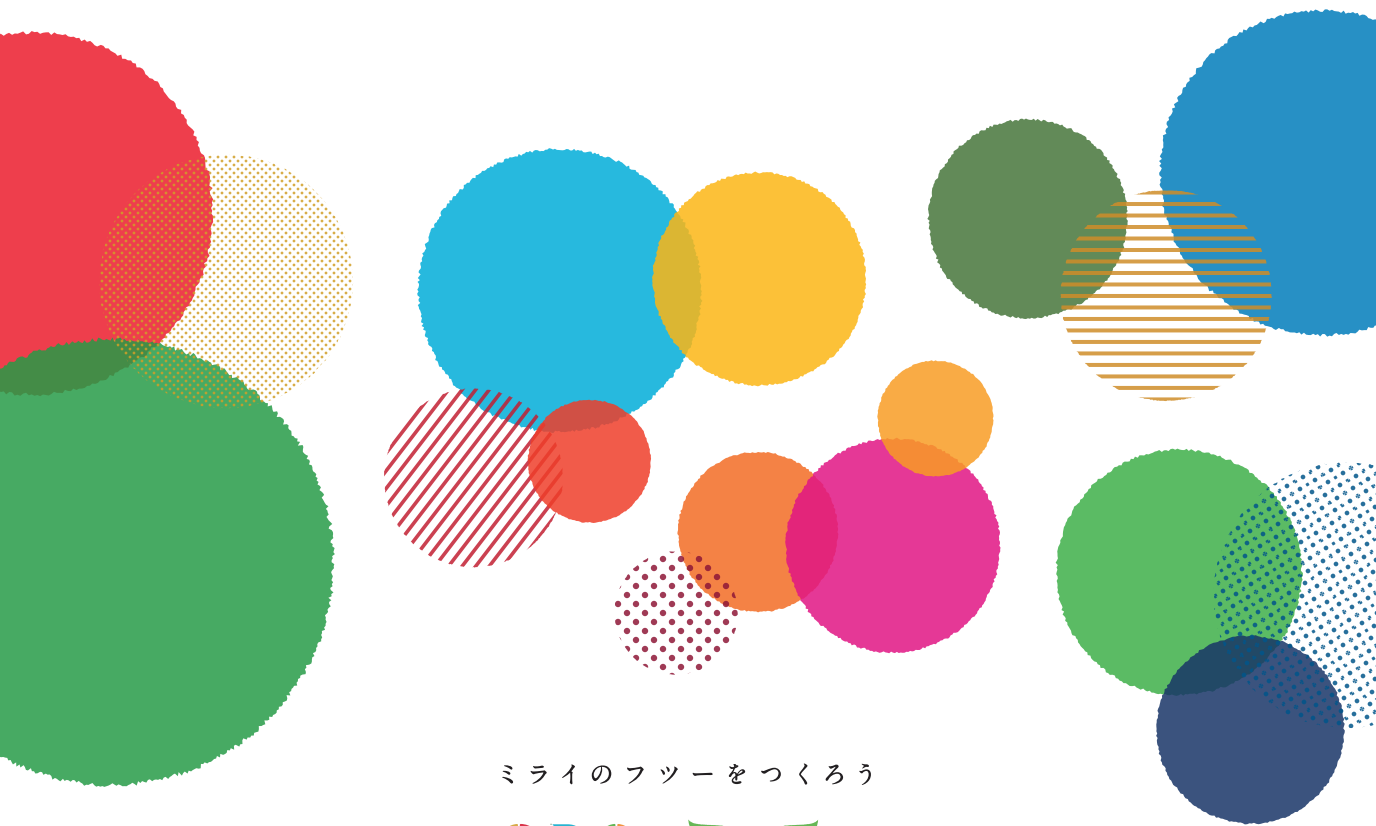


Toyota SDGs Good Practices



ミライのフターをつくろう



未来都市とよた

SDGs stand for Sustainable Development Goals, adopted at the United Nations Summit in September 2015. The SDGs set out 17 goals and 169 targets for critical issues that the international community must tackle and resolve together, including poverty eradication and climate change mitigation. To achieve the SDGs, it is important that each and every one of us start doing what we can now. Toyota City, an SDGs Future City, created this booklet to introduce activities undertaken by companies, schools and organizations pursuing what can be done now.

