

TKM believes that an organisation grows to achieve greater heights only when the employees understand the values and mission of the organisation. TKM Code of Conduct and Code of Ethics elaborates that the company stands against violation of human rights, child labour or violation of indigenous rights, Sexual harassment.

Human rights are strongly implemented at operations, processes and contracts to avoid any sort of violation or discrimination against any. All the vendors and suppliers of TKM are expected to comply with Government laws and regulations which bolster fairness, and strictly follow the internationally set standards on human rights transparency.

TKM believes that human rights supports in maintaining a healthy and functional workforce. Toyota's Guiding Principles form the backbone of the culture that it extends to the stakeholders as a whole. TKM ensures that the contract employees and all project related contracts include human rights clauses in their formal agreements. Irrespective of the position and grade, all employees, service providers including security personnel and contractors are complied under the human rights policy.

We have a well established system in place to ensure implementation and compliance to the company policies, standards and protocols. Periodic audits are carried by Safety, Health, Environment, Human Resources and Legal teams.

Code of Conduct and Code of Ethics organises the basic attitude training necessary for people working at the company. Values and Ethics are communicated to all employees through newsletter, billboards and educational series on Value statement, Code of Conduct are circulated through mails.

TKM's Code of Conduct and Code of Ethics awareness is imparted to every employee during their induction. To ensure employees adhere to the code, TKM carries out reviews / assessments at all the business units. Contractors and regional offices are reviewed twice in a year.

During FY 2013-14, there were no incidents of discrimination on grounds of race, colour, gender, religion, political opinion, nationality, ethnicity or economic status, anti competitive and corruption behaviour.

The company has not made any financial and in-kind contributions to political parties, politicians, and related institutions.

"HUMAN RIGHTS"



FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

TKM supports freedom of association and collective bargaining which in-turn helps the company to enhance the team work and unity amongst workforce. Management and the union work as the pillars of the company.

The Joint Declaration between Union and the Management is entered into is first-of-its kind in the Indian Automobile Industry. 48% of the employees are covered by collective bargaining agreements.

During the joint discourse of collective bargaining, matters pertaining to human rights and employee welfare are discussed and addressed. Every year, the Management and Union enters into a Memorandum of Settlement. A minimum notice period of two weeks is provided as per law to employees in case there are any significant operational changes.

TKM PRACTICES HUMAN RIGHTS IN THE FOLLOWING MANNER:

- » By abiding the law of the land as maybe applicable to our business.
- » All our operations and business units follow TKM policies and standards.
- » All our vertical heads are trained and empowered to ensure the implementation of fair labour practices.
- » Periodic inspections by regulatory body officials to our operation sites to ensure compliance to labour, environment, safety, factory acts, etc., as applicable.
- » Adherence to TKM's human rights policies by all service providers /suppliers /vendors operating within our premises.
- » Whistle Blower Policy (WBP) and Ombudsman take care of Human Rights violations, if any.

GRIEVANCE REDRESSAL MECHANISM

TKM's grievance redressal mechanism is a unique approach wherein individuals from responsible departments assemble periodically to scrutinise and address issues as maybe reported. Employee grievances include matters related to workplace issues, discrimination, harassment, etc., at work place. The following table lists the various grievance redressal mechanisms that TKM has in place.

Besides this, every supervisor is personally in charge of the welfare of his/her team and is required to interact with team members on a regular basis to know their grievances and report them through appropriate channels.

Channel	Attendees	Formal / Informal	Frequency
Morning Meeting	HOD+Team mates	Formal	1 / Day
Workplace Committee Meeting	Shop Mgr+ShiftDM+ECMs+ERO	Formal	1 / Month
One-to-One	Supervisor+TM	Formal	Need-based
Employee Relations Officers	ERO+TM	Formal	Need-based
ECM+Plant+HR	HR+ECMs+Plant Mgt	Formal	1 / Month
Union Weekly	HR+Prod.HOD+Union	Formal	1 / Week
Plant - HR Meeting	Plant Heads+HR Heads	Formal	1 / Week

“OCCUPATIONAL HEALTH”



Occupational health services is committed to provide a healthy and safe working environment, well-functioning working community, prevent accidents and occupational disease.

