

# ONE TATA FOR DISASTER RESPONSE



*IN A FREE ENTERPRISE,  
THE COMMUNITY IS NOT JUST ANOTHER  
STAKEHOLDER IN BUSINESS, BUT IS IN FACT  
THE VERY PURPOSE OF ITS EXISTENCE.*

**Jamsetji Tata**

## Introduction

*THE TATA GROUP HAS BEEN A PIONEER IN CREATING LONG-TERM STAKEHOLDER VALUE AND HAS ALWAYS COME FORWARD IN THE HOUR OF NEED.*

The impact of climate change is one of the most critical concerns, with some arguing that the day of reckoning has already arrived. According to the United Nations, 90% of recorded major natural disasters from 1995 to 2015 have been linked to climate and weather. The economic costs have been huge. Take the 2015 Chennai floods; a study by Swiss Re suggests that the floods caused an economic loss of \$2.2 billion (including insured losses of \$755 million), making this the second costliest insurance event in India's history. The WEF Global Risks Report 2018 looks at five categories of environmental risks: extreme weather events and temperatures; accelerating biodiversity loss; pollution of air, soil and water; failures of climate change mitigation and adaptation; and risks linked to the transition to low carbon. All of these risks ranked highly on both dimensions of likelihood and impact.

In the wake of these changes, it's imperative for businesses to bounce back. In many cases, protecting their business operations in order to get back up and running quickly after a disaster is the best thing a business can do for its community. At the Tata group, however, responding to disasters is more than

just about compliance, and resuming business as usual, it's our responsibility towards the very communities that have built the group. We understand the importance of the utilities and the value of getting power and water restored and running, the importance of trauma counsellors, IT experts, medical aid and builders. Above all, we understand the need to build-back-better. The Tata group has historically played a significant role in responding to humanitarian crises, tracing efforts right from the rescue and rehabilitation of refugees, in the 1950s, to the more recent humanitarian disasters witnessed in Gujarat and Bihar, the Tata group continues to uphold the belief and values of its Founder, Jamsetji Tata.

With time, the Tata group has taken steps to institutionalise its response under the Tata Sustainability Group (TSG). A Disaster Management Cadre has been set up and Disaster Response Guidelines have been issued to group companies to ensure coordinated and focused relief assistance. The One Tata response is multidimensional, today. We've moved beyond just providing funds, to partnering with organisations to lead the response while being

physically present at or near the disaster affected area. Strong partnerships with Tata group companies, their business partners, non-profits and the Tata Trusts have paved a more efficient and effective way of reaching the communities we serve. TSG has also set up a framework for local Tata group companies to lead responses (Lead Tata Companies) and rehabilitate the communities around them, with TSG providing coordination support.

The Tata group has been a pioneer in creating long-term stakeholder value and has always come forward in the hour of need. If there is one attribute common to all Tata enterprises, it would be the time, effort and resources that each company devotes to a wide spectrum of community development initiatives. The Tata group's response to disasters includes emergency response, relief and rehabilitation phases; focusing on Building Back Better than before the onslaught of the disaster.



## How to access this interactive PDF



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# Disaster Response Milestones



Flood



Drought



Earthquake



Cyclone



Others



## 1965

Indo-Pak War, 1965, the Tata group contributed towards rehabilitating injured soldiers and helped to start occupational therapy centres in Pune, for the armed forces. The Tata group also extended help to the families of the Deccan House men who were killed during the operations.



## 1967

Relief work undertaken by Tata Relief Committee (TRC) for Bihar flood and drought relief. On the group Chairman's appeal, donations were made from Tata companies and their employees. Relief work was also undertaken by TRC for the Koyna earthquake.



## 1968

Relief work was undertaken by TRC for victims of the Gujarat floods, in Tavdi, Kambada, Kurel and Navsari. A separate account for the floods was also created as corpus for relief. Tata companies also contributed to TRC in areas affected by drought and cyclone.



## 1971

Tata group reached out to provide relief to Bangladesh refugees.



## 1972

Drought relief work was undertaken by TRC in Ahmednagar. Apart from cattle feed provision, contributions and donations, crops were also sprayed by the Institute for Micronutrient Technology. Relief work was also undertaken by the Tata/Wadia Earthquake Relief Committee in the Latur and Osmanabad districts.



## 1991

Construction of over 300 houses and two school-cum-community centers for flood victims in Orissa. Construction of over 200 houses for riot victims in Bihar.



## 1992

Construction of 200+ houses for earthquake victims in Uttar Pradesh.



## 1993

The group was also one of the largest contributors at INR 5.5 crore to the Latur quake in 1993.



## 1999

One of the major initiatives of TRC in Orissa has been the distribution of emergency relief and permanent rehabilitation when a super cyclone hit the state in 1999. Despite of impossible road and logistics conditions, TRC distributed emergency relief materials among 12,000 affected families in Ganjam, Jagatsinghpur, Keonjhar, Kendrapada, Jajpur and Mayurbhanj districts of Orissa.



## 2001

Reconstruction of 20 school buildings and construction of 720+ houses in Gujarat in coordination with the UNDP and CEE.



## 2005

Construction of over 1,100 dwelling units in Tamil Nadu after the Boxing Day Tsunami. Construction of two community centers at Cuddalore and Kanjeeपुरam. Installation of a mobile desalination plant in Nagapattinam. Adoption of a village near Chennai and support for vocational training of women.