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SDGs Future City Toyota

Desired future state of Toyota City

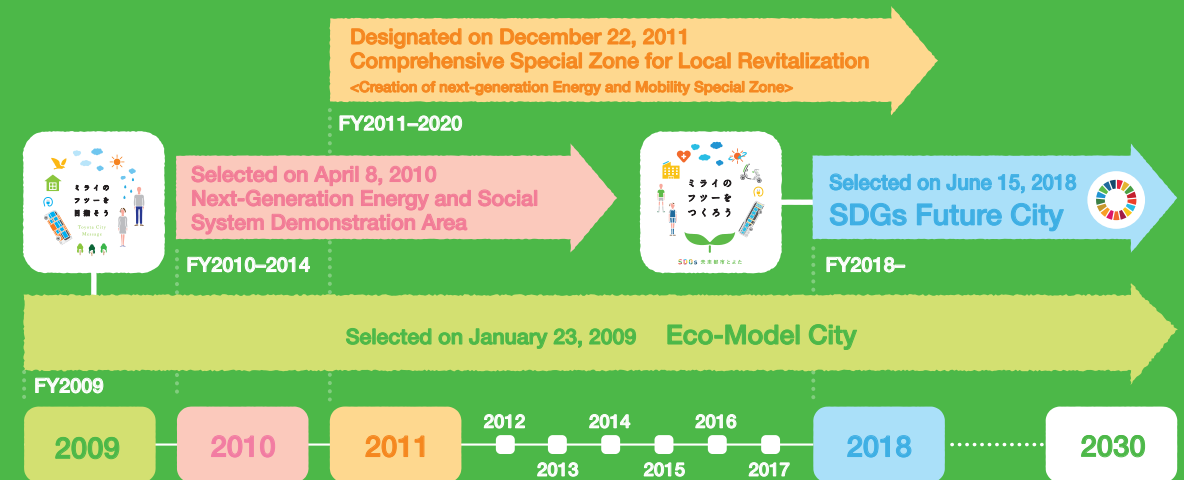
—Connect and achieve a fun city to live in, Toyota—

By deepening, mutually recognizing, and utilizing connections between people and the local region, and with nature, Toyota seeks to be a city where it is possible to create diverse values and potential, while also being a fun place to live.

SDGs Future City Toyota

Toward realizing a "Connect and achieve a fun city to live in, Toyota" Toyota City has been pursuing tomorrow's standards, whereby residents can enjoy a comfortable lifestyle without excessive burden and waste while preserving the precious natural environment. The City has promoted various initiatives, leading to the development of various advanced technologies and new social systems. In 2018, Toyota City was selected by the Cabinet Office as an "SDGs Future City," which should take the lead in initiatives to achieve the SDGs.

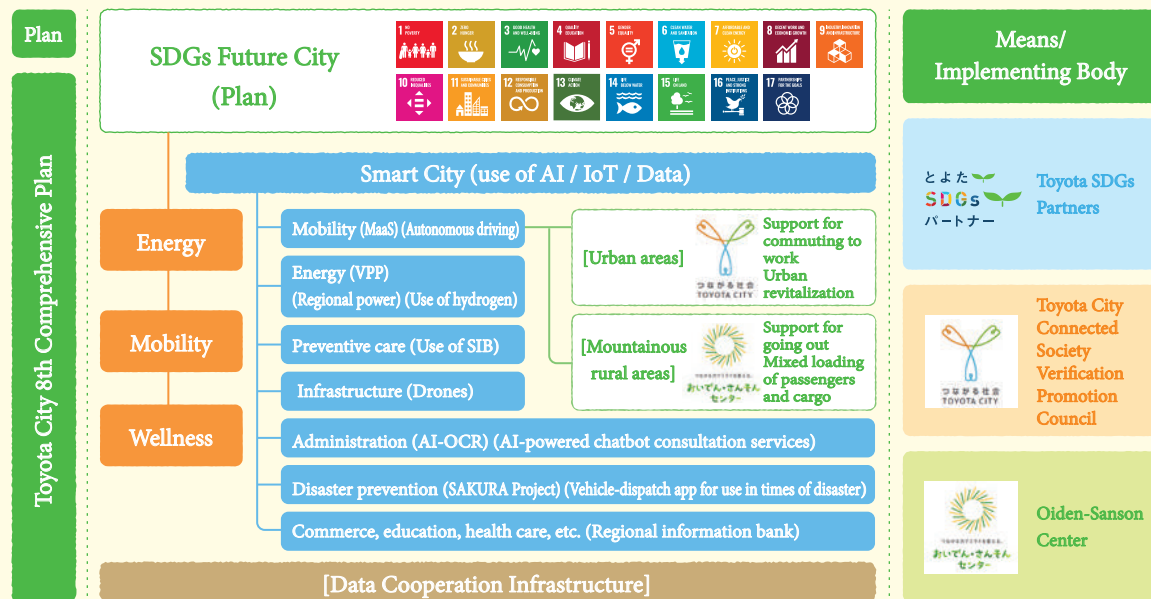
Toyota City's progress toward the future