The aim is to promote and maintain highest degree of physical, mental and social well-being at work; prevent employees from health hazards caused by their working condition; protect employees in their employment from risks resulting from factors adverse to health.

In support of the occupational health and safety policy, occupational health programmes are being developed to improve health and fitness of employees, reduce absenteeism and illness.

We have 2 Occupational Health Centres located at Plant

1 and 2 with physicians, nurse and physiotherapist managed by Chief Medical Officer, qualified in occupational health. There are 2 well equipped ambulances available within the premises.

There are five sections in the occupational health department providing the following services.

1. Primary care

Provides physician consultation for general illness, general health counseling, issue free pharmacy medication, diseases management and specialist referrals.

2. Emergency care

Provision of timely and appropriate first aid treatment in the workplace to save lives, reduce the severity of the injury, reduce the degree of pain and suffering, and the amount of lost work time due to work-related injuries and illness.

3. Health surveillance

- » Pre employment physical examination: To aid placing an employee in work for which he is physically and emotionally qualified
- » Periodic Health Surveillance: to ensure that worker continues to be able to handle his job and encourage to remain in good health and seek early treatment for minor ailment.
- » Executive health check - Employees above 40 years are eligible for offsite executive medical checkup at recognised facility.

4. Health promotion

Occupational Health Centre conducts various health promotion activities such as:

- » KYT (KikenYochi Training) – Common health issues
- » Health Alerts on prevailing diseases in the locality
- » Health Advisory on Lifestyle and infectious diseases
- » Wellness programmes: Know your number, BMI counters
- » Trainings: Basic First aid, Ergonomics and Healthy Eating

5. Physiotherapy

Physiotherapy has been introduced to support employees with musculoskeletal issue or injury to rehabilitate them. Aim is to provide a confidential and quick access physiotherapy service for employees requiring rehabilitation after injury or due to a musculoskeletal problem.



