



CII-ITC Centre of Excellence
for Sustainable Development



Confederation of Indian Industry
125 Years - Since 1895

COMPENDIUM

INDIAN INDUSTRY ACTION TOWARDS COVID-19



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FOREWORD

The Confederation of Indian Industry (CII) remains committed to partner with the government in re-building India and leverage the opportunity arising out of the pandemic outbreak. The last few months have been very challenging as the COVID-19 pandemic brought the world to a standstill. On 24th of March the Government of India announced a complete lockdown in the country which brought unforeseen challenges and ramifications on the economic activities.

CII through its 9000+ membership network immediately acted to sensitise them regarding the current scenario and provide relief and rehabilitation on a Pan-India basis. We have been working closely with various Government agencies and local authorities through the CII state and regional/zonal offices to initiate urgent relief operations across the country.

CII extensively and directly engaged with various other stakeholders to combat the impact of COVID-19 on the economy through policy advocacy, providing support and information services to businesses. With respect to the most impacted sectors, CII brought out recommendations to mitigate the unprecedented crisis, including MSMEs, tourism, aviation, exports and manufacturing and services sectors to name a few.

As part of our constant endeavor to recognize the work of Industry, we bring this compendium to showcase the exemplary initiatives implemented. The publication demonstrates how, many organisations rose above their own adversity to help the nation. They contributed generously and substantially to help the people in dire need to cope with the crisis.

The compendium provides some striking insights on how organisations in India took up the challenge to help communities, migrant workers and healthcare providers through their CSR activities. Case studies presented here highlight the incredible work done ranging from manufacturing of sanitisers, PPEs and ventilators, creating livelihood opportunities, online education/ learning platforms for students, organising community kitchens, providing cooked food and dry ration, raising funds to support NGOs, awareness drives for communities, capacity building of healthcare providers, donation of essential drugs, upgradation of rural healthcare and so on.

CII also conducted a survey to understand how organisations intend to carry out their CSR initiatives in the post COVID scenario. The survey covers insights on how COVID has changed the CSR intervention areas by companies, their CSR spends, operational strategies to implement and manage CSR interventions etc.

It is indeed very heartening to see how Indian industry has come together in these extremely challenging times to help the most affected communities especially the migrants and people below the poverty line. We hope that this compendium will give you a glimpse into the tremendous work that organisations have taken up and motivate others to come together, collaborate and partner to build a better India.

Chandrajit Banerjee
Director General



ACC is proud to be part of the LafargeHolcim group and join thousands of colleagues across countries, from cement plants to research labs, in the fight against COVID-19. The organisation has stepped up its efforts to protect and support communities across the country - from distributing food and provisions to disinfecting villages areas; from facilitating the production of three-layer face masks to educating people on the need for social distancing, washing hands and maintaining respiratory hygiene.

Cementing relationships

- This pandemic crisis has brought communities together like never before. Through its CSR arm, ACC TRUST has taken a multi-dimensional collaborative approach by creating trust and positive synergies with all stakeholders. Since the last 4 to 5 months, 240 volunteers have ensured that help reaches where it is needed. All employees contributed their 1 day's salary amounting to Rs.64.1 lakhs.
- The organisation's enduring efforts has helped reach 9.07 lakh community members covering 125 villages, 11 municipalities and 3 metro cities. Through Self Help Group (SHG) members, manufactured 3.04 lakh home-made cotton masks and distributed to needy community members, front line health workers, sanitation workers, media and police force as well. This has created livelihood opportunity for 233 SHG members.



“To address the critical issue of mental health that is emerging as a new challenge, volunteers have reached out to over 35 thousand community members through tele-counselling.”

ACC Ltd.



Distribution of food, dry ration and essentials

- With the escalation of migrant workers' issues faced due the lockdown, the TRUST volunteers were stationed at critical junctures and distributed 2.8 lakh cooked food packets along with nearly 29,000 dry food ration packets. As an emergency response, the organisation spent INR 3.69 cr through the TRUST for supporting daily wagers, migrant labourers and slum dwellers. The organisation ensured that distressed communities have access to water and provided 44.79 lakh litres of water.

Awareness creation

- Through its prevention campaigns on awareness and sanitisation, the TRUST has reached out to 8.72 lakh community members. In many places, the organisation modified fire tenders and deployed them for spraying of disinfection solution for ensuring safe communities. Mobile Awareness Rathes have ensured arresting the spread of the virus, through the message of “hand washing, social distancing, use of mask, avoiding unnecessary travel, and announcement of government advisory” reaching all community members. As mental health emerges as a new challenge during this time, to address this critical issue, volunteers have reached out to over 35 thousand community members through tele-counselling.

Healthcare equipment

- The organisation is also supporting local administration for upgrading existing health infrastructure. The TRUST has donated more than 16,000 gloves for frontline workers, 708 litres of hand sanitizers gel and liquid soap have been supplied. Numerous hand wash units have also been set up by the TRUST. The organisation has donated 7 ventilators and thousands of PPE kits to COVID hospitals and frontline regulatory bodies.



Mobile Kiosk banking service

- In Dunguri Gram Panchayat, one of the remotest areas of Bargarh district, there is a single bank, which covers more than a population of 10,000. The people of Dungrui and nearby areas usually face poor banking services but lockdown had further impacted banking services. The Pratignya Trust (Women federation) is delivering banking services at the door step in this village and encouraging social distancing as well as providing access to cash. The services have reached the deprived section of the population like pensioners, contract labours of the company, job card holders, NTFT (Non timber forest product) beneficiaries and SHG members. Over 350 households have been reached, done a transaction of Rs 2.19 Lakhs in three villages i.e. Dunguri, Sauntamal and Badaml ensuring access to financial literacy and services and timely and adequate credit where needed.



Skill building and livelihood

- The organisation is working towards upgradation of skills of migrant workers and individuals who have lost their job due to this pandemic. The organisation is also creating livelihood opportunities by supporting rural livelihood projects like connecting farmers to the consumers directly, engaging women SHGs in food (agro base products, masala, pulses, broom making etc) processing and providing livelihood by engaging youths in watershed activities.



Supporting vulnerable communities

- The organisation is committed to supporting vulnerable communities during this crisis. Many seasonal workers in Wadi, Karnataka's Gulbarga district were adversely affected due to lack of daily wages and thus forcing them to take shelter in public areas with inadequate basic facilities. The volunteers visited the workers provided assistance and facilities for shelter, conducted primary health screening, educated them on hygiene, social distancing and staying safe during the pandemic and also provided food, provisions as well as basic necessities.



The Adani group of Companies, through the Adani Foundation, has several taken initiatives to guard the health and well-being of rural communities, provide relief material in towns and cities, and contribute financial aid to central and state governments. In keeping with its parent company, Adani Group's vision of nation-building, the Adani Foundation is anchoring several COVID-19 related relief efforts.

Sanitization & awareness programmes

- Awareness sessions and drives were conducted across various locations like Vizhinjam in Kerala, Raigarh and Raipur in Chhattisgarh, Dhamra in Odisha, prior to the lockdowns. Banners were displayed at community spaces; mobile vehicles were engaged to spread the information on preventive measures on Coronavirus. Keeping the practice of social distancing in mind, at Mundra, 'Awaz De' a voice message campaign was started to make the people of 61 villages aware on COVID-19. Those engaged as Sanginis in Project Fortune SuPoshan, have been actively involved in spreading awareness about proper handwashing techniques in their communities. Public spaces in more than **93 villages** across the country have been sanitized till date, helping safeguard more than **2,09,000 people**. These include villages of Mundra (Gujarat), Hazira (Gujarat), Godda (Jharkhand), Kawai (Rajasthan) and Raipur (Chhattisgarh).



"First ever hospital in India that is being run as a PPP between Government of Gujarat and Adani Foundation, a designated coronavirus treatment centre in Kutch district"

Adani Group



Financial aid to central & state governments

- Adani Foundation, donated **Rs. 100 cr** to the PM's Citizen Assistance and Relief in Emergency Situations Fund (PM CARES Fund). Soon after, the Adani Parivar with a strength of 17000+ employees came together to collectively contribute **Rs. 4 cr**. A total of **Rs. 8 cr** was contributed towards COVID-19 relief projects in India.
- The Foundation also donated **Rs. 5 Cr** to Gujarat CM-Relief Fund and **Rs. 1 Cr** to Maharashtra CM-Relief Fund. Donations were also made to Kattupalli District Collector COVID-19 Fund, Baran District Collector and the Bhadra District Administration. It partnered with Iskcon Dwarka (Delhi) through a donation of **Rs. 50 lakhs**, aiming to provide daily meals to 400,000 beneficiaries. Subsequently, Adani Power donated **Rs. 1 cr** to the Chief Ministers Relief Fund of Jharkhand.
- To extend COVID-19 relief aid across the country, **Rs 2 cr** was contributed to the Andhra Pradesh CM-Relief Fund. Adani Ports and Special Economic Zones Ltd – the ports and logistics business of the group contributed **Rs. 5 cr.** to the Kerala CM Relief Fund.



Providing healthcare support & equipment

- Women's self-help groups aided by Adani's Skill Development Centres have produced more than **3.70 lakh masks** till date for distribution across sites. Personal protection kits have been provided for the health workers and doctors at the SVP Hospital in Ahmedabad. Also, **100 ventilators** have been provided to the Ahmedabad Municipal Corporation followed by PPEs and N-95 Masks. Further, the Foundation contributed **10,000 PPE kits** to the government of India.
- GK General Hospital in Bhuj, the first ever hospital in India that is being run as a Public-Private-Partnership (PPP) – an endeavour between Government of Gujarat and Adani Foundation – is a designated coronavirus treatment centre in Kutch district.
- It has been equipped with additional ventilators and other necessary facilities. A public address system was used in the hospital for awareness generation amongst relatives of patients and other people visiting the hospital. The patients who tested positive for coronavirus as well as their relatives were counselled by professionals to keep optimism intact. Specialist doctors also participated in programmes on radio (akashwani) to disseminate information about the preventive and curative measures.



Fighting hunger & fuelling community kitchens

- The Foundation has been feeding the poor and needy daily wagers through community kitchens and canteens being run in various sites across the country where it is operational – more than **43,000 people in the rural communities** have been catered to. The Foundation is also providing ration supplies to these kitchens that are running in full force.
- More than **1.6 lakh packets of food** and ration have been distributed at Mundra (Gujarat), Godda (Jharkhand), Kawai (Rajasthan), Dhamra (Odisha) and Vizhinjam (Kerala) every day. More than **19,000 ration kits** have been distributed to community members, which has helped feed more than **30,000 persons**. Additionally, as migrant workers returned to their native places in Godda, the Foundation teams quickly responded to the need of food grains to feed the people housed in quarantine centres across the district's four block.



Tech-led learning keeps students engaged

- The Foundation has initiated online classes for students. Gyanodaya classes are being aired on Doordarshan Jharkhand benefitting students of classes 6th to 12th across the state. Since 2018, project Gyanodaya has been delivering digital education to schools in the remotest areas using smart technology. The project currently covers **246 govt. schools** of Godda spread across **200 villages in 9 blocks**, reaching out to **53765 students** studying in classes 6th to 12th. With the telecast on DD Jharkhand, more than **50 lakh students** are able to continue their education amidst the COVID-19 pandemic.



COVID-19 has had an unprecedented impact on people, businesses, and economies. As a global leader in sustainable mobility, the company took several initiatives to support the Indian Government's efforts to address the Covid-19 crisis in the country. This included ensuring employee safety whilst maintaining business continuity, as well as assisting the communities.

Honouring Human Resource (HR) commitments, focussing on Health & Safety

- The organisation ensured that no layoffs and salary cuts were implemented in the company, and the entire workforce, "white collars" as well as "blue collars", have been managed in line with government guidelines. The organisation stayed true to the commitment made to new joinees and onboarded more than 350 new employees via e-induction.
- The organisation's Environment, Health & Safety teams have secured protective equipment such as masks, gloves, goggles, and products for disinfection. At this moment, there is PPE stock to last for several months for all employees in India. It has also been conducting free medical tests across its four industrial sites to protect employees, and aids them and families, as required.

People welfare

- The organisation provided all inbound expatriates with the option of 'Temporary Repatriation', which was availed by a few.

Phased resumption of operations with safety as its highest priority

- Towards ensuring effective and safe resumption of operations in a phased manner, all teams, except for its manufacturing and project sites employees, adapted to working from home. The entire work process has been reinvented for our four industrial sites in the states of Bihar (Madhepura), Andhra Pradesh (SriCity), Tamil Nadu (Coimbatore) and West Bengal (Kolkata), and our Engineering centre in Karnataka (Bengaluru). More than 3000 employees have been connected via digital technology and ensured timely delivery of all critical projects, both for domestic and international markets.

"Ensured that no layoffs and salary cuts were implemented and the entire workforce have been managed and onboarded more than 350 new employees via e-induction as committed."

Alstom India



Contributing to communities

- The organisation engaged with marginalised communities and frontline workers especially around its sites to provide ration kits, PPEs, and hygiene kits to families of migrant workers across 10 districts and reached close to 25,000 beneficiaries, to offer strength and support. The staff of Indian Railways and Metro Corporations were also helped with PPE kits.

Electric Locomotive Project, JV with Indian Railways

- The organisation has restarted significant production of the Alstom-built 12000HP electric locomotive (e-Loco), WAG 12 at the Madhepura (Bihar) factory. So far, 30 locomotives have been delivered and handed over to Indian Railways and are in commercial operations. Production and deliveries are continuing and will be further accelerated in the coming days with effective planning and execution.



Strengthening the supply chain and assisting partners

- Last quarter, activities were impacted due to the containment measures – specifically manufacturing, slow down on project sites and the supply chain. In spite of this achieved a very good continuity of engineering activity through remote working. Today, some of the critical jobs such as quality checks, quality controls (FAI) are being performed remotely. Also, some of the functions such as QIA (supplier Quick Industrial Assessment) which were conventionally performed in-person are being done remotely.
- Since most of the sourcing is done indigenously, planning processes were strengthened to minimise the impact on business, challenges and meet customer commitments. To assist sourcing partners, weekly supplier control tower surveys were started to understand and address their concerns in a timely manner. Regular reviews are happening virtually to evaluate supplier production and priorities. The organisation has been successful in implementing processes that give almost two months of visibility on sourcing and supply chain.
- The COVID-19 situation proved that all regular processes are in fact essential, and that the digital Global Single Instance (GSI) landscape can be a very strong operational performance lever. Although the crisis is far from being over, the teams have mobilised themselves in this volatile environment

Enabling the country to strengthen the public transportation roadmap

- The organisation has remobilized its teams in the metro and components factories in Sri City and Coimbatore, to restart production for deliveries to domestic as well as export projects. Today, the production is at over 80 percent of nominal capacity, to be further progressively ramped up.
- Metro operations: Public transportation being the lifeline of a developing economy, the organisation has assisted Metro corporations by remobilising teams to support in preparing the metro fleets of Chennai, Kochi, and Lucknow for a planned restart of operations and services.



Eastern Dedicated Freight Corridor (EDFC) and other construction sites

- The organisation is executing electrification, signalling and telecommunication work for a 343 km stretch of this project, which is in a very advanced stage of construction and commissioning. While COVID-19 slowed down the progress on these jobs, with the advent of Unlock 1.0 the teams persevered to restart following all necessary permissions and kept safety as a priority by adhering to government protocols. More than 1250 fully loaded goods trains have successfully operated on the 200 kms. stretch of EDFC. It has also completed electrification, signalling and telecommunications systems on this stretch and energised the third traction substation in the project (Sikhohabad). This is the first Traction Substation to be energised under open access system for DFCCIL.
- This 15 August 2020, the organisation achieved another milestone when Indian Railways conducted successful trial run of an electric locomotive on the UP-Line spanning 145 kms of the Bhaupur-Bhadan section. This is the first company to have attained this level of completion of OHE in tandem with track work despite the challenges faced due the pandemic. 90% of our scope of work has been completed on the EDFC project and very soon we expect, the entire 345 kms freight corridor from Bhaupur-Khurja will be fully functional.
- In similar ways, activities for Kochi, Bangalore, and Pune metro projects have restarted as requested by customers.





The Bajaj group has been consistently undertaking various activities across the geographies of Pune, Aurangabad and Khed in Maharashtra, Rajasthan and Uttarakhand. Each of these COVID-19 response activities are pillared on the Group's **200+ NGOs partnerships** and the expertise that these partner NGOs bring. The group committed **Rs.100 cr** towards the fight against COVID-19.

