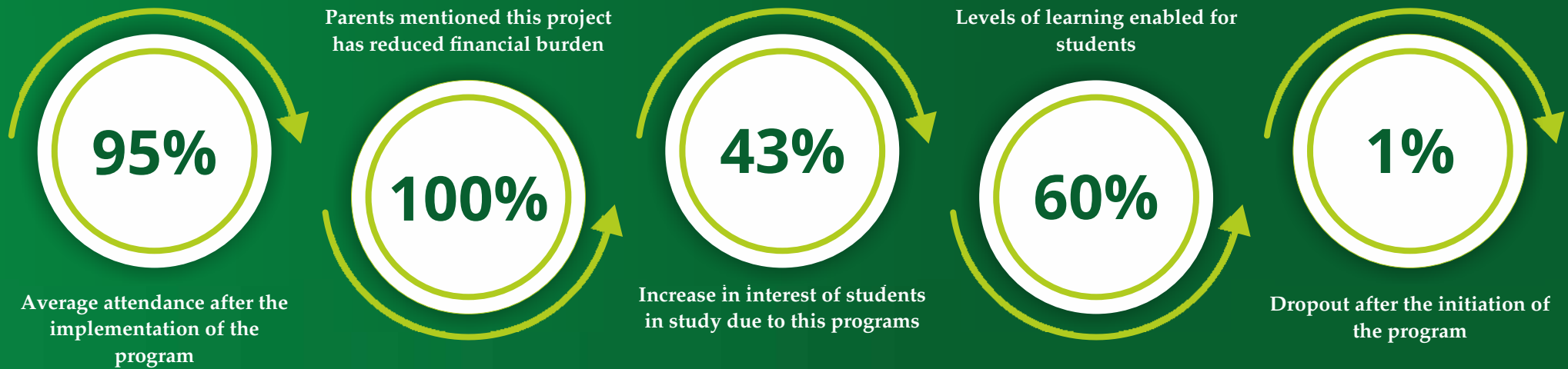
52,800
Notebooks

1,050 Bags and 1,800 Geometry boxes were distributed in the FY 2020-21



Learning aid - impact assessment findings

TKM conducted a third party led impact assessment of learning aid program. The Key highlights of the study are presented below

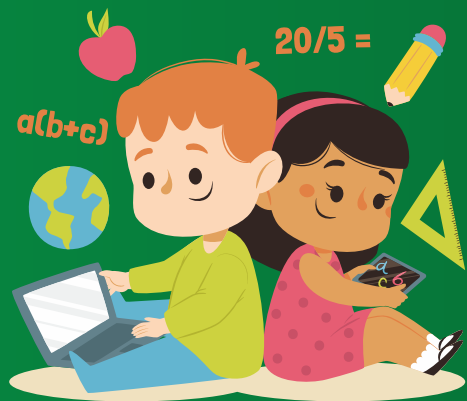


Toyota Anganwadi Development Programme-TADP

 **2020**
Ongoing

Early childhood care and Education is considered to be the foundation of healthy childhood. In India, the initiative is implemented by the Anganwadi centres under the Women and Child Development Department of Government of Karnataka. To lay the foundation for proper physical, psychological and emotional development of the child, these centres enroll children of 3-6 years of age group.

Early experiences influence the cognitive development of a child and directly impacts the development of learning skills and social & emotional abilities of a child. Understanding the need, (TADP) was initiated in this year and with an aim to upgrade the infrastructure and the service delivery enabling the attention of children towards innovative learning in the Anganwadi.