Aiming to achieve the SDGs through the three key fields of focus

Toyota City has defined “Energy,” “Mobility” and “Wellness” as the three key fields of focus for its activities as an SDGs Future City. In the initiative aimed at becoming a smart city using AI, IoT and Big Data, the City is actively working in the fields of mobility, energy and preventive care. The City is implementing various activities to achieve the SDGs, in cooperation mainly with Toyota SDGs Partners, the Toyota City Connected Society Verification Promotion Council, and the Oiden-Sanson Center.

Conceptual Diagram of the Toyota City Smart City Initiative



Toyota SDGs Partners



Toyota City registers companies, organizations, etc. that will collaborate with the City in implementing projects and activities aimed at achieving the SDGs and creating a sustainable community as “Toyota SDGs Partners.” Toyota City and the Partners will leverage their respective resources and knowledge and work together in promoting sustainable projects/activities and raising public awareness of the SDGs, with the aim of achieving their shared SDGs and resolving local issues of the City.



Toyota City Connected Society Verification Promotion Council



The Council aims to promote the resolution of regional issues through the verification and implementation of new technologies and social systems, by connecting citizens, companies, financial institutions, educational/research institutions, and public government. The Council engages in various activities, including promoting local production and consumption of resources and energy, addressing an aging society, and promoting traffic safety.



Oiden-Sanson Center



The Oiden-Sanson Center is a general incorporated association that was established to coordinate exchanges between urban and rural areas and connect people to people, as well as communities and companies/organizations. The Center provides support to resolve issues in urban areas and mountainous rural areas, realize diverse lifestyles, and create new regional appeal.



|| Fujitsu Ltd. Tokai Branch ||

Trial verification of Ontenna for hearing impaired children in the Nanohana Group at the Children's Center



Main goal



Related goals



Realizing learning that leaves no one behind, using a cutting-edge communication tool

From September 2020 to March 2021, Fujitsu Ltd.'s Tokai Branch is conducting a study in the Nanohana Group at the Toyota Children's Center to evaluate and verify the effect of "Ontenna"—a device that vibrates and flashes when it senses sound—when used as a communication tool in rehabilitation and educational settings for hearing-impaired children.

Since June 2019, as part of its ICT-based education support activities aimed at achieving "learning that leaves no one behind," Fujitsu has been providing a free trial version of Ontenna to schools for the deaf across Japan. The trial version of Ontenna has been widely used in speech classes, rhythm exercises and other school activities. Having learned that starting intervention early (in infancy) is the key to better speech and language development, the project team decided to conduct a study to evaluate the effectiveness of Ontenna for hearing-impaired infants, in order to contribute to the improvement of rehabilitation through technology, thereby contributing to the development of hearing-impaired children. Although still under

investigation, it is suggested that Ontenna is effective in individual training for hearing-impaired infants on the perception of sounds through vibration and light feedback. The project team plans to expand the use of Ontenna with young children, and encourage the use of Ontenna as a communication tool not only in a nursery setting but also at home.

There are large regional differences in capacity and environment for early detection and intervention for hearing-impaired children. The most pressing issues to be addressed include responding to multiple disabilities and diverse disabilities, providing child-rearing support for parents, reducing instructors' work burdens, and securing and developing human resources. The project team is planning to create a system to share the know-how and knowledge (implicit knowledge) of the experienced instructors who have cooperated with the project, so as to standardize the quality of rehabilitation and instruction for hearing-impaired children.



Comments from the person in charge

We will strive to realize a world where technology, like Ontenna, that allows the user to feel sound with their body is used as a matter of course in auditory rehabilitation and training for hearing-impaired children from the infancy period. We would like to work together with community residents to build a community that celebrates diversity and inclusion.