Upgradation of Rural Healthcare (SDH, Rural Hospitals, PHC and Community Awareness)

The Bajaj group has initiated the tasks of rural healthcare upgradation in 5 core geographies and coverage of the project includes 28 PHCs and 5 Rural Hospitals.

- Pune: 5 Rural hospitals and 5 PHCs
- Udham Singh Nagar -10 PHCs
- Aurangabad -10 PHCs (Gangapur, Vejapur and Paithan)
- Sikar - 2 PHCs (Kashika Bas and Laxshamangarh).

The project which is planned to be implemented in a phased manner, looks at undertaking the following activities: renovation and upgradation of rural health facilities/infrastructure; building specific response capability to COVID-19, detection and isolation; creating and strengthening community institutions- Swasthya Upa-Samiti (at Panchayat level); empowering the network of para-professionals and institutions (VDCs, SHGs) to play a role in community health and identification of Swasthya Mitra and Svasthy Sakhi, engaging with AAA (Asha, ANM and AWW) as well as capacity building of all engaged in grassroot health service chain.

The processes of procurement, civil upgradation and community interventions are already under progress. The partners for the successful implementation of this part of the COVID-19 response strategy are NGOs, Yuva Mitra and United Way of Delhi for Pune and Uttarakhand respectively.

“Initiated the tasks of rural healthcare upgradation in 5 core geographies and coverage of the project includes 28 PHCs and 5 Rural Hospitals”

Bajaj Group



Immediate food relief in the low-income pockets

- With a view to support the most affected – daily wage workers, the homeless, the street children and the retreating migrants, the group has been providing cooked meals across multiple geographies in Pune and Aurangabad. The lead partner in implementing this activity has been Annamrita Foundation, delivering freshly cooked nutritious meals on a daily basis.
- The Foundation has formed a committee of Crisis Management where all staff were first given training on maintaining social distance while conducting mass food distribution. With 10 tempos operating throughout the day, **90,000 meals** were served daily across 40 different distribution points in and around Pune Municipal Commissionerate (PMC) area as well as Pimpri-Chinchwad Municipal Commissionerate (PCMC) area. Similarly, in Aurangabad (Maharashtra) and in Sikar (Rajasthan) too, meals to the needy have been delivered. The effort that started with the partnership with this Foundation, with time, has seen participation from several others in the social sector. The group is a part of the PPRC network (MCCIA led network). Working in a coordinated way, other members have focussed on distribution of dry rations, while Bajaj supported kitchens have focussed on supply of cooked food to the neediest.

Upgradation of tertiary capability in Pune and Uttarakhand

Successful installation of 8 high end and functional Ventilators and ECMO plus kit in the Ruby Hall Clinic of Pune. Besides this, the upgradation of COVID 19 facilities at JLN District Hospital Udham Singh Nagar of Uttarakhand has also been completed with a total of **7,652 patients**.

Awareness generation & community intervention

- Jankidevi Bajaj Gram Vikas Sanstha (JBGVS) and Child Rights and You (CRY) have collaborated to execute response work in a total of **371 villages** (Maharashtra – 226 and Rajasthan -145) in 23 blocks (Maharashtra – 17 and Rajasthan - 6) across 14 districts (Maharashtra – 9 and Rajasthan - 5).
- Engaging with the government at panchayat, block and district level to ensure that all information services and relief packages reach the most marginalised children and families who may otherwise be neglected, the objective of the project is to enable the wellbeing and protection of children, communities and health workers by providing sanitary/hygiene kits to **11,245 Households** (Maharashtra) and **11,280 Households** (Rajasthan), games and recreation materials to children for their wellbeing and reduction of mental stress , protective gear/material to **1,330 frontline workers**, essential items (soaps, liquid handwash and surgical masks) to **210 government health facilities** and study support to **3,710 children** within their homes to continue with their education .



PPE procurement for Pune and Marathwada region hospitals

Jankidevi Bajaj Gram Vikas Sanstha (JBGVS), the philanthropic wing of the Bajaj Group, has been supporting PCMC hospitals by providing PPE for PCMC health facilities. Allocation of **725 PPEs** was made towards this cause. Additionally, two more orders were placed via MCCIA (worth Rs. **100 lakhs**) and the Kamalnayan Bajaj Hospital (worth Rs.**55 lakhs**) towards PPE procurement for Pune and Aurangabad hospitals. The JLN hospital in Uttarakhand received a supply of **1,1905 PPE kits** till date, valued at Rs.**150 Lakhs**.

So far, the relief work has been able to reach out to **17,169 Households, 6500 Adolescent girls, 946 AAA workers, 67 Government health facilities** and nearly **36,995 children** in Rajasthan and Maharashtra.

There has been a concerted effort from the partner organisations, health workers, frontline duty bearers, local administration, CBOs and individual members of the community to deal with the heavy influx of migrant workers in many of these districts coupled with surging COVID positive cases in Ajmer and Bharatpur.

Community intervention is also being carried out by other NGO partners in Khed, Pune, and Aurangabad regions of Maharashtra using mechanisms such as wall paintings, street art etc. **5,175 families** from Khed have so far been made aware about corona virus preventive measures with **55 villages** having formed "Corona Dakshyata Committees" at the village level.



At Bharat Heavy Electricals Limited (BHEL), it is a resolve to stand by the nation during these trying times and do their bit for the country and stakeholders, including employees and their families. In line with government directives regarding workplace protocols, including strict adherence to social distancing and sanitisation guidelines, the organisation has commenced operations keeping in view work and production exigencies in all manufacturing units, divisions and offices. Units across the country are helping to prevent the spread of the virus and lend a helping hand to the communities.

Business continuity

- Remote access has been provided to **21,000 employees** to work from home through the IT network to enable them to carry out office activities, and meetings are being conducted via video conferencing. Utilisation of this time to carry out initial material procurement, engineering and project activities are being encouraged. Online training through video lectures and webinars is being undertaken to update knowledge and skills. The organisation is in association with external consultants to assimilate best industry practices to develop an SOP to restart activities keeping in mind the safety of its employees.
- The ongoing economic disruption across the world has highlighted the dangers of manufacturing activities being concentrated in a single location and thrown up the need for diversification of supply chains and manufacturing. In order to promote 'Make in India' and support international companies for setting up manufacturing in India, the organisation has floated an Expression of Interest (EOI) inviting global companies to partner with it and leverage its facilities and capabilities for setting up a manufacturing base in the country.



"Developed in-house technology with the new BHELMISTER, a spray assembly that atomises sanitising liquid and can be used for mass sanitisation while consuming comparatively less liquid."

Bharat Heavy Electricals Ltd.



Ration kits and essentials

- All the units have been forerunners in lending a helping hand and have distributed dry ration kits, cooking provisions, groceries and vegetables to the needy. Stranded drivers, cleaning staff, sanitary workers and **over 250 underprivileged families** have been provided essential provisions. Units have also been using their in-house fire service departments to lead mass-scale sanitization drives in neighbouring areas.

Awareness creation

- All units are creating awareness by displaying banners, hoardings, pamphlets and displays on notice boards on safety measure on the pandemic at office premises and townships. All employees are being sensitised through emails, internal web systems and the in-house journal EKAM.
- Strict social distancing is being practiced across offices by the employees working under the essential services category. Thorough sanitisation drives are being conducted as precautionary measures in the factories and office buildings, township premises, hospitals, schools, shops/markets and banks/ATM areas. Monitoring and sanitising of vehicles are also being done at the single-entry points and exit gates. Masks, gloves and sanitisers are being provided to employees.

Healthcare equipment

- The organisation is manufacturing items required in the medical field to address the health crisis. Tiruchirappalli unit has developed a new set of in-house **PPE products** like 'Half-Sleeve Protective Gown', 'Splitter for Oxygen Cylinder', and 'Face Shield Prototype' for protecting its employees. Three ply masks and sanitiser is also being manufactured in-house. The organisation has also taken up a welfare project for distribution of masks which will be manufactured by its Ladies Welfare Association, Noida Township.
- The organisation has developed in-house technology with the new **BHELMISTER**, a spray assembly that atomises sanitising liquid and can be used for mass sanitisation while consuming comparatively less liquid. The one-of-a-kind machine has been donated to the local administration of Ranipet for sanitising the whole town on a mass scale and there is a high demand for these machines.
- The organisation's Haridwar unit, in association with CSIR, has successfully developed an 'Electrostatic Disinfectant Spray Machine' for sanitising indoor areas. They have also made their elevator systems free of human contact by making touch-free elevator buttons.
- A prototype light-weight, walk-through, disinfection chamber has been developed in-house by the Tiruchirappalli unit based on an in-house concept and design. The 12-foot long disinfection chamber is a light-weight structure built with a tubular, mild-steel frame fitted with a disinfectant storage tank, a pumping system and precision spray nozzles for uniform dispersion of disinfectant into atomised mist, at predetermined angles, to sanitise a person walking through the chamber. The unit has also developed a compact, portable, battery-operated, Automatic **Hand-Sanitiser**. The system senses the user's hands and operates automatically without physical contact making it extremely safe in the current scenario. A **Sanitiser Dispensing Machine** with an innovative design to promote hygienic hand sanitising has also been developed by the unit.

Units have gone the extra mile to help people such as

- **mobile ATMs** for easy and safe cash withdrawal in Tiruchirappalli unit and a **blood donation camp** organised by Hyderabad unit to alleviate the shortage of blood in local hospitals. Around **100 units of blood** were collected in during the camp.

Financial contribution

- The organisation has made a contribution of **Rs. 7 cr** through its CSR funds, while its employees have made a contribution of donating their one-day's salary to the PM-CARES Fund. A total amount of **Rs. 15.72 cr** has been transferred to the PM-Cares fund.





Bosch remains committed to fight COVID-19 together to help the nation emerge faster from the global crisis. They adopted a three-pronged social engagement strategy to support the urgent needs of the community. Following are the initiatives are being undertaken by the organisation.

Free masks and sanitizers

Through the Confederation of Indian Industry's task force, 10,000 FFP2 masks and sanitizers were donated to healthcare workers in Bengaluru. Reusable cloth mask distribution to **1,000 daily wage labourers** in Naganathapura ; **30,000+ masks** were donated to the Public Health Department along with sanitizers, hand wash, water bottles, and **18,000 hand gloves** in Jaipur and to police officials near Chennai Plant and 130 immune kit to Kancheepuram Collectorate. Hygiene and immune kits were distributed to **1,500 needy families** in Nashik and doorstep health camp and distribution of PPE to villagers took place in Venkadu near Chennai.

The organisation has designed its own line of protective face masks. Bosch India inaugurated its fully-automated in-house production line at its Naganathapura location in Bengaluru. With this, the organisation aims to manufacture nearly **100,000 masks** a day to protect its associates and contribute to the protection of the community at large in India. The line was virtually inaugurated with active participation from both Central as well as State Government officials.



"Inaugurated its fully-automated in-house production line, designed its own line of protective face masks and aims to manufacture nearly 100,000 masks a day"

Bosch Ltd.



Globally, the organisation will produce over **500,000 (half a million) protective face masks** per day across five fully automated production lines at four company locations, including the Naganathapura plant in India. These mask production lines have been designed by the company's special-purpose machinery unit and will be available for usage to the workforce at Bosch in India as well. About **4,000,000 of these surgical masks** will be supplied free of cost to healthcare workers, police, municipal corporation workers, ASHA and Anaganwadi workers as well as NGOs. The three-layered masks impede the spread of pathogens from the wearer's nose and throat with a bacterial filtration efficiency greater than 95 percent. To ensure that these masks are not sold in the market, each mask carries the company logo at the bottom corner.

Financial contribution

- Bosch's response began with an immediate donation of Rs. **5 cr** to PM CARES Fund, pledging an additional Rs. **45 cr** for various COVID-combating community welfare initiatives across India. Employees too donated to various charities contributing to COVID relief.

Cooked food distribution

Meals were prepared in Bosch Factory Kitchens in Bidadi and Naganathapura Plants in Bengaluru and more than **1,00,000 people** received these meals across 5 panchayats. .



Dry ration kits for daily wage labourers

3,100 dry ration kits were distributed to daily wage labourers through The Art of Living Foundation across India and each kit contained dry rations for 2 meals for an adult for 21 days. Donation of **5,180 kg of rice packages** was made to needy people in Kancheepuram and Pallipakkam in Chennai.



Other initiatives planned:

- Training of Paramedics in partnership with Apollo MedSkills
- Bosch-TDU Ayurveda Immunity Enhancement Project
- Reverse Migration Response
- Making Rural Public Health Delivery system COVID-19 responsive



DCM Shriram has undertaken several initiatives to support the Government and communities to fight against COVID -19 with various impact generating programmes.

Education initiatives

- The organisation's programme on primary education Khushali Shiksha, is running in partnership with Pratham Education Foundation in Hardoi and Lakhimpur Districts and reaching out to support students from **over 55 villages** in areas around operations in UP. The partner NGO is running a project called 'Karona Thoda Masti Karona Thodi Padhai' under which, adhering to all safety measure and maintaining social distance, students are given a task daily via SMS. This SMS is sent to a team of **over 504 village level volunteers** identified by the NGO who help in the continuous learning process of these children. So far, **over 1,450 students** have benefited
- The farmer community under Jeetega Kissan, the Agri-Skilling programme was provided with IEC material on preventive measures while being in the fields. A webinar was organised for the farmers and a talk with experts, regarding challenges in agriculture marketing and Summer Crop Cultivation in Rajasthan.
- The organisation supported 'Silai Schools' under the vocational training programme, where they helped the community and the district administration of Hardoi and Lakhimpur by stitching **over 20,000 handmade face masks** distributed in the villages around sugar factories and the District administration.



"Launched a pilot, medical tele-consultation programme with doctors along with the help of Village Level Workers in 44 villages in Hardoi and Lakhimpur Districts of UP"

DCM Shriram Ltd.



Awareness creation

- The organisation engaged its extensive network of stakeholders, including, local community representatives, NGO partners, ASHA workers etc to create awareness at mass level with a message of 'stay home, stay safe and maintain social distancing'. Various Government institutions and community areas have been disinfected by spraying & fogging of the pre-requisite Sodium Hypochlorite solution.
- The organisation runs programmes around sanitation in government schools called as Shriram Swachhagraha and the local teams undertook behaviour change activities in **105 villages** of Kota in partnership with the partner NGO. Activities undertaken comprised of awareness sessions & digital online messaging on sanitation, hygiene & COVID-19 prevention in Ladpura, Sangod and Itawa Blocks of the Kota District. **4,500 plus people** were covered through door-to-door interaction. Similar activities have been undertaken in Hardoi & Lakhimpur Kheri.
- As a precaution, the VLWs has started demonstrating making the 'kadha' concoction in presence of NGO partners to the Community. It is recommended for its immunity boosting elements by the Ministry

Healthcare and sanitation

- The organisation has repurposed manufacturing facilities in Kota (Rajasthan) and Bharuch (Gujarat) to produce sodium hypochlorite which is a disinfectant and donated approximately **12 lakh liters** collectively to Rajasthan, Gujarat, M.P, Maharashtra and Delhi to be used for sanitization purposes.
- The organisation has started production of hand sanitizer in its two distilleries in Hariawan and Ajbapur in Uttar Pradesh and **around 7,600+ litres** have been donated to the communities, Community Health Centers and district administration. They have partnered with Tata Trusts for resource support to supply hand sanitizers and sodium hypochlorite for a period of six months, which will be used in the Government hospitals of Gonda and Noida which have been upgraded as COVID- 19 hospitals by Tata Trust.
- The organisation is running an extensive community outreach programme on preventive healthcare, under the name of Khushali Sehat and ramped up its efforts in over **100 villages** around its 4 manufacturing facilities.
- Support to truckers was provided in terms of dry ration kits and sanitation kits during the time the truckers were facing problems with dhabas etc. enroute.



Financial contribution

- DCM Shriram Ltd. has set up a **Rs. 15 cr COVID-19 contingency fund**, of which **Rs. 10 cr was donated to the PM CARES Fund** as a contribution to support the Government's mega efforts to handle this health emergency. The balance **Rs. 5 cr** has been committed for initiatives taken up under CSR to help communities in kind and for contribution to relief funds of State Governments.