## 2013

### Uttarakhand Floods

A comprehensive impact assessment was completed through the Tata Institute of Social Sciences (TISS) covering close to 90 villages across the state. Tata group reached out to over 68,400 people through relief material. Over 6,500 were treated in medical camps.



## 2014

### Jammu & Kashmir Floods

Over 48,000 people received relief material in the area. Close to 18,000 people received treatment at health camps and over 16,000 people benefited from the community kitchens set up by the Tata group. Around 90 families, which had been displaced due to the floods, were provided prefabricated shelters.



### Cyclone Hudhud in Andhra Pradesh

Tata group deployed 300 people to restore power lines. Over 30,000 people were provided safe drinking water. Close to 8,000 benefited from Swachh water filters and 2,000 solar lanterns were distributed to the locals.



## 2015

### Nepal Earthquake

In Nepal, a three-pronged approach was adopted for faster response:

1. Ensuring well-being through medical camps and trauma counselling
2. Distributing relief kits consisting of hygiene kits, tents/tarpaulins, blankets and lanterns
3. Providing temporary shelter while keeping the monsoons in mind.

Over 12,500 were reached through relief kits, 4,800 were treated in medical camps and 1,500 families were provided trauma counselling.



### Tamil Nadu Floods

The Tamil Nadu Floods Response Programme was launched with distribution of food, emergency response kits, solar lamps, initiating health & wellness interventions and setting up a community kitchen. Over 90,000 were reached through relief kits, 5,500 school kits were distributed to students and 17,600 were fed through the community kitchen and canteen.



## 2016

### Maharashtra Drought (Company Led Response)

The Tata State Disaster Response platform for Maharashtra, decided to respond to the severe drought of 2016, with a joint needs assessment in Osmanabad district. Subsequently, six Tata companies responded covering 23 villages in Osmanabad and Latur districts.



### Assam (Company Led Response)

Tata group companies reached out to 2,000 worst-affected families in the region. Amalgamated Tea Plantations Ltd (APPL) as the lead company for Northeast India, anchored the disaster response efforts.



## 2017

### Gujarat (Company Led Response)

Tata Chemicals anchored the response in Gujarat through the Tata Chemicals Society for Rural Development (TCSRSD). Over 3,050 beneficiaries were reached through relief kits and over 4,27,000 litres of water was distributed to 54 villages.



### Bihar (Company Led Response)

Maithon Power anchored the response in Bihar. The disaster response team reached out to 3,000 households from 50 villages, 20 panchayats and four districts. Eighteen Tata group employees, from across companies, had volunteered during the response efforts.

## The One Tata Way

*RESPONDING TO COMMUNITIES IN NEED, AFTER HUMANITARIAN DISASTERS, HAS BEEN AN INTEGRAL PART OF THE TATA TRADITION, AND CONTINUES TO STRENGTHEN THE GROUP'S LEGACY OF LEADERSHIP WITH TRUST, FOR TODAY, TOMORROW AND BEYOND.*

Right from being involved in providing basic services to refugees at the time of Indian Independence to reaching out during 55+ disasters, from 1990 to 2017, the Tata group is a familiar name when it comes to Disaster Relief and Rehabilitation.

The Tata group possesses a wealth of workforce, across geographies, with staggering breadth of expertise and functional competence. The varying

competencies and capabilities of these resources are of great significance when disaster strikes. The coordination of skills and expertise across companies to respond effectively to disasters, is one aim of the Disaster Response team of the Tata Sustainability Group (TSG). This unified response to major calamities across the globe captures the essence of One Tata, backed by strong Processes, Projects, Partnerships and People.

### Disaster Management Execution & Response Framework

- Disaster Response Guidelines
- Lead Tata Companies
- Technical Support Tata Companies
- Project Managers and Volunteers
- External Partners
- Disasters outside India

### One Tata



Processes



Projects



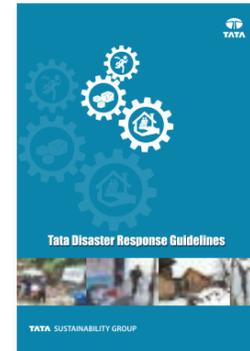
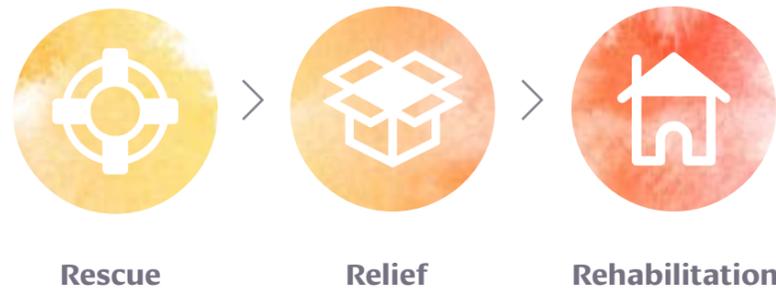
Partnerships



People

# Processes

## Phases of Disaster Response



**1. Establishing the Tata Disaster Response Guidelines:** The Tata group's Guidelines on Disaster Response curated by the Tata Sustainability Group, with inputs from group companies, were developed to make the Tata group better equipped for a disaster response. The J&K floods in 2014 helped the group to test these guidelines. The guidelines were tested during the 2014 floods in J&K, and continues to be a live document that is continuously updated. Currently, 10 Standard Operating Procedures (SOP) arising out of these guidelines, have been created and are ready to be deployed in case of a disaster.

