

IL&FS Transportation Networks Limited Mumbai

Organizational Description

IL&FS Transportation Networks Limited (“ITNL”) was formed in the year 2000 as a wholly owned subsidiary of Infrastructure Leasing and Financial Services Limited (IL&FS), which has been a major player in India in Infrastructure development and financing for the last 25 years. The headquarters is based in Mumbai

IL&FS Transportation has grown into the largest BOT road asset owner in India with 31 projects to the tune of 14,699 lane km in its portfolio. It is a market leader in the Transport Infrastructure Sector with presence also in Metro Rail, City Bus Services and Border Check-posts. In addition, we have an international footprint covering Spain, Portugal, Latin America, USA, Africa, UAE, China and Vietnam

CSR Policy

ITNL's Board is actively involved with development and implementation of CSR policies as well as the strategies with frequent monitoring of the subject to the extent of any revisions to be made which is felt necessary for the organization & society at large.

The company has constituted separate Corporate Social Responsibility Committee which overviews the plans and progress (both financial & physical) of CSR interventions and reports back to the Board in form of quarterly board meeting

Funds allocated for CSR work

The company contributes Up to 2% of Profit before Tax as an average of the preceding 3 years as per the CSR for CSR activities in the project catchments. Company has contributed Rs 82.6 Mn during FY 15 and Rs 73.1 Mn in FY 16 towards CSR initiatives

Strategies adopted to assist the marginalized, underprivileged and poor

ITNL CSR aims at improving quality of life indicators by improving livelihood incomes and supporting those efforts by improving skills, education and health facilities. The social initiative design involves local stakeholders as a part of design strategy, ITNL believes in collaborative approach to make the initiative socially sustainable

ITNL CSR initiatives are based on rigorous baseline studies and a focus on measurable outcomes and impact assessments

Key CSR issues addressed

A. Livelihood Development

- Innovating Fishery based income in water logged fields of small and marginal farmers in the catchment in Balasore are leading to triplicating the incomes
- Poly house based vegetable cultivation by 10 under privileged women farmers at CNTL
- Goatery based livelihoods for underprivileged women in Sinnar, Maharashtra

B. Skills

- Skilling – During last 3 years over 5000 youths are trained in various industrial trades of which over 85% are offered job placement.
- Entrepreneurship Development Programme– Over 200 Women trained and have started their own enterprises in villages along the Vadodara Halol

C. Education :

- Digital Duniya Programme : Pune Sholapur Road Development Company Limited (PSRDCL) Hazaribaug Ranchi Expressway Limited (HREL), Chenani – Nashri Tunnelway Limited (CNTL) – 23,000 students, 150 teachers of Govt. Schools
- Improving English in School Program : PSRDCL, HREL, CNTL, Moradabad Bareilly Expressway Limited (MBEL) – 29,000 students, 200 teachers of Govt. Schools
- Improving Pre-school Education in Anganwadis – Smartkits – 105 AnganWadi workers, 4400 Pre-primary children
- Book Library Kit & First-Kit - 44 Library kits & First-Aid Kits distributed in 44 Govt. Schools
- School Infrastructure
- ICT Based Improvement of Learning
- K-Yan (Multimedia Teaching Aid) – PSRDCL 45, HREL 38, CNTL 13
- Computer Buses – Computer bus with 16 laptops, 2 Computer Teachers and 1 Driver put into action PSRDCL, MBEL
- Computer Labs – Set up Computer Labs in 3 Govt Schools

PSRDCL – Maharashtra. Set up in 3 Govt Schools – CNTL – J&K

D. Healthcare :

- Mobile Medical Units: Himachal Pradesh, Jharkhand, West Bengal and Jammu – Over 1,00,00 rural citizens benefitted
- Cataract Screening camps / Surgeries in Himachal
- Snake bite mitigation program in Himachal Pradesh
- Collaborating with The Union for TB Free India campaign in Himachal Pradesh and Jharkhand

E. Rural Infrastructure

- Off grid Energy in Tehtajpur village, near Moradabad, Uttar Pradesh where 100 households are using off grid solar energy
- Solar Street Lighting in 2 Panchayats in Sanasar and Inchha – CNTL
- Solar Power Unit at Govt. Middle School: Mandlote, J&K

Systematized processes for measurement and auditing of CSR performance

The company has constituted separate Corporate Social Responsibility Committee which oversees the plans and progress.