30

**ANGANWADI CENTRES
IN FY 2020-21**

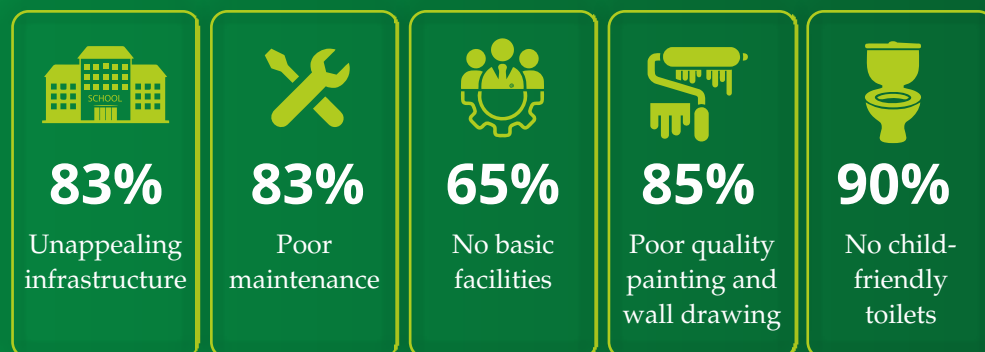
TKM identified for this programs

Toyota Anganwadi Development Programme-(Baseline study findings)

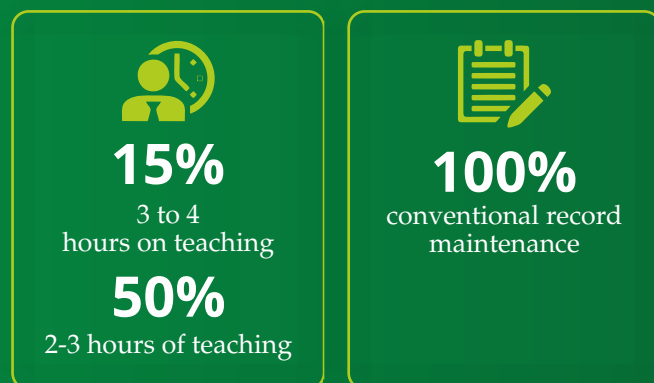
The assessment conducted was focused on 4 areas- Child friendly Anganwadi Centres; Activity based learning; Teacher Capacity Building; Health & Hygiene

1. Child friendly Anganwadi Centres

Out of 30 centres, only 3 centres meet the required government specification on building structure (10%)

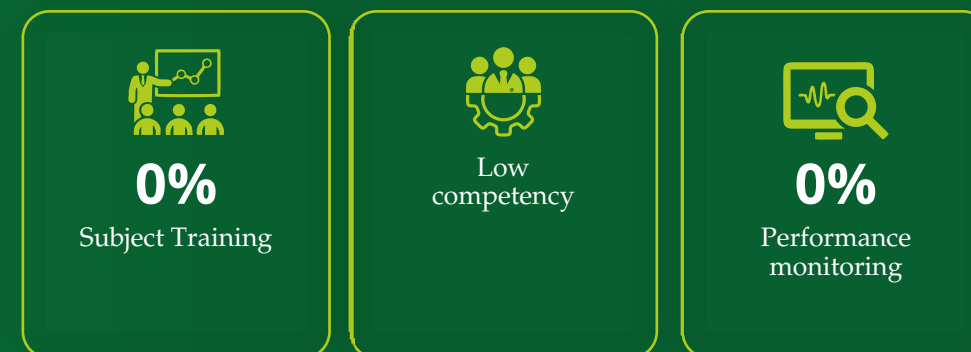


2. Activity-based Learning



3. Teacher Capacity building

Identified issues: Limited capacity for AWW to teach children as per the Chili pili curriculum. Presently, less than 25% are able to teach as per the standards



4. Health and Hygiene

Identified issues: All the 30 AWCs have adequate safe drinking water, but 20 AWCs don't have proper storage and dispensing facilities



While the baseline study captures data on four aspects, TKM's focus will be primarily on Activity based learning and Teacher Capacity building

Environment

OVERALL OUTREACH#
53,153

A harmonious relationship with nature will determine the secured existence of our future. Our initiative of holistic development involves conserving the environment through community participation and ownership.