Health surveillance



Health surveillance



Primary care



Emergency care



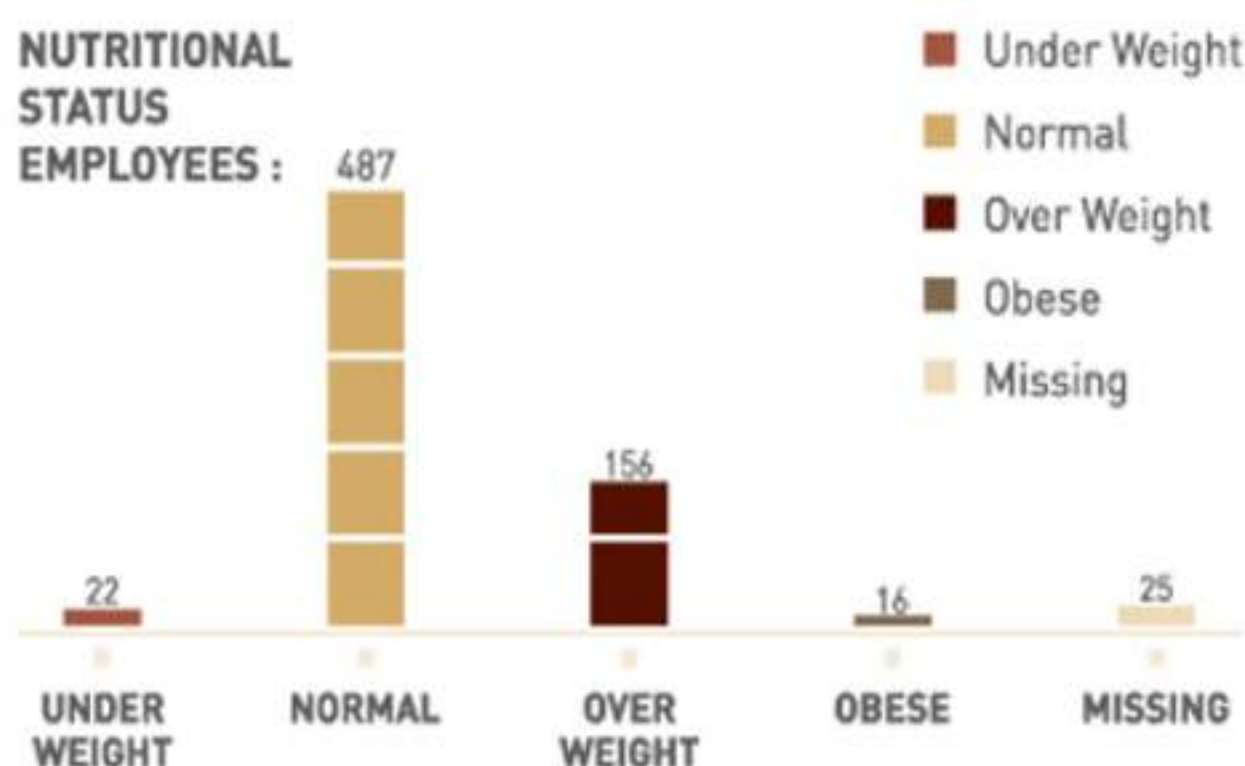