### Phases of Disaster Response:

The Tata group Disaster Response Guidelines provides the outline in three distinct phases:

- 1. Rescue**, which consists of two distinct parts:
  - a. **Rescue services**, which are when rescue operations are on and survivors are still being found. This lasts for up to

seven days after the disaster has struck. Rescue operations involve: rescuing those who are trapped, making arrangements for casualties and the injured, and trauma counselling. Tata group will discourage anyone without specialist skills in rescue from visiting a disaster affected region.

- b. **Emergency services**, which begin during or after rescue, and can go up to 45 days. Emergency services consist of distributing emergency relief kits, clearing rubble and debris, restoring communications infrastructure (repairing telephone towers, re-opening roads) and restoring basic public services such as electricity and water supply.

- 2. Relief:** This phase continues from rescue phase for up to six months, broadly covering distribution of relief material as per needs of the affected communities, building temporary shelters and continuing work on restoring communications infrastructure and basic public services from the previous phase.

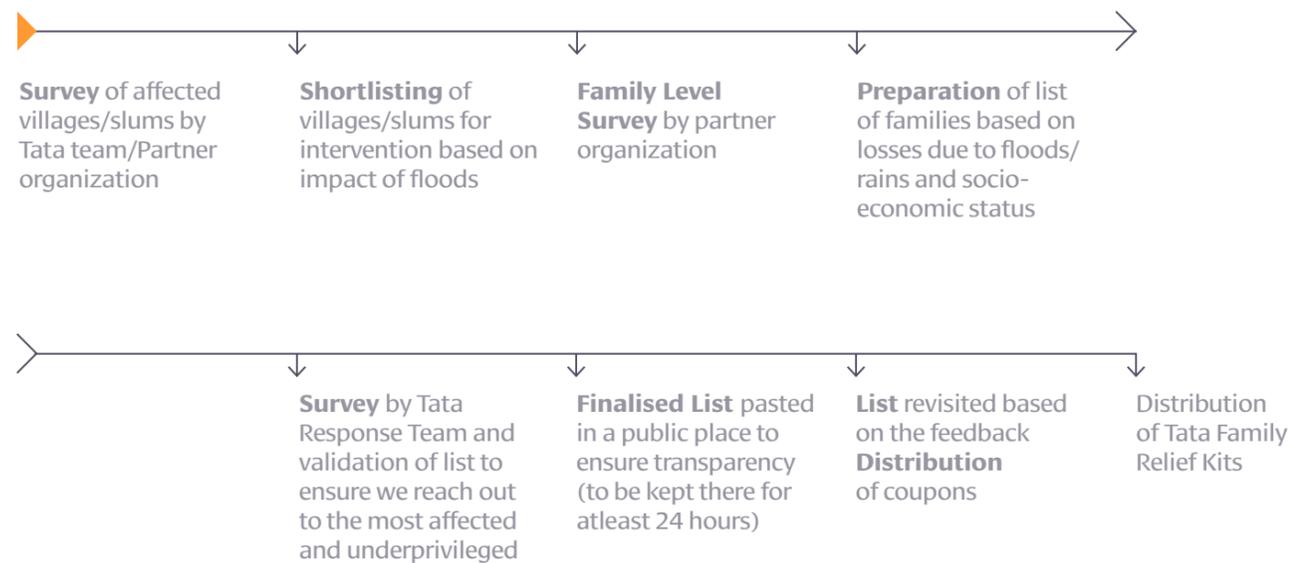
- 3. Rehabilitation** continues from relief phase for up to three years, broadly including rebuilding of homes and public infrastructure, rebuilding livelihoods.

While rescue phase happens under chaotic conditions with severe information lacunae, the relief and rehabilitation phases are well planned, with articulated objectives and a strategy to achieve them.

Tata group reaches out to communities, in the advent of a disaster, in three different ways:

- a. Providing funds to partner organizations
- b. Tata Sustainability Group (TSG) leading the response by being physically present at or near the disaster affected area and
- c. A local Tata company leads the response, with TSG providing coordination support.

