

GLOSSARY

TERM	DEFINITION
Anzen Leader	Safety Leader
Gemba	Japanese term for identification of problems and finding a solution to it at site
Genchi Genbutsu	Japanese term for going to the source to make correct decisions
Jidoka	Built in Quality
Jiritsuka	Japanese term for Self Reliance
Kaizen	Japanese term for Continuous Improvement
Jiritsuka	Japanese term for Self Reliance
Kaizen	Japanese term for Continuous Improvement
Kiken Yochi	Danger Prediction
Monozukuri	Japanese term for Manufacturing
Muda	Un-necessary movement
Yokoten	Best practices sharing
BCM	Business Communication Meeting
EMR	Environment Management Representative
ESCO	Energy Saving Company
GPG	Green Purchasing Guidelines
JIT	Just in Time
KIADB	Karnataka Industrial Area Development Board
KPI	Key Performance Indicator
KSPCB	Karnataka State Pollution Control Board
MBR	Membrane Bio-Reactor
OECD	Organization for Economic Co-operation and Development
OSS	On site Suppliers
RO	Reverse Osmosis
SOC	Substance's of Concern
SSC	Supplier Support Centre
TKSA	Toyota Kirloskar Supplier Association
TMAP	Toyota Motor Asia Pacific
TMAP-EM	Toyota Motor Asia Pacific - Environment Management
TMC	Toyota Motor Corporation
VOC	Volatile Organic Compound
UNEP	United Nations Environment Programme
SINE QUA NON	An indispensable condition, element or factor

GRI G4 CONTENT INDEX

G4 GENERAL STANDARD DISCLOSURES

GENERAL STANDARD DISCLOSURES	DISCLOSURE	REPORTED	PAGE NO
STRATEGY AND ANALYSIS			
G4-1	A statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	Fully	4-6
G4-2	Description of key impacts, risks and opportunities.	Partially	19,25-26
ORGANIZATIONAL PROFILE			
G4-3	Name of the organization.	Fully	12
G4-4	Primary brands, products, and/or services	Fully	12-13
G4-5	Location of the organization's headquarters	Fully	15
G4-6	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Fully	12
G4-7	Nature of ownership and legal form	Fully	12
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	Fully	12,24
G4-9	Scale of the reporting organization	Fully	12,56
G4-10	Total number of employees by employment contract and gender	Fully	56
G4-11	Percentage of total employees covered by collective bargaining agreements	Fully	63
G4-12	Organization's supply chain	Partially	84
G4-13	Significant changes during the reporting period regarding size, structure, ownership or its supply chain	Fully	12
G4-14	Whether and how the precautionary approach or principle is addressed by the organization	Fully	10
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	Fully	8 - 9
G4-16	Memberships of associations (such as industry associations) and national or international advocacy organizations	Fully	22
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	All entities included in the organization's consolidated financial statements or equivalent documents	Fully	22
G4-18	Process for defining the report content and the Aspect Boundaries	Partially	24
G4-19	All Material Aspects identified in the process for defining report content	Fully	24
G4-20	For each material Aspect, the Aspect Boundary within the organization	Fully	2
G4-21	For each material Aspect, the Aspect Boundary outside the organization	Fully	2
G4-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatement	Fully	103
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Fully	7
G4-24	List of stakeholder groups engaged by the organization	Fully	24
G4-25	Basis for identification and selection of stakeholders with whom to engage	Fully	24
G4-26	Organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Fully	25
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns	Partially	72,89,92



GENERAL STANDARD DISCLOSURES	DISCLOSURE	REPORTED	PAGE NO
REPORT PROFILE			
G4-28	Reporting period (such as fiscal or calendar year) for information provided	Fully	2
G4-29	Date of most recent previous report (if any)	Fully	7
G4-30	Reporting cycle (such as annual, biennial)	Fully	4
G4-31	Contact point for questions regarding the report or its contents	Fully	7
G4-32	The 'in accordance' option the organization has chosen	Partially	104-112
G4-33	Organization's policy and current practice with regard to seeking external assurance for the report	Not Reported	-
GOVERNANCE			
G4-34	Governance structure of the organization, including committees of the highest governance body	Partially	16-22
G4-35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	Partially	16
G4-36	Whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body	Partially	20-21
G4-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics	Partially	20-21
G4-38	Composition of the highest governance body and its committees	Fully	20-21
G4-39	Whether the Chair of the highest governance body is also an executive officer.	Fully	16
G4-40	Nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members	Partially	16
G4-41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed	Partially	17
G4-42	Highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts	Fully	17
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	Fully	17
G4-44	Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics	Fully	17
G4-45	Highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities	Fully	17
G4-46	Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	Fully	17
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	Partially	17
G4-48	Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered	Fully	20
G4-49	Process for communicating critical concerns to the highest governance body	Fully	19
G4-50	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	Partially	17-20