- The organisation has launched a pilot, across all four sugar-unit supported villages with a medical tele-consultation from doctors with the help of VLWs (Village Level Workers). The village health workers have become the first-line responders of preventive healthcare and helping the community connect with doctors. Tele-consultation is being promoted in **44 villages** in Hardoi and Lakhimpur Districts as part of the programme.



- COVID-19 Control Rooms have been set-up to ensure that migrants are sensitized through Gram Pradhans, local ANMs and NGO partners. They have been advised to stay indoors and maintain social distancing. Sanitation kits have also been handed over to each migrant family returning to their respective villages. These Control Rooms have already connected with **over 2,500 migrants** across four locations in Uttar Pradesh (Hardoi and Lakhimpur Districts).
- The organisation donated **1,000 COVID- 19 sampling kits** to the Hardoi district control centers to help district administration control the pandemic. N95 masks, surgical gloves and masks have been provided to **5 Community Health Centers (CHCs)** along with in-house produced hand sanitizer cans.





ECGC endeavours to support the Indian Export Industry with its experience, expertise and underlying commitment to progress and advance of India's exports. The current crisis of COVID-19 has impacted different sections of society and ECGC is always committed to support the nation in these tough times.

ECGC has taken the following measures to support its customers during COVID-19 period.

For banks:

- The time limit for filing of extension in due date for the advances which have crossed 360 days under Packing Credit and 180 days under Post Shipment advances (360 days for status holders) and filing of report of default under the Export Credit Insurance for Banks (ECIB) covers was extended up to May 2020.

Time for filing of monthly declaration for the month of March

- 2020, had been extended up to May, 2020 (available for all the exporters and banks). However, the extension of time was not applicable for payment of premium, as it can be made through a digital mode viz, RTGS/ NEFT etc. The premium can be paid on the basis of an estimation also, when actual premium payable is not workable.

Financial contribution

- ECGC has donated an amount of **Rs. 4 cr** to Prime Minister's Citizen Assistance and Relief in Emergency Situations (PM CARES) fund. The employees of ECGC have also contributed an amount of **Rs. 19.13 lakhs** towards the PM CARES fund as support to the country. ECGC has also ensured continuous payment of monthly wages to casual and contractual workers to overcome hardships faced during the lockdown period.



“Employees contributed towards the PM CARES fund and also ensured continuous payment of monthly wages to casual and contractual workers during the lockdown.”

ECGC Ltd.

For exporters:

- Time for filing claim/ replies due during this period extended up to 30th June, 2020.
- Waiver of credit limit application fee till 30th June, 2020.
- Specific Shipment Policy expiring in March 2020 is extended automatically up to June 2020.
- The exporter is allowed to convert the terms of payment from DP to DA for the shipment that reached its destination but not cleared by the overseas buyer due to lockdown in the destination countries.
- Reduction in policy proposal processing fee by 50% till 30th June, 2020.
- Discretion to exporters to extend due date for payment by buyers for shipments accepted earlier.
- Discretion to exporters to decide about shipments (i.e. resale / reimport / or abandon) that reached their destinations but not cleared by overseas buyers due to lockdown in the destination countries.
- Claim eligibility period (waiting period) under insurance cover reduced from the present 4 months to 1 month.
- Exporters may be considering further shipments to buyers from whom payments for shipments made earlier are due and not received during the crisis period. ECGC will be covering further shipments by Policy Holders (manufacturer exporter) to the buyer, to the extent of credit limit/loss limit already fixed on the buyer under the relevant Policy issued to the exporter subject to valid purchase order for further shipments, mutually agreed payment reschedule for shipments made earlier and accepted by the buyer.



Fullerton India decided to address COVID-19 response and chalked out an ambitious project which included distribution of **1 lakh health hygiene kits** across the organisation's 250 branches in 12 states and **1,000 primary health care camps** of which almost 40% is to be conducted in FY 21.

The objective was to enhance awareness on hygiene & precautionary measures for the pandemic –

- Safe behaviours, social distancing measures and early self-reporting if symptoms develop;
- Responding to the public need for essential hygiene materials to prevent the outbreak of the pandemic in the organisation's branch catchment villages by delivering it at their door step free of cost;
- Ensuring better engagement with the customers and building mutual respect by supporting them during this pandemic, apart from regular business interactions.

The organisation, through its existing network of NGO partners and its branch employee volunteers created a state wise project execution team.

Impact

- **1 lakh community households** benefitted not only through receiving health and hygiene kits but also through better understanding and awareness. **400+ primary health camps** conducted benefitting more than **30,000 people**; special hospital kits which included PPE, Sanitisers, N-95 and surgical masks were distributed to **20 Hospitals** (mostly COVID-19 centres) and **40+ kits** to Police/Local Administration.



"8 Mobile Health Vans initiated operations across Karnataka and Tamilnadu and primary health camps were conducted, mobilisation was done by volunteers from the organisation"

Fullerton India Credit Company Ltd



Primary health camps

- **8 Mobile Health Vans (MHVs)** initiated operations in a phased manner as per the local govt. approvals and some MHVs which did not receive approval due to the region being in red zone started tele-consultations addressing primary healthcare and queries related to the pandemic. A team of 4 people which included a doctor (MBBS), nurse, health worker & paramedic cum driver was formed in each cluster across Karnataka and Tamilnadu and primary health camps were conducted, mobilisation was done by volunteers from the organization.

Health hygiene kits distribution

- The top **5 villages** impacted by the pandemic were selected from each branch and procurement was done locally as there were travel restrictions due to lockdown. Local district administration approval was taken by NGO partners and distribution initiated in green zones and subsequently followed in orange and some red zones. During hygiene kits distribution, awareness sessions were also conducted about the directives/instructions received from the World Health Organization for precautionary measures and the benefits of using protective gear, washing hands and social distancing was explained to the beneficiaries.

Challenges faced in last miles delivery

- Local government approvals: due to lockdown, getting approvals from the local district administration was the biggest challenge.
- Restriction of movement: due to the rapid spreading of the pandemic, government had sealed most of the roads and villages and even created road blocks, which had restricted the movement of the team and delayed distribution of hygiene kits in villages.
- Non availability of items for hygiene kits: due to the nationwide lockdown, most of the wholesale distribution outlets were shut, which resulted in procurement challenges for the hygiene kits.





Hero MotoCorp Limited reserves a substantial part of its CSR budget to invest in relief and aid for victims and survivors of calamities to support authorities that are engaged in rescue and other such essential services. When the pandemic was declared as a national emergency and countrywide lockdown was announced, team CSR chalked out a comprehensive plan to help the most vulnerable sections of the society as well as to support the government authorities in the battle against COVID-19. Some of the activities that the company is engaged in are as follows.

Ration kits and packed meals

- A mechanism was put in place to feed lakhs of poor communities who were left without food due to the lockdown. The kitchens at the plants started preparing meals that could be packed and distributed to the needy. The meals were also being distributed through partner non-profit organisations. Besides, the organisation also mobilised teams across its plants to distribute rations kits comprising essential materials like flour, pulses, oil, spices, etc. that could last the needy households for about 14 days upto a month. The organisation donated over **18,000 such ration kits** and more than **12 lakh** meals have been served to the vulnerable sections of the society.



“Redesigned few motorcycles as ‘first responder vehicles’ to support the healthcare fraternity, mobilise frontline workers including the police to reach remote rural locations across the country.”

Hero Motocorp Ltd.



Healthcare equipment

- The organisation responded well to the call from government authorities in supporting them to manufacture essential equipment needed by healthcare professionals as well as other institutions, especially frontline workers engaged in battling the pandemic. The organisation started with manufacturing of hand sanitisers at its plants and face masks through various partners and distributed to various government departments and for frontline workers from various institutions that are engaged in relief and rescue operations as well as provide essential services.
- Other essential equipment like infrared (IR) thermometers, PPE kits have been sourced and made available for the frontline workers. The organisation handed over nearly **3,000 PPE kits** to frontline medical staff, **32,000 litres** of hand sanitiser and over **24 lakh face masks** have been distributed amongst the public. These activities are ongoing and will continue to help the needy communities.
- The organisation redesigned a few motorcycles as ‘first responder vehicles’ to support the healthcare fraternity in these times of crisis. Besides, a few motorcycles were also donated to mobilize the frontline staff during the lockdown. Over **2,000 two-wheelers** were, specifically designed to be able to carry essentials elements have also been given to various government agencies including state police departments that have to reach remote rural locations across the country.

Financial contribution

- The organisation donated a substantial amount in Prime Minister’s Citizen Assistance and Relief in Emergency Situations Fund (PM CARES Fund). It is a dedicated national fund with the primary objective of dealing with any kind of emergency or distress situation, like the one posed by the COVID-19 pandemic.



we care
A Hero MotoCorp CSR INITIATIVE





The COVID-19 pandemic is a threat of unprecedented proportions. In this hour of national crisis, ITC is making an all-out effort to lend support to the Government's endeavours. Towards this, several initiatives have been implemented leveraging ITC's businesses and value-chains.

Support to vulnerable sections across districts

- The organisation is working closely with local administrations of **25 states across** the country to provide essential commodities like ITC's packaged foods and hygiene products. **More than 28 lakh pieces of soap, 17 lakh packets of noodles, 39 lakh packets of biscuits, over 28 lakh packs of fruit juices, 8 lakh kgs of atta, 45 lakh packets of snacks, over 9 lakh packs of milk shakes and 4 lakh pieces of chocolates** are being progressively delivered to district authorities. In several areas, responding to the needs of the administration, including police, hygiene products like Savlon soaps have been provided for their personnel as well as health centres and hospitals. **One lakh masks** have been distributed to frontline staff and value chain partners. **A 30 bed hospital** has been handed over to the district administration in Haridwar to provide immediate care during COVID 19.
- ITC's Foods Division has extended support to children and senior citizens by sending food supplies across the country through its 'Aashirvaad Box of Hope' and 'Sunfeast Box of Happiness' initiatives. The organisation has joined hands with 3 leading NGOs building a partnership network to deliver such essential food supplies to people severely impacted by the current lockdown.
- The organisation's Paper and Paperboards Division (ITC PSPD) has distributed food packets to the needy in Telangana and West Bengal. In Bhadrachalam, they distributed masks and hand gloves to truck drivers as well as sanitisers to public health workers in Secunderabad. The organisation also disinfected around **18 villages** around the Bhadrachalam factory. Awareness programmes were conducted by the Well Being out of Waste teams in **16 districts of Telangana and Andhra Pradesh**.

"Provided technical support to the government for planning and execution of work in different rural areas for large scale employment, creating assets and this has been scaled up to 2,220 villages"

ITC Limited



Distribution of cooked meals

- **Over 5 lakh cooked meals** have been provided to migrant workers and needy people across the country by ITC Hotels as well as ITC factories who are providing extensive support to Governments across different states. ITC Maurya as well as the Sheraton in New Delhi have been providing **over 1,500 meals** daily to migrant workers. ITC Gardenia in Bengaluru is lending its support with **1,000 food packets** daily for 15 days (**15,000 meals**) to the Municipal Corporation. ITC Grand Central in Mumbai has made arrangements to deliver meals to doctors in MG Hospital and has also catered to doctors at the Kasturba Hospital. Fortune Hotel in Lucknow is lending assistance by providing more than **1,000 meals per day**. The Paperboards Business has been distributing over **1,700 meals** to migrant labourers around the Bhadrachalam factory. In addition, factories in Saharanpur, UP and teams in Patna have been providing more than **3,500 cooked meals per day** in proximate areas.



Creation of livelihood opportunities in the rural sector

Due to COVID – 19, lakhs of migrants have returned to their villages. Such a large-scale influx severely challenges existing village resources resulting in unsustainable pressure on land for food, village commons for fuel-fodder and on other basic infrastructure like aganwadis, schools, primary health centres, etc. The organisation realised that large-scale employment with asset creation for sustainable development was the need of the hour. It thus focused on ways to enhance rural livelihoods and economy through MGNREGA

- As soon as restrictions on agricultural activities were eased, the organisation initiated discussions with the government and people on the ground, and galvanized its NGO partners to mobilise farmers and wage earners in the catchment areas of its operations to enable them access work opportunities under MGNREGS. Extensive dialogues were carried out with authorities at the Taluk and Block levels to identify families in distress including the migrant workers who had come back and help them apply for job cards if they didn't have one already. A holistic plan was put in place, covering the safety of the workers and ensuring creation of long-term assets for the people, including structures for water conservation like irrigation tanks, farm ponds and field bunds that would also enhance crop productivity.
- The organisation provided technical support for planning and execution of work in different areas. To demonstrate outcome, impact data was shared with the Government. Emphasis was laid on adoption of requisite precautions, quality of work and output, large-scale employment generation and asset creation as well as helping in timely muster submission and payments. **29.63 lakh person days** of work, valued at **Rs 50 cr**, was created. In a short span of time, the programme has been scaled up to cover **2,220 villages in 64 districts across 16 states** providing gainful employment to those most in need while simultaneously creating assets to hold the communities in good stead going forward.

Financial contribution

- The organisation set up a **Contingency Fund of Rs 215 cr** to address and manage the challenges arising out of this adversity. This initial fund has been utilised primarily to provide relief to the vulnerable and most-needy sections of society who have faced significant disruption in their livelihoods. The organisation pledged its contribution of **Rs 100 cr to the PM Cares Fund** and also contributed **Rs 28 cr to CMs' relief funds** across states.

Provision of quarantine spaces

- Several ITC Hotels have been identified as isolation / quarantine space by the different authorities across some States. ITC Hotels is also working closely with the local administration and embassies and offered space at different hotels to enable stopover of asymptomatic international travellers as and when required.

Awareness building on safety and hygiene practices

- The organisation's Business Divisions spearheaded a gamut of initiatives to enhance awareness amongst members of the supply chain, local communities, farmers and other stakeholders on the precautionary measures that need to be adopted during the pandemic which included hand hygiene, social distancing, use of masks among others. Awareness was created through the use of posters, AVs and other communication tools.





Amidst the COVID-19 outbreak, JCB India has been proactively serving the communities. The organisation commenced a significant and comprehensive response programme across all its factory locations. As part of the programme, it deployed resources in the following directives.

Distribution of food and essential supplies

- To address the challenges faced by daily wage earners, migrant workforce, and vulnerable communities, the organisation commenced a significant response programme for the distribution of food and essential supplies. This project was called “Samarpan”, which was executed with the help and support of the local administration at each of the locations. The organisation distributed **over 175,000 meals** to the needy, specifically, daily wagers, homeless migrants, and the aged. It received overwhelming support from local administration, villagers and Sarpanches.



Financial Contribution

- The organisation and its employees came forward to offer their support and contributed their one-day salary to the PM CARES Fund in the fight against COVID-19. An equivalent amount was put in by the company and the contribution amounted to **Rs. 2.30 cr.**

“Launched “Project Spinning” to financially aid the spinning community clusters at Rajasthan, Gujarat, and Nagaland and received an order to spin around 100 kgs of cotton yarn for production requirements”

JCB India Ltd.



Livelihood generation

- To extend financial support, especially to women, in the communities around the factories, the company launched Project Suraksha. Under this project, women are engaged in the production of non-surgical face masks. These masks are procured by the organisation, offering economic benefits to the women. To ensure safety and complete hygiene, the company facilitates the availability of raw material to them. The producer group members were given necessary training on sanitising the work area, sewing machines and other stitching tools. The finished products are being washed, ironed and packaged in pre-sanitised boxes before their dispatch. In the first phase of the project, **65,000 masks** were produced. The second phase may see the manufacturing of **over 100,000 face masks** under the project.
- Project Spinning, was launched to financially aid the spinning community clusters at Rajasthan, Gujarat, and Nagaland. The project aimed at generating livelihood opportunities for the spinning community by training women in hand spinning local fibre into fine cotton yarn. During the training tenure, these women were paid stipends. Post completion of the training, they were given an order to spin **around 100 kgs of cotton yarns** for the production requirements at Nila House.

Health and hygiene

- Approximately **200,000 PPEs** including face masks, gloves, and sanitisers were distributed in the communities along with the help of the district administration. These were in areas that needed immediate help to limit the spread of the pandemic.
- As part of its resolve to ensure the health and safety of its employees, the organisation deployed a slew of measures to spread awareness and ensure safe practices in and around its factories and offices. From keeping the facilities frequently sanitised to ensuring health screenings of people entering the premises, efforts were taken to maintain complete hygiene.