Fujitsu Ltd. Tokai Branch

JR Gate Tower 1-1-3, Meieki, Nakamura-ku, Nagoya City, Aichi Prefecture

<https://www.fujitsu.com/jp/>

|| SMIRING Co. Ltd., NPO Onbuni Dakko ||

Bistro SMIRING



Main goals

3 GOOD HEALTH AND WELL-BEING



8 DECENT WORK AND ECONOMIC GROWTH



11 SUSTAINABLE CITIES AND COMMUNITIES



Operating a community cafeteria where elderly people support younger generations and everyone feels happy

SMIRING Co., Ltd. and NPO Onbuni Dakko hold a community cafeteria every Friday evening to provide a place where working mothers in the community can come together and relax. The foods served at the cafeteria are cooked by elderly people using day care services, nursing staff and local volunteers.

Recently, the numbers of two-income households and single-parent families have been increasing, and an increasing number of staff at SMIRING are working while raising children. In the meantime, the elderly people using day care services thought there was still something they could do for others. Theirs was a generation who did things manually, and many are still dexterous with their hands. To solve problems experienced by working mothers and elderly people, SMIRING reversed the conventional approach and came up with the idea of “creating a community where elderly people support younger generations.” After much thought and deliberation, they eventually arrived at

the idea of opening a community cafeteria.

The elderly persons participating in this project perform cooking, which involves maintaining a standing position for a long time and using knives. By performing cooking tasks, they undergo rehabilitation in daily living activities without realizing it. For mothers who visit the cafeteria with their children, they can enjoy a sense of liberation, freed from the duty of cooking dinner, and take a break as their children play with other children. The cafeteria also serves as a place for interaction among multiple generations. Elderly people and children, who normally have few opportunities to meet each other, interact and enjoy spending time together.

Although the cafeteria has been suspended since March 2020 due to the COVID-19 pandemic, it will be reopening in a new location (Misato District) under the new name “SMIRING Kitchen LABO” in April 2021.



Comments from the person in charge

Regional issues, issues that each generation faces...we thought we might be able to find solutions by mixing and considering various issues together, instead of tackling each issue separately. We would like to support local people by creating a place where they can come and relax with peace of mind.

SMIRING Co. Ltd.,
NPO Onbuni Dakko

7-3 Hirohata, Nakagaito-cho, Toyota City, Aichi Prefecture
<https://smiring.info/>

|| Aichi Prefectural Yutakano High School ||

Inquiry-based learning using the SDGs as a tool



Main goal



Related goal



High school students realize that an individual's actions can change society for the better

Since academic year 2020, Aichi Prefectural Yutakano Senior High School has implemented the “SDGs Inquiry-based Program” for all first-year students in the general course. In addition to promoting students’ understanding of the SDGs, this Program aims to develop (1) the ability to convey ideas to others and work collaboratively to solve problems, (2) the ability to identify their own interests and aptitudes and open up their future, and (3) the ability to raise questions and explore them in depth while researching necessary information.

In the kick-off session held in September 2020, the SDGs Card Game was played. After that, the students were split into teams and started working on 10 of the SDG goals. In October, representatives from Toyota SDGs Partner companies visited the school and delivered lectures, in which they presented issues for

students to work on. At first, the students did not even know the term “SDGs.” However, through various activities, they gradually learned what the SDGs were and began to feel that “an individual’s small actions can change society for the better.”

In January, a separate presentation session was held for each goal, and representative teams were selected. In February, a general presentation session was held where the representative teams presented their solutions to the issues presented by the companies, while sharing the information they had gathered. The first year focused on activities to find solutions to the issues presented by the companies. Based on the experience gained in the first year, from the second year on, the school plans to implement a program to help students develop the abilities to raise questions and collect, organize and analyze information.



Comments from the person in charge

At first when we started the program, we teachers also had to learn from scratch what the SDGs are and what inquiry-based learning is, and we held discussions every day. Seeing changes in our students, we felt truly encouraged and motivated. It was challenging, but very rewarding.

