



TOYOTA



Toyota Kirloskar Motor

CORPORATE SOCIAL RESPONSIBILITY

ANNUAL REPORT
2020-21

Sustaining Resilience



Visualization of a planned community healthcare centre by TKM



Installation of water unit at Kurubarahalli village by TKM

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.

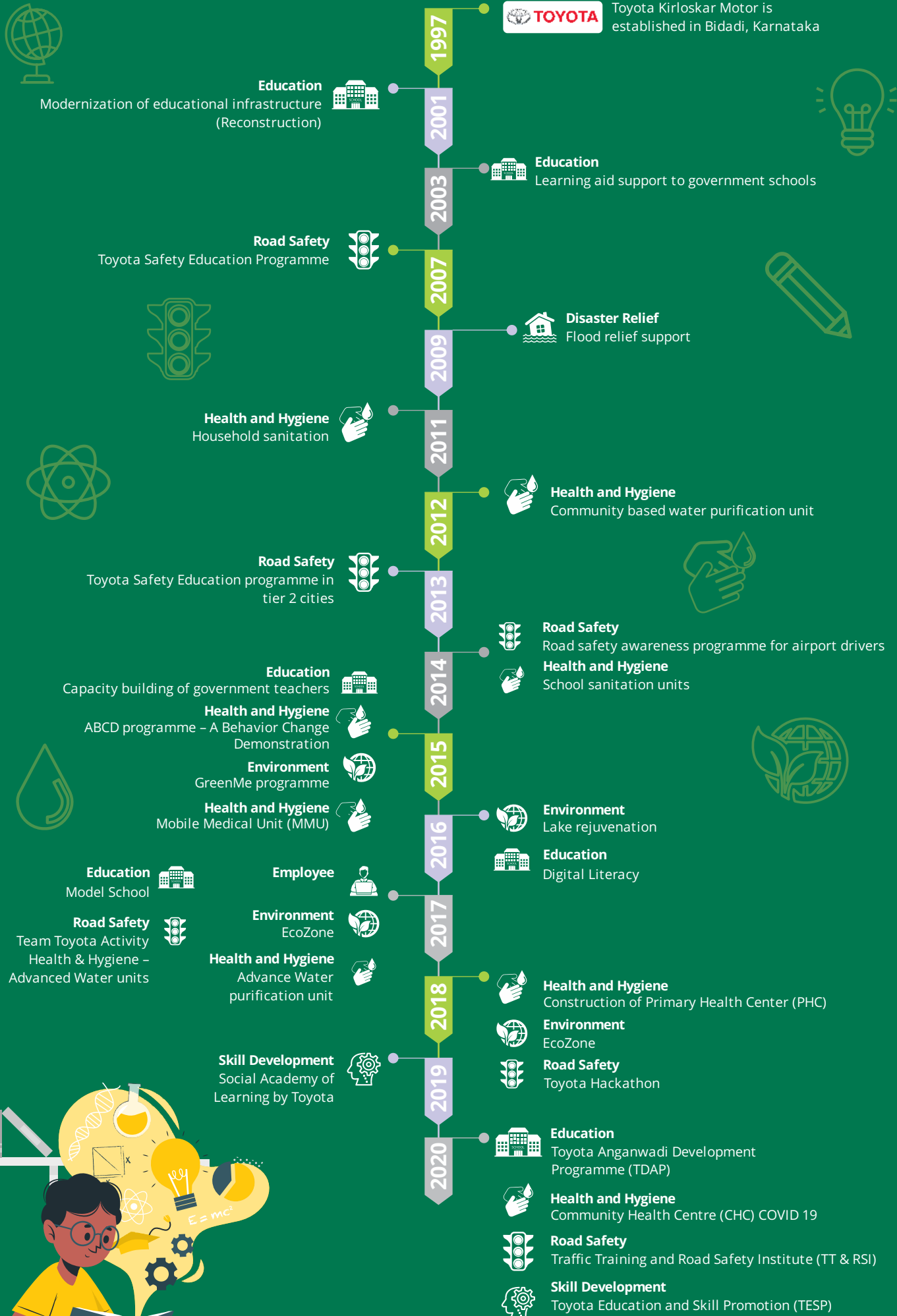
We strongly believe in a collaborative **community-centric approach** that aims to create a positive impact while imbibing a spirit of **"Together we Can"**. With this, we are happy to announce that we touched lives of more than 1.9 million people. Our journey continues to make many more sustainable, 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'**.

Journey of change



Toyota Kirloskar Motor is established in Bidadi, Karnataka



Our philosophy

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.

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.



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.