Awareness creation

- On the community front, the organisation's foundation has launched project Navrang at Nila house, Jaipur. In this project, the organisation created awareness and the precautionary measures for proper handling of PPE kits in the vulnerable communities around the Jaipur plant. Nila house extended the designing support to deliver communication material for this initiative.
- Through its CSR foundation, the organisation has come up with an online series – Pass the Mic. Through these sessions, the foundation is helping credible NGOs and community groups raise funds for their causes by spreading awareness about their initiatives. People from the corporate sector, NGOs, universities are being invited to talk about the various ways in which they are helping society in the midst of the pandemic. These sessions are linked to donation portals for the audience to donate. So far, the foundation has conducted two of these sessions – 'Raising funds for the 'Boi Para' book market in Kolkata' that was destroyed by Cyclone Amphan, and 'How the Pandemic has affected Women'.
- The organisation has enabled the majority of its workforce to work from home. Besides, it has taken various communication initiatives to keep its people informed and aware by relaying health-related advisories and tips through various digital and physical communication channels. Transparent communication, regular health-talks and webinars by medical practitioners were some of the other initiatives taken by the organisation.





Since the spread of COVID-19, the focus of Jindal Stainless Limited (JSL) has been on providing immediate relief support to the vulnerable sections of the society by providing ration supplies and giving targeted support to end beneficiaries across its various offices and plant locations through its Foundation. The efforts to achieve the above-mentioned aim have been done in a phased manner.

- In the initial phases (Pre-Lockdown period) JSL was able to reach out to a larger audience by generating awareness among communities through social media and poster campaigns around plant locations (Hisar and Jajpur).
- By the time the Janta Curfew was imposed, base line and need assessment survey was carried out to understand the requirement of dry ration which needed to be distributed among the migrant workers, with the help of partners both at Delhi NCR region and also across the states of Odisha and Haryana. Additionally, food was also provided through community kitchens run by the Delhi Government and NGOs.



Financial contribution

- In Jajpur, apart from contributing in kind, SHG members of two villages, have donated **Rs 51,150/-** to Chief Minister Relief Fund for COVID-19 from their common collection.
- JSL has also contributed over **Rs. 7 cr to the PM CARES fund**, CM Relief funds and to other development organisations engaged in providing food and shelter to communities in distress.
- As part of ongoing CSR initiatives to mitigate problems of the migrant workers, the organisation has supported the transportation costs for **7 buses from Gurugram to Bareilly (5 buses) and Lucknow (2 buses).**

“Developed necessary protocols and set up safe and sanitized procurement systems for farmers which will help them to access fair markets for the sale of their Rabi harvest.”

JINDAL STAINLESS



Dry ration/food supplies

- The Foundation assessed the growing demand and distributed fresh vegetables, through the partner organisation GramUnnati Foundation. It is mainly due to the foundation's relationship with the farmers of Nuh, Pataudi and the areas around Delhi NCR region that this project got going in collaboration with the Delhi Government in a Public-Private-Partnership Model. The Foundation supported the Delhi Urban Shelter Improvement Board.
- Employees across JSL formed a voluntary group and contributed cash, procured grocery and vegetables from the market. In byasanagar municipality, the team provided cooked food to people who had taken refuge on the varendahs of shops near railway station and bus stand areas. This was appreciated by the print media as well as local community.





Support to farmers

- Farmers were facing serious problems looming around crop harvesting arising due to the non-availability of labour, lack of logistics, marketing support, lack of agri-input support: pesticides, fungicides and seeds for planting during the present kharif crop plantation season. To address these issues, the Foundation, in collaboration with GramUnnati Foundation organised a massive outreach campaign with Bayer Crop Sciences.
- Adhering to the safety norms issued by the govt. of India, the Foundation is closely working with the district administration and the government of Rajasthan in organising and delivering the required stocks and agri-inputs at farmers' door-steps in a safe and sanitized manner. This has given GramUnnati Foundation a special permission to procure goods from farmers outside the crowded mandi premises.
- Under the guidance of the local administration, the Foundation is also developing the necessary protocols and setting up safe and sanitized procurement systems. This will enable farmers to access fair markets for the sale of their Rabi harvest and the foundation also developed an end to end solutions to address logistical issues.



Health equipment

- The organisation has been providing much-needed support to frontline workers and field staffs. To ensure their safety, the Foundation has provided them with basic protective gear. Through a strong network of partners, the large-scale manufacturing of masks was made possible. The Foundation has provided masks to hospitals, police stations and communities as per the GoI guidelines, in equal measure and across locations.
- In the Delhi/ NCR region, distribution of masks was channelled via hospitals and various NGOs that are closely working with the affected communities. The Foundation has supported St. Stephen's hospital near Tis Hazari to distribute masks.
- The Foundation has mobilized SHG members in the remote areas of Jajpur, to trigger the production of masks on a large scale. This has not only given a boost to the supply of masks but has also impacted the livelihood opportunities in the area, by creating incentives for manufacturing through SHG members, in the comfort of their homes.
- Deliberations are presently going on with World Health Partners (WHP), as it seeks to establish a network of volunteer doctors and general assistants to urgently deliver medical care to underprivileged communities especially in rural areas. WHP already has highly stabilized digital systems by which a patient can consult on-line with a city doctor. This solution will also be re-purposed to locate a suspected patient and work with the government to provide follow-up care. The solution is browser based therefore any volunteer with 2MB connectivity will be able to join the backend functions. Also, the volunteers can be at home and the calls made to them will not incur any costs or call charges.





Meeting basic needs

The tone of L&T's response to this crisis was set by a contribution of **Rs 150-cr** from the Group to PM-Cares Fund.

- Employees, from Group companies donated two-days salary to PM-Cares. This accounts for several cr of rupees and will be matched by an equal amount of contributions by the Group.

- The organisation took the decision to continue taking care of **over 1.6 lakh of its contract labourers** even though the lockdown meant that project work had stopped at many sites. The organisation has incurred an expenditure of around **Rs.500 cr** per month on wages, food, housing and healthcare services for these labourers.

- The organisation has, so far, distributed grocery packets to **1,406 families** at Powai, Turbhe and other areas of Mumbai. Through NGO partners, it has provided cooked meals to roughly **8,000 underprivileged people** in different parts of the city. In Tamil Nadu, the organisation is extending aid where these are needed the most. For two weeks in a row, it has provided **2,000 meals** a day to doctors, sanitation workers, and patient parties stranded in various state-run hospitals in Chennai. Another set of **20,000 meals** were provided in Chennai. Across Tamil Nadu, **11,000 kg of rice** have been distributed. In Gujarat, **1550 families** have been provided ration kits in Vadodara, while **12,500 people** have been served meals in Surat.



“Continued taking care of over 1.6 lakh of its contract labourers though the project work had stopped at many sites by providing them wages, food, housing and healthcare services.”

Larsen & Toubro



The healing touch

- The organisation has utilised its construction and engineering acumen to transform established or under-construction healthcare units into COVID-19 care facilities across India. The organisation's construction arm, with its mission-oriented and fast-track approach, turned around large-scale healthcare infrastructure into COVID-19 care facilities in the cities of New Delhi, Champaran and Madhepura in Bihar, Puducherry, Diamond Harbour in West Bengal and Gorakhpur in Uttar Pradesh.
- The organisation has the capability to construct 300-bed special COVID Care hospitals in a record three to four months. L&T demonstrated its capability of quickly turning around existing or under-construction medical infrastructure into COVID-19 related facilities.



The company has been transforming the following healthcare facilities:

- **Govt. Medical College & Hospital, Madhepura, Bihar:**
The Government Medical College, with an intake capacity of 100 students per annum, and a 500-bed college affiliated hospital are under construction by the organisation. The organisation is modifying a block of the medical college for use as a COVID-19 testing lab. This state-of-the-art BSL-3 level lab will help the State Government to tackle cases more efficiently.
- **JIPMER, Phase-III, Puducherry:**
with the modernisation of the old hospital and institute, one block was modified to meet the requirements of Puducherry to treat COVID-19 patients. 50 beds were put into isolation wards and another 100 beds into a special ward.
- **West Bengal Medical College, Diamond Harbour, West Bengal:**
the organisation is modifying a block of the under-construction medical college for use as a testing lab. This state-of-the-art BSL-3 level lab will help the State Government tackle cases more efficiently.
- **AIIMS Gorakhpur, Uttar Pradesh:**
the organisation is modifying a block of the under-construction medical college and 750-bed hospital of the Ministry of Health & Family Welfare, Govt. of India, for use as a testing lab which will hasten the testing process.
- **Safdarjung Hospital, New Delhi:**
three floors of the L&T-constructed **850-bed** super specialty, have been converted for the care of COVID-19 patients at the request of the Ministry of Health & Family Welfare, Govt. of India. As the number of positive cases and those needing medical treatment increased, **75 beds** have been converted into Isolation wards, while **425 beds** been converted into Special and General wards to diagnose and treat patients.
- **Indira Gandhi Hospital, New Delhi:**
the organisation offered 200 beds of the half-completed 700-bed Indira Gandhi Hospital at Sector 9, Dwarka, as a quarantine facility. The entire ground floor and the first floor of the OPD block with **200 beds** have been made operational in extremely quick time.
- **Govt. Medical College and Hospital, Champaran, Bihar:**
the organisation has handed over the ground and first floors of the Government Medical Hospital to accommodate 150 beds as isolation wards to treat COVID-19 patients. The conversion took the team just 10 days – despite the nationwide lockdown.

The organisation has pledged to the Central and several State Government-run health facilities, medical equipment worth as much as Rs 40 cr. The States that are benefiting from this are Andhra Pradesh, Assam, Bihar, Gujarat, Karnataka, Madhya Pradesh, Maharashtra, Tamil Nadu, Telangana, Uttar Pradesh, Uttarakhand and West Bengal. Major equipment already donated include **1,22,247 PPE kits** and **2,16,162 N95 masks, 100 fowler beds, 43 ventilators, 22 patient monitors, 60 Pulse Oximeters, 13 Dialysis Machines, 2 ECG Machines, 37 Mercurial BP Apparatus, 40 Nebulisers** and **40 Finger Oximeters**.

The organisation has procured **155 COVID-19 test kits** from Pune's Mylab to test **15,500 people** and detect the infection in 2.5 hours as compared to imported ones that take longer.

Hi-tech solutions

- Many State Governments, approached the company for assistance with respect to the civil administration and police finding it difficult to implement the restrictions during the nation-wide lockdown.
- L&T's Smart World & Communication (SWC) business unit swiftly put in place a slew of measures using state-of-the-art smart and digital technology in as many as 20 cities. These include mobile command centre for police, artificial intelligence-based video analytics, real-time crowd monitoring and control, vehicle movement restriction, public message dissemination, COVID-19 call centres, COVID-19 online health surveys, thermal scanners for fever detection in public areas, etc.
- The cities where one or more of these measures have been put in place include Mumbai, Pune, Nagpur, Prayagraj, Ahmedabad, Hyderabad, Visakhapatnam, Raipur, Jaipur, Jodhpur, Bikaner and Bharatpur.
- For example, in Hyderabad, the administration issued an order asking people not to drive beyond 3-km of their residences, even for buying essentials. The organisation devised an innovative way to help police enforce this. Using the existing machine learning based Automated Number Plate Recognition (ANPR) system, it is helping monitor all vehicles out on the streets in Hyderabad. The moment a vehicle crosses the 3-km limit, an automated alert goes out to the police. Furthermore, by integrating the Regional Transport Authority's (RTA) database with the ANPR system, the vehicle owner is readily identified and hence the police are able to send out a warning at once.



An outbreak of coronavirus has done enough damage to mankind and all efforts to curtail its effects are going on. Although central and state governments doing their best to support people on ground, corporate's foundations and non-profits are also putting in their efforts to support people who are in need. As a responsible corporate, UNO MINDA group has made its best efforts to support the people in need at all locations wherever plants exist. The entire activity of COVID-19 support was coordinated by CSR and HR teams across India.

For more than two decades, the organisation has been working under the aegis of "Suman Nirmal Minda Charitable Trust (SNMCT)" which is registered under Society Registration Act and carries out all the social welfare activities of the Group. Primary focus areas of the organisation are education, vocational training, environment, preventive health and community development under which multiple projects are being implemented. Currently, there are 15 vocational training and educational centers running across India. In addition to this, there is a senior secondary school, 100 bed hospital and an institutional care which are running since more than two decades.



“142,680 kgs of raw food and 47,345 packets of cooked food has been provided to almost all of the organisation’s locations in India and the total beneficiaries are 88,845.”

UNO MINDA Group

Some key activities undertaken by the organisation during the crisis are :

Food distribution to migrant and daily wagers

The organisation has provided support with both raw and cooked food material to nearby communities and local area. Approximately 142,680 kgs of raw food and 47,345 packets of cooked food has been provided as per the requirement, to almost all of the organisation’s locations in India and the total beneficiaries are 88,845.

- Haryana (Gurgaon, Rewari, Naharpur, Nawada, Patuhera, Bolni) : 8,621 kgs dry ration kits were provided and 38,300 received cooked meals
- Maharashtra (Chakan and Supa Pune) : 17,832 kgs of dry ration kits provided
- Uttarakhand (Pant nagar) : 25,900 kgs dry ration kits provided
- Gujarat (Dekawada, Viramgan, Detroj and Sitapur): 17,571 kgs of dry ration kits were provided and 6,925 received cooked meals
- Punjab (Ludhiana): 12,257 kgs of dry ration kits provided
- Tamil Nadu (Hosur) : 2,465 kgs dry ration kits provided and 38300 received cooked meals
- Karnataka (Bangalore): 5,198 kgs dry ration kits provided

Healthcare equipment

The organisation has provided 3 ply surgical masks to all locations of the organisation. Washable masks are being promoted which are made by SHG members of nearby areas such as Naharpur, Patuhera, Bawal, Asalwas, Jaliawas and Bolni. Medical Kits were distributed to the primary health centre, village – Nighoje for their sincere effort in dealing with COVID-19 which was duly appreciated. Support was provided to medical teams with PPE kits other materials

Partnerships with local and municipal bodies

Entire activities to provide cooked meals, dry ration kits, sanitizers, masks & PPE kits to needy were carried out in collaboration with local bodies which includes Gram Panchayat, municipal body and the District Administration of the state under the aegis of “Suman Nirmal Minda Charitable Trust”.



Online education initiatives

During this time of crisis, the organisation started all activities online strategically to connect students and community members. An awareness session was organised for parents/guardian on participation in online Parent Teacher Meeting (PTM) at the centre premises to enable uninterrupted feedback from school authorities for their wards.





Merck believes in taking part in building the future and making life better for people all over the world. The organisation's robust corporate responsibility activities in the areas of healthcare, environment and education and culture positively impacts communities across the globe.

Distribution of masks and other essentials

- Locally Merck has joined hands with Americares India Foundation, a non-profit organization to donate more than **a lakh 3 ply masks** to Mumbai police who are at the frontline ensuring that the lockdown is effectively followed in the state.
- Masks have been handed over to the District Police Commissioner in Navi Mumbai and Khalapur district in Maharashtra. **1,000 food packets** were also distributed to local governance in Khalapur district, Maharashtra and Hennagara & Balla gram panchayat in Karnataka to aid the food requirements of migrant workers and daily wage earners in this state of emergency. The food packets are enough for a family of 4-5 to take care of their food requirements for 6 days. The distribution facilities are in Patalganga, manufacturing unit in Khopoli and sites in Bengaluru located in these districts.
- The organisation is also donating **two thousand V44+ masks** to Employees' State Insurance Corporation, Bengaluru for their frontline health workers to deliver their services with necessary protection in place. The ESIC hospital was the first responder to COVID cases in the state of Karnataka where the organisation has a large operation in Life Science business.

Financial contribution

- In the current situation of the global pandemic COVID-19; Merck India has joined forces with the government by making donations worth **10 Lakhs** to the Chief Minister's Relief Fund, Maharashtra and an equal amount towards the Chief Minister's Relief Fund, Karnataka.

"Donated more than a lakh 3 ply masks to Mumbai police who are at the frontline ensuring that the lockdown is effectively followed in the state"

Merck India





As the country responds to the COVID-19 outbreak, Microsoft India's aim has been to help and support the exposed communities, frontline health workers and strengthen government's efforts to boost economic revival by upgrading skills of youth and enhancing their employability. This was woven in three phases **Response, Recover and Rebuild**.