Our vision and promise of a sustainable future is depicted by our endeavors towards management of natural & man-made resources, conservation of natural structures and involving of stakeholders in our initiatives.. TKM understand the relevance of environment consideration for a secure and sustainable future and also the roles of stakeholders in achieving it. With this thought, our initiatives are planned for creating long-lasting impact benefitting a large set of stakeholders.

Though our CSR initiatives, we aim to address the ever-increasing challenges related to sustainable development of communities, such as depletion of resources, waste management and loss of biodiversity.



Key Programme Highlights

HARMONY WITH NATURE



17

environmental aspects covered in a state of art educational park

FUTURE PREPAREDNESS



37,643

visitors, comprising of 12,675 students, reached through Ecozone initiative

COMMUNITY STEWARDSHIP



8,000

population from 5 villages are currently benefiting from the Abbanakuppe lake

Overall outreach numbers since 2001

Lake rejuvenation



2016
Ongoing

Water security is essential for the survival and sustenance of the communities. The anthropogenic pressure in the current years has led to depletion of water resources. As one of the mitigating Strategies to address this problem, TKM has undertaken the lake rejuvenation programme in collaboration with the community. The initiative involves adoption of a lake (Abbanakuppe) spread across 3.4 acres, in the vicinity of our manufacturing plant., and working closely with local community for its conservation. We provide guidance to the locals on conservation techniques and also build sense of ownership among them for the lake and concern of water security.



Planning for the initiative commenced in 2016 and in subsequent years the idea was implemented, which involved various steps for rejuvenation such as de-silting, bund preparation/pitching, waste-water diversion, & creation of amenities and pathways for the community.

The initiative has benefitted around 8,000 individuals from five villages around the lake. Increase in water table & improvement of the water quality in the lake has boosted the agriculture in the villages. It has also positively impacted the local biodiversity. The project was handed over to the local municipal body in FY 2020-21, post carrying out the necessary maintenance work for the lake and its amenities.

Ecozone



2017-2021
Completed

With a view to enhance ecological knowledge among the students and community, TKM proposed in 2017, the development of biodiversity rich ecozones in its own premises. These zones serve as a knowledge repository and provide practical knowledge on ecological aspects to the students.

A total of 17 theme parks established under this initiative provide experiential learning to students, broadening their horizons on ecological learning beyond the classrooms. Students are introduced to newer concepts of ecology and also get acquainted on the aspects of nature conservation.

17

theme parks established including 4 types of forests, hosting

650

species of flora

198

species of fauna



12,675

Students and 24,968 family members reached, through Ecozone initiative. In FY 2020-21, nearly 4664 students and 8,946 family members were reached



Creating awareness among the students as well as communities on issues of ecological conservation, is the key intent of TKM behind this initiative. Future aspirations include involving other stakeholder such as universities, communities, industrial bodies and other corporates in promoting the eco-spirit and motivate them to adopt sustainable practices directly and indirectly as a way of life.

EXPERIENCE

30%



EXPERIENCE THE PROBLEM/ PHENOMENON

01

REFLECT

30%



IDENTIFY WHERE WE WENT WRONG?

02

CONCEPTUALIZE

20%



BRING OUT SOLUTIONS

03

EXPERIMENT

20%



TRY OUT / EXPERIMENT / IMPLEMENT

04

Solid waste management



2019-2021
Completed

TKM understands that waste management is one of the crucial strategies in the path to environmental conservation. TKM has been in the forefront promoting the relevance of waste management among various stakeholders and one of the initiatives to drive this agenda was the supporting the initiative of Bidadi Industrial Association (BIA) for installation of solid waste management unit. This unit will address the needs of waste management of small-scale industries in nearby villages.

The initiative conceptualized in FY 2019-20 and is completed as on date is a strong example of an organized setup for waste management in lines with compliances and mandatory regulatory requirements. TKM being a major contributor among Bidadi industries, we are supporting with infrastructure related requirements for waste segregating for smaller industrial units of BIA and nearby communities lacking access to waste management. The plan has laid the foundation of sustainable future by providing a better alternative for management waste generated from the Industries Association.