Essence of our efforts



Social Development

Cultivate the development of society 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

Guiding principles for our outcome-oriented approach in CSR

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

Foundation to good governance

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 programme, whereas our CSR team ensures the implementation of CSR programme 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. In addition to constant monitoring and review, 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



← iCARE - Employee Volunteerism program →

TKM's Sustainable Community Development Model

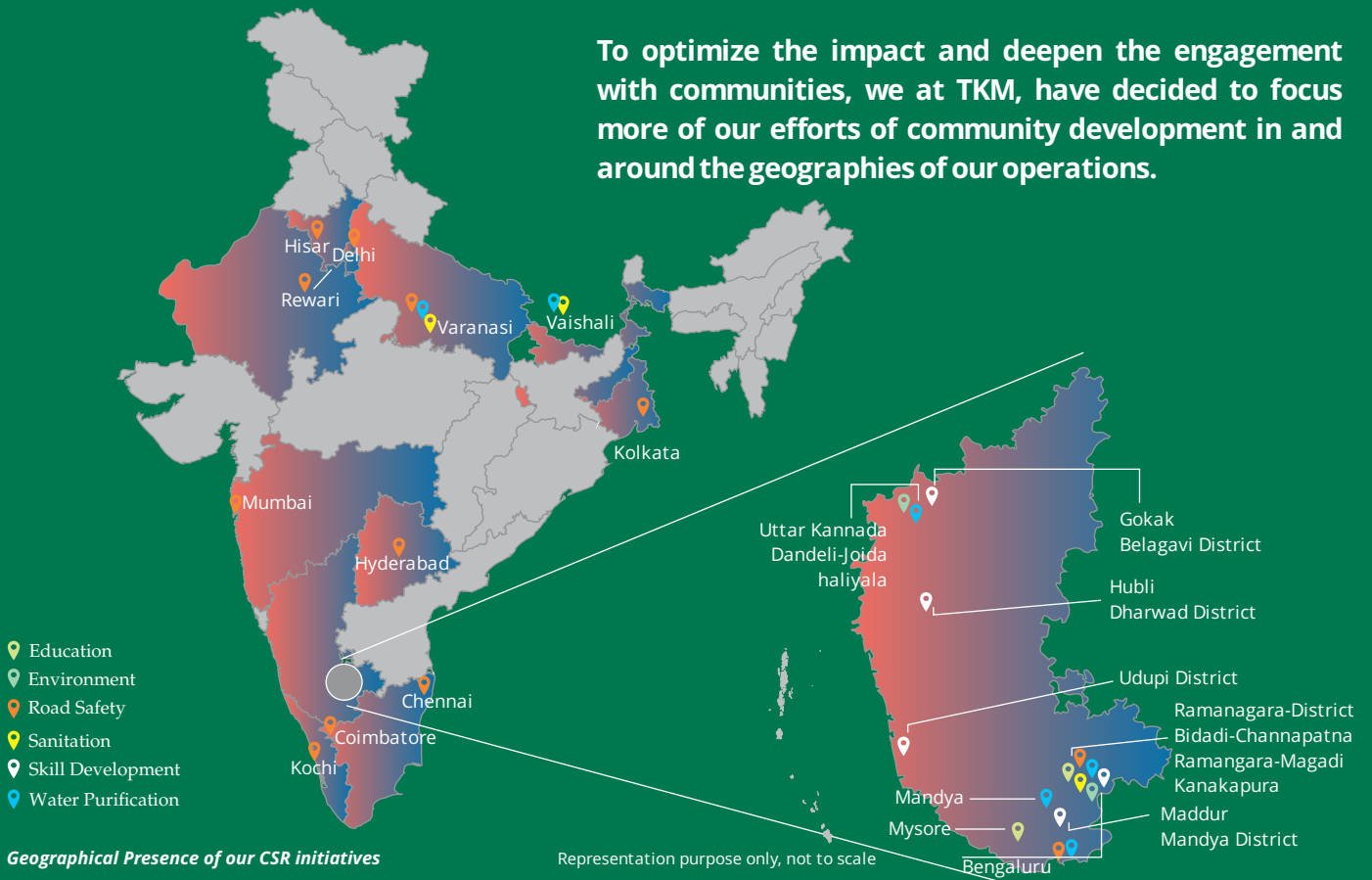


BASIC

STRATEGIC

HOLISTIC

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.



Geographical Presence of our CSR initiatives

Representation purpose only, not to scale

Global aspirations localized solutions

United Nation's Sustainable Development Goals (SDGs) are unique for their universal coverage, particularly of the most vulnerable. These goals and targets are mapped to encourage action in areas of paramount importance for our society. More significantly, SDGs involve us all to shape 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 Corporate Social Responsibility interventions support many of 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.



Education

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

OVERALL
OUTREACH# **1,16,396**



Since commencement

2,349

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

For the reporting year

10,293

children in 137 schools provided with learning aid across Karnataka

1,11,233

students in 1,319 schools provided with learning aid

Notebooks

52,800

Bags 1050, and Geometry boxes **1800** were distributed

Quality improvement is one such aspect which is reflected in aspirations & actions and symbolizes our strategic commitment towards our stakeholders.

Access to quality education infrastructure nurtures today's young minds for shaping the realities of tomorrow. Our vision of a self-sustaining society involves creation of a sustainable village, comprising of a model school.