The progress of CSR activity is being monitored at the respective locations by Project Directors, who in turn update the management regarding the same. We draw upon the expertise of our group company whose core activity is to implement CSR activity on ground to design and implement our CSR initiatives

Further the Company carries our impact assessment of the various initiatives intermittently in order to assess the impact and also for course correction of the program required if any

Encouraging employees to involve with the community

Employee Volunteering Scheme is part of the IL&FS Group companies. Employees get 4 working days leave to work with communities. Also various in-house voluntary donations and Joy of Giving initiatives are conducted for the employees.

The volunteering time spent by the employees makes them eligible for the sustainability credits that they have to take as a part of organization's sustainability goals

Monitoring and reporting of social projects

Weekly, Monthly and Quarterly Reports – taken from Field Coordinators, Regular visits by Project Anchors and by Project Head Quarterly financial and physical reports submitted to CSR Committee

ITNL is also part of IL&FS Group's intranet system called Interact. This platform along with emails serve the mechanism for communicating the updates to employees. Other stakeholders get information through the website updates.

IL&FS Group also publishes Newsletter called Development Pathways which gives regular updates on the CSR initiatives

Key positive impacts on the community

The Company is working towards various community development programs even prior to incorporation of Section 135, with an objective to transform the lives of the rural population.

ITNL is currently working with the Community in more than 250 villages spread across 13 road projects in 9 States benefitting 100,000 lives of which almost 90,000 are rural residents. Various education programs are also providing quality education to 7,600 students in the rural areas in 90 schools and also to 1,300 marginal farmers for improving their agricultural productivity

Partnerships

ITNL also works with various NGO partners for implementation of the CSR programs and also engages actively with local community for most of its programs for them to have ownership sense about the programs so as to make the programs sustainable

ITNL though works in consultation with Government authorities and local bodies, Panchayats. It however does not seek financial assistance from Govt. specifically for implementation of the programs, except where the convergence with Govt. schemes provides for scaling up of the CSR programs enmass

Communication with various stakeholders

ITNL adopts different mechanisms for communication with various stakeholders through local media, regular meetings with the community, and informal communication channels with the key Govt. officials

Key Social Project and its impact

Fishery Program in Balasore District Odisha:

Started in August 2014, the programme has seen an exponential growth as mentioned below taking the net annual income of the farmers to Rs 50,000 – 60,000, which was only in the range of Rs 10,000

Particulars	FY 2015-16	FY 2016-17
Number of Farmers	148	377
Average Fish Productivity	1.66 MT per Aere (from a base of 0.67 MT/acre)	Expected to be in the range of 2.5-3 MT per acre
Gross Sales	Rs. 1.09 Crore	Expected to be Rs 4.5 Crore by end of season in June 2017

ITNL is currently implementing the program only in Basta Block of Balasore District and it has enormous potential to replicate across 25,000 such fish ponds spread across entire Balasore District. The replication could increase he GDP of the District by 2-3%

(IL&FS Transportation Networks Limited, Mumbai is a winner of Golden Peacock Award for CSR -2017)

Microsoft Corporation India (Pvt) Limited Gurgaon

Organizational Description

Microsoft set up operations in India in 1990. Microsoft has five business units in India: Microsoft Corporation India (Pvt) Ltd (the marketing division), Microsoft India Development Center, Microsoft Global Technical Support Centre, Microsoft Global Services India and Microsoft Research India – together representing the complete Microsoft product and services lifecycle. Currently, Microsoft has offices in ten cities in India: Ahmedabad, Bangalore, Chennai, Hyderabad, Kochi, Kolkata, Mumbai, New Delhi, Gurgaon and Pune with a headcount of more than 7000 employees.