The objective of work under immediate Response was to enable humanitarian NGOs, frontline organisations to mobilise critical medical and basic need services on-ground to help the vulnerable communities. These included migrant labourers, children out of the government's Mid-Day Meal scheme, Persons with Disability, and the elderly. The organisation launched Give Together Campaign to channel support directly to these nonprofits that were helping to save lives and serve these 'at-risk' groups. Another key focus was to aid government efforts and support the health infrastructure. The organisation provided personal protection and testing equipment in Gujarat, Karnataka, Telangana, Bihar, and Uttar Pradesh.

The second set of actions was to provide long-term support to strengthen government's efforts to boost research and innovation on technologies in order to stimulate Recovery. Microsoft is working very closely with the government, with all the constituents in the ecosystem, and the frontline responder organisations, to use technology. The organisation accelerated business continuity by upskilling several non-profit organisations, educational institutes to facilitate learning and remote work.



"Launched a global skilling initiative to provide digital skills to 25 million people by handholding non-profits, corporates, government bodies and underserved youth."

Microsoft Corporation India Private Ltd.



In the third phase; Rebuild, the objective is to build resilience, preparedness for 'at-risk' communities and support livelihoods for rehabilitating the most affected to contribute towards an inclusive economic recovery. The organisation has also announced a new skills initiative aimed at bringing digital skills to 25 million people worldwide in response to the global economic crisis caused by the pandemic.

The organisation has extended support to non-profit organisations by providing technology, solutions and resources to help frontline warriors work & learn remotely while they stay safe and connected.



The three phased approach:

Response: emergency relief efforts included humanitarian aid to frontline organisations responding to COVID-19 to support migrant workers, daily wage earners, persons with disabilities (PWDs) and the elderly. The Give Together Campaign, globally offered an exclusive 1:1 match for every donation made by the employees above the regular match that is available throughout the year. The funds raised through the campaign were given to non-profit organisations serving at the frontlines to provide support to communities on-ground.

2,000 elderly and 12,000 Persons with Disability supported with survival relief kits

40,000 migrant families supported with dry ration kits in Bengaluru, Hyderabad, Delhi, Mumbai, and Telangana

1.18 million meals provided to **35,000 people**

2,000 PPE kits, N95 masks provided to army personnel in North-east



Strengthen the public health infrastructure

- The organisation supported the Telangana government with **20,000 N95 masks, 5,000 Personal Protective Equipment kits** and Karnataka government with **15,000 N-95 masks, 1,000 PPE kits, 1,500 face shields**. Also supported the Gujarat state health department with **15,000 PPE kits** to ascertain the safety of the frontline health workers.
- High performance testing equipment with the capacity to perform **7,000 + tests/day** have been given to the state governments of Telangana, Karnataka, Uttar Pradesh, and Bihar to further enhance their testing infrastructure.
- The organisation joined hands with Pune Municipal Corporation (PMC) to curb the spread of coronavirus in Pune slums. They supported testing costs of **36,000 co-morbid patients** who were tested at their doorstep for faster diagnosis which allowed the state to take necessary precaution to prevent community spread of the virus.



Handing over PPE kits to BVG MEMS DIAL 108 ambulances in Pune, Maharashtra



Recovery: The organisation supported two projects of Indian Institute of Technology (IIT) Delhi that focuses on research to tackle the crisis.

- The Indian Council of Medical Research (ICMR) approved probe-free Real-Time PCR-based COVID-19 detection assay developed at the Kusuma School of Biological Sciences, IIT Delhi. This probe-free technology will be more affordable and easily scalable.
- A collaboration between IIT Delhi and National Chemical Laboratory, Pune, and aims to develop an ELISA based diagnostic serological assay against COVID-19. If successful, it will create an economical, commercial process for manufacturing the antigens used in ELISA and home-based diagnostic kits to offer an effective, quick, robust and affordable diagnostic solution to the outbreak.

Tech assistance to non-profits and communities:

The organisation engaged with over 500 non-profits through webinars and training sessions across the country to support them with the digital capability required to stay productive, connected and benefit from security and privacy. To support non-profits through this crisis, Microsoft Teams is available free of cost and helps employees and volunteers continue to collaborate during these challenging times.



Rebuild: long-term rehabilitation support will focus on providing employment opportunities to communities most affected by the pandemic induced economic recession. The organisation has also launched a global skilling initiative to provide digital skills to 25 million people in response to the global economic crisis.

The organisation will handhold skilling non-profits, corporates and government bodies to enable 2,50,000+ underserved youth acquire digital skills needed for COVID economy. As part of this initiative, the organisation has partnered with LinkedIn and GitHub to help job seekers gain the skills they need for in-demand roles in a more digital economy. As part of this, LinkedIn is providing free access to 10 job roles. The learning pathways range from modules to become a digital marketer to a sales representative and a software developer.

In addition, free access to learning content on Microsoft Learn and GitHub, ranging from entry-level digital skills to advanced skilled for technical roles. Microsoft Certification is available at only USD 15 (reduced from USD 100) for people/youth impacted by the pandemic.



While globally, Pfizer is leading the effort to discover therapeutics and vaccines to counter COVID-19, the organisation is also actively supporting the relief efforts here in India through corporate responsibility platforms. Pfizer in India has deployed an estimated amount of **Rs. 2.37 cr** towards various relief efforts. Some prominent interventions are :

Healthcare equipment

- Given the current situation in Maharashtra, the MCGM Disaster Management Cell along with the Health Department ramped up the testing and isolation facilities. The organisation stepped forward to support the MCGM health department and donated **5 state-of-the-art ventilators** to be installed at the three hospitals (HBT Trauma Care Centre, Jogeshwari; Bhabha Hospital, Bandra; Rajawadi Hospital, Ghatkopar)
- The organisation has secured **over 300,000 N95 protective masks** through its NGO partner that has been provided to frontline public healthcare workers across India.

Grocery kits

- Working with the Government of Goa and NGO partners, the organisation donated **2,000 grocery packets** comprising of grains, sugar and other essentials to unorganised sector labourers in Sattari & Valpoi talukas in Goa.



“Donated 5 state-of-the-art ventilators to be installed at HBT Trauma Care Centre, Jogeshwari; Bhabha Hospital, Bandra; Rajawadi Hospital, Ghatkopar”


Pfizer




- Through the Vizag manufacturing site, the organisation has donated **100,000 thousand 3-ply masks** for public health and law enforcement personnel in Andhra Pradesh.
- Responding to a special request put out by Govt. of India, the organisation has donated **75,000 tablets** of Trulimax 500 mg (Azithromycin) to HLL Lifecare for use by government in their relief efforts.
- With close to 350 Mumbai police personnel being tested positive for COVID-19, there was an urgent need for setting up additional care and quarantine facilities. The organisation supported one such facility at Kalina, Mumbai with **75 beds** and associated equipment such as oxygen concentrators, multipara monitors, crash carts, ECG machine etc.
- MCGM has set up a quarantine facility to support patients emerging from Dharavi, in Mumbai. The organisation has provided basic equipment support including oxygen concentrators, blood gas analyzer machines, nebulizers, ABG machines etc. required for quarantine facility in the area.



PFIZER'S EFFORTS TOWARDS COVID-19 RELIEF IN INDIA






VENTILATORS TO GOVERNMENT OF MAHARASHTRA (MUNICIPAL CORPORATION OF GREATER MUMBAI)


5 high-quality ventilators donated to 3 isolation centers in Mumbai:

- RT Trauma Care Centre - Jogeshwari
- Shalba Hospital - Bandra
- Rajawade Hospital Chakrapar




PROTECTIVE MASKS FOR HEALTHCARE WORKERS

- 3 lakh N95 masks donated for healthcare workers across India
- 1 lakh 3 ply-masks donated for health and law enforcement personnel in Andhra Pradesh




FOOD RELIEF FOR DAILY WAGE LABOURERS IN GOA

2000 food packets comprising of grains, sugar & other essentials donated to daily wage labourers in Sattari & Valpoi talukas in Goa




DONATION OF ESSENTIAL DRUGS

75,000 tablets of Trailimax 500 mg (Azithromycin) donated to HLL Lifecare for use by government in COVID-19 relief efforts







EQUIPMENT SUPPORT FOR MUMBAI POLICE'S COVID CARE FACILITY

Supporting 75 beds at the COVID care facility at Kalina, Mumbai and providing medical equipments required for treatment of Mumbai police staff



EQUIPMENT SUPPORT FOR MUNICIPAL CORPORATION OF GREATER MUMBAI'S COVID CARE FACILITY IN DHARAVI

Medical equipments like oxygen concentrators, nebulizers and sbg machines being provided for treatment of patients at the covid care facility set up by the government of Maharashtra in Dharavi, Mumbai





The COVID-19 pandemic has created an unprecedented crisis. PI Industries, with its inspirational leadership, has taken on the mantle of purpose-driven community service and displaying exemplary corporate social responsibility by offering innovative and agile solutions across India to fight the outbreak. As the challenge surges, teams continue to partner and assist the government's efforts in the fight against the pandemic. **34 districts** have been covered, **60 machines** deployed over **642 machine** working days.

Health and sanitation

- The organisation conducted awareness campaigns through 3 Mobile Health Vans around PI's Jambusar and Panoli plants in Gujarat. Community outreach programmes covered more than **20,000 people in 64 villages**. Demonstration of proper hand washing, information, social distancing and basic hygiene techniques was imparted. Precautionary temperature screening was done for **over 300 labourers** near the Jambusar plant to closely monitor the scenario. **Approximately 1,500 people are screened daily**.



- Disinfection drives have been conducted in several government offices, SDM's office (Jambusar), SP Bharuch (police station) and other public places.
- The organisation has also arranged for PPEs for healthcare workers and funding medical infrastructure support to government healthcare centres.

"Arranged for personal protective equipment (PPE) for healthcare workers and funding medical infrastructure support to government healthcare centres"

PI Industries Ltd.



- The organisation joined forces with local administrations in several states. Zonal teams obtained permissions from the government and demonstrated the potential of the hi-tech spraying application services in covering large areas for sanitisation. Starting with Andhra Pradesh and Telangana, sanitisation drives have continued around the country in Punjab, Haryana, Gujarat, Rajasthan and Delhi-NCR region.
- Responding to the sharp increase in demand for sanitizers used to prevent transmission of COVID-19, the organisation's production facility in Gujarat quickly rolled out production and sanitizers were distributed to the marginalized around plant locations in Gujarat and Rajasthan. The initiative benefited over **1,50,000 people in over 30,000 households**. Sanitizers were also distributed in old age homes in Bharuch district, Gujarat. Additionally, **over 100,000 litres of sanitiser** was used to disinfect villages near plant operations in Jambusar and Panoli, Gujarat
- Distribution of **30,000 masks** across the country and more than **15,000 tailored masks** through the organisation's women empowerment programme near plant operations was undertaken.

Distribution of food kits

- PI teams organised distribution of food kits to migrant and daily-wage labourers around plant locations in Gujarat. So far, **more than 12,000 dry ration kits** have been distributed.





RITES Limited, a Miniratna (Category-I) and Schedule 'A' Central Public Sector Enterprise under the Ministry of Railways, incorporated on April 26, 1974, is a multidisciplinary engineering and consultancy organization, providing a comprehensive range of services from concept to commissioning in all facets of transport infrastructure and related technologies.

The organisation continues to follow a path of systematic and professional operations, maintaining its position as a premier transport consultant in India and abroad. Its success story spans over 46 years covering more than 55 countries across Asia, Africa, Latin America, South America and Middle East region.

RITES has consistently displayed excellent financial performance over the years and has duly built a strong fiscal base. It became a listed company in July 2018. Within one year of listing, the company has made it to the top-500 companies on the basis of the market capitalization.

Fighting the pandemic

As a responsible corporate citizen, the organisation has always risen to the needs of the nation and society. And to help the battle against this pandemic, it has taken various preventive measures on its own and rigorously complied with all government and administrative directives and WHO guidelines. The organisation has been taking all necessary steps to ensure the well-being of its workforce and associates, support the ecosystem that nurtures it, and promote government initiatives in the fight against COVID-19.



“Donated Rs 1 cr to IRCTC for distributing food among the needy, and home-bound migrants travelling by Shramik Special trains.”

RITES Ltd.



Sanitisation & hygiene

- Conscious of the risk to its employees’ health, the organisation initiated protocols of hygiene and sanitation in alignment with global guidelines on disease prevention and control.
- Thermal scanners are being used to measure body temperature at the entrances. Office spaces, including entrance lobbies, corridors and staircases, elevators, conference and meeting rooms are being mopped/cleaned with a disinfectant daily. Air conditioning systems are also being cleaned and disinfected regularly as per government guidelines.
- Hand sanitizers, including contact-less ones, have been placed at various locations of the office premises, especially near and around high-touch surfaces and communal areas such as entrances & exits, lifts, and meeting rooms, and employees are being encouraged to improve their hand hygiene. Also, public health messages and various awareness posters have been displayed at key places on the office campuses.

Monetary contribution to PM-CARES

To combat the pandemic, the organisation has contributed **Rs 16 cr** to the Prime Minister's Citizen Assistance and Relief in Emergency Situations (PM-CARES) Fund. This reflects its commitment to the Nation, besides being a growth driver as 'The Infrastructure People'. Furthermore, the employees voluntarily contributed their two-day salary (**Rs 1.19 cr**) to the PM-CARES Fund.

Social support to the needy

- under its CSR plan the organisation, has provided **Rs 1 cr** to Indian Railway Catering and Tourism Corporation (IRCTC) for distributing food among the needy, and home-bound migrants travelling by Shramik Special trains.
- provided monetary support to a Gurugram-based NGO to provide raw food material and medical beds to help 500 elderly persons and divyangs during the pandemic.
- provided financial support to 'SOS Children's Village of India' to keep the vulnerable children safe and healthy during these difficult times. The funds are utilised to ensure the uninterrupted supply of essentials and hygiene kits.

While resuming functioning...

To resume office functioning in a safe and healthy environment, a standard operating procedure (SOP) as per government guidelines was prepared to guide employees about disease prevention and how to cope with adverse situations or emergencies, should they arise. Special emphasis was given on the following points:

- Staggered working hours
- Work-From-Home Policy
- Mandatory temperature screening at entrances
- Wearing of face masks/covers has been made compulsory
- Use of Aarogya Setu app
- Health and travel declaration by employees
- Regular sanitisation and fumigation

Awareness at workplace

The organisation has been regularly conducting awareness sessions at its corporate office, demonstrating its commitment to employees' safety. The company has initiated protocols of hygiene and sanitation in alignment with global guidelines on disease prevention and control to prevent contamination and make the workspace more safer. Also, frontline staff and housekeeping & maintenance personnel have been provided PPE kits and sensitised about precautions to be taken while at work and elsewhere.

PREVENTIVE MEASURES (for organisation and employees)

Suspension of biometric attendance

- The organisation exempted its employees from marking attendance through a contact-based biometric system (effective from March 11) as a preventive measure to check the spread of the coronavirus. Instead, they started marking their attendance manually in the attendance register until the lockdown was announced. The step was needed as it is considered that the most common method of virus transmission seems to be through infected surfaces.

Social distancing

- Keep your distance. The more space between two persons, the harder it is for the virus to spread. With this, the organisation initially staggered lunch timings at a common dining room. Later, to reduce social interaction among its employees, the management shut in-house services such as canteen, cafeteria, creche, and gym facility from March 19. As part of social distancing, all non-essential meetings and visits have been cancelled and the entry of visitors has been curtailed.

Medical support to address the health crisis

- As a part of its social responsibility, the organisation has provided two ambulances equipped with advanced life support system, one each, to Gurugram and Nuh districts to fight against coronavirus.
- Through its CSR initiative, Jan Arogyam Community Healthcare Programme, the organisation has been assisting District Health Department, Nuh, an aspirational district, in its fight against coronavirus. From door-to-door surveillance to running other medical facilities in various blocks of Nuh district, the Jan Arogyam team has been at the forefront in these difficult times.
- The organisation has provided **N-95 masks worth Rs 10 lakh** to the Gurugram District Administration to help equip medical teams and frontline workers further to tackle COVID-19 challenge.





As the impact of COVID-19 grows, so does the demand for social services. Shell India is especially mindful of those experiencing hardship during this time, and responding to the evolving needs of the communities. Along with NGO partners and staff volunteers, the organisation has made an impact on the lives of more than **126,000+ people**. The organisation has guided its available resources towards relief efforts across India and came forward to support the people in need and help reduce the impact on daily lives of economically marginalized and vulnerable people in the community.