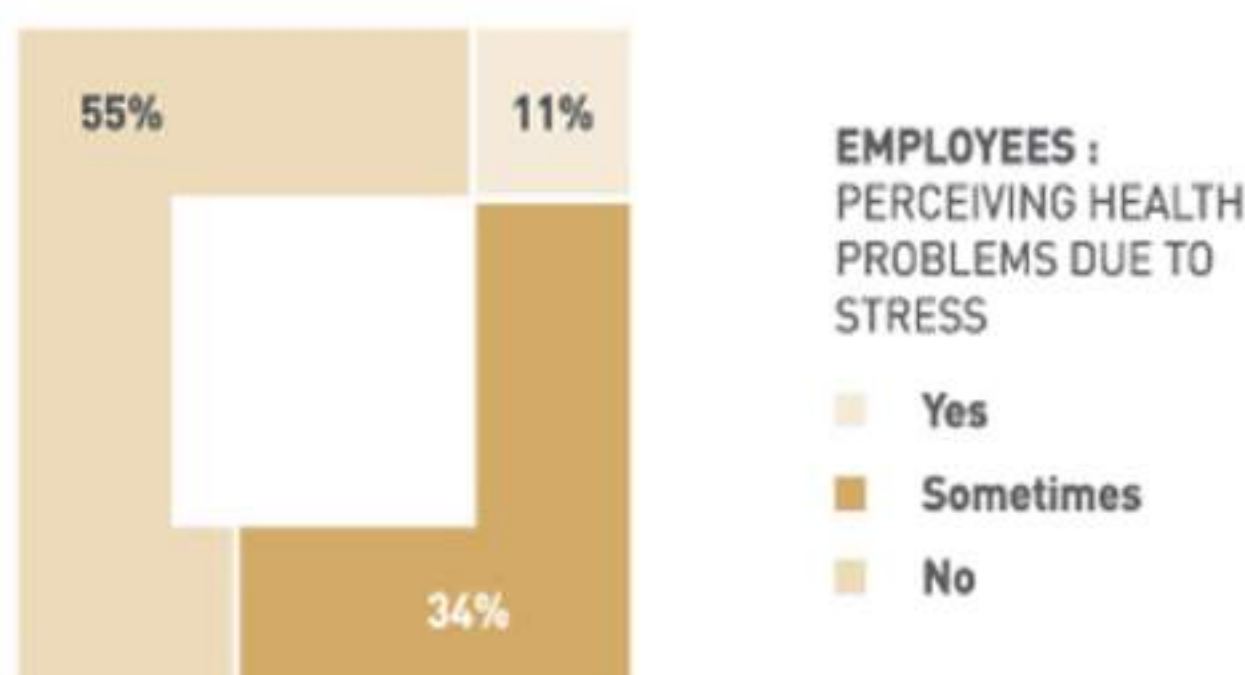
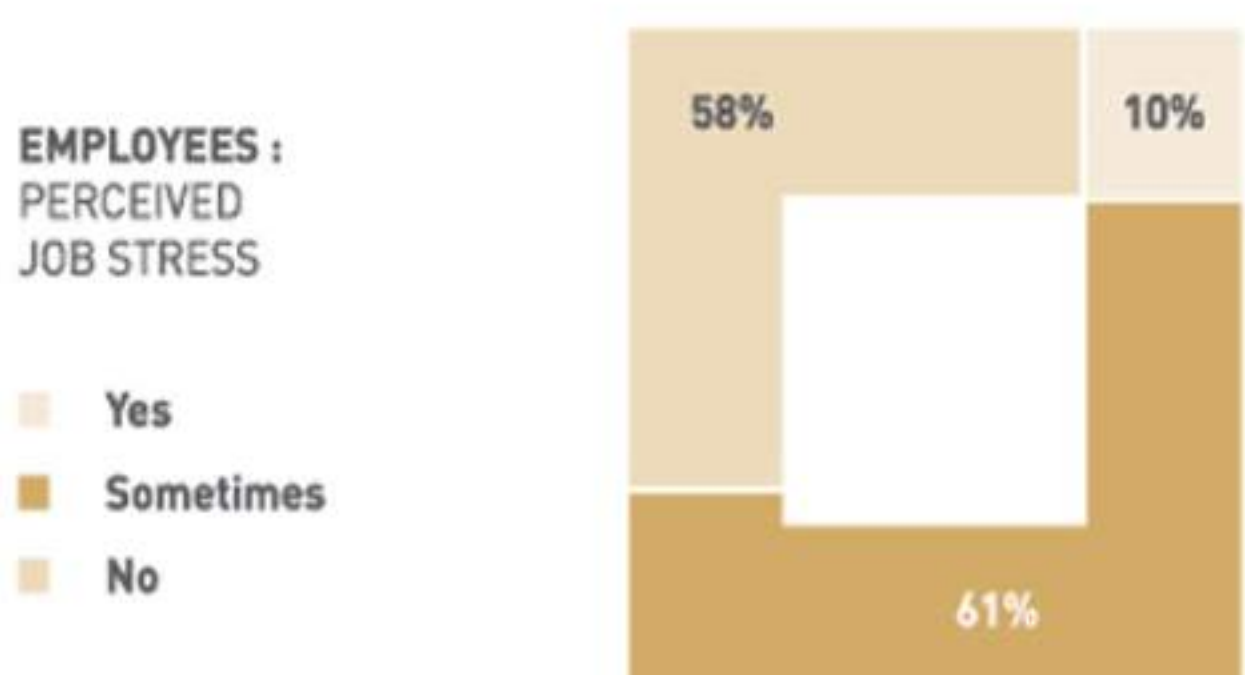
Health promotion out side TKM