CSR Policy

Microsoft India is committed to contributing significantly towards India's inclusive and sustainable growth. In this regard, a Corporate Social Responsibility (CSR) Committee was set up by Microsoft Corporation (India) Private Limited on December 14, 2014. The CSR committee fulfils its responsibilities in line with Section 135 of the Companies Act, 2013 which are:

- a) formulate and recommend to the Board, a Corporate Social Responsibility Policy which shall indicate the activities to be undertaken by the company as specified;
- b) recommend the amount of expenditure to be incurred on the activities referred to in clause (a); and
- c) monitor the Corporate Social Responsibility Policy of the company from time to time.

The objective of the CSR policy is:

- To promote a strategic and sustainable approach to CSR across the Company in line with our corporate vision to help individuals and businesses realize their full potential.
- To ensure that our CSR investments are relevant to the national agenda and contribute in a significant way to India's inclusive development.
- To strengthen and deepen commitment across the organization through a sustained program for employee participation and engagement in the Company's CSR and nation building agenda.

Strategies adopted to assist the marginalized, underprivileged and poor

Microsoft Community Affairs in India is one of the first corporate community investments in the high-tech industry, with a focus on programs, which lead to increased digital inclusion and ensure the benefits of technology to underserved people.

Through Microsoft YouthSpark program we commit to giving corporate cash to support nonprofit organizations that serve youth by providing them with enhanced technology and business training to help them pursue additional education, obtain employment or start a new business or social venture. As part of the YouthSpark initiative we partner with nonprofit organizations to empower unemployed youth, marginalized women and rural communities by providing basic computer literacy and advanced level technology skills to get them placed in jobs in the industry driven by technology aimed at enabling sustainable livelihood options.

The Tech4Good program of Microsoft offers tools to NGOs to enable them to carry out processes like software procurement and donation, conduct planning exercises to identify future technology needs and execution of advanced technologies. We actively support 600 NGOs through technology donations.

Microsoft has also initiated the DigiKala Project at Nuapatna and Barapalli Districts in Odisha as the Youth moving away from traditional art forms and there is a negative economic growth due to lack of market access and market linkages. Microsoft's goal is to incubate a replicable model for revival of traditional skills-based clusters through digital empowerment of artisans and youth thereby creating a strong nationalistic connect for the Microsoft CTZ programs. The model involves inclusive and decentralized use of ICTs in critical aspects of cluster development especially improving and scaling up weaving skills, designs, marketing, entrepreneurship and sustainable livelihood. Microsoft's project implementation partner the DigiKala project is Digital Empowerment Foundation.

Key CSR issues addressed

The Company's CSR vision is to use our technology and investments to help individuals, communities and businesses across sectors, geographies and age groups to realize their full potential. Aligned to this, the Company will focus its investment in any or all of the following CSR Projects, in line with Schedule VII of the Act. The Company shall, with respect to the following CSR Projects, also give preference to the local areas where it operates.

- a) Promoting education and digital inclusion including training of teachers to use technology for better educational outcomes.
- b) Skilling, employability and entrepreneurship: Provide digital and vocational training and job placement support for youth (especially girls and women), facilitate young people to start their own micro enterprises and small businesses.
- c) Women and girl empowerment: Participation of girls and women in jobs, science and technology careers and other activities to promote gender equity.
- d) Technology for Good: Helping NGOs to use technology to magnify the social change and impact through donating software and services, improving access to hardware, sharing knowledge and building capacities of NGOs to leverage technology for social good and provide innovative technology solutions.
- e) Promoting employee Giving and volunteering to contribute to various CSR projects focusing on ensuring education of girls through provision of safe and clean sanitation facilities, support mid-day meal programs, provide fellowship grants, support education of street children.
- f) Disaster response: Supporting humanitarian relief and disaster management efforts in areas effected by natural calamities through our partnership and grants to national level disaster response NGOs like Oxfam, assisting in rehabilitation work around provision of shelters, safe and clean water, medical aid and ensuring sanitation in the relief facilities. As appropriate, facilitate technology solutions for disaster response and management.
- g) Accessibility: Expanding opportunity for children and youth living with disabilities.
- h) Environment sustainability: Through responsible use of resources in our operations across our offices.
- i) Support sanitation drives as part of an overall education program to help drive better results from education programs.