Expected to benefit

97

MSMEs and 10 villages
covering around
1600 houses

Capacity of the plant is

15

tons per day and is
scalable to 30 tons
per day

The project is managed by

**Bidadi Industries
Association**



Health and hygiene

OVERALL OUTREACH#
9,73,505

COVID-19 pandemic brought into centerstage the need for an effective healthcare infrastructure at community level, which is one of the focus areas of our community engagement model

Our multifold efforts in the field of health and hygiene includes building community resilience by promoting safe practices, ensuring access to quality healthcare by the communities we work with, bringing about behavioral change among the school children and addressing the national priorities related to health.

The wellbeing of the community is a product of the health status of its members and infrastructure it contains to manage it. Despite the numerous advances in the sector of healthcare, accessibility remains a challenge for majority of the people in developing country like India. Water borne diseases remain high due to lack of access to safe and potable drinking water. Additionally, COVID-19 pandemic has brought out the lacunae of the healthcare system in the country.



Key Programme Highlights

HEALTH INTERVENTION



19,550

Students from 159 schools

PURE WATER FOR ALL



2,80,250

villagers from 267 villages benefitted from
43 water purification units

INFRA SUPPORT



1,20,000

benefitted through TKM's 2 health projects

Access to pure and safe drinking water



Waterborne diseases continue to remain a serious problem in many regions across the world including India primarily due to limited access and lack of awareness. TKM as a part of its CSR commitments devised an initiative to ensure community's access to potable water.

Sewage from Bengaluru had severely affected the villages around Byramangala lake by contaminating the ground water. The sewage effluents released in the water body had led to increased TDS (Total Dissolved Solids) levels in the ground water thus posing a health hazard for the communities in the vicinity of the water body.

TKM intervened to solve this critical problem by providing access to safe and affordable drinking water to the communities. Water purification units were installed basis the requirement of the community. Thus, TKM by providing access to the potable drinking water and ensure well-being of the communities.

Sustainability of these units was sought by TKM entering into multi year maintenance contract with the Gram Panchayats. This initiative benefitted not only the villages installed with these water purification units, but the communities in the vicinity.

IMPACT ASSESSMENT FINDINGS

<p>Beneficiaries reported availability of pure drinking water increased from 26% to 93% in intervention areas</p>	<p>94% of the users experiencing better health owing to the usage of RO filtered water</p>	<p>97% of users are now aware about benefits of drinking pure water</p>
---	--	---



43

total units constructed,
two constructed in FY 2020-21

2,80,250

members reached out of which 13,700
members reached in 9 villages in FY 2020-21



Community healthcare

2018
Ongoing

TKM's social interventions in the field of health comprise of strengthening existing village level primary healthcare systems, by supporting with the required supplies and healthcare infrastructure.

TKM has initiated a school-based health monitoring programme – Shaale Makala Arogya, as a part of its interventions towards ensuring a healthy and disease-free childhood. The programme primarily focusses on early detection of malnutrition, anemia, and conducting eye tests. We further emphasize on bringing out behavioural change in the students towards health and hygiene.

A need assessment study undertaken in the communities provided insights for the need of additional healthcare infrastructure. To address this need, TKM started a pilot project of the constructing a Primary Health Center [PHC] at Byramangala, Ramnagara district, as per the the guidelines of the Indian Public Health Standards (IPHS). Additionally necessary equipment were procured and installed at the PHC ensuring smooth access to health care services by the communities. In FY 2020-21, TKM initiated the construction of Community Health Centre



Health programme focused on eye, malnutrition and anemia covered

19,550

students from 159 schools. FY 20-21,
5302 students from 50 schools

1, 20,000

benefitting through health infrastructure facility
1,00,000 Individuals benefitted from TKM's initiative of constructing Community Health center in FY 2020-21.