Aichi Prefectural
Yutakano High School

3-3-1 Togari-cho, Toyota City, Aichi Prefecture
<https://yutakano-h.aichi-c.ed.jp/cms/>

|| Toyota Municipal Fujioka Minami Junior High School ||

Dialogue event where second-grade junior high students and adults talk about the future



Main goals

4

QUALITY EDUCATION



17

PARTNERSHIPS FOR THE GOALS



Related goal

11

SUSTAINABLE CITIES AND COMMUNITIES



Opportunities to talk with adults invigorate students to navigate their life paths

On December 1 and 2, 2020, in cooperation with Toyota SDGs Partner companies and organizations, Toyota Municipal Fujioka Minami Junior High School held a dialogue event online where second-graders and adults talked about the future. In the event, one-on-one pairs of junior high students and adults talked about what kind of life they wanted to live in the future while looking back on their life based on their life motivation graph, which indicated changes in their motivation up to the present.

The adults talked about what kind of life they had lived and what kind of future they envisioned for themselves, without being bound by the framework of “work.” Over the two days, each student talked with four to six adults and came in touch with their views on life. This event provided a precious opportunity for the students to think about their life in the future. They learned that it

is important to value their past selves and do their best on what they can do now for the future, and that even if they fail, they can try again and again. Many students said that they were able to honestly confess their worries about the future, because they were talking to complete strangers, and moreover online. It seems that through these encounters, many students gained the vigor and vitality they needed to move forward into their future. In addition to the existing job experience program, the School plans to continue implementing career educational programs like this event. Amid rapid changes in the concept of work or career, by effectively leveraging a network of Toyota SDGs Partners, the School will provide students with opportunities to develop a broad perspective, without being confined to school.



Comments from the person in charge

We received favorable comments from participants, such as “Although I had not expected it, I gained energy from the students.” In the future, instead of simply receiving knowledge and experience unilaterally, we will consider with the students what kind of social contribution junior high school students can make, and actively send out our message. We thank those who participated in this event from the bottom of our hearts. We would also like to thank the Advanced City Promotion Division of Toyota City Hall for their support in recruiting participants, as well as the Toyota City Board of Education and the Toyota City Education Center, which have prepared an environment for online activities.

Toyota Municipal Fujioka Minami
Junior High School

86 Kurayashiki, Nishinakayama-cho, Toyota City, Aichi Prefecture
http://www2.toyota.ed.jp/swas/index.php?id=c_fujiokaminami

|| Toyota City Hall ||
SAKURA Project



Main goals



Related goal



Selecting “next-generation vehicles” with superior eco-friendliness and disaster resilience

Toyota City has been implementing the SAKURA Project to promote the use of next-generation vehicles (EVs, PHVs and FCVs) equipped with an external power supply function, which can supply power stored in the vehicle battery to external devices. Positioning these vehicles as “running” power generators, the City has conducted various activities to disseminate the charms of next-generation vehicles not only from an environmental perspective but also from multifaceted viewpoints, and to broaden the possibilities of the vehicles, including using them as an emergency power source in the event of a disaster. In 2015, ahead of other municipalities in Japan, Toyota City launched the “Toyota SAKURA Project” as an initiative to promote the spread of next-generation vehicles. In September 2020, the project was renamed the “SAKURA Project.” “Toyota” was removed from the project name, with a view to having the project deployed widely not only in the city but also outside the city. Also, the City is working in cooperation with private companies and schools, instead of working alone, to create a system to “increase,” “connect” and “make it possible to use” vehicles equipped with an external power supply function. The “Increase” initiative aims to further promote the spread of next-generation vehicles. Under the initiative, a variety of events are held, including on-demand lectures, to communicate the advantages and usefulness of next-generation vehicles and the external power supply function. As part of this initiative,

next-generation vehicles are being actively introduced as the City’s official vehicles. The “Connect” initiative aims to allocate various types of vehicles with the power supply function in an optimal way to meet power supply demand in evacuation centers, etc. In cooperation with companies, the City is conducting demonstration experiments, using EVs, PHVs, FCVs and fuel cell (FC) power supply vehicles that can supply large amounts of power, to verify the matching system, etc. to deliver necessary support to locations where it is needed.

The “Make it possible to use” initiative aims to enable people to use the external power supply properly in the event of a disaster. Hands-on training sessions are held at community disaster drills and disaster prevention camps (held at elementary and junior high schools, etc.) in cooperation with car manufacturers and dealerships to allow participants to experience using the external power supply. In Toyota Ecoful Town, the Blackout Experience event is held to provide visitors with the opportunity to actually use the external power supply function under simulated blackout conditions. Also, installation work is being undertaken to ensure easy connection of next-generation vehicles to lighting equipment in evacuation centers.