IMPORTANT HEALTH ACTIVITIES

1. RESEARCH

Exploring the feasibility to integrate mental health screening in annual medical examination

- » Mental health problems, substance use disorders and stress related issues have been less understood in Indian industrial settings, though Indian workforce constitutes 40% of the population.
- » In association with National Institute of Mental Health and Neuroscience, TKML OH department conducted an exploratory study, one of the first in India.
 - » To identify the proportion of employees with symptoms suggestive of common mental health problems (depression, anxiety).
 - » To assess proportion of employees with perceived job stress, tobacco and alcohol use.



2. CSR ACTIVITY

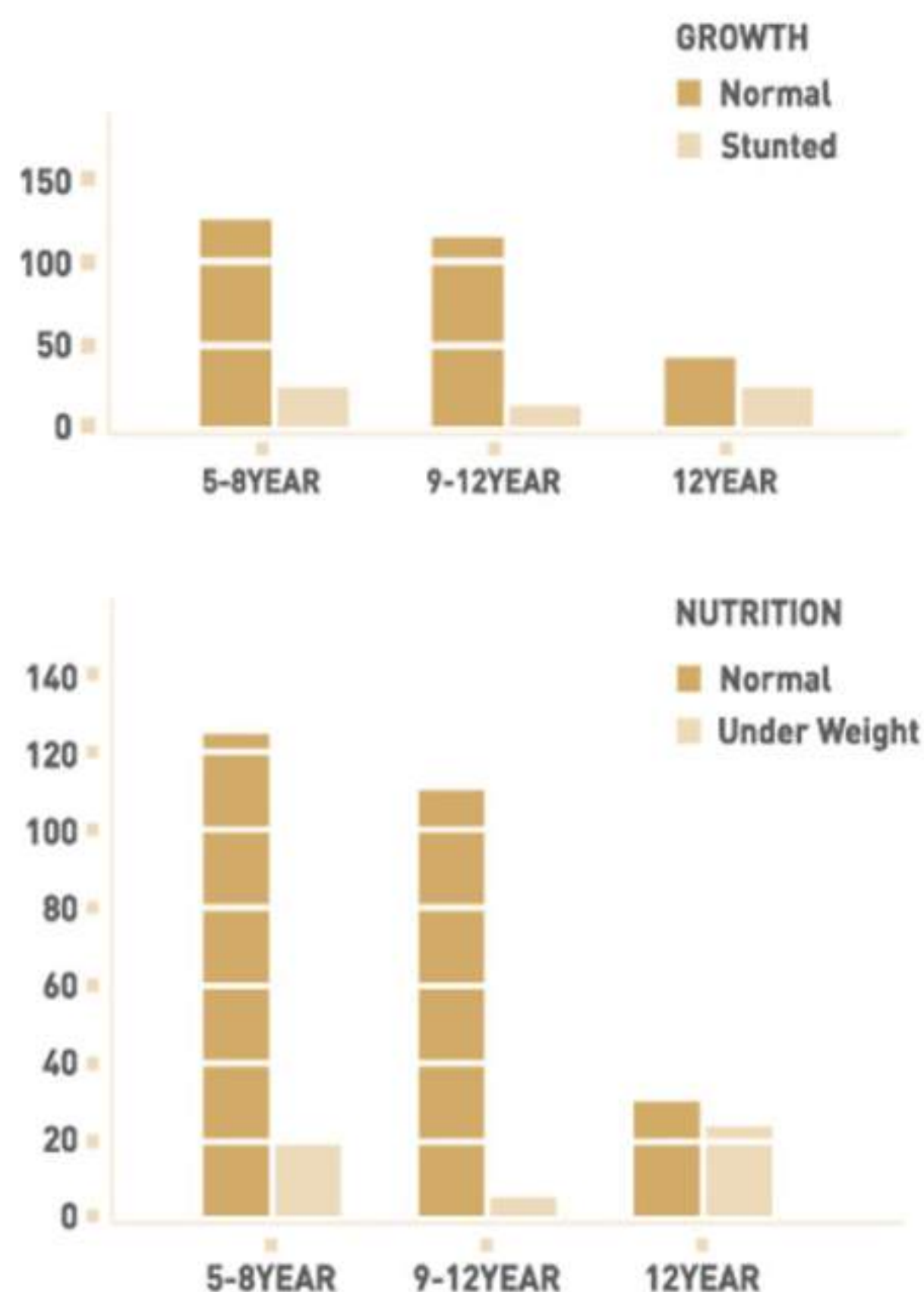
Health screening for School going children at nearby villages

As part of CSR initiative health check up and awareness on health was given to school going children in rural area.

The common health issues observed are malnutrition, caries teeth, visual problem, skin disease and Ear problem.

The programme consisted of:

- » Nutritional assessment by pediatrician
- » Vision test by eye specialist
- » Dental screening



Health camp organized at schools

3. WORKSHOP

Supervisor on OH Policy and Procedure

Series of workshop on Occupational health policy and procedure was organised to enhance the knowledge of supervisor's on Occupational health factors, supervisor's roles and responsibilities with respect to health and also to familiarise the supervisors on resources available within the company in fulfilling their responsibilities on occupational health