COVID-19 pandemic support



2020
Ongoing

COVID-19 pandemic has affected millions of individuals across the country, causing severe strain on the healthcare ecosystem. Several measures were undertaken amidst restrictions such as, donation drives, coordinated efforts, research as a result of the efforts from the Government, corporates and other stakeholders to ensure the containment of the infection and ensure the safety of the citizens. Several corporates pledged support and contributed towards these efforts as part of their social responsibilities. Guided by its longstanding social commitment, TKM has been supporting the pandemic relief initiatives through several ways. These includes supporting hospitals, provision of healthcare equipment's and supplies, etc.



95,750

Supplies including 3500 - PPE kits; 7500- N95 masks; 3-ply masks - 72250; examination gloves – 12500 were distributed



04

COVID-19-hospitals supported



14

Sanitized Buses provided



71,850

No. of hand sanitizer distributed



03

Ambulances provided



01

Mobile Testing Van provided



3,527

Food kits distributed



45

Thermal scanners distributed



20

Fumigation Equipment distributed



25,000

Sanjeevani Kits distributed

Road safety

OVERALL OUTREACH#
7,98,700

Instilling safe and responsible road safety behavior in practices among citizens will help make our roads as well as our lives safer

Aim of the Programme



Strengthen the Traffic safety institute towards realization of goal in making the institute No.1 in south India in collaboration with Bangalore Traffic Police.

We at TKM believe that road safety awareness and education is as essential as any other basic skills of survival/life skill and can be instilled in the early ages of one's life.

Connectivity is essential for growth of any modern society wherein the roads pave the path of development. Their significance is such that every individual is dependent on roads for most of their needs. The technological advances have resulted in quicker and smooth transport systems but the increased movement on the roads have also caused increased safety incidents. In the last decade alone, India lost 1.3 million people to preventable road crashes and another 5.3 million have been left disabled for life. India accounts for over 10% of global road accident fatalities – the highest in the world. Most of these cases occur either due to carelessness or due to lack of road safety awareness, on the part of the road users.

TKM deriving from its philosophy of making safer transport systems, is committed towards road safety and have undertaken an initiative of strengthening the Traffic Training and Road Safety Institute – TT and RSI.



#Overall outreach numbers since 2001

Traffic Training and Road Safety Institute – TT & RSI



2020
Ongoing

Movement of people and goods across indicates economic growth of the country. with the increasing vehicular movement, the challenges pertaining to traffic and road safety arise, especially in the urban areas and trade corridors. Although the law enforcing agencies in the country, have developed rules and guideline for bringing discipline and the sense of responsibility. To increase its coverage and strengthening the efforts to create awareness among the masses, requires a multi-stakeholder approach.

With the objective of providing road safety training, Traffic Training and Road Safety Institute (TT and RSI) was established in 1975 by the Government of Karnataka. It offers long-term and short-term courses designed specifically to target audiences. The courses include intensive training on investigation of accidents and laws related traffic and road safety through audiovisual mediums. The institute also sensitizes varied stakeholders such as drivers from Government (KSRTC & BMTC) and private services, fire brigade personnel, home guards, traffic wardens, and school/college students.

This being the only institute in southern India to cater the requirements of traffic training, TKM intends to understand the scope for strengthening to make it among the top Institutes in India, with support from Traffic Police Department.

In phase-I, TKM supported in renovating the infrastructure for smooth functioning of the institute. This will be followed by phase-II, wherein TKM is planning to conduct a feasibility study to analyze the gaps in realizing the objectives of strengthening the institute.



AIM

To make TT & RSI, the topmost institute in India providing training for traffic and road safety



Skill development

Investing into the skills for tomorrow

OVERALL OUTREACH#
173

We are in the business of excellence, which can only be achieved with the right skills. Also, Kaizen (continuous improvement) being the guiding philosophy of our operations and interventions, Skill development remains close to TKMs heart. To be future ready for both our business and societal initiatives, investing in skills development today is an essential step.

