



Way of Life!



SUSTAINABILITY JOURNEY

STEPPING UP THE PACE

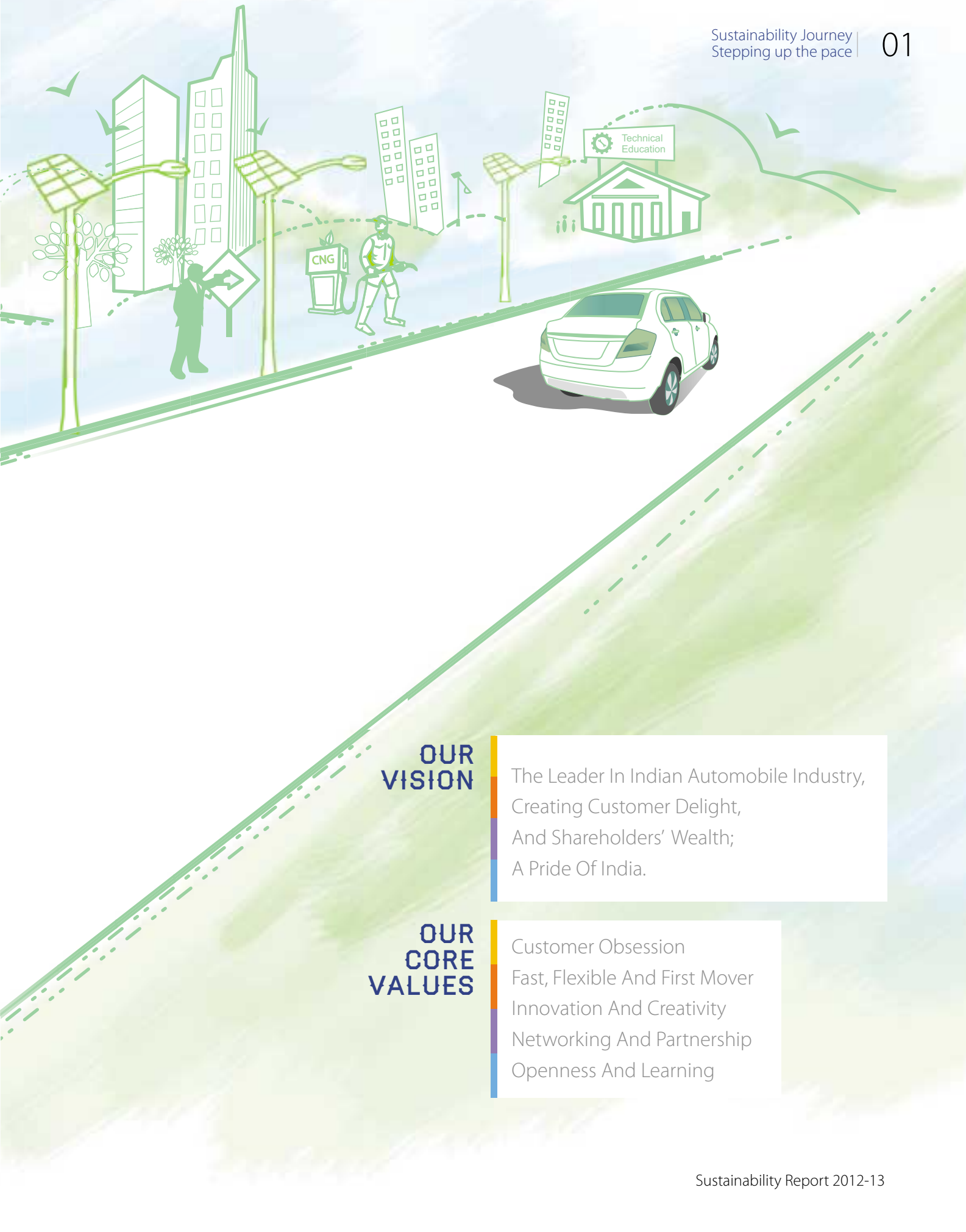
Sustainability Report 2012-13

GRI G3.1 A+ LEVEL
GRI AUTOMOTIVE SECTOR SUPPLEMENT

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OUR VISION

The Leader In Indian Automobile Industry,
Creating Customer Delight,
And Shareholders' Wealth;
A Pride Of India.

OUR CORE VALUES

Customer Obsession
Fast, Flexible And First Mover
Innovation And Creativity
Networking And Partnership
Openness And Learning