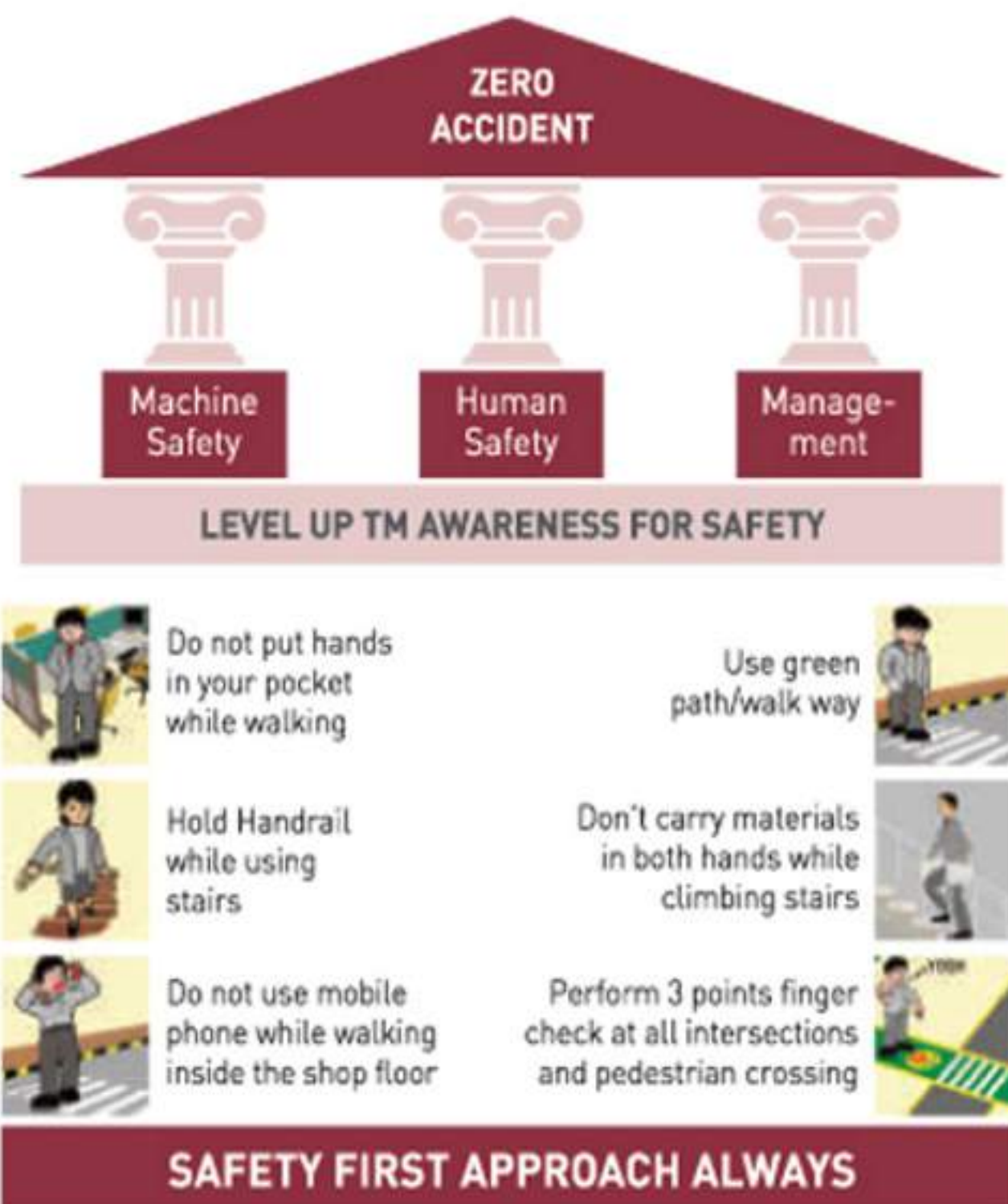
STRESS MANAGEMENT PROGRAMME

A stress management sensitisation training was organised for managers by Occupational health Unit, Toyota and Centre for Public Health, NIMHANS. Around 60 employees participated in the training.



TKM is committed to providing a congenial and safe work environment, which fosters employee engagement. The organisation believes in providing a pleasing and ergonomically designed workplace so as to improve productivity, reduce fatigue, take care of long term health of employees, bring in transparency, reduce the sense of hierarchy and bring in a sense of belongingness and pride.

A periodic assessment and audit of the workplace is carried out under the guidance of the safety committee that involves the top management and members. Audit focuses on various hazards like men-machine interface, logistics, process, fire risk and other etc. During the audit the hazards are identified and an immediate countermeasure is taken to overcome the hazard through cross function team. After the implementation of the countermeasure, system to focus on standardisation and sustenance is well built.



TKM's safety commitment is to ensure Zero accident at Toyota or in its group companies and stakeholders. Since accidents are due to unsafe acts and unsafe conditions, at TKM, we strongly believe the following are the three pillars of safety: Machine safety, Human safety and Safety Committee. The overall image of the safety promotion activities at TKM has been illustrated in the image below, showcasing:

- » TKM Safety Strategy
- » TKM Safety house concept

Safety Culture

Safety culture, the base for an organisation and indeed practicing safety culture makes oneself safe anywhere and anytime. It is basically the fundamentals of attitude which one can practice and preach.