Our skills development initiatives are aligned to the national priorities and global goals. Addressing the needs, TKM in collaboration with the Government programs intervening to bridge skills gaps by strengthening the GTTC institutes in Karnataka and thereby improving the access to quality skills training to youths.

Key Programme Highlights

INITIATED STRENGTHNEING OF



04

GTTC institutes in Karnataka under Skill India Mission in FY 2020-21

Overall outreach numbers since 2001



Toyota Education and Skill Promotion-TESP

Skills development is crucial in an ever-developing world with opportunities arising in industries and market requiring evolved and specific skill sets. Skill India Mission is an ambitious program of the Government of India aiming at fulfilling the growing need in India for skilled manpower across sectors and narrow the existing gap between the demand and supply of skills.

TKM as part of its Corporate Social Responsibility and Skills development being its one of the focus areas is contributing to Skill India Mission by providing employable skills trainings to students. This includes providing short-term courses which are industry specific, aligned to knowledge and the culture. In collaboration with the Skill India mission, we intend to strengthen the GTTC institutes in Karnataka through its Toyota way approach.

Through this initiative, four GTTC institutes (Gokak (Belagavi), Udupi (Udupi), Maddur (Mandya) Hubli (Dharwad)) were identified for providing support through multiple phases. In this reporting period, TKM provided the required equipment to improve the infrastructure facility in order to positively impact the learning outcomes of students.

Key Programme Highlights



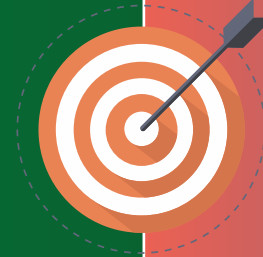
144

Beneficiaries



4

GTTC institutes
across Karnataka



AIM

To strengthen the skill development institutes to enhance the employable skills of youth



Disaster relief

OVERALL OUTREACH#
INR 83.01 Mn

Our resilience will be key to our survival

In the face of a calamity, the line of emergency response is critical to mitigate the consequences and challenges posed during and after the disaster. Recent years have seen a surge in erratic weather patterns. India has been witnessing regular and recurrent disturbances owing to the forces of nature. TKM acknowledges the impact of these natural disturbances and their effects on human life and economy.

Additionally, the COVID-19 pandemic has brought a different set of challenges in the society from the perspective of disaster relief and preparedness. The implications of the same go beyond the health and wellbeing. Being a global challenge, it warrants coordinated efforts from the Government and other stakeholders on various levels.

TKM's social interventions in the field of disaster relief have been towards providing support to families affected by the disasters and its aftereffects. This includes providing support directly to the affected individuals as well the institutional stakeholders responding to it. In wake of the Pandemic, as a part of our CSR commitment to disaster relief, we have contributed INR13.14 Mn to Karnataka CM relief fund in FY 2020-21. We have also provided support to hospitals in terms of equipment and consumables for the fight against the COVID-19 pandemic.



Key Programme Highlights


**SUPPORT TO
CM RELIEF FUND** **INR13.14 Mn**

Provided towards COVID-19 relief in FY 2020-21



Overall outreach numbers since 2001

Employee volunteering programme-iCARE



iCARE (I, Community Action to Reach Everyone), TKM's employee volunteering program of was initiated in 2017 with the aim of encouraging employees to contribute towards to the society.

We believe, our employees have a lot of potential and expertise which can be useful for the betterment of the society. With this iCARE came into existence which provided a platform for employees to get an added purpose by engaging with community on diverse social issues. TKM visualizes to enhance its social impact and making it more sustainable by integrating iCARE in all CSR endeavors.