Environmental performance

Environmental Dimensions	Key Areas	Targets 2012-13	Achievement 2012-13	Target 2013-14
Green Manufacturing	CO ₂ emission	1 MW solar plant at Manesar - Extensive tree plantation at upcoming Rohtak facility	1 MW solar plant at Manesar in progress - Tree plantation in community: over 1500 - Tree plantation in facilities: 22,000	1 MW solar plant at Manesar to be completed - Tree plantation activities to continue
	Reduction of landfill waste	Continue co-processing hazardous waste to eliminate the need for landfills	6133 T hazardous waste co-processed	Continue co-processing hazardous waste to eliminate the need for landfills
	Reduction of ground water consumption	Continue efforts to reduce, recycle and reuse water to conserve it	1800 m3 of rain water harvested. 13,611,026 m3 of water recycled and reused	Continue efforts to reduce, recycle and reuse water to conserve it
Products	Improvement in fuel efficiency	- To further improve fuel efficiency of vehicles - Development work to introduce diesel/ CNG variants for CO₂ reduction, improvement in fuel efficiency	- Fuel efficiency was improved by 2% to 15% in petrol models and 2% to 10% in diesel models - Ertiga CNG variant launched - Fuel efficiency of existing CNG models was improved by 2% to 14%	- Continue improvement of fuel efficiency of existing models and develop new fuel efficient models - To introduce new diesel/ CNG variants for CO₂ reduction - To reduce environmental burden by developing and enhancing alternative fuel technologies and improving the penetration of alternative fuel vehicles
	Development of ELV compliant products	All future Maruti Suzuki models to be ELV compliant	Alto 800 and Ertiga launched in the year were ELV compliant	All future Maruti Suzuki models to be ELV compliant
	Development of alternative fuel vehicles	Continue benchmarking, testing and evaluation of HEV/ EV technologies to further understand India's requirements	Projects for advanced technologies in hybrid and electric vehicle integration and addition of new features were taken up to enhance capability in various fields and develop new technologies for future readiness	Continue benchmarking, testing and evaluation of HEV/EV technologies to further understand India's requirements

Environmental performance

Social performance

Social Dimensions	Key Areas	Targets 2012-13	ACHIEVEMENT 2012-13	TARGET 2013-14
Customer satisfaction	Sales and service satisfaction	Maintain no. 1 position in customer satisfaction	No. 1 in JD power Customer and Sales Satisfaction Index	Maintain No. 1 position in customer satisfaction
Employees' development and welfare	Attrition	Maintain attrition at single digit level	Attrition was at 4.2%	Maintain attrition at single digit level
	Training man-days	Over 5 man-days per employee	5.15 man-days of training achieved per employee	Over 5 man-days per employee to be attained
CSR				
Road safety	Persons trained in safe driving	3 lakh persons to be trained	Over 3.8 lakh persons trained	4.3 lakh persons to be trained
	IDTRs	1 more IDTR in the pipeline	MOU for two IDTRs in Odisha was signed in March 2013 in collaboration with State Transport Department. Project has been initiated for IDTR	Planning for new IDTR implementation
	MDS	100 new MDS to be opened	76 new MDS were set up (total no of MDS: 281)	100 new MDS to be set up
Skill training	Training for ITI faculty	750 man-days to be dedicated	856 man-days dedicated	985 man-days to be dedicated
	Training for ITI students	15,000 man-days to be dedicated	14,216 man-days dedicated	19,000 man-days to be dedicated
	Maruti Suzuki adopted ITIs	40 new ITIs to be adopted in 3 years	11 more ITIs adopted (total no: 21)	15 more ITIs to be adopted (total no: 36)
	Technical tie-ups with ITIs (nos.)	70 additional ITIs to be adopted (cumulative)	Technical tie-ups with 51 ITIs. (Cumulative no of tie-ups: 80)	Technical tie-ups with 20 new ITIs

Social Dimensions	Key Areas	Targets 2012-13	ACHIEVEMENT 2012-13	TARGET 2013-14
Employee Volunteering Programme	Volunteering hours contributed by employees for social work	Promote employee volunteering	Over 14,000 volunteering hours achieved	To further promote employee volunteering

ACRONYMS

ABS	Anti-Lock Braking System
AGM	Annual General Meeting
ARAI	Automotive Research Association of India
CDM	Clean Development Mechanism
CEO	Chief Executive Officer
CNG	Compressed Natural Gas
CSLC	Central Safety Leadership Council
CSR	Corporate Social Responsibility
DEC	Driver Education Centers
ELV	End of Life Vehicles
ERMC	Executive Risk Management Committee
ESI	Employees State Insurance
ETP	Effluent Treatment Plant
GDP	Gross Domestic Product
GHG	Green House Gas
GJ	Gigajoules
HEV	Hybrid Electric Vehicles
HFC	Hydro Fluoro Carbon to list
IDTR	Institute of Driving and Traffic Research
I-GPI	Intelligent Gas Port Injection
IMC	Institute Management Committee
IR	Industrial relations
ISO	International Organisation of Standardisation
ITI	Industrial Training Institutes

JV	Joint Venture
KYT	Kikken Yochi Training
LPG	Liquefied Petroleum Gas
MACE	Maruti Centre for Excellence
MDS	Maruti Driving School
MoHI	Ministry of Heavy Industry
MT	Metric Tonnes
NSE	National Stock Exchange
NVH	Noise Vibration and Harshness
OVTA	Overseas Vocational Training Association
ORVM	Outside Rear View Mirror
PPE	Personal Protective Equipment
R&D	Research and Development
SEBI	Securities and Exchange Board of India
SIAM	Society of India Automobile Manufacturers
SMC	Suzuki Motor Corporation
UNFCCC	United Nations Framework Convention on Climate Change
VOC	Volatile Organic Compounds
VRDE	Vehicle Research and Development Establishment
WBCSD	World Business Council of Sustainable Development

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