Toyota City will continue to work in cooperation with more companies, schools and organizations to create a system to “increase,” “connect” and “make it possible to use” external power supply.



Comments from the person in charge

To make Toyota City an eco-friendly, disaster-resilient city, we will work to further develop the SAKURA Project. We aim to expand the Project activities to other areas across Japan and even around the world.

Toyota City Hall

3-60 Nishimachi, Toyota City, Aichi Prefecture

<https://www.city.toyota.aichi.jp/index.html>

|| Aldi Co., Ltd. ||

Confectionery box “Office Kirari”



Main goal

8 DECENT WORK AND ECONOMIC GROWTH



Related goals

3 GOOD HEALTH AND WELL-BEING



10 REDUCED INEQUALITIES



17 PARTNERSHIPS FOR THE GOALS



Creating a society where people with disabilities can gain job satisfaction

With the aim of creating a community where everyone can live a fulfilling life in their own way, Aldi Co., Ltd. is deploying a confectionery box service “Office Kirari.” In this program, handmade cookies made at support facilities for persons with disabilities are sold at 100 yen per packet. As of December 2020, about 70 Office Kirari boxes were installed in various locations across Toyota City, including public facilities (Cultural and Recreational Centers, etc.) and companies in the automotive industry.

Until the end of March 2020, the antenna shop Kirari was operated on the 9th floor of Matsuzakaya Department Store in front of Toyota City Station to sell various products made by people with disabilities. However, the number of customers decreased year by year, and due to poor sales, it had been difficult

to increase the wages of people with disabilities. In the hopes of letting local residents know more about disability welfare and making it possible for them to purchase products made at disability welfare facilities more easily, Aldi launched the Office Kirari confectionery box service in June 2018.

By installing Office Kirari boxes, Aldi has built connections with companies interested in disability welfare, leading to the receipt of orders for assorted cookie boxes as well as new orders for tasks such as park cleaning and domestic piecework. Office Kirari received the 2020 Good Design Award in recognition of its unique activities. Aldi aims to roll out the Office Kirari system to support facilities for the disabled throughout Japan, by packaging all necessary operations (the inventory management system, replenishment method, money collection method, etc.) into one.



Comments from the person in charge

Through Office Kirari activities, we aim to connect people with disabilities working in support facilities for the disabled with local people and companies, increase the wages of people with disabilities, and create a community where everyone can live a fulfilling life in their own way.

Aldi Co., Ltd.

3-1-8 Otobegaoka, Toyota City, Aichi Prefecture

<http://aldi.co.jp/>

|| Mikawa-no-Yamazato Community Power Co., Ltd. ||

Tasukeai (Mutual Help) Project



Main goal



Related goals



Ensuring a sustainable provision of community-based elderly support services, with profits generated from the electricity retailing business

In 2019, in addition to taking over the “Tasukeai (mutual help) Project,” which has been undertaken in the Asuke and Asahi Districts to support elderly people, Mikawa-no-Yamazato Community Power Co., Ltd. launched an electricity retailing business using the regional electric power system, to help resolve various issues in mountainous rural areas. The Company plans to invest profits generated from the electricity retailing business into projects aimed at resolving regional issues, thereby contributing to creating a sustainable community.

The “Tasukeai Project” supports elderly people through health monitoring, movement support, and promotion of going out. The principle aims of this project are to deepen parent-child relationships and promote mutual support among community residents, and to extend the healthy life expectancy of elderly people through the efforts of the entire community. One of the

pillars of this project is the “Tasukeai Car,” which assists the movement of elderly people. Volunteer drivers transport elderly persons to various destinations. For reservations (matching a volunteer driver with an elderly client), the information and communications system is used. In the past, elderly people had to use an app installed on a tablet to make reservations. However, some people were reluctant, or found it difficult to use a tablet. In 2020, to enable those people to use the movement support service, a new service menu was established to allow them to make a reservation by calling the Secretariat.

Aiming to provide services that leave no one behind, the Company will tackle various regional issues by using the regional electric power system, thereby contributing to the creation of sustainable mountain villages.



Comments from the person in charge

We plan to build a system to deliver elderly support services to other communities where they are needed. We will work hard to meet the needs of community residents.

Mikawa-no-Yamazato Community Power Co., Ltd.