19 large volunteering events **04** events in FY 20-21

2,676 volunteering hours **1870** volunteering hours in FY 20-21

57,465 **10,800** lives touched in FY 20-21

Overall **1,000** registered employee volunteers, till 2020-21

4.53/5 average rating by volunteers added in 2019-20

iCARE Philosophy



Reactive

Team Members
Short Term

Stage 1: 2017-2018

Connecting Individuals
Company's connect the business goals with the TMs personal interest
Create a sense of belongingness with community and company



Proactive

Team Members +Families
Mid Term

Stage 2: 2018-2021

Embedding the sense of responsibility in TMs To make volunteering consistent
To demonstrate TMs between words (Corporate Communications) and deeds (Implementation success)



Leading

Lead CSR Practioner
Long Term

Stage 3: 2022

Promote Champions
Enhance employee volunteering
Volunteers Lead activities

Our Approach



Community needs assessment –
Need based volunteering approach

01



Solution identification –
Curate a volunteer driven solution

02



Volunteering programme designing –
Constitute a programme for meaningful engagement

03



Broadcasting of programme –
Develop communication strategy for broader outreach

04



Volunteer registration –
Provide various mediums for volunteer registration

05



Volunteer participation –
Preparation of volunteering opportunity implementation for coherent and stimulating event

06



Impact communication -
Report impact created, or lives touched by volunteers' contribution to keep them driven

07



iCare activities in FY 2020-21

Saluting the bravery of our armed forces An initiative of

Expressing gratitude towards our Jawans through designed and sending cards to the borders

No. of volunteers: 80 | No. of cards: 200

Spread a smile on the faces of children

TKM volunteers shelter homes with creating education cards and raise donation to buy gifts for the shelter home children

No. of volunteers: 220 | Donation raised: 24000

Saying Thank you to the healthcare warriors

Appreciating the healthcare warriors for their relentless efforts

No. of volunteers: 396 | No. of cards: 200

Creating a library of audio books

The volunteers at TKM came together to create a e-library of audiobooks which will be access by the blind students and communities

No of volunteers - 238
(No of books recorded/beneficiaries) - 10,000

Volunteering going Virtual

Stronger resolve to bring change continued despite the unprecedented challenges brought by the pandemic

No. of volunteers: 220 | Donation made: 2,82,500/-

- 30+ blood donated blood
- COVID-19 awareness through videos
- Grocery donation
- Mask Distribution

Stakeholder voices

“



In our model school, I like the innovative ways of learnings. Extra curricular and community engagement activities are given equal importance and the learning process is more interesting. I am part of plastic free village initiatives and I am proud of that.

Bhindu, 8th Std, GHPS Hejjala (Model School Alumni)

“



Earlier my daughter was studying in English medium school. After understanding their innovative teaching approach, I enrolled her in Toyota Model School. Now we are able to see the difference brought about by Toyota in school. I have also referred the school to many of my friends.

Nagamma, M/o Preetham & Pooja

“



After my visit to Ecozone I have understood that TKM is not just a manufacturing unit but also a center where I have gained immense knowledge on biodiversity. Inspired by the knowledge gained at the Ecozone, I would like to do my bit towards nature conservation and enhance the greenery in and around my school & home.

Renuka, 8th Std, GHPS Hunasanahalli

“



With the help of TKM's support and its Ecozone initiative, our school students were trained on Climate Change and its impacts. Change impacts each one of us and our surroundings. We have now also understood how we can combat and mitigate these impacts.