Healthcare

- The organisation distributed more than **3,000 hygiene kits** and helped creating health awareness among Uber Medic/essential drivers who are providing services to the community during these difficult times.
- The community health clinic set up by the organisation in Hazira is providing free health checkups to all its patients. More than **1,300 patients** from economically weaker sections have been treated at the Hazira Medical facility during the lockdown period. During these uncertain times, the medical facility has been a much-needed support for the villagers to help secure their health and wellbeing.



“Reached out to nearly 12,000 truckers and allied transport staff stranded at borders with relief kits across 22 cities in India.”

Shell India Markets Private Ltd.



Financial contribution

- Many employees of the organisation have voluntarily also donated a part of their salary towards COVID-19 initiatives. The amount collected has been channeled through credible NGO partners to support relief activities. The organisation continues to connect with its communities and offer support to those in need.





In Bangalore, **1,600 vulnerable families** from fence line villages of BK Halli were given grocery kits for ensuring that women and children have access to essential items like wheat flour, lentil, rice, oil and sugar which supported them for two-three weeks. Similarly, **800 vulnerable families** in villages around Lubricants Blending Plant in Taloja, Mumbai have been provided with grocery and hygiene items.

Grocery kits and essential items

- Recognising that, from migrant workers to drivers, many communities had lost their source of livelihood, the organisation distributed more than **35,000 grocery kits and 14,800 meals** through community kitchens to vulnerable communities in order to support them with basic health & nutrition. In a span of two months, **16,000 grocery kits** were distributed by employees among vulnerable communities/daily wage workers around Shell fuel stations along with local authorities in more than **15 cities**. The teams across cities and towns consulted with local authorities to identify people who needed this help the most.
- Along with NGO partners, the team also rallied their wide distributor network to reach out to nearly **12,000 truckers** and allied transport staff stranded at borders, with relief kits across **22 cities** in India.
- **2,575 below poverty line families** of Halpati fishermen in Hazira gas fenceline villages have been provided with grocery kits. Essential groceries have also been provided to community kitchens in two locations of Surat city for providing daily food to migrant labourers & poor families.





SRF Foundation, the CSR Arm of SRF Ltd. has been implementing COVID-19 relief work in the areas of provision of health and safety equipment, provision of food and other essential items, supporting the local administration and financially supporting external NGOs. SRF has been working closely with individuals, families, local administration spread across of Bhiwadi, Kashipur, Gwalior, Indore, Viralimalai, Dahej, Gummidipoondi, Manali and several NGOs. Activities have been undertaken around the 8 Plants locations of SRF Ltd.

Distribution of health & safety equipment, food and other essential items

- Bhiwadi plant location: 100 Litres of sanitizer, 9,078 cooked food packets and 230 ration kits have been distributed.
- Dahej plant location: 1,500 masks, 200 gloves, 115 litres of Sanitizer, 1,041 ration kits and 1,750 cooked food packets have been distributed.
- Kashipur plant location: 250 masks, 60 Litres of sanitizer, 46 mattresses and 125 ration kits have been distributed.
- Gwalior plant location: 10 temperature guns, 300 PPE Kits and 100 ration kits have been distributed.
- Indore plant location: 1,000 PPE kits and 43,850 cooked food packets have been distributed. In addition to this a sum of Rs. 1, 00,000 has been contributed to Medanta hospital, Indore.
- Viralimalai plant location: 920 masks, 10 temperature guns, 110 PPE kits, 20 nebulizers, 2 mattresses, 2 ICU cots, 5,000 cooked food packets have been distributed.
- Gummidipoondi plant location: 650 ration kits and 1,300 cooked food packets have been distributed. In addition to this, Rs. 2, 00,000 has been contributed to the district collector.
- Manali plant location is: 65 masks, 10 temperature guns, 125 litres of sanitizer and 15 ration kits have been distributed.

“Distributed 63,139 food essentials, 23,775 individuals and families have been aided and provided health essentials to 4,585 families who are depended on daily wages.”

SRF Ltd.



With the motive to ensure a healthy lifestyle and survival of the families who depend on daily wages, the Foundation has distributed grocery and food packets, masks, sanitizers, gloves and PPE kits. **23,775 individuals and families** have been aided and **4,587 health essentials** (masks/gloves/temp. Guns/PPE kits/nebulizers/ICU cots/ mattresses) and **63,139 food essentials** (cooked food packets/ grocery kits/ other essential items) have been distributed. Taking into account the importance of the safety of government officials, local administration, healthcare workers, police personnel and other essential service providers, the Foundation has supported the local administration as well.



Additional monetary support was provided by the organisation to eminent NGOs, pan-India working in diverse fields such as livelihood and healthcare. Also in hospitals that have COVID-19 patients, isolation wards have been set up.



Support to livelihood

- The organisation has extended support to local communities who are on the front line of conservation efforts - forest-fringe communities, indigenous people, farmers and fishermen. Due to the pandemic, thousands of these families are facing a challenge for survival. Being located near protected areas, forests and in remote areas, they lack access to support and resources. With the lockdown and restricted movement and reverse migration, their livelihoods have been under threat. The support provided will help with immediate emergency support wherever required, across the country and also, a fund has been built to support communities who have suffered a loss in livelihood during the present crisis.



Healthcare- support to hospitals providing COVID19 support

- The Foundation extended support to a group of leaders from private sector companies, healthcare organizations, and NGOs to provide support to their administration. The initiative is raising funds for four programmes -COVID-19 hospital and isolation facilities, PPE kits, food for migrant workers and drug trials for treatment.





Tata Power is determined to use the COVID-19 crisis as an opportunity to expand their CSR footprint. The organisation's endeavour is to, forge new partnerships with NGOs, state and district administrations to deploy innovative responses to sustain the livelihood of neighbouring communities spread across the country. The organisation has supported a total of 14.15 lakh people in 70 plus villages, pan India along with 4 urban slum clusters and government hospitals. Efforts have been carried out across 15 States: Maharashtra, Delhi, Gujarat, Odisha, WB, Jharkhand, Telangana, MP, AP, Karnataka, Bihar, UP, Rajasthan, Tamil Nadu and Punjab. 2,262 employees have contributed 1 Day's Salary to Tata Community Initiative Trust.

Impacted nearly 9.20 lakh people across locations benefitted with PDS linkage, dry rations and accessing 20+ schemes

- The organisation, independently through TPCDT and with the help of its partners provided support to communities in need through its flagship intervention ADHIKAAR which focusses on leveraging and accessing Govt Schemes and have supported more than 9 lakh people across the country to avail the PDS benefits and linked them to free meal joints.
- Through strategic partnerships with Indian Hotels, GIVE Foundation and MINI Z Kitchen, they have been able to supply food packets to the people in need. The organisation facilitated to enroll financially vulnerable families in the PDS in and around its operational area through the SHGs who collaborated with the Food and Civil Supply Department for filling forms and provide documentation support to the economically backward communities of Mumbai's M ward.
- The Mumbai district administration has awarded a special permission to the organisation to run the Maha-E-Seva Kendra to help the distressed and enroll them in PDS system through its Roshni Centres in Mumbai. Moreover, with the help of 8680 employee volunteers, the CSR team successfully organised 80+ camps in 30 slum clusters and managed to enroll over 27,000 families (of 1,30,000 people approximately) making them eligible to receive subsidized food grains at low cost.

“Successfully organised 80+ camps in 30 slum clusters and managed to enroll over 27,000 families (of 1,30,000 people approximately) with the help of 8680 employee

The Tata Power Company Ltd.



Livelihood Actions

Dhaaga – New way of working through women micro enterprise

- Normal Dhaaga products sales and customers' needs has shifted and hence the centralized hub model was shifted completely to the spoke model by offering Dhaaga women members to work from home and meet the current needs of the customers by mass production of reusable cotton face masks. Multiple opportunities were generated with ramped up productions by tapping the mask requirement and providing essential supplies for the migrant labourers, under privileged community and other institutions. Today approximately **200 women entrepreneurs** of Dhaaga have supplied more than **6 lakhs** reusable face masks across India by overcoming various challenges and using logistic support from India Post & DTDC. The Dhaaga microenterprise has generated a revenue of approximately **Rs. 25 lakhs**.
- The organisation has developed a website **“Saheliworld”** which offers products made by SHGs and farmers; like women's apparels, handicrafts, home décor items, herbal & organic farm produce, dairy products, patchwork & embroidery from various parts of India under one platform. www.saheliworld.org reflects the organisation's sole aim of empowering more than **14000** women SHGs members and nearly **12000** farmers to be financially independent to empower them for life.

Self help groups - Saheli:

10-SHG groups are being promoted by the organisation in **Maharashtra, Mumbai** to provide tiffin/canteen services. MCGM under the Urban Poverty Alleviation Program have provided food vans for supply of approximately **200 tiffins daily** to nearby hospitals and call centres.

- These women members were also facilitated to start **sale of vegetables** to maintain supply of essentials to the local community.
- Awarded them the contract for running the **inhouse divisional canteen** at Kalyan and offer has been extended for Borivali & Lower Parel and in turn helping them to earn their livelihood to support their family.
- The SHG members in **Jojobera, Jharkhand** ensured the continuity of essential services and addressed the need by marketing **68,400 kgs of vegetable**, musk melons etc to the local Mandis.



Samriddhi - farm based livelihood – SHGs and farmers

- 1,475** women entrepreneurs of Maval dairy have maintained the essential supplies by collection of milk from **28 villages** on a daily basis and processed & supplied nearly **2.48 Lakh litres of buffalo & cow milk** through 18 collection centres in Maval Taluka of Maharashtra **extending support to more than 600 farmers** in the region. Similarly, in other parts of the country viz; Jharkhand, Gujarat and Odisha the organisation ensured livelihood support through various other income generation means such as sale of vermicompost, cultivation of mushrooms and various other organic/herbal and household products.

Education and skill building

- A big challenge for the organisation was to roll out remedial education and learning improvement programmes. Considering 60% of the people in the community using smartphones and utilizing partner resources, the organisation is able to safeguard the needs of school children and youth through DIKSHA app promoted by GoI, TCS ION education hub and skill training courses, virtual classroom through learning delight and a series of webinars as well as WhatsApp based online learning sessions. Currently engaged with **more than 800 children and youth** across locations. The organisation has been able to generate more than **Rs. 1.45 lakhs** through crowd funding to support the students and their families to continue their education.

Health and hygiene :5.02 lakh people across locations covered through health care services

- With the help of partners agencies on ground, hygiene practices were surveyed and studied, and a response plan was delivered with a focus on; **Arogya - Behaviour Change Communication** - Supply of PPE Kits, Sanitizers & hand rub to Delhi Police and testing Kits to Delhi Govt, prevention measures & awareness on Arogya Setu by **Abha brand ambassadors**, awareness campaigns, disinfectant spray, mobile dispensary, supply of medicine, awareness rath etc. The organisation also guided the community with a preventive protocol guidebook and multilingual animated video series.





UPL is using its services, infrastructure, products, equipment and expertise to fight the COVID-19 pandemic and help the global community get through this crisis. A summary of the response has been listed below.

Health equipment

- UPL provided hand sanitizer to frontline teams like police officers and medical staff and other frontline workers. As of now, the company has provided more than **9,000 litres** of hand sanitizer free of cost to the agencies involved in the fight against COVID-19. (It took UPL just 24 hrs from drawing board to dispatching WHO recommended hand sanitizer to different cities). Also, **1,000 PPE kits** were provided to the Mumbai Fire Department.
- The organisation provided **Five lakh Thirty-Six Thousand (536,000) litres** of Sodium Hypochlorite (1% solution) to sanitize municipalities, Government offices and villages. Quick response from our team to sanitize Streets, Hospitals, Police stations etc. through UPL's Falcon sprayers. UPL team engaged 200 sprayers and around 225 members for Sanitization work through these sprayers covering more than 700 villages.
- The organisation engaged with women SHGs to manufacture cotton masks and distribute them to prevent the spread of the virus. The company is providing masks to surrounding villages/ community, to the local administration and local police. 31,100 cotton masks were made by these women self-help groups which were then distributed to communities and administrative staff.
- 80,000 masks, suits and eyeglasses (PPE)** was provided to Government medical staff. More than **5,000 food packets** and water bottles were also provided to frontline soldiers and the migrant community. Also keeping in mind, the condition of poor families in the area, **4,300 ration kits** were distributed to these families.



“Provided 53,6000 litres of Sodium Hypochlorite to sanitize municipalities, Government offices, 700 villages, streets, hospitals, police stations etc. through UPL's Falcon sprayers”

UPL Ltd.



Financial Contribution

- In India, UPL not only contributed in monetary terms but also did voluntary work along with distribution of different materials in multiple locations to help local people. A contribution of **INR 75 cr** was made to the PM CARES Fund and **INR 1 cr** was contributed to the Mumbai Police Foundation. Along with this **100,000 masks** were imported for the Govt. of Maharashtra.





CSR values are shared across the globe by all UPL entities who were proactively involved in fight against COVID-19. It was undertaken in Argentina, Brazil, Belgium, Colombia, Côte d'Ivoire, Cuba, Canada, Cambodia, Costa Rica, Europe, North America, Veitnam across continents.

Awareness generation

- Multiple methods like social media, banners, etc. were used by the organisation to create awareness on the virus. The posters and images were developed in different languages including English, Hindi, Marathi and Gujrati to spread awareness among the people. The team also worked to bust all the myths which were being circulated initially through social media by sharing authentic information, facts and figures related to COVID-19 situation in India. This helped a lot to control the initial panic situation among the people.

A street cleaning vehicle, possibly a water sprayer or a small tractor, is moving down a city street, spraying water. The street is lined with trees and buildings. On the right side of the road, several yellow and black auto-rickshaws are parked. A few people are visible walking on the sidewalk.





We are living through unprecedented times that have had a significant impact on our lives. COVID-19 has changed our lives, both socially and economically. While the entire country has gone through full and partial lockdown, healthcare workers have continued to work and have been rigorously fighting against the spread of the virus. vivo believes that it is imperative to take special initiatives to ensure the safety of these caregivers. Hence, in the CSR efforts, top most priority is given to provide essential services to these frontline workers.

At the start of the pandemic, health care workers had been facing a shortage of masks. And masks serve as the most important first line of defence in preventing them from getting infected with the deadly corona-virus.

Healthcare equipment

- The organisation donated around **9 lakh masks** to health authorities, police agencies and New Delhi Municipal Council (NDMC) including **1 lakh medical masks and 5,000 N95 masks** to the Government of Maharashtra. Additionally, the organisation also rendered financial support of **Rs 1 cr** to the UP-Chief Minister Relief Fund. Hence, the organisation has had a firm resolve in helping the government in their fight against this pandemic.
- Looking at the increasing challenges doctors and caregivers faced due to lack of safety gears, efforts were made to ensure the much-needed supply of **15,000 PPE kits and 50,000 litres of sanitizers** to the central government.



“To aid online education of children , the organisation donated around 150 smart-phones, catering to all the districts of Kerala.”

vivo



Other activities

- The spread of COVID-19 and the subsequent countrywide lockdown has resulted in a surge in online schooling. As a responsible brand, sensitive about the virus' social impact on people, the organisation donated around **150 smartphones**, catering to all the districts of Kerala for online education of children.
- There are thousands of policemen fighting their toughest battle on the streets like guarding containment zones etc. Cops not only remain vulnerably exposed to rising cases but stand in the blistering heat for hours daily. To offer relief to them from the sweltering heat, the organisation helped **100 police personnel** by providing them tents and umbrellas.



Come together to go the distance

- The organisation has been undertaking concrete steps to educate its employees and brand ambassadors (in-shop promoters) internally and raise awareness on the pandemic. Drawing competitions, poster designing activities, fitness sessions etc. were various types of interactive recreational activities that were organised regularly to keep the team motivated, and at the same time, raise their awareness.
- The employees of the organisation demonstrated a great deal of generosity by continually feeding the poor and the needy. They distributed groceries, food and essential items to **more than 3,000 people**.
- The vivo Brand Ambassadors (VBAs) play a decisive role when it comes to interacting with the customers on the ground. Hence, stringent measures to ensure their safety and that of the customer is a must. The organisation provided the delivery of stocks of hand sanitizers, masks and other disinfectant products that VBAs use to keep themselves germ-free, thus ensuring the safety and health of valued customers. Moreover, all the retailers pan-India made fast adjustments w.r.t. in-store practices to ensure the safety of employees and customers. They took dedicated efforts which included wiping down various touch-points throughout the store, implementing stricter sanitation protocols and ensuring that customers maintain social distancing. The organisation acknowledged the efforts of retailers and VBAs to provide a safe environment for the customers and rewarded them.