TKM has in practice various safety cultures that are taught to all the employees during the induction programme such as

STOP/LOOK/GO: Simple elements such as 3 point finger check during crossing, no mobile usage while walking, no hands in pocket while walking, holding handrails at stairs etc.

JOB SPECIFIC TRAINING: is given to all the employees during their induction. Job specific trainings are also provided as per the employee's job profile e.g. safety driving training for commutation drivers.

25% of the employees have signed a formal joint management-worker health and safety committees. This helps the employees understand and abide by the directions provided by TKM Management to build a safe working environment.

SAFETY COMMITMENT

Ensure Zero accident at Toyota or in its group companies and stakeholders. Since accidents are due to unsafe acts and unsafe conditions, we strongly believe the following are the three pillars of safety:

Machine safety, Human safety and Safety Committee.

WORK PLACE SAFETY

Ergonomics

A thorough ergonomic study is carried out by an expert team periodically. Ergonomics is taken as a major factor to ensure that all the employees are comfortable in their workplace. New and innovative technologies have been adopted by the company to bring down physical stress of employees.

Safety Performance for FY 2013

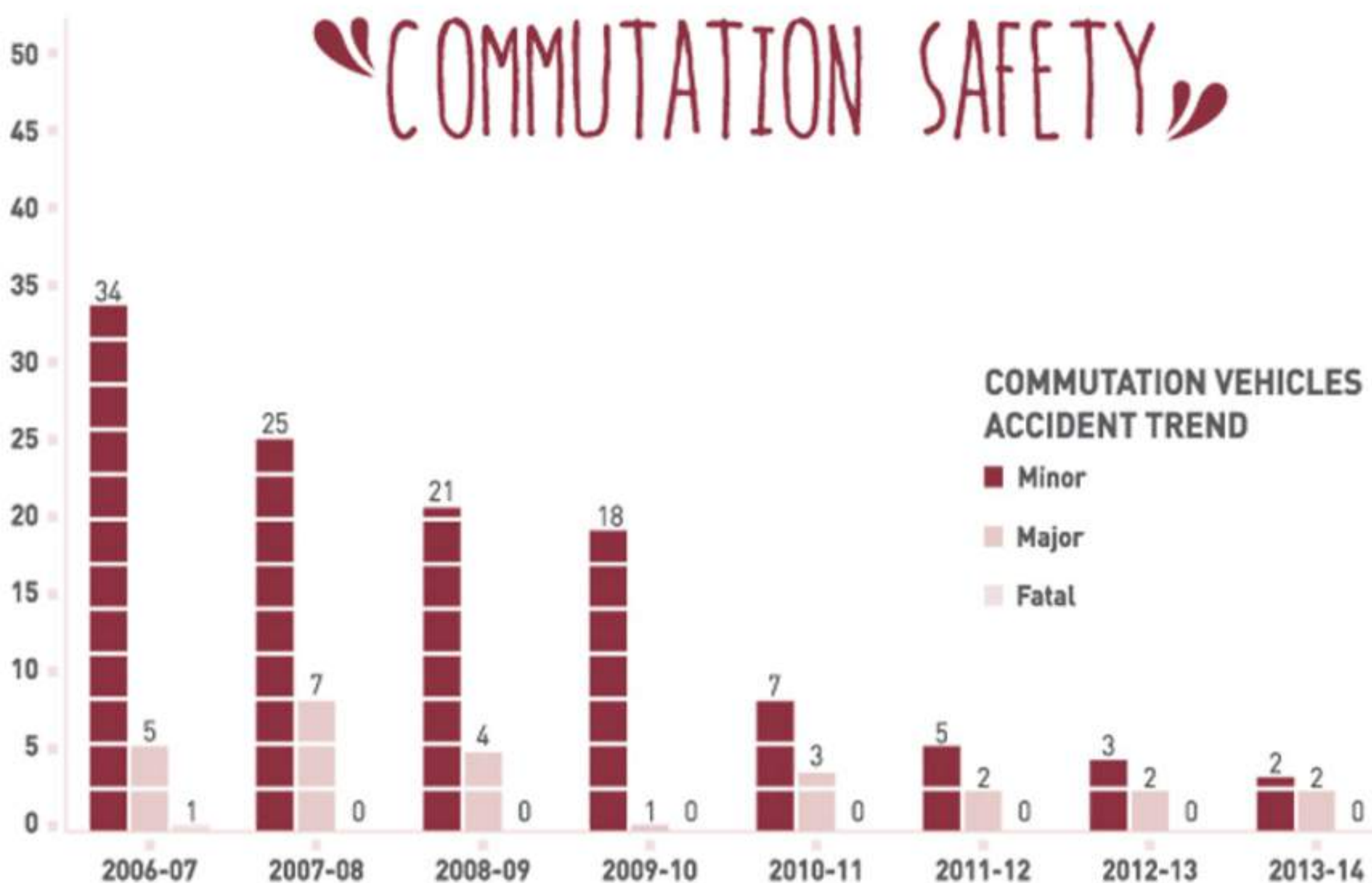
We have a detailed TKM safety performance as per standards mentioned below:

Data for year 2013-14	Overall	
Total No of Injury Incidents	10	
This can Include :		
» Injuries inflicted at the workplace		
» Injuries inflicted during travel, commuting etc.		
» Occupational Disease Incidents like ergonomic injuries, both major and minor like RSI (Repetitive Strain, Injury), Stress, etc		
Number of lost days due to injuries	30	
Total Number of Person Hours Worked	21414423	
Total Number of Employees	7712	
Incident Rate per 100 employees = $\frac{\text{No. of Incidents} \times 100}{\text{Total No. of Employees}}$	0.13	
Frequency Rate = $\frac{\text{No. of Incidents} \times 100000}{\text{Total Person Hours Worked}}$	0.047	
Severity Rate = $\frac{\text{Total No. of Lost Days}}{\text{Total No. of Incidents}}$	3	

SAFETY COMMITTEE

TKM has formed a safety committee to sustain healthy and efficient workforce. The committee follows a top down approach such that management is fully involved in safety initiatives. The committee reviews the key performance indicators (KPI) and awards are given to team members in recognition of adherence to the existing safety policies. It also conducts workplace safety observation activities and supplier company safety audits.

COMMUTATION SAFETY





TKM provides commutation facility to all its employees both permanent and contract members. As we believe in "Safety First, Quality Must". It is our prime responsibility to ensure safety in all our operations including employee commutation.

During our initial years of commutation operations, we have experienced frequent accidents. Based on the increasing accident trends, we conducted a thorough study to understand the root cause. Study results were as follows:

- » Drivers worked continuously in multiple shifts
- » No proper resting facility for drivers
- » Lack of awareness on road safety rules
- » Weakness in recruitment of experienced drivers

Considering these lacunas, various practices were established and a standardised monitoring system was brought into force. Initiatives such as Stringent driver recruitment process, proper resting area for drivers during breaks, awareness programmes during Safety day, Standard

monitoring system to control driver's working hours. All these activities have been brought into action to create a safe commutation system for the benefit of employees and as well as drivers.

Hence to bring in awareness on all these aspects TKM has been conducting Safety Day on 4th of every month. Safety Day is a unique concept where all the commutation drivers are given a platform to understand the need of safety in their work life as well as their personal lives. During this event, various awareness seminars on traffic norms, safety rules, vehicle maintenance, health and lifestyle, global warming, carbon emission reduction are held. Apart from these we also conduct programmes on stress management, impact of alcohol and drugs, driving simulation etc.

Till date TKM has conducted about 102 Safety Days wherein different safety aspects have been covered and along with this we have introduced a standard driver recruitment process. This process has a series of assessment that is evaluated by TKM commutation team. The assessment involves criterions such as experience, basic knowledge on traffic norms, technical skills. With an objective of building a safe service facility for our employees and to achieve "Zero Accident", we have adopted various activities and this has led to cease down the accident rate.

We have established a strong monitoring system to maintain the developed standards and by periodic assessments we look forward to enhance our commutation facility.



Emergency Simulation Training to drivers



Safety Day Conference for commutation Drivers