Systematized processes for measurement and auditing of CSR performance

The company's internal audit systems review CSR programs from both a compliance perspective in terms of the eligibility of the implementing agency as defined in the CSR policy. The following minimum eligibility criteria will be ensured for selecting NGOs for project implementation:

- The NGO is a registered Society/Public Charitable Trust/Section 25 Not for Profit organization/Company established under the section 8 of the Act
- The NGO has a valid Tax Exemption Certificate
- The NGO has a current Foreign Contribution Regulation Act

(FCRA) Certificate

Additionally, each of the implementing agency/NGO will be evaluated on a set of criteria identified by the Company and dependent on the project scope as a part of the preapproval due diligence process. And reviews the reports submitted by the implementing agencies on the company's grant management tool.

Encouraging employees to involve with the community

We have a formal program for Employee Giving and Volunteering, the program aims at delivering a strategic impact through its focus on Education. We have a matching grant program where every contribution made by employees is matched by the equal amount with a limit of 1.5 lakhs. The overall goal of this program is to complement the efforts of the Indian government towards the Sustainable Development Goals around Youth and Education, through direct contributions and participation by Microsoft employees.

We also have a strategic volunteering program where every year a number of activities and events are planned for employees to capacitate beneficiaries and non-profits with the core strategic skills at work. The employees get 3 working days off to volunteer at our partner non-profits supporting them upscale their organizational functions, train and support beneficiaries to name a few ways of volunteering.

Monitoring and reporting of social projects

A result-based quarterly monitoring and reporting mechanism is put in place for all the CSR projects and activities. The quality of project delivery rests with individual program manager, including submitting a status report to the CSR Committee as and when required. Specifically, the mechanisms put in place for monitoring and reporting includes:

- Quarterly reports by implementing NGO partners/agencies against the quarterly targets set in the project proposals;
- Periodic field visit by the CSR personnel and project managers
- End of the project final report submitted by the partner
- Periodic review by the CSR Committee against the deliverables and budget which would be presented annually to the Board.

In addition, the report of the Board monitors the implementation of this policy and includes an annual report on CSR containing the particulars specified in the Rules, at regular intervals.

Key positive impacts on the community

- YouthSpark programs have trained ~600,000 youth on digital and IT skills since the inception of the program, with over 70% placed in jobs; trained through 90 YouthSpark centers across 23 states in India
- There are more than 2300 of these trained youth who have

invested in entrepreneurial ventures of their own

- Microsoft has invested more than 435 crores in software donations supporting 600 NGOs through these donations
- Through our Employee Giving initiatives we have contributed more than 17.94 Crores in cash as cash contributions with 50% employee participation.
- In India we have contributions more than 17.5 crores towards humanitarian action since 2009.
- In an effort to ensure functioning and well maintained sanitation and hygiene facilities in every school in India, Microsoft contributed INR 14 Million providing support in partnership with Charities Aid Foundation for 42 schools across 3 states in India, impacting 30000 students.
- In the efforts to Integrate accessibility in all aspects of community work that Microsoft drives in India, we have launched the program in management partnership with Charities Aid Foundation India to implement integrated skill building and thriving employability initiatives for organizations and people with disabilities 700 Youth with Disabilities, Capacity Building of 20 NGOs.

Partnerships

The aims of the Microsoft YouthSpark initiative in India is tied with Government of India's proposed 12th Five Year Plan, which sees education and skilling as the single most important instrument to bring about social and economic transformation. As part of this initiative, we partner with more than non-profit organizations to support various programs aimed at empowering underserved youth with a priority focus on women through use of IT. The pivot of the program are the YouthSpark training centers run by non-profit partners where youth are given opportunity to learn about computers, computer sciences, coding curriculum (developed by Microsoft in partnership with Non-profits) use the internet, explore new careers, further their education and awareness, participate in community activities or develop technology skills to empower them in this tech-fueled world.