20, Nakata, Yagami-cho, Toyota City, Aichi Prefecture

<https://my-power.jp/>

|| Satomobi LIFE Project Promotion Council ||

Initiative that uses ultra-compact mobility vehicles (“Satomobi”) designed for hilly and mountainous areas



Main goal



Related goals



Extending the driving life of elderly people using ultra-compact mobility vehicles

Since April 2019, the Satomobi LIFE Project Promotion Council, an organization mainly composed of local residents, has conducted a project to verify the usefulness and potential of ultra-compact mobility vehicles for movement support. In the project, local residents have converted the “COMS,” an ultra-compact mobility vehicle, to a specification suitable for hilly and mountainous areas, and are using the converted vehicles for their daily movement.

This project was started with the aim of creating a sustainable community by motivating elderly people to go out using ultra-compact mobility vehicles, which are agile and easy to maneuver, thereby improving their quality of life (QOL) and extending their healthy life span. Through this project, the rate of going out of elderly people has increased, especially their frequency of going out to eat, visit friends, or participate in community meetings or activities.

Also, the project has attracted considerable attention as an advanced initiative that promotes the use of ultra-compact mobility vehicles as a new means of movement for the elderly, and

many people visit the area from all over Japan to make on-site inspections. The representatives of the Council presented the Satomobi project at the “study session on ultra-compact mobility vehicles that coexist with the community,” organized by the Ministry of Land, Infrastructure, Transport and Tourism, and contributed to the formulation of a roadmap toward the development of laws. The Satomobi project was also presented as a notable case in the 2020 Transport Policy White Paper. Furthermore, the Satomobi project was presented at the Diverse Mobility Promotion Council of the Ministry of Economy, Trade and Industry, contributing to the establishment and promotion of a subsidy program.

With the aim of providing a safe and secure mobility life through the use of the Satomobi S model, which has been modified to limit the maximum speed to 30 km/h, the Satomobi Life Project Promotion Council plans to deploy the project as a sustainable initiative while using the *Furusato Nozei* hometown tax program for businesses and other systems.



Comments from the person in charge

To create a sustainable community where residents live healthy, independent lifestyles, it is important to extend elderly people’s driving life span (time behind the wheel). We would like to create a sustainable community by encouraging elderly people to drive safer Satomobi S vehicles and thereby extend their driving life expectancy.

Satomobi LIFE Project
Promotion Council

432-3 Doyama, Asahiyawata-cho, Toyota City, Aichi Prefecture
<https://tyev.jimdofree.com/>

|| Umemura Construction Co., Ltd. ||

Creating products from locally sourced materials in Toyota City, including “Ume-no-Isu (chair)” and “Ume-no-Tsukue (desk)”



Giving children the opportunity to know about forests in Toyota City, through DIY chair and desk kits

Aiming to allow children who were forced to stay at home due to the closure of schools and daycare facilities under the COVID-19 pandemic to enjoy their time at home, Umemura Construction Co., Ltd. presented DIY chair and desk kits made from wood grown locally in Toyota City. The Company started this project hoping to convey their messages to the children: “You can enjoy yourself at home even if you can’t go out,” and “There are many forests and trees in Toyota City, and we can live with peace of mind thanks to their protection.”

In April 2020, a state of emergency was also declared in Aichi Prefecture, and many people were frustrated and developed pent-up feelings with no release. It was not only adults who felt this way. Children who could not go to school or daycare were also going through a stressful time. The Company initiated this project, thinking they wanted to do something to make the

children smile even just a little. Adhering to the idea of “doing what can be done without spending money,” they decided to create DIY kits using remnants of lumber produced in Toyota City, collected from cabin construction sites.

The company staff say that they were encouraged by the photos and comments they received from the children to whom they presented the DIY chair and desk kits. Through this project, the staff began to think about “what they can do now, instead of what they can’t do.” The project gave them an opportunity to recognize anew the importance of thinking about the problems that people face and the joy of reaching out to and sharing joy with others. These things are very important in conducting business activities, and it was great that all the staff shared the same feelings. This project has brought significant results to the Company.



Comments from the person in charge

Our company’s products, “Ume-no Isu (chair)” and “Ume-no Tsukue (desk),” are selected as Toyota City’s return gifts for the *Furusato Nozei* hometown tax program. We will continue to value our close connections with the community and conduct various activities so that we remain a company that is relied on by the local community.

|| General incorporated association ClearWaterProject ||

Come on, nature lovers!

Let's create a miniature biotope and learn about the SDGs!