Digital film

- To salute and thank the brave hearts for working round the clock while making sacrifices beyond the call of duty, the organisation launched a digital film **"Heroes Who Care"**, saluting doctors and frontline health workers. This film is an effort to applaud the community that is taking on this global crisis. The organisation thanked these real heroes in white, blue and green capes and offered their respect. Through this film, the organisation salutes the **#HeroesWhoCare**.





Volvo Group has undertaken an extensive outreach program of relief for COVID-19 with a focus on following areas;

- Supply of grocery kits to migrant and daily wage workers.
- Support to frontline warriors viz police personnel, BBMP sanitation workers and health and para medical staff.
- Support to passengers commuting in BMTC buses
- Support to the mining Staff – drivers, machine operators and mining support staff.

Grocery kits packing

- Following a thorough evaluation on quality and hygiene of groceries, the group partnered with Akshaya Patra Foundation, for packing of grocery kits. The group got remarkable support from 88 passionate CSR volunteers from the organisation who were enthusiastically involved in packing approximately **4,000 dry ration kits** sponsored by the group. Volunteers spent over 525 hours for a 6-day voluntary packing activity along with the Akshaya Patra team to make this plan a reality.
- Besides the ration kits sponsored by the group, volunteers from the group have also rendered services in packing close to **12,000 grocery kits** sponsored by Government of Karnataka at the Akshaya Patra Foundation site during the 6-day volunteering period.



“Provided Rs 10 lakh worth of hand sanitizers to BMTC officials and handed over 4000 units of 500 ml sanitizers for exclusive use in BMTC buses for a safer commute of passengers”

Volvo Group



Support to front end warriors

- The group’s CSR team handed over **Rs 10 Lakh worth of medical emergency essentials** viz; PPE kits, N95 masks, sanitizers, triple-layer masks, hand gloves, shoe caps, head caps, liquid soaps, etc., to the Government Hospital and MVJ Hospital at Hoskote near Bengaluru. Supported police personnel at Hoskote, Nandagudi, Byapanahalli and Peenya police stations and BBMP sanitation staff in Bengaluru by handing over masks, sanitizers, liquid soaps and other hygiene items.

Support for safe commute in BMTC

- The group’s CSR team has taken another initiative by providing **Rs 10 lakh worth of hand sanitizers** to Bengaluru Metropolitan Transport Corporation [BMTC] officials and handed over **4,000 units of 500 ml sanitizers** for exclusive use in BMTC buses. These sanitizers will be distributed across BMTC buses to strengthen efforts for a safer commute of passengers.



Distribution to migrant, daily wage and BPL families

- After due diligence, the group distributed grocery kits to the identified migrant and daily wage workers in different parts of Bengaluru with the support of govt officials namely BBMP, labour officers, police officers, revenue inspectors. This was distributed at approximately **50 different locations** that include industrial areas in and around Bengaluru, besides Hoskote, Peenya, Baiyappanahalli where the group facilities are located. Volunteers also reached out to remote locations like Hesargatta and Talaghattapura to migrant labourers working in brick factories.



Focus on migrant and daily wage workers

- Many migrant and daily wage workers lost their livelihoods and were out of jobs. The group has raised **Rs 15 lakhs** from employees through voluntary contributions and an equal amount of **Rs 15 lakhs** contributed by the Volvo Group India. A total of **Rs 30 lakhs** worth of grocery kits were distributed by the group in and around Bengaluru.



Support to coal mining staff at Ramagundam, Telangana

- Ramagundam is one of the largest open cast coal mining location in Telangana, where around 1000 Volvo Trucks, 150 VCE machines are running in 18 different remote sites in 3 shifts operations. The group's CSR team decided to support the drivers, machine operators and the mining staff working in these sites with washable cotton masks, sanitizers and liquid soaps. This gesture from the group has been highly appreciated by the mining authorities and contractors.

Unique strategy adopted

- The group's CSR team investigated specific needs of frontline warriors, migrant and daily wage workers, safe commuting needs of BMTC passengers and needs of coal mining staff. They reached out directly to the above beneficiaries and extended support with the help of relevant Government authorities. The group spent close to **Rs 65 Lakhs** on various relief operations.

National calamity task force:

- The National Calamities Task Force is a Quick Response Team (QRT) comprising of the group's CSR team of social ambassadors (Volvo group volunteers), who proactively provide their support during national calamities. QRT participated in relief operation, supporting the frontline warriors in and around Bengaluru industrial areas, besides Hoskote, Peenya and Baiyappanahalli where the group facilities are located.



Survey Analysis

Impact of **COVID-19**
on **CSR** and
the way forward

CII ITC Centre of Excellence for Sustainable Development conducted a survey of Indian Industry to understand the impact of the lockdown triggered by COVID-19, on CSR strategy and its implementation. How organisations are realigning their CSR interventions amid the outbreak of coronavirus is one of the prime findings of the survey. The theme of the survey was **“Impact of COVID-19 on CSR and the Way Forward”**.

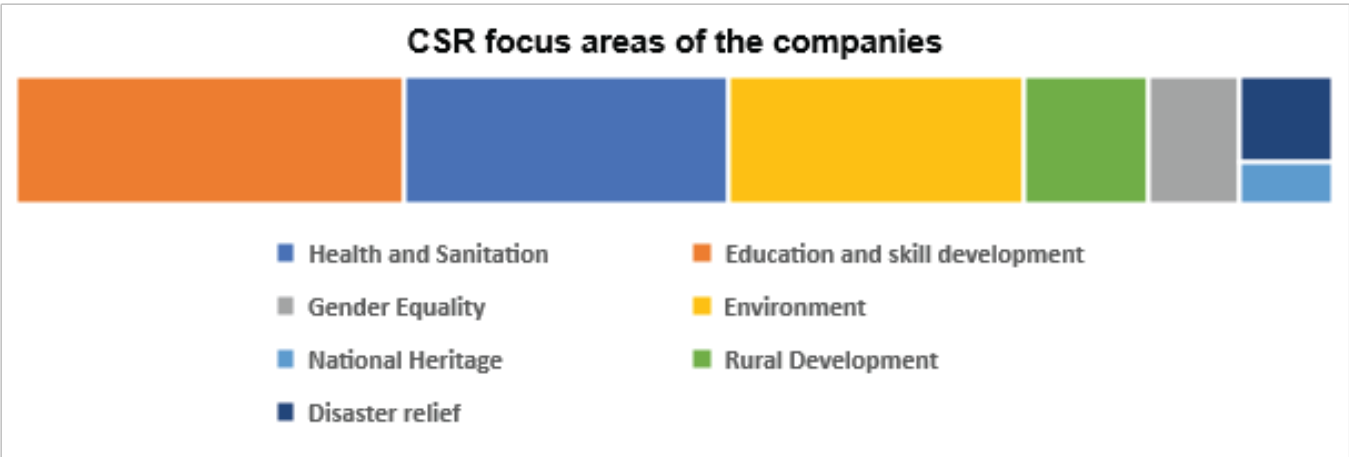
Organisations from different industry sectors undertaking various relief and rehabilitation projects under the ambit of CSR during COVID-19, pan-India responded to the survey. The outcomes of the survey help to understand the trends with regard to intervention areas by companies, CSR spends, location of spends and changes in operational strategies to implement and manage CSR interventions.

In addition, the survey highlights different projects undertaken by organisations, changes in CSR strategy and explores opportunities for collaboration between government and industry to replicate these efforts for better reach and impact.

Key Findings

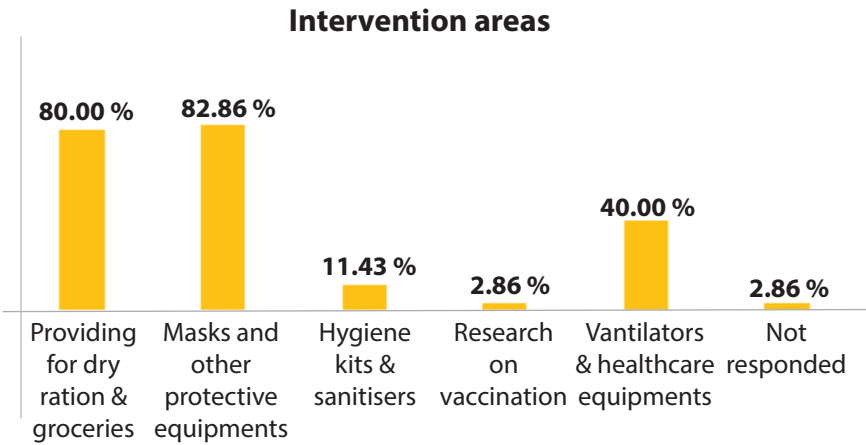
Education tops the spend list

71% companies reported education and skill development as their top focus areas followed by health and sanitation, environment and rural development. The pandemic has not really changed the focus areas of companies as they have been previously spending on healthcare. But, the focus has shifted to preventive health and programmes related to COVID-19. Organisations have started integrating relief and rehabilitation into existing CSR programmes to help vulnerable and marginalised sections.



Support by companies during COVID-19 crisis

All the organisations surveyed, reported to have intervened in relief and rehabilitation due to the COVID-19. They are helping the affected communities through various initiatives such as **distributing dry rations, providing masks and sanitisers and cooked meals**. They are also helping healthcare professionals by providing **PPE kits, ventilators, and organising awareness sessions for communities**

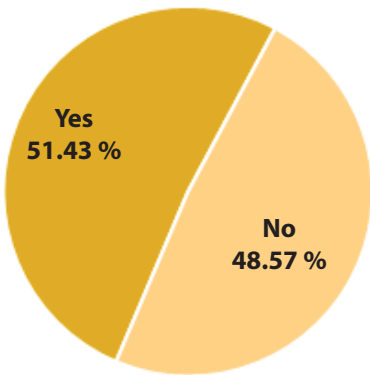


As per the survey, around **80%** of the organisations are distributing **dry rations & groceries and masks** as well as **other protective equipment**, **40% of the organisations** are contributing **monetarily towards ventilators and healthcare equipment**, **11.43%** are providing hygiene kits and sanitisers and only **3%** of the companies are contributing to research on vaccinations.

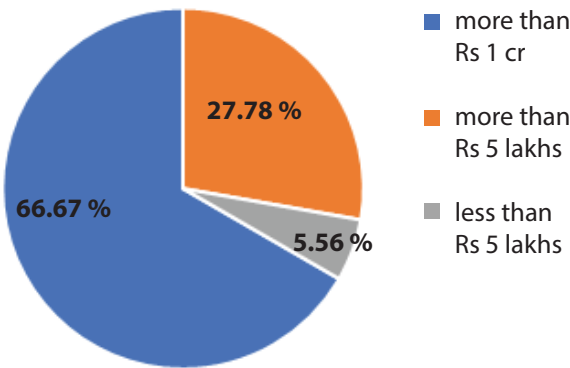
Industry contribution to PM CARES Fund

PM CARES Fund was set up with the aim of strengthening the fight against COVID-19. Financial contribution has been made by public and private organisations to PM CARES Fund for fighting the pandemic. Industry bodies, social organisations and individuals have also contributed to the Fund. As per the survey, more than 50% have contributed to this Fund. Of these, around **28%** contributed more than Rs. 5 lakhs, **6%** contributed less than Rs 5 lakhs and **67%** contributed more than **Rs 1 cr**.

Contribution to PM CARES



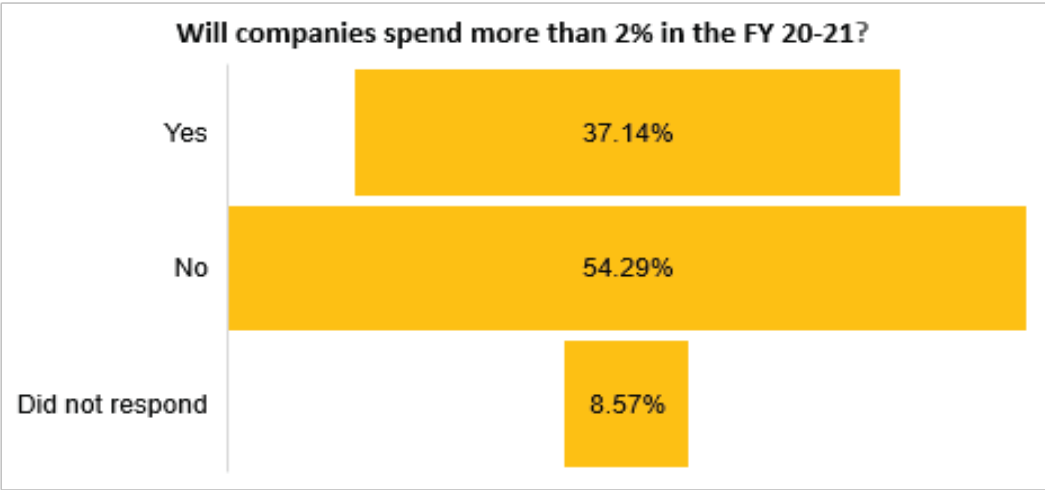
Amount donated by the companies in PM CARES Fund



CSR spend in FY 2020-21

The COVID-19 crisis has impacted CSR spending pattern of organisations, as most of them have diverted CSR funds to PM CARES or relief and rehabilitation activities for vulnerable sections and healthcare providers.

As per the survey outcomes, 54% organisations reported that they do not anticipate spending more than 2% of CSR funds in FY 2020 -21 but more than one-third of them have anticipated spending more than 2% of the CSR spends in FY 2020-21 due to the pandemic. This spend will go towards initiatives to combat the crisis, such **as health and hygiene interventions, livelihood support to migrant workers, manufacturing sanitisers in plants and masks through SHGs, awareness drives for communities, online education for underprivileged children, capacity building of healthcare providers, strengthening of rural health infrastructure and starting automated lines to manufacture masks among a few others.**



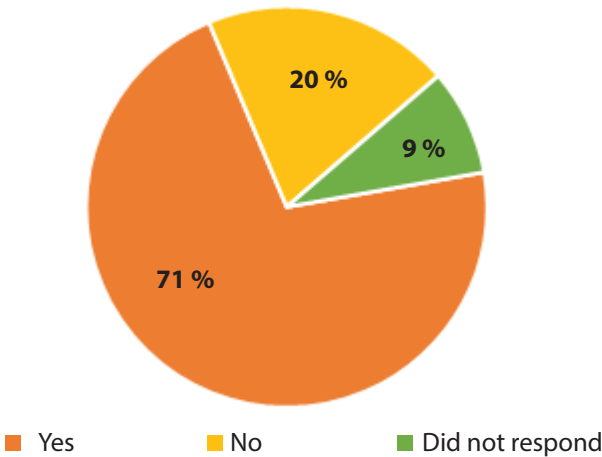
Restructuring CSR plans

The COVID-19 crisis has triggered a change in CSR planning and implementation strategy pan-India. As per the survey, around 70% of the organisations are restructuring their plans in response to the crisis and will integrate elements of relief and rehabilitation into the existing CSR programmes and 20% reported no changes in CSR plans.

Organisations also reported that they already have healthcare as one of the key focus areas, but they would specifically design **new health interventions, taking into consideration, the pandemic situation and how they can help communities to combat it.**

Some organisations reported that at present health is not their focus area, but they may take up healthcare as one of the focus areas and implement projects related to health, sanitation and wellness of the surrounding communities.