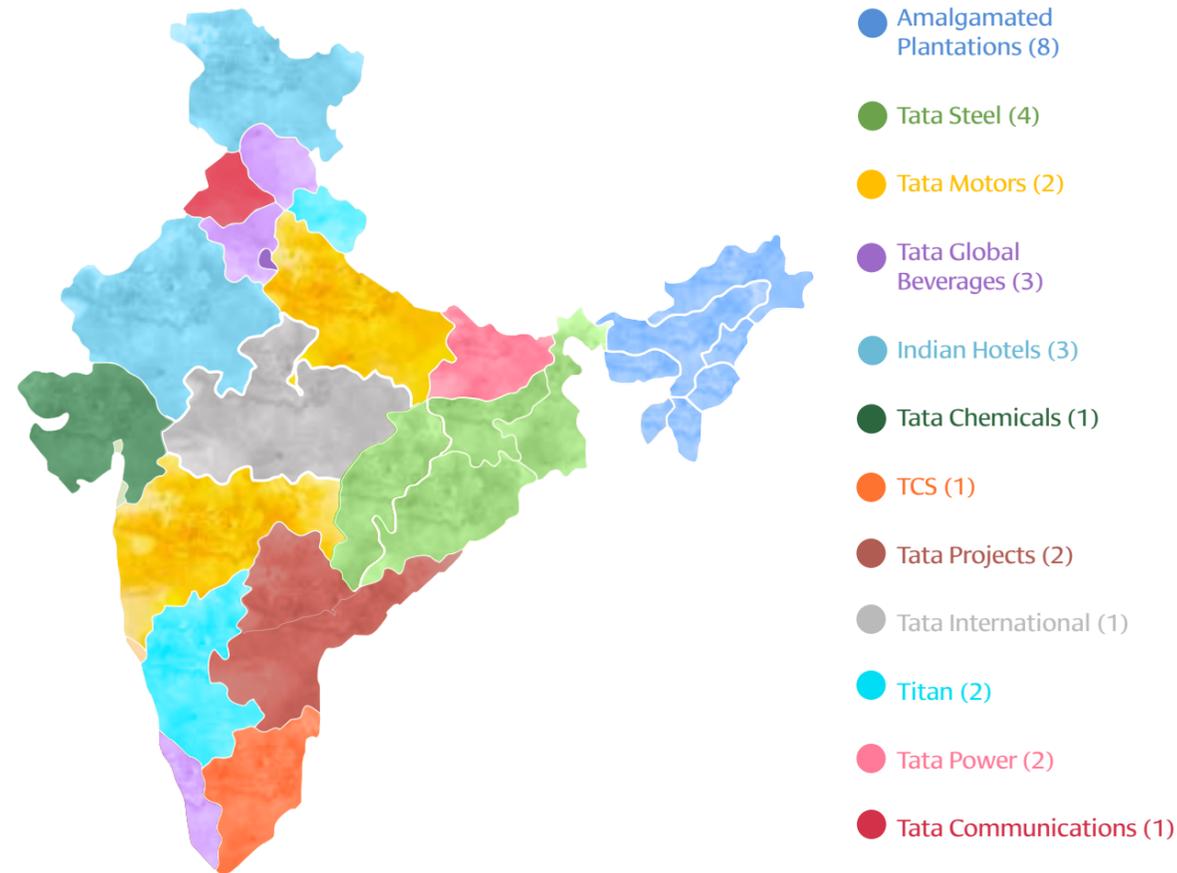
## SOP for distribution of relief kits





# Processes

## Lead Tata Companies



**2. Lead Tata Companies:** As part of its overall framework to ensure faster dissemination of aid to disaster afflicted areas, TSG has identified group companies best suited to lead assistance in each state within the country, based on its network strength and location – these companies are called Lead Tata Companies. The Tata group has organized itself under Tata State Disaster Response Platforms under the Lead Tata companies. State Disaster Response Meetings (SDRMs) are organized in select states in order to discuss the specific disaster vulnerabilities of the state and possible Tata responses. As of FY18, six SDRMs have been organized.

**3. Technical Support from Tata Companies:** Many Tata companies have specialized skills that can be utilized in the immediate aftermath of a disaster to help restore essential services. Be it Tata Steel’s expertise in providing temporary shelters through its Nest-in solutions or Tata Power’s capacity to help restore electricity lines in affected

areas, or Tata Project’s portable water purification plants deployed immediately after a disaster; examples of technical support from Tata Companies can be found across all the response efforts undertaken by the group.

**4. Disasters outside India:** The Tata group’s commitment to communities, including those related to supporting them in the aftermath of a disaster and enabling their recovery, apply to all the communities within which it works. This includes international geographies.

While the values apply across the world, systems and procedures need to be contextualized based on the regions and countries in which the group operates. To this effect, TSG is working with regional offices of the Tata group to create Standard Operating Procedures in regions such as the UK and US; where the Tata group has a significant presence.

## Tata Companies Expertise

**TATA STEEL**  
providing temporary shelters

**TATA POWER**  
help restore electricity lines in affected areas

**TATA PROJECTS**  
Simplify. Create  
deployed portable water purification plants

# Processes



Refresher Training in Procurement and Supply Chain Management, held from May 3 to 5, 2017



In 2017, 32 Project Managers from 18 Tata companies and the Tata Trusts, were trained as a part of the Project Managers' Refresher Training Programme

**5. Development of a Cadre of Project Managers and Procurement Officers:** As part of its efforts in developing disaster response frameworks within the Tata group, TSG collaborates with Tata companies and the Tata Trusts to develop Project Managers, with the requisite knowledge and capabilities to manage future disaster response initiatives of the Tata group. To further strengthen the group's capability to respond, a new cadre of Procurement Officers have been identified and trained in emergency supply chain management and logistics. These skilled officers will be based at the location of a response and will work with the

Project Managers to provide timely, essential assistance to affected communities.

Capacity Building is conducted annually to strengthen the cadre of Project Managers and Procurement Officers to lead Disaster Response and Relief efforts in regions affected by humanitarian disasters.

Project Managers lead the relief distribution operations of the Tata group. Over 300 colleagues from various Tata companies had applied to become a member of the coveted cadre and a select few were trained. Applications from many Tata companies were also processed for membership of the new Procurement Officers cadre.

## Core Volunteers

Employees from Tata group companies are also called in during disaster response, with the aid of Tata Engage – the group's corporate volunteering platform. People are shortlisted from the ProEngage cadre of volunteers, i.e. volunteers who have completed/are completing skill-based volunteering assignments with non-profits. Based

on their availability and their ability to commit to more than seven days of work during the response period, volunteers sign up to join the Disaster Response (DR) team. Volunteers are given a quick orientation in the field, by the Project Managers, following which they commence work in roles that are most suitable to them.