Rajaram, Headmaster, GHPS - Shanubhoganahalli



ಶುದ್ಧ ಕುಡಿಯುವ ನೀರಿನ ಘಟಕ
ಕುರುಬರಹಳ್ಳಿ
ಮಾಹಿತಿ : ಪುನರ್ಮುಕ್ತ ರೈತ ಸಂಘ - ಪಾಪನ - ಎಸ್. ಪುಟ್ಟಪ್ಪ ಹಂಪೆ ಶಿಲ್ಪಾ
Drinking Water Unit
Kurubarahalli
Maintained by : Aqua Protect Water Technology

Installation of water unit at Kurubarahalli village by TKM

Awards and recognitions



TKM recognized by former Prime Minister Dr. Manmohan Singh for outstanding contribution on CSR (Feb,2019)



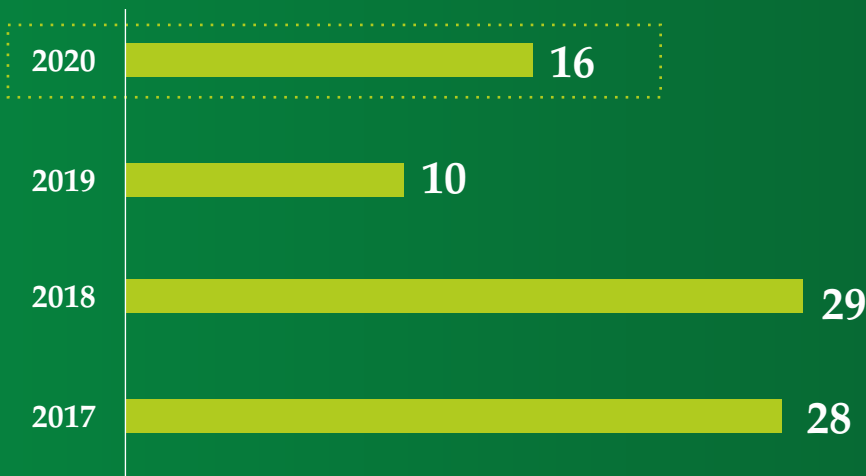
ABCD project got acknowledged as a case study by Harvard Business School. It has also been covered by IVEY publication.

Awards and recognitions



Transformational CSR

TKM RBC Ranking - Top 100 Companies



Social outreach

Through our sustainable community development interventions, TKM CSR has touched 19,99,292 lives, and still counting...

Key Highlights



Education

Overall Outreach

1,16,396

1,11,233

students in 1,456 schools provided with learning aid

2,349

students benefiting from modernization of educational infrastructure (reconstruction) of

11

government schools

Engaged with

30

Anganwadi Centre to develop as Model Centres



Environment

Overall Outreach

53,153

17

theme parks established in Ecozone, including

6

types of forests,

650+

species of flora

198

Species of fauna

8,000

population from 5 villages are currently benefitting from rejuvenation of Abbanakuppe lake



Health & Hygiene

Overall Outreach

9,73,505

95,750

Supplies including 3500 - PPE kits; were distribute as a part of COVID relief

2,80,250

villagers from 262 villages benefitted from 43 water purification units

Around

1,20,000

villagers benefitted through health infrastructure facility

19,550

Students from 159 schools reached through health programme



Road Safety

Overall Outreach

7,98,700

3

major cities are covered under Toyota Safety Education Programme

7,83,919

children educated on roadsafety through Toyota Safety Education Programme

2,600

children are covered through through Toyota Safety Education Programme

7

model schools established under the Team Toyota Activity programme benefitting

5,050

students



Skill Development

Overall Outreach

173

500+

expression of interests were received to from different NPOs, for the first batch of SALT

Conducted capacity building training for

29 NPO's

to achieve operational excellence

4

Strengthening of GTTC institutes under Skill India Mission



Disaster Relief

Overall Contribution

INR 83.01 Mn

INR 13.14 Mn

provided towards COVID relief in FY 2019-20



iCare

Overall Outreach

57,465

1,000+

Registered employee Volunteers in FY 2020-21

2,676

Volunteering hours contributed

4.53/5

average rating by volunteers added in 2019-20

19

Volunteering events



Toyota Kirloskar Motor Private Limited

Plot No-1, Bidadi Industrial Area,
Ramanagara

Tel: 080-6629-2929

Email: tkm.csr@toyota-kirloskar.co.in

www.toyotabharat.com

June 2021