Restructure in CSR plans due to COVID



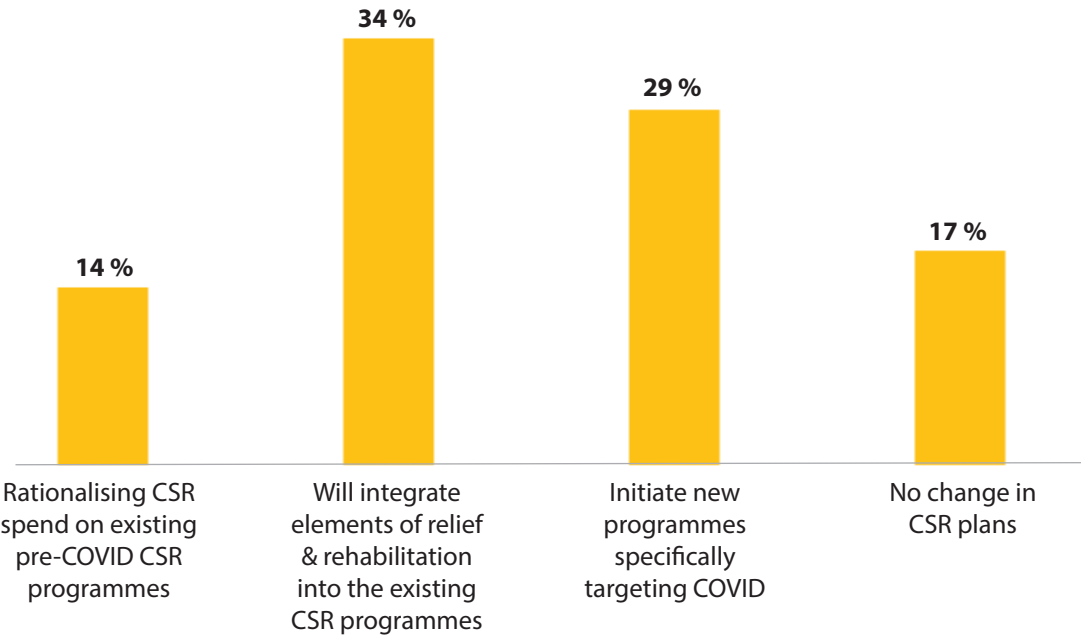
Impact of COVID-19 on CSR interventions

The present condition has impacted existing and planned CSR interventions of the current year. As the pandemic continues, organisations are extending support to migrant workers, vulnerable communities and frontline health workers.

As per the survey outcomes, **34%** reported to have integrated elements of relief and rehabilitation into existing CSR programmes. **29%** mentioned having initiated new programmes specifically with respect to the pandemic. **14%** mentioned rationalising CSR spends on pre-COVID CSR programmes. However, **17%** of the organisations reported to have had no change in CSR plans.

Some organisations extended support by providing sanitation booths to police personnel, hospital isolation wards, COVID testing center, quarantine facility, manufacturing of **sanitisers and masks in plants, ventilators, spraying application services, ambulances, creating livelihood opportunities, redesigning two-wheelers for healthcare workers to carry essential items, online education/ learning platforms for students, linking people to PDS system, training courses for healthcare providers including nurses, identification and survey of migrant workforce for essential services benefit, community kitchens, cooked food and dry ration, raising funds to support NGOs, awareness drives for communities, capacity building of healthcare providers, donation of essential drugs, upgradation of rural healthcare and partnerships (with medical institutes, testing labs, video information support)** for managing COVID-19.

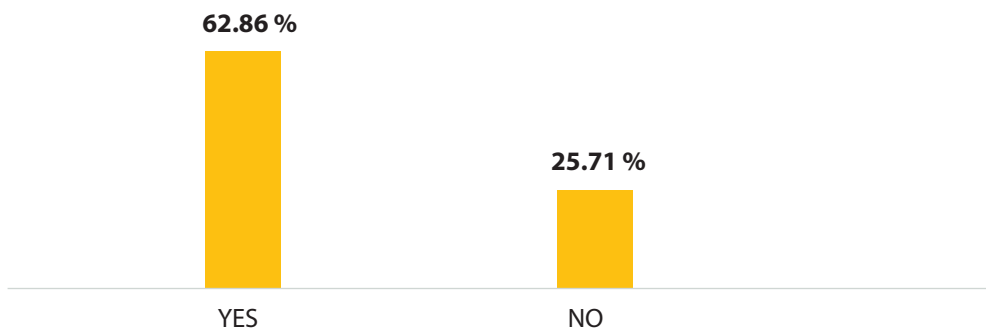
Impact of COVID-19 on existing or planned CSR interventions



Impact of COVID 19 on CSR strategy, policy and focus areas

63% organisations reported that they foresee changes in their CSR strategy, policy and focus areas amid and post COVID-19. They mentioned that the pandemic requires them to place more importance on health, hygiene and sanitation. There is a need for projects that are focused on improving hygiene and sanitation practices in the country, improving accessibility of healthcare and reshaping projects to make communities resilient. Further, some highlighted that during and post the COVID crisis, digital platforms will be used increasingly in reaching out to the beneficiaries and monitoring of CSR interventions. A section of organisations also mentioned that they have reallocated CSR budgets to accommodate COVID combating initiatives. 26% reported that they could not see any major changes in the CSR policy or strategy due to the pandemic. 11.43% preferred not to respond

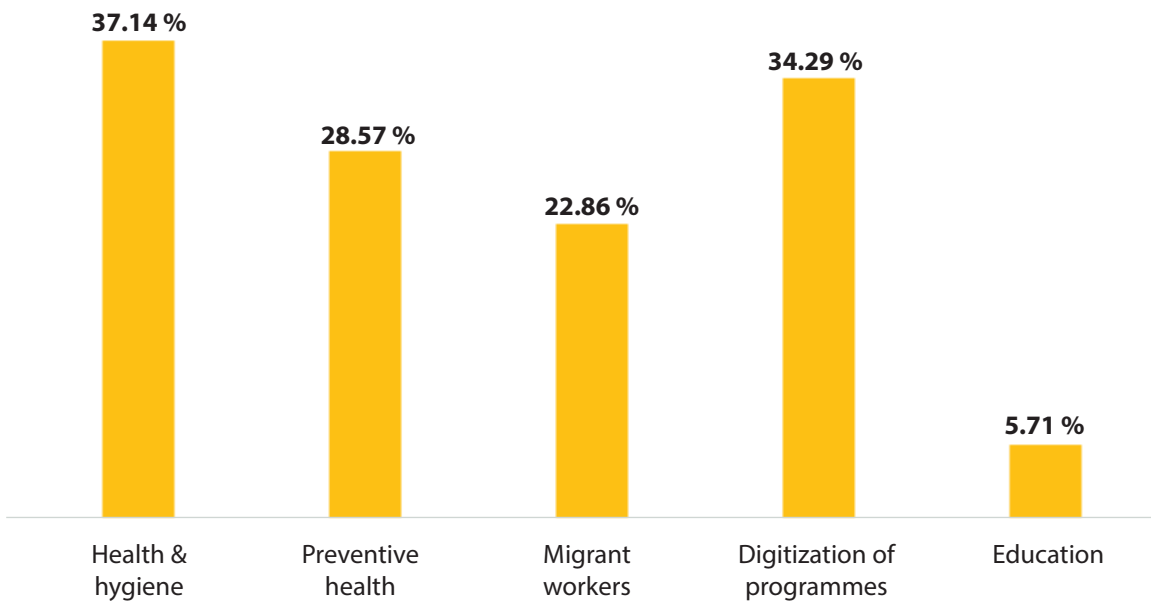
Changes in the organisations’ CSR strategy, policy and focus areas due to COVID-19



The current environment prompted new CSR programmes

The pandemic has brought about changes in CSR planning and implementation this year. Organisations have planned new initiatives taking into consideration the present conditions. Around 37% have identified health and hygiene as new areas of CSR intervention; 28% have considered preventive health; 22% have considered migrant workers; 34% want to go digital with respect to CSR activities. About 6% have taken up education as the new intervention area and some organisations preferred not to respond.

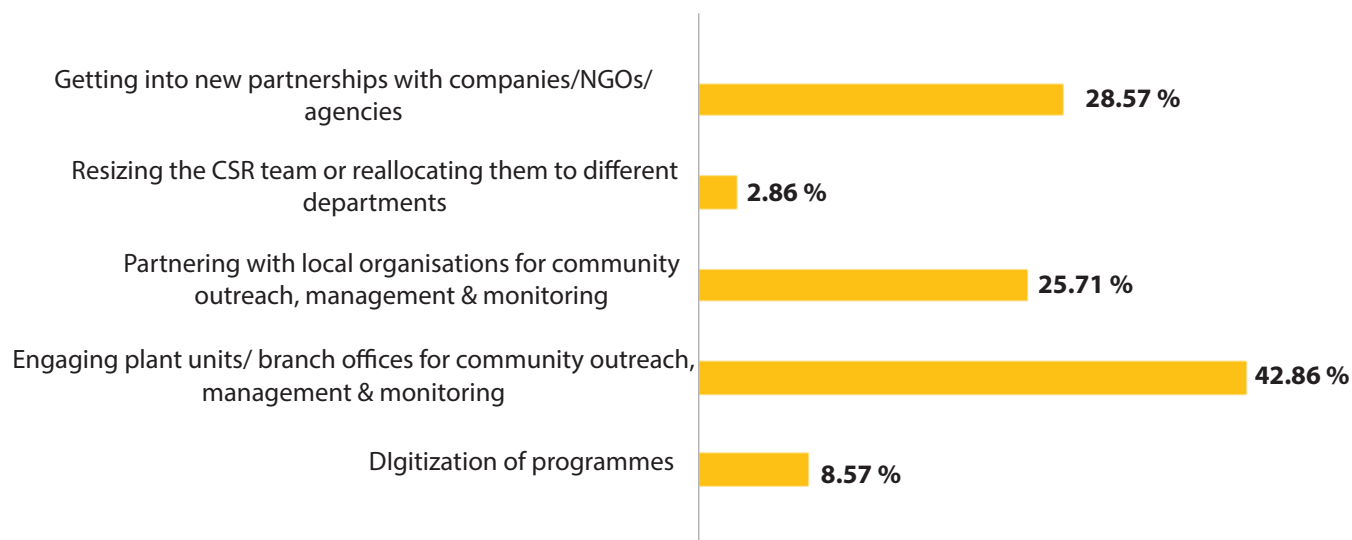
New areas of interventions



Change in CSR operational strategies

COVID-19 has brought a halt to CSR project implementation and there are changes in CSR teams, increased engagement of local agencies and digitization of programmes. Currently, organisations are looking for new ways to execute their CSR strategy. 29% reported that they would be getting into new partnerships with companies, NGOs and social organisations to leverage their expertise on programmes related to healthcare, 3% companies indicated at reallocating CSR teams to different departments, 43% indicated that they would be engaging plant units/branch offices for community outreach, monitoring and management of CSR programmes. For many organisations, CSR projects were already being implemented by plant units, pre-COVID and hence, there is no change. Also, 26% mentioned that they would be partnering with local organisations for community outreach, management and monitoring of projects and 9% reported digitizing their CSR programmes taking into consideration the current pandemic situation.

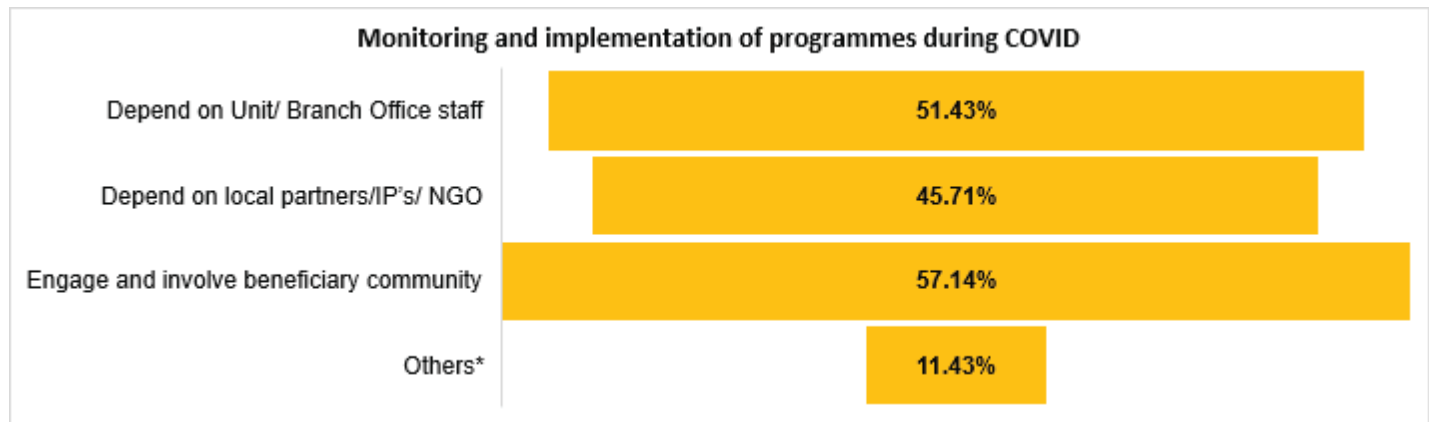
Change in operational strategies to implement and manage CSR interventions due to the present situation



Monitoring/ implementation of CSR programmes

COVID-19 has impacted monitoring and implementation of CSR programmes as well. Travelling to project locations is either limited or not encouraged by organisations due to social distancing restrictions. The project teams are not able to visit sites and have one-on-one interactions with the beneficiaries and monitor the progress.

The survey revealed that 51.43% organisations are dependent on the unit/branch office staff for monitoring of projects, 46% acknowledged that they depend on local partners/NGOs, 57.14% mentioned that they involve beneficiaries to execute and monitor projects wherever possible and 11.43% reported that they use a digital dashboard/MIS/third party to monitor projects. Many have indicated at engagement with beneficiaries for project implementation and monitoring during the crisis. This is a good practice, as it increases community ownership and helps in making the initiative sustainable in future.



*Others include digital dashboard and third-party evaluation

The Way Forward

The COVID-19 situation has certainly impacted implementation of ongoing projects and budget allocations for long-term CSR projects. Organisations have mentioned that focus areas in the CSR policy will remain the same but, there would be an integration of preventive health, relief activities for vulnerable sections, livelihood support to migrant workers, vocational training and use of technology under the existing thematic heads. A fairly large number of organisations, mentioned that they would be initiating new interventions specifically to combat COVID. Project implementation would remain hampered for some time and monitoring would be conducted through units/local offices or through third party organisations. There is an increased demand for technology use in CSR projects and presently some organisations are already using digital dashboards, MIS, app-based tracking amongst others to monitor their CSR projects.

It is anticipated that the crisis is going to stay for a while and there is a need to adapt to the new normal, explore interventions as per the current situation and to continue existing programmes with the aim of building resilient projects and communities.



CII-ITC Centre of Excellence for Sustainable Development is a not-for-profit, industry-led institution that helps business become sustainable organisations. It is on a mission to catalyse innovative ideas and solutions, in India, and globally, to enable business, and its stakeholders, in sustainable value creation. Its knowledge, action and recognition activities enable companies to be future ready, improve footprints profiles, and advocate policymakers and legislators to improve standards of sustainable business through domestic and global policy interventions.

CESD leverages its role of all-inclusive ecosystem player, partnering industry, government, and civil society. It has been a pioneer of environment management systems, biodiversity mapping, sustainability reporting, integrated reporting, and social & natural capital valuation in India, thus upgrading business in India to sustainable competitiveness.

With two locations in India, CESD operates across the country and has also been active in parts of South and South East Asia, Middle East, and Africa. It has held institutional partnerships and memberships of the United Nations Global Compact, Global Reporting Initiative, International Integrated Reporting Council, Carbon Disclosure Project, development agencies of Canada, the USA, the UK, and Germany.

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The Confederation of Indian Industry (CII) works to create and sustain an environment conducive to the development of India, partnering industry, Government, and civil society, through advisory and consultative processes.

For 125 years, CII has been working on shaping India's development journey and, this year, more than ever before, it will continue to proactively transform Indian industry's engagement in national development. CII engages closely with Government on policy issues and interfaces with thought leaders to enhance efficiency, competitiveness and business opportunities for industry through a wide portfolio of specialized services and strategic global linkages.

With the Theme for 2020-21 as Building India for a New World: Lives, Livelihood, Growth, CII will work with Government and industry to bring back growth to the economy and mitigate the enormous human cost of the pandemic by protecting jobs and livelihoods.

India's premier business association has more than 9100 members, from the private as well as public sectors, and an indirect membership of over 300,000 enterprises from around 288 national and regional sectoral industry bodies. With 68 offices, including 9 Centres of Excellence in India, and 9 overseas offices in Australia, China, Egypt, Germany, Indonesia, Singapore, UAE, UK, and USA, as well as institutional partnerships with 394 counterpart organizations in 133 countries, CII serves as a reference point for Indian industry and the international business community.

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