**Cadre of Project Managers and Procurement Mangers trained, from 15 Tata Companies:**

**63**

project managers trained

**23**

procurement mangers trained

# Projects, Partnerships and People

## The Rehabilitation Phase

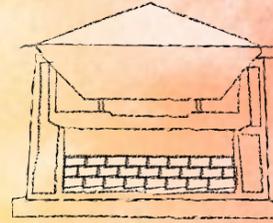
1

**Construction** of individual infrastructure, such as houses



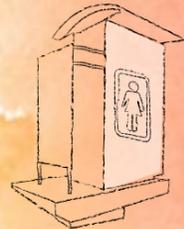
2

**Reconstruction** of public infrastructure, such as schools and anganwadi centres



3

**Strengthening** of public services such as health, sanitation and education



4

**Rebuilding** of livelihoods through skill building programmes, alternative livelihood programmes or restoring existing livelihood means



**Responding to disasters provides Tata group the opportunity to Build Back Better, especially in those communities that deserve it the most.**

### Projects

The Tata group undertakes a whole range of activities while responding in the aftermath of a disaster; from emergency services, to relief operations to long-term rehabilitation projects.

During the relief phase, detailed need assessment exercises by response teams are conducted to ensure that high quality goods are distributed to people in need. Family Relief Kits consists of non-food items such as kitchen, utensils, stoves, hygiene items, mosquito nets, etc. Based on the affected community's needs, relief operations also include building temporary shelters, creating common safe spaces for children and adolescents, health and counselling camps, providing safe drinking water and more.

The rehabilitation phase is the longest and most resource intensive part of a disaster response, requiring the most commitment from the Tata group. It involves recovery and rebuilding of lives and livelihoods respectively, of

affected communities and individuals.

The rehabilitation phase typically begins towards the end of the relief phase, i.e. from about four to six months after the disaster has struck, and can continue for three to five years. Proposals for rehabilitation include a vision for the future of the disaster affected area and communities; aims and objectives of the Tata group's rehabilitation phase; strategies, possible activities, outputs and expected outcomes; a description of the financial resources that would be required; and finally – critical skills and capabilities that the Disaster Response Officers will need to bring in to manage the rehabilitation phase. Such proposals are passed through a Steering Committee for assessment before they are approved.

### Partnerships

The Tata group disaster response teams partner not only with Tata companies, but with non-profit organizations, the government, the armed forces (like in the case of J&K)

and also with select verified vendor partners to be able to reach out to the worst affected and address real needs.

### People

Over the past five years, India and Nepal have witnessed devastating humanitarian disasters. The One Tata team has reached out to over 4,30,000 people in these areas, through relief measures and extensive rehabilitation programmes. Monetary support for the activities has poured in for all the disasters that have been responded to, from over a 100 Tata companies across geographies, some of which also include employee contributions. As of 2017, almost all the Tata group led response programmes are in the rehabilitation phase where work focuses on **Building Back Better** – be it livelihoods, infrastructure or more, the Tata group makes efforts to help build it back better than what it was even before the disaster hit the area.

# Disaster Response

This is the master repository of all the disaster response case studies.

Please click on the panels on the left to access the case studies.

Once at the case study, please click on 'Disaster Response' on top panel to reach back to this repository.



Click on the panels to access the case studies

# Uttarakhand

Floods and Landslide | 2013

**THE STATE OF UTTARAKHAND EXPERIENCED MASSIVE FLOODS/LANDSLIDES IN JUNE 2013, WHICH RESULTED IN SIGNIFICANT LOSS OF LIVES, PROPERTY AND SOURCES OF LIVELIHOODS.**

The Tata group reached out to thousands of beneficiaries across the state through relief / medical assistance and has subsequently, established a dedicated programme aimed at long-term rehabilitation interventions in the affected regions.

Livelihoods initiatives, vocational training, reconstruction and Early Childhood Care and Education (ECCE) have been implemented through the disaster response in the three worst affected districts of Rudraprayag, Uttarkashi and Pithoragarh, reaching out to 72 villages.

As of today, the livelihoods project includes a range of initiatives under

agriculture, livestock and non-farm initiatives and has covered 1,690 households in FY17 and continues to make steady progress in the region.

297 boys, 128 girls training completed through skill development programmes in the area. Reconstruction work of seven Angandwadi centres is complete with another 16 centres at different stages of construction.

In addition, reconstruction projects of four schools and a weaving centre have also begun.

**5,900** households will be covered through our post disaster livelihood project

**23** angandwadis will be constructed

**7** schools and government inter-colleges are being constructed

**1,635** youth will be trained through the skill development project with Tata STRIVE



Stories from the Field

## Taking initiative to ensure early childhood care and education

As a group response to the aftermath of 2013 flash floods, Tata Uttarakhand Program (TUP) worked in close collaboration with the Uttarakhand government and key agencies to provide relief in three worst affected districts. Some of the key areas that Tata group focused on was education and child welfare. Displaced families

and collapsed buildings meant that until recently, many Anganwadis were not in operation.

“As many buildings had collapsed, children could not come to school. In 2015, Tata group reconstructed the school with all the essential facilities – toilets, rugs, water and water filters –

everything we would need. We have 40-50 children in the Anganwadi centre now and all the children and their parents are happy with the facilities”, says Khushma Upreti, an Anganwadi worker from Madhkot, Uttarakhand.