Main goal



Related goal



Learning about the natural environment by observing things happening in the biotope

On October 3, 2020, an event titled “Come on, nature lovers! Let's create a miniature biotope and learn about the SDGs” was held in the Project Zone of Toyota City Ecoful Town. One of the biggest advantages of creating a miniature biotope is that you can learn in a fun way that aquatic organisms form a rich ecosystem and live interdependently.

The general incorporated association ClearWaterProject aims to pass on to future generations beautiful rivers, seas and lakes into which children love to jump, shiny-eyed with joy, and to create a rich waterside environment and waterside culture. If children become familiar with the natural environment and become interested in nature, when they grow up, they will exert a positive influence on the natural environment, directly or indirectly, in their respective areas of work. Under this belief, ClearWaterProject implements this program to enable children to experience the natural environment first hand. Also, to ensure that the learning and excitement children experience in the event

will endure in their daily lives—rather than letting it end as a one-off event, the event features the creation of a miniature biotope, allowing the children to take home the biotope they have created.

After the event, ClearWaterProject received comments from several children and parents. They said, “After we sprayed insecticide in the room, all the creatures in the biotope died.” All the creatures died—this is something that happened in a miniature biotope, but it is also something that happens in real natural environments around the world. The fact that the creatures were killed by pesticides mirrors the effect of water pollution caused by agrochemicals and other chemical substances. In this way, a micro perspective (miniature biotope) leads to a macro perspective (the natural environment). The miniature biotope thus gives children a unique real-life learning experience.



Comments from the person in charge

Taking care of nature and living things mirrors taking care of people. With the aim of conveying the spirit of the SDGs to children, we will continue to design and deliver environmental learning programs for elementary school children.

**General Incorporated Association
ClearWaterProject**

703 Urban Dwell Shiogamaguchi, 2-1403 Shiogamaguchi, Tenpaku-ku,
Nagoya City, Aichi Prefecture
<https://clearwaterproject.info/>

|| Toyota City Connected Society Verification Promotion Council ||

T+CAGO



Main goal

17 PARTNERSHIPS FOR THE GOALS

Related goals

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

11 SUSTAINABLE CITIES AND COMMUNITIES

13 CLIMATE ACTION

Delivering everything smoothly by eco-friendly ultra-compact mobility vehicles

Toyota City is implementing the “SDGs and the New Normal—Let’s Create Tomorrow’s Standards Project.” As its first project, a demonstration experiment of an on-demand delivery service is being undertaken using the ultra-compact mobility vehicle “TOYOTA i-ROAD” to address delivery needs, which is one of the issues raised by residents.

With the aim of promoting the new lifestyle under the COVID-19 pandemic, the Council started with food delivery. With Toyota Ecoful Town as the arrival and departure base, the delivery service area is within an approximately 5-kilometer radius of Toyota-shi Station. The entire service process—from the user’s selection of a restaurant and order placement to order reception, payment and delivery—is managed via a smartphone app in a centralized manner. Toward the commercialization of a community-based distribution service, the Council plans to conduct demonstration experiments to deliver various items from local stores to residents.

Due to the COVID-19 pandemic, people refrain from non-essential outings, pushing up demand for delivery services. The on-demand food delivery service has been very well received by local residents, and the number of registered members is now over 1,000. Many people use the delivery service for lunch and dinner. The service is also well received by participating restaurants, with positive feedback comments such as “We are really glad we participated.” At some restaurants, sales from delivery services including T+CAGO account for over 10% of their total sales. For delivery vehicle dispatch management, Hoei Kotsu’s know-how in taxi dispatch management is utilized, leading to smooth delivery. The future plan is to make further improvements to the system to attract still more users, making the delivery service beneficial to both local residents and restaurants. Also, in order to promote the new lifestyle, the Council will devise new service models to deliver various items from local stores to residents.



Comments from the person in charge

By leveraging many of the strengths of our city, including vehicles, driving and cooking, we are working hard to solve various problems experienced by local residents. We will strive to get through this difficult time and develop this project into something that will truly benefit the local community and make residents happy.

Scan the QR code to place your order for food delivery service.

Toyota City Connected Society Verification Promotion Council
(Toyota City Government, Toyota City Chamber of Commerce and Industry,
Hoei Kotsu Co., Ltd.)

<https://c-cago.com/>





UD FONT

This booklet uses easy-to-read
Universal Design fonts.

Published by



Advanced City Promotion Division,
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