#Overall outreach numbers since 2001





Modernization of educational infrastructure (Reconstruction)

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 better learning environment. Till date, TKM has provided infrastructure support to 11 government schools in Karnataka.



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.



Learning Aid

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.



Toyota Anganwadi Development Programme-TADP

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, Toyota Anganwadi development program (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.



Environment

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

OVERALL OUTREACH# **53,153**



Since commencement

8,000

people from 5 villages are currently benefiting from the Abbanakuppe lake

For the reporting year

More than **4,664**

visitors, including students, reached through our Ecozone initiative

Ecozone - comprising of **17** theme parks including **4** types of forests, hosting more than **650** species of fauna; has been created



As a part of mitigating the challenges posed by the growing concern of water scarcity, TKM is promoting the idea of lake rejuvenation.

Ecozone is a 25-acre state-of-the-art learning centre

TKM is also supporting with infrastructure related requirements for waste segregating for smaller industrial

#Overall outreach numbers since 2001



Lake Rejuvenation

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 strategy 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.



Ecozone

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.



Solid Waste Management

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 the nearby villages.



Health and hygiene

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



OVERALL
OUTREACH# **9,73,505**

Since commencement

Pure Water for All

2,80,250

267 villages benefitted from 43 water purification units

For the reporting year

95,750

PPE kits distributed along with medical equipment and supplies

1,20,000

stakeholders benefitted through TKM's 2 health projects

5,302

FY 20-21, 5302 students from 50 schools

Health programme focused on eye, malnutrition and anemia covered

19,550

students from 159 schools

1,00,000

Individuals benefitted from TKM's initiative of constructing Community Health center in FY 2020-21.

#Overall outreach numbers since 2001



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. When villages around Byramangala lake were compelled to bear the brunt of the sewage from Bengaluru city ending up in their water body, TKM stepped in to ensure safe and affordable drinking water for the communities. TKM installed water purification units towards ensuring potable water, and thereby the well-being of the communities. Not only the villages installed with these water purification units, but the ones in close vicinity as well, are reaping the benefits of our interventions.



Community Healthcare

Shaale Makala Arogya- A school-based health monitoring programme. This initiative strives to ensure a healthy and disease-free childhood by primarily focusing on early detection of malnutrition, anemia, and eye tests of students. Behavioral change in the students towards health and hygiene is also an integral part of this initiative.

Further, basis the need identified for additional health infrastructure, TKM undertook a pilot project and initiated the construction of a Primary Health Center (PHC) at Byramangala, Ramnagara district.



COVID-19 Pandemic support

COVID-19 pandemic has affected millions of individuals across the country, causing severe a severe strain on the healthcare ecosystem. Guided by its longstanding social commitment, TKM has been supporting the pandemic relief initiatives through several ways. These includes contribution to CM relief fund, supporting hospitals, provision of healthcare equipment's and supplies etc..



Road safety

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

**OVERALL
OUTREACH# 7,98,700**



For the reporting year

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

Traffic Training and Road Safety Institute (TT and RS)

With the aim of making TT & RSI the topmost institute in India providing training for traffic and road safety, 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.



Disaster relief

Multi-stakeholder approach is the key to address the need of disaster relief



OVERALL CONTRIBUTION# **INR 83.01 MN**

Since commencement

INR 82.42 Mn

donated towards Chief Minister's relief fund

For the reporting year

INR 13.14 Mn

donated to Chief Minister's relief fund



COVID-19 Relief

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.



Overall contribution since 2001



Skill development

Investing into the skills today, will help us to secure the needs of tomorrow.

OVERALL OUTREACH# **173**

For the reporting year

Initiated 4

Strengthening of 4 GTTC institutes in Karnataka under Skill India Mission in FY 2020-21

144

Beneficiaries will be supported through this initiative



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.



Overall outreach numbers since 2001



Employee volunteering programme - iCARE

Since commencement

19

large volunteering events

2,676

volunteering hours

57,465

lives have been touched through our volunteering initiatives

1,000

employees registered for volunteering

4.53/5

average rating by volunteers



For the reporting year

4

events in FY 20-21

1,870

volunteering hours in FY 20-21

10,800

lives touched in FY 20-21



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 Practitioner

Long Term

Stage 3: 2021

Promote Champions

Enhance employee volunteering

Volunteers Lead activities

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.

Our Key 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
- COVID-19 awareness through videos
- Grocery donation
- Mask Distribution

Awards and recognitions



**ASIA RESPONSIBLE
EXTREPREURSHIP AWARD
(AREA) 2017
FOR HEALTH & HYGIENE BY
ENTERPRISE ASIA, THAILAND**



**TKM SECURED 10TH RANK IN
2019. WE WERE RANKED
29TH (2018) AND 28TH (2017) IN
THE PRECEDING YEARS.**



**BEST CSR PROGRAM
AWARDED BY AUTO CAR**



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

Transformational CSR

TKM RBC Ranking -Top 100 Companies



**TKM won BCIC-CSR
Impact Awards 2020**



Social outreach

Through our sustainable community development interventions, TKM CSR has touched 18,23,309 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



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