**Scroll over images to view captions**

# Jammu & Kashmir

Floods | 2014

**IN SEPTEMBER 2014, THE KASHMIR REGION SUFFERED DISASTROUS FLOODS ACROSS MANY OF ITS DISTRICTS CAUSED BY TORRENTIAL RAINFALL.**

In response to the devastating floods that affected Jammu & Kashmir in 2014, the Tata group set up a Relief Unit in the state to provide urgently needed humanitarian assistance to displaced families and provided companies support, in kind, through Swach filters, solar power lamps and more. Amidst intermittent rainfall that threatened to arrest all rescue and relief operations the One Tata Response continued to plough through all odds.

The group also supported rehabilitation projects, including safe water provision in 20 affected villages, setting up of training centres, one of which was set

up in collaboration with the army in Uri, Baramulla, as well as renovating the veterinary hospital rooms in Srinagar.

Two new projects on strengthening anganwadi centres in Baramulla and a project on livelihoods and education in Pulwama have also begun. In Baramulla, the strengthening Anganwadi centres project will cover 60 Anganwadi centres in 15 villages, reaching out to over 4,000 children. The livelihood and education project in Pulwama district will cover 20 villages, which would benefit over 5,140 households.

## Rehabilitation Projects

**25**

students put through intensive engineering entrance exam training by the Army

## Tata STRIVE

**49 boys and 44 girls**

have been trained through the Tata STRIVE skill development centres.



Stories from the Field

### Shabnam Bano sews her way to success

Shabnam Bano is one of the beneficiaries of the Tata group's rehabilitation efforts in Uri, Jammu & Kashmir. She hails from Athisham Pora village of district Baramulla and belongs to a family of five, where her father is the sole breadwinner of the family with a monthly income of about INR 4,000/-. As a part of the rehabilitation efforts in the area, by Tata group, training centres were set in collaboration with Tata STRIVE – a skill-development programme of the Tata group – and other partners.

After completing her class 10<sup>th</sup> education, Shabnam was unable to continue her studies due to a financial crunch in the family, but she was keen on learning and gaining employment. Although Uri is located at a distance of 35 km from her home, she decided to put in the extra hours and joined the Industrial Sewing Machine Operator course at the Tata STRIVE Centre.

After the successful completion of the four-month training programme,

Shabnam is now earning INR 4,000/- per month, thereby doubling the family's income. With the added income, she supports the education of her younger siblings and helps with the family's expenses.

“The practical and classroom training at Tata STRIVE has made me confident” Shabnam says, and she looks forward to setting-up her own sewing training centre, in Athisham Pora.

**Scroll over images to view captions**

# Andhra Pradesh

Cyclone | 2014

**CYCLONE HUDHUD MADE LANDFALL ON OCTOBER, 12 CAUSING IMMENSE DAMAGE TO THE PORT CITY OF VISAKHAPATNAM AND ITS NEIGHBOURING DISTRICTS. THE MOST SEVERELY IMPACTED DISTRICTS WERE EAST GODAVARI, VISAKHAPATNAM, VIZIANAGRAM AND SRIKAKULAM.**

Relevant group companies took up the task of assisting affected populations; Tata Projects cleared debris and provided safe drinking water through RO plants, Tata Power provided solar lights and helped restore power lines in the city, while Tata Chemicals provided Swachh kits.

As part of the ongoing rehabilitation phase the Tata group has worked on providing safe drinking water to 110 villages in Srikakulam through RO plants.

A sanitation project that focuses on creating open-defecation free villages



Stories from the Field

## Building community resilience

Pasupureddy Tulasi, 40, is one of the beneficiaries of the Tata group's water and sanitation efforts in the areas affected by cyclone Hud-Hud. Tulasi first heard about the project when Action in Rural Technology and Services (ARTS) and Tata Projects Community Development Trust (TPCDT) were installing one of the first RO plants in her neighbouring village. With the support of her SHG and villagers from BRC Puram, Tulasi set up her plant and started selling water at INR 5 for 20 litres of water, in January 2017.

has been initiated in 90 villages.

In rural Visakhapatnam, 58 out of the targeted 135 children/persons with disability have been provided with essential aids, machines and other support to help them recover. The group is also working on reducing disaster risks in the urban slums in Visakhapatnam city with the active participation of women's groups.

Skills training has been provided to 347 youth, by Tata STRIVE and its partner, in sectors like assistant electrician, automobile sales consultant, automobile service technicians and bar bending.

She now earns a revenue of INR 14,500 per month. During family functions, many buy extra cans of water from Tulasi to ensure that their guests are taken care of.

Now that she has the plant running successfully, Tulasi, with the help of the ARTS team, is focusing on promoting safe water practices and increasing the number of families buying water from the plant. With her profit, she plans to fund the education of some of the poorer children in the village.

## Rehabilitation Projects

**110** villages with RO plants installed in Srikakulam district

**250** families supported, per day, through desalination plant installed in Bandarvanipeta, Srikakulam district

**90** villages where the sanitation project has been initiated

**120+** people with disability rehabilitated with mobility and assistive devices, livelihood support and infrastructural support

**347** youth have been trained through Skill Development programmes of Tata STRIVE, till Dec 2017

**1,600** women belonging to SHGs, 50 slum areas, have been covered under the Disaster Preparedness project in urban slums of Visakhapatnam

**Scroll over images to view captions**

# Nepal

Earthquake | 2015

**A MASSIVE UNDERGROUND FAULT LINE THAT RUPTURED IN NEPAL CAUSED A SEVERE EARTHQUAKE IN 2015, DEVASTATING THOUSANDS OF VILLAGES ACROSS THE COUNTRY.**

One Tata response flew into action in Nepal, with an intensive three pronged approach, covering well-being, relief material distribution and shelter provision, to ensure faster dissemination of help. The group reached out to 12,500 individuals through relief kits and provided trauma counselling to 1,500 families across 12 districts.