Under this program, Microsoft has launched 90 dedicated centers across 23 states in India to support their work with youth. Regular consultations and communications take place at the center level by non-profit partners in the community assessing the needs and the alterations or additional social support to be provided. Moreover, YouthSpark NGO partners are always encouraged to develop their centers in a manner where they can become self-sufficient in the shortest span of time by developing centers into a group enterprise where a group of students can leverage Center facilities to generate income, either collectively or individually, as one of the sustainability measures.

Communication with various stakeholders

As part of the Citizenship reporting initiative, we reflected upon our stakeholder identification, prioritization and engagement strategies. On internal consultations across business units, our

key stakeholders in the context of Citizenship emerged to be the following groups:

- Local governments
- Board of Directors
- Employees
- Customers
- Academia
- Communities/ not-for-profit organizations
- Suppliers
- Industry coalitions
- Microsoft Corporation

We manage the above stakeholder groups through regular engagement by various channels such as meetings, newsletters, Citizenship activities, employee volunteering and others. Functions such as Citizenship, Corporate, Legal and External Affairs, Human Resources, Sales, Marketing, and Procurement regularly manage stakeholder relationships across business units. From the next year, the ongoing dialogues will include a Citizenship component to aid and inform our Citizenship strategies.

In India, we engage with peers and professionals on CSR in industry and government through CSR specific forums such as World Economic Forum, NASSCOM, Federation of Indian Chamber of Commerce and Industry, Confederation of Indian Industry and others. For the purpose of a framework for reporting on our Citizenship efforts, we have adopted various international and national standards and guidelines such as the Global Reporting Initiative's (GRI) Sustainability Reporting Guidelines, Business Responsibility Reports guidelines, National Voluntary Guidelines.

Key Social Project and its impact

Through its focus on empowering youth and providing them tools for a better future, Microsoft's YouthSpark program has impacted a wide range of beneficiaries through IT skills training, including unemployed youth from urban slums, marginalized women, farmers, fishermen, victims of human trafficking and communities vulnerable to trafficking, rural self-help groups, and rural kiosk entrepreneurs. The program has directly 600,000 youth so far.

Since 2012, the YouthSpark initiative has expanded its ambit to do more in order to provide youth access to education and equip them with entrepreneurial skills. As part of this expanded role, the YouthSpark program is now emphasizing on the relevance and potential of computer science training and education in an industry led by technology. With launch of two new current programs on promoting coding and computer science education, Microsoft advances its commitment to empowerment. These projects are aimed to promote interest for Coding and Computer Science among the underserved youth and encourage them to pursue higher courses in advanced computing and/or leverage it for jobs.

The key objective of the program is to introduce the potential of computer science and coding as an avenue for livelihoods and further education and to train the beneficiaries in Advanced Computer Programming to be able to apply the knowledge to create small programs/macros which can help complete their basic tasks faster.

The YouthSpark Centers are specially equipped to address the entrepreneurial aspirations of the youth by offering courses in enterprise development as well as providing avenues for the youth

to start their own group enterprises. Though difficult to measure, the program has also facilitated a significant number of trainees for enhanced livelihood opportunities and alternate ways of income generation. The following table provides a quick glance of some of the achievements:

The range of impacts on beneficiaries include IT-related jobs, IT-enabled vocational training leading to self-employment and income generation, IT skills training to youth/entrepreneurs for setting up rural IT kiosks, use of Computer Aided Design (CAD) software by weavers in Odisha for making better designs, market price information for farmers to realize better value for their produce, timely weather information and data on location of fish schools for fishermen via satellite connectivity at some centers, and access to information resources on health, education and legal rights for women and rural communities. In addition, the indirect benefits of the program have also been immense:

- More than 35-40 % of the student alumni of YouthSpark program pursue further education
- Siblings of student alumni have also pursued higher education
- The socio-economic status of student alumni and their families has been impacted positively

(Microsoft Corporation India (Pvt) Limited, Gurgaon is a winner of Golden Peacock Award for CSR -2017) ■

Criteria	Result
Total no of centers	90
No. of people Trained'	-600,000
% of People places	70%
Youth who have started their own enterprise (since December 2012)	2300+
No. of youth benefitted through YouthSpark projects in this year (directly and indirectly)	35000

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