GENERAL STANDARD DISCLOSURES	DISCLOSURE	REPORTED	PAGE NO
G4-51	Remuneration policies for the highest governance body and senior executives	Partially	56
G4-52	Process for determining remuneration	Partially	17-20
G4-53	How stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals	Fully	57
G4-54	Ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees in the same country	Not Reported	-
G4-55	Ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees in the same country	Not Reported	-
ETHICS AND INTEGRITY			
G4-56	Organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	Fully	16
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as help lines or advice lines	Partially	19
G4-58	internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistle blowing mechanisms or hotlines	Fully	16-20

SPECIFIC STANDARD DISCLOSURES

DISCLOSURE ON MANAGEMENT APPROACH

SPECIFIC STANDARD DISCLOSURES	DISCLOSURE	REPORTED	PAGE NO
DISCLOSURE ON MANAGEMENT APPROACH- EC			
Aspects	Economic performance	Fully	100-103
	Market presence	Fully	100-103
	Indirect economic impacts	Fully	100-103
	Procurement practices	Fully	100-103
DISCLOSURE ON MANAGEMENT APPROACH- EN			
Aspects	Materials	Fully	31
	Energy	Fully	31
	Water	Fully	40
	Biodiversity	Partially	46
	Emissions, effluents and waste	Fully	40, 44
	Products and services	Fully	30
	Compliance	Fully	30
	Transport	Partially	44

SPECIFIC STANDARD DISCLOSURES	DISCLOSURE	REPORTED	PAGE NO
Aspects	Transport	Partially	44
	Overall	Fully	30
	Supplier environmental assessment	Fully	88
	Environmental grievance mechanisms	Fully	30
DISCLOSURE ON MANAGEMENT APPROACH -LA			
Aspects	Employment	Fully	56
	Labor/management relations	Fully	56
	Occupational health and safety	Fully	64
	Training and education	Fully	60
	Diversity and equal opportunity	Fully	56
	Equal remuneration for women and men	Fully	56
	Supplier assessment for labor practices	Fully	63
	Labor practices grievance mechanisms	Fully	64
DISCLOSURE ON MANAGEMENT APPROACH-HR			
Aspects	Investment and procurement practices	Fully	64
	Non-discrimination	Fully	64
	Freedom of association and collective bargaining	Fully	64-65
	Child labor	Fully	64
	Prevention of forced and compulsory labor	Fully	63
	Security practices	Fully	64
	Indigenous rights	Fully	64
	Assessment	Partially	64
	Supplier human rights assessment	Fully	89
	Human rights grievance mechanisms	Fully	64
DISCLOSURE ON MANAGEMENT APPROACH -SO			
Aspects	Local communities	Fully	70
	Anti-Corruption	Partially	16-20
	Public policy	Partially	16-20
	Anti-competitive behavior	Partially	16-20
	Compliance	Fully	22
	Supplier assessment for impacts on society	Fully	89
	Grievance mechanisms for impacts on society	Partially	72-73
DISCLOSURE ON MANAGEMENT APPROACH - PR			
Aspects	Customer health and safety	Fully	80-82
	Product and service labeling	Fully	52
	Marketing communications	Fully	97
	Customer privacy	Fully	52
	Compliance	Fully	22

SPECIFIC STANDARD DISCLOSURES

PERFORMANCE INDICATORS

CATEGORY: ECONOMIC			
Economic performance			
G4-EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	Fully	100
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Fully	101
G4-EC3	Coverage of the organization's defined benefit plan obligations	Fully	101
G4-EC4	Financial assistance received from government	Fully	101
Market Presence			
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	Not Reported	-
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	Not Reported	-
Market Presence			
G4-EC7	Development and impact of infrastructure investments and services supported	Fully	101
G4-EC8	Significant indirect economic impacts, including the extent of impacts	Partially	102
Procurement Practices			
G4-EC9	Proportion of spending on local suppliers at significant locations of operation.	Not Reported	-
CATEGORY: ENVIRONMENTAL			
Materials			
G4-EN1	Materials used by weight or volume.	Fully	34
G4-EN2	Percentage of materials used that are recycled input materials.	Fully	40
Energy			
G4-EN3	Energy consumption within the organization	Partially	37
G4-EN4	Energy consumption outside of the organization	Partially	37
G4-EN5	Energy intensity.	Partially	37-38
G4-EN6	Reduction of energy consumption.	Fully	38-40
G4-EN7	Reductions in energy requirements of products and services	Fully	39
Water			
G4-EN8	Total water withdrawal by source	Fully	43
G4-EN9	Water sources significantly affected by withdrawal of water	Partially	
G4-EN10	Percentage and total volume of water recycled and reused	Fully	43
Biodiversity			
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Fully	46
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not Applicable	-