In June 2016, an assessment of the group-led response was carried out by Head CSR, Tata Motors. The trained and qualified response team, the Tata values of working in communities, maintaining dignity

and being politically and religiously agnostic stood out as strengths. Six of the 10 recommendations from the assessment were then incorporated in future response programmes of the Tata group.

Currently, the group is re-constructing two secondary schools in the worst affected district of Sindhupalchowk that would benefit about 627 students in the area. Topographical and site surveys, as well as recruitment of staff has been completed and the structural designs have been approved by the Central Level Project Implementation Unit, Government of Nepal.

**The Tata group reached out to**

**12,500**  
individuals through relief kits

**1,500**  
families provided trauma counselling

**12**  
districts impacted



Stories from the Field

## Providing shelter and rebuilding lives

SOS Children's Villages, was one of the Tata group's partner organisations through the rescue and relief operations after the Nepal earthquake. SOS Child Care Spaces are in 25 locations where children are engaged all day through activities like singing, dancing, painting, reading and writing. Once the schools reopened children were sent back to live with their families. However, in areas where the displaced victims were staying, SOS had to continue

as the families could not go back to their villages. As the SOS team had to continue the services, they sought help from the Tata group.

Sirjan Danuwar was one of the children who benefitted from the Child Care Spaces. His mother, Shaily, is thrilled with the learning he has received at CCS. The Danuwar's slept under the open sky as their house had collapsed in the earthquake and didn't have

a safe place to keep their children. "We could work on taking out our things from debris while the children were safe in CCS all day," said Shaily. The Tata group helped take care of over 1,000 children in various SOS Child Care Spaces. "We are proud to say that we (SOS Children's Village) found a very reliable partner in Tata group says Sharkar Pradhanaga, from SOS Children's Village, Nepal.

**Scroll over images to view captions**

# Tamil Nadu

Floods | 2015

**INCESSANT RAINFALL AND LACK OF APPROPRIATE MANAGEMENT OF FLOOD WATERS IN TAMIL NADU SINCE DECEMBER 1, 2015 LED TO HEAVY FLOODS IN THE STATE, ESPECIALLY IN THE COMMUNITIES IN CHENNAI CITY, THIRUVALLUR, KANCHIPURAM AND CUDDALORE DISTRICTS.**

The Tata group launched the Tamil Nadu (TN) Flood Response Programme on December 4, with the distribution of food, emergency response kits, solar lamps, initiation of health and wellness interventions and more. Relief distribution was carried out for an additional 890 homeless families across 20 locations in Chennai, where 70 volunteers from eight Tata companies carried out the entire distribution process. With relief material left over from the January 2016 distribution exercise, 1,005 women headed families and families with disabilities were supported by the group. The flood response programme is currently engaged in a number of rehabilitation projects in Chennai and Cuddalore.

In Chennai city, four NGO run centres that were severely affected by the floods; shelter for homeless men,

shelter for children in need of care and protection, academy for children with special needs and a school for children from dalit, tribal and gypsy communities were supported by the Tata group. These centres have been equipped with essential items like water purifiers, kitchen utensils, beds, tables, libraries, computer and science labs, solar panels, etc. needed to provide quality care and support.

In Cuddalore, water purification systems are being installed in 60 flood affected villages, which would benefit about 1,26,000 people. Carried out through an entrepreneurial model, the project will provide RO filtered water to these villages while also being a source of livelihood for the entrepreneur and plant manager.



Voices from  
the Field

**Rashi Iyer, Disaster Response Project Manager**

“Whether small or big, rich or poor, animal or human - disasters affect anyone. The 2015 flood was a live example. It opened my eyes as to why disaster planning and management needs to be given due attention, especially with limited resources.

The guidance provided to us ensured that responses were managed in a holistic and integrated approach. My learning from One Tata response: What matters is not just the way we deal with disasters but also how swiftly and sustainably we build back better!”

**Reach and  
Impact through  
initiatives**

**30**

residents of the ARM shelter for homeless men

**50**

children at Arunodhaya centre for street and working children

**75**

children with physical and mental disabilities at the Sri Sakthi Academy

**300+**

children at the SISTWA run Thiruvallur Gurukulam school

**1,26,000**

people will benefit from the water purification systems being installed in 60 flood affected villages in Cuddalore

**Scroll over images to view captions**

## Company Led Responses

**SMALLER SCALE, BUT EQUALLY CRIPPLING DISASTERS LIKE THE DROUGHT IN MAHARASHTRA AND THE FLOODS IN ASSAM ALSO SAW THE GROUP COMING TOGETHER TO RESPOND.**

### Assam (Floods)

In Assam, the Tata group responded to devastating floods in 2016 and reached out to over 2,000 worst affected families. Amalgamated Tea Plantations Ltd (APPL), as lead company for north-east India, had anchored the disaster response efforts with multiple Tata companies supporting the initiatives. This response witnessed the active involvement of Tata volunteers from APPL, Indian Hotels, TCS and Ginger, with financial resources donated by Indian Hotels, Tata Chemicals, Tata Power, Tata AIG and Tata Sons. North Eastern India is vulnerable to disasters and the Tata group will continue building its capability for disaster response in the other states in the region.

### Maharashtra (Drought)

The Tata State Disaster Response Platform for Maharashtra, decided to respond to the severe drought of 2016, with a joint needs assessment in Osmanabad district. Subsequently, six Tata companies responded covering 23 villages in Osmanabad and Latur districts.

Tata Autocomp Systems Ltd., Tata Toyo Radiator Ltd., Tata Technologies, and

Tata AIG contributed over INR 50 lakh for activities such as canal deepening, creating farm bunds and providing immediate seeds support in four villages in Osmanabad.

Voltas undertook a long-term project spread across three years in 15 villages in Osmanabad and Latur districts. Voltas has invested over INR 50 lakh and focused on conducting geological surveys to understand the local water context, implementing water harvesting measures in the villages with active participation of communities.

Investing a total of INR 1.38 crore over three years, Tata Motors is working intensively in three villages of Osmanabad with activities such as canal deepening and strengthening, farm bunding, seeds support and community awareness programmes. These activities have already started bearing fruit, with increased agricultural production for both cropping seasons.

### Gujarat (Floods)

The state of Gujarat witnessed heavy rainfall (over 20 cm in 24 hours) from July 23 to 28, 2017, as a result of the low pressure system forming over the

### Assam

**2,000**

families worst affected by the floods, were reached out to during the Tata group company response

### Maharashtra

**23**

villages in Latur and Osmanabad districts were covered by six Tata group companies, during the response



Health camps conducted in Gujarat

region, including over Rajasthan. An alarming 213 deaths were reported as of July 31, 2017. Many dams across the state were at full capacity, with a high probability of excess water being released if the rains continued.

The intensity of the disaster was mapped against the criteria mentioned in the Tata Disaster Response Guidelines, following which the Tata Sustainability Group recommended Tata Chemicals (the lead Tata company for disaster response in Gujarat) to anchor the response through Tata Chemicals Society for Rural Development (TCSR).

Representatives from Tata Trusts and Tata Chemicals carried out a field assessment in Banaskantha. The team visited four villages in Tharad block, and interacted with the District Collector and other relevant stakeholders, following which immediate needs were identified: drinking water, kitchen kits, health camps, tarpaulin sheets and carcass disposal. The Tata Trusts team had already initiated the response by setting up medical camps and deploying two mobile RO plants.

### Gujarat

**4,27,710**

litres of RO treated water distributed in 54 villages

**3,054**

kits distributed across two district

**4,100+**

animals vaccinated across 16 villages

**2,121**

patients treated in medical camps conducted in 29 villages

**2,000**

school kits distributed in 17 villages



Voices from the Field

### Jayesh Chudasama, Coastal Gujarat Power Ltd, Volunteer

“When people came to know that we are here for relief work from different Tata companies, they were surprised and the response from each and every person was extremely positive. Not

only from the villagers but whenever we interacted with any government officers, any teacher or NGOs, they listened to us very politely and helped us.”

**Scroll over images to view captions**



Residents look for their names on the relief kit distribution lists put up by the Tata group disaster response team.

### Bihar (Floods)

Floods due to heavy rain had affected over 21 districts in Bihar. This flood was a result of a sudden increase in water discharge through rivers - Gandak, Burhi Gandak, Bagmati, Kamla, Kosi and Mahananda- due to heavy rain in the catchment areas of the major rivers of north Bihar and in Nepal. Over 8,300 villages were impacted, with the death toll rising to over 480 people.

Over 8,54,926 people had been evacuated by National Disaster Response Forum (NDRF) and State Disaster Response Forum (SDRF). 1,358 relief camps accommodating 4,22,106 affected individuals and 1,646 community kitchens offering food to 5,57,719, was set up by the government as of August 28, 2017.

Tata Sustainability Group recommended Maithon Power Ltd, the Lead Tata Company of Bihar, to anchor the response through Tata Power Community Development Trust.

By August 29, a Response Leadership Team comprising Project Managers and Procurements Officers were deployed. Project Managers visited the worst affected villages in the blocks impacted by floods, over the next one week. After the field survey and assessment, the outreach to worst affected people was drawn up - covering blocks Runnisaipur, Dhaka, Gaunaha, Mushari, Katra-Pakri, Bchaha and Banjariya - spread across various districts of Bihar. Relief distribution at all identified locations was successfully completed. The group concluded the response by September 22, 2017 in Bihar.

### Bihar

**3,000**

households reached out to from 50 villages, 20 panchayats, four districts

**8**

relief distribution camps

**24**

days of response

**18**

employees volunteered (core volunteers) from across Tata group companies



Voices from  
the Field

### Ruth Perkins, Tata Motors, Volunteer

“Volunteering during Bihar Flood has helped me build a positive approach towards life, perseverance and a sense of selflessness. Working in the field is not easy but the team work of all the volunteers and Project Managers

involved, made it achievable despite all the challenges. Sometimes the best thing we can do as volunteers is to listen and empathize. I was left with a sense of satisfaction that I could play a small part in helping the people affected

by the flood, cope with the difficult conditions they were going through. It was a great opportunity to contribute to the betterment of society.”

## **TATA** SUSTAINABILITY GROUP

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