G4-EN13	Habitats protected or restored	Fully	46
G4-EN14	Total number of IUCN red list species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Fully	46
Emissions			
G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	Fully	36-37
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (scope 2)	Fully	36-37
G4-EN17	Other indirect greenhouse gas (GHG) emissions (scope 3)	Partially	36
G4-EN18	Greenhouse gas (GHG) emissions intensity	Partially	36
G4-EN19	Reduction of greenhouse gas (GHG) emissions	Fully	38
G4-EN20	Emissions of ozone-depleting substances (ODS)	Fully	39
G4-EN21	NOx, SOx, and other significant air emissions	Partially	38-39
Effluents and Waste			
G4-EN22	Total water discharge by quality and destination	Fully	44
G4-EN23	Total weight of waste by type and disposal method	Partially	45
G4-EN24	Total number and volume of significant spills	Fully	44
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel convention 2 annex I, II, III, and VIII, and percentage of transported waste shipped internationally	Partially	44
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	Partially	46
Products and Services			
G4-EN27	Extent of impact mitigation of environmental impacts of products and services.	Fully	38
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Partially	38
Compliance			
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Fully	44
Transport			
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	Partially	44
Overall			
G4-EN31	Total environmental protection expenditures and investments by type	Fully	44
Supplier Environmental Assessment			
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Fully	88
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Fully	84-85
Environmental Grievance Mechanisms			
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Fully	39
CATEGORY: SOCIAL			
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK			

Employment			
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Partially	56
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part time employees, by significant locations of operation	Fully	56
G4-LA3	Return to work and retention rates after parental leave, by gender	Partially	57
Labor/Management Relations			
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Fully	63
Occupational Health and Safety			
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	Fully	64
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Fully	66
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	Fully	66
G4-LA8	Health and safety topics covered in formal agreements with trade unions	Fully	66
Training and Education			
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Fully	60-61
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Fully	60-61
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Fully	60-61
Diversity and Equal Opportunity			
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Partially	56
Equal Remuneration for Women and Men			
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Partially	56
Supplier Assessment for Labor Practices			
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	Partially	84-85
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	Partially	84-85
Labor Practices Grievance Mechanisms			
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	Fully	64
SUB-CATEGORY: HUMAN RIGHTS			
Investment			
Employment			
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Partially	64

G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Partially	60-61
Non-discrimination			
G4-HR3	Total number of incidents of discrimination and corrective actions taken	Partially	64
Freedom of Association and Collective Bargaining			
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	Fully	64
Child Labor			
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	Fully	63
Forced or Compulsory Labor			
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of all forms of forced or compulsory labor	Fully	63
Security Practices			
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	Partially	64
Indigenous Rights			
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	Partially	64
Assessment			
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Partially	64
Supplier Human Rights Assessment See refer			
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Partially	89
Remediation			
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken.	Fully	64
Human Rights Grievance Mechanisms S			
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Fully	64
SUB-CATEGORY: SOCIETY			
Local Communities			
Employment			
G4-S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Fully	70
G4-S02	Operations with significant actual and potential negative impacts on local communities	Partially	70-73

Anti-corruption			
G4-S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Partially	16-20
G4-S04	Communication and training on anti-corruption policies and procedures	Partially	16-20
G4-S05	Confirmed incidents of corruption and actions taken	Partially	16-20
Public Policy			
G4-S06	Total value of political contributions by country and recipient/beneficiary	Partially	16-20
Anti-competitive Behavior			
G4-S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Partially	16-20
Compliance			
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Fully	44
Supplier Assessment for Impacts on Society			
G4-S09	Percentage of new suppliers that were screened using criteria for impacts on society	Fully	88
G4-S10	Significant actual and potential negative impacts on society in the supply chain and actions taken	Fully	88
Grievance Mechanisms for Impacts on Society			
G4-S11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Partially	72-73
SUB-CATEGORY: PRODUCT RESPONSIBILITY			
Customer Health and Safety			
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Not Reported	-
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	Fully	52
Product and Service Labeling			
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	Partially	52
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	Fully	52
G4-PR5	Results of surveys measuring customer satisfaction	Fully	52
G4-PR6	Sale of banned or disputed products	Not Applicable	-
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	Fully	52
Customer Privacy			
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Fully	52
Compliance			
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Partially	22