Corporate Sustainability @ TCS

January   2009

Tata Consultancy Services (TCS) : Our Lineage – The Tata Group

A global business …

- Operations in 85 countries

- Products and services exported to 85 Countries

- International income 61% of group revenue

- Group turnover USD 62.5 billion (Nov 2007), equivalent to 5.3% of India's GDP

- International Income 38% of group revenue

- Market cap USD 60.56 billion (19 April 2007)

- Over 350,000 employees; 30% in overseas geographies, 25% Non-Indian

India's largest conglomerate

- 96 operating companies

- 7 industry sectors

7 industry sectors

IT & Communications   Consumer Goods

Engineering   Materials

Energy   Services

Chemicals

TATA CONSULTANCY SERVICES

Tata Group Businesses

› India's **Largest** Conglomerate ‹

› **96** Operating Companies in **7** Business Sectors ‹

Some Recent International M&A Activity:

Tata Motors Jaguar/ Land Rover [~$2.3B]	Taj Hotels Boston Ritz Carlton [$170MM]	VSNL Tyco Global Networks/ Teleglobe [$369MM]	Tata Tea Tetley / Good Earth Vitamin Water [~$1B]	Tata Steel Corus Steel [$13B]
Company significantly broadens product line and global footprint	One of Asia's largest hotel companies expands into U.S.	Largest provider of submarine cable bandwidth	2nd largest global branded tea operation	Combined company now 5th largest steel producer in the world

Key Developments in the Tata Group 2007-08

- Integration of Corus

- Unveiling of the Nano

- Acquisition of Jaguar – Land Rover

- Tata Chemicals achieves 2nd position in global Soda Ash capacity with the acquisition of GCIP

- Development of EKA supercomputer – the 4th fastest in the world

- VSNL becomes Tata Communications

- Group initiative in Defence – Boeing relationship

- Tie –up with Tesco in retailing

TATA CONSULTANCY SERVICES

Management Philosophy

"In a free enterprise,

the community is not just another stakeholder

in the business

but is the very purpose of its existence"

◢ Set up trading firm in 1868, laying foundation of Group

◢ Established modern textile mills 1874 onwards

◢ Strong proponent of India's industrialisation

◢ Committed Group's entry into steel, power & hotels and to creation of Indian Institute of Science

◢ Embedded Group ethos of values & nation building

Jamsetji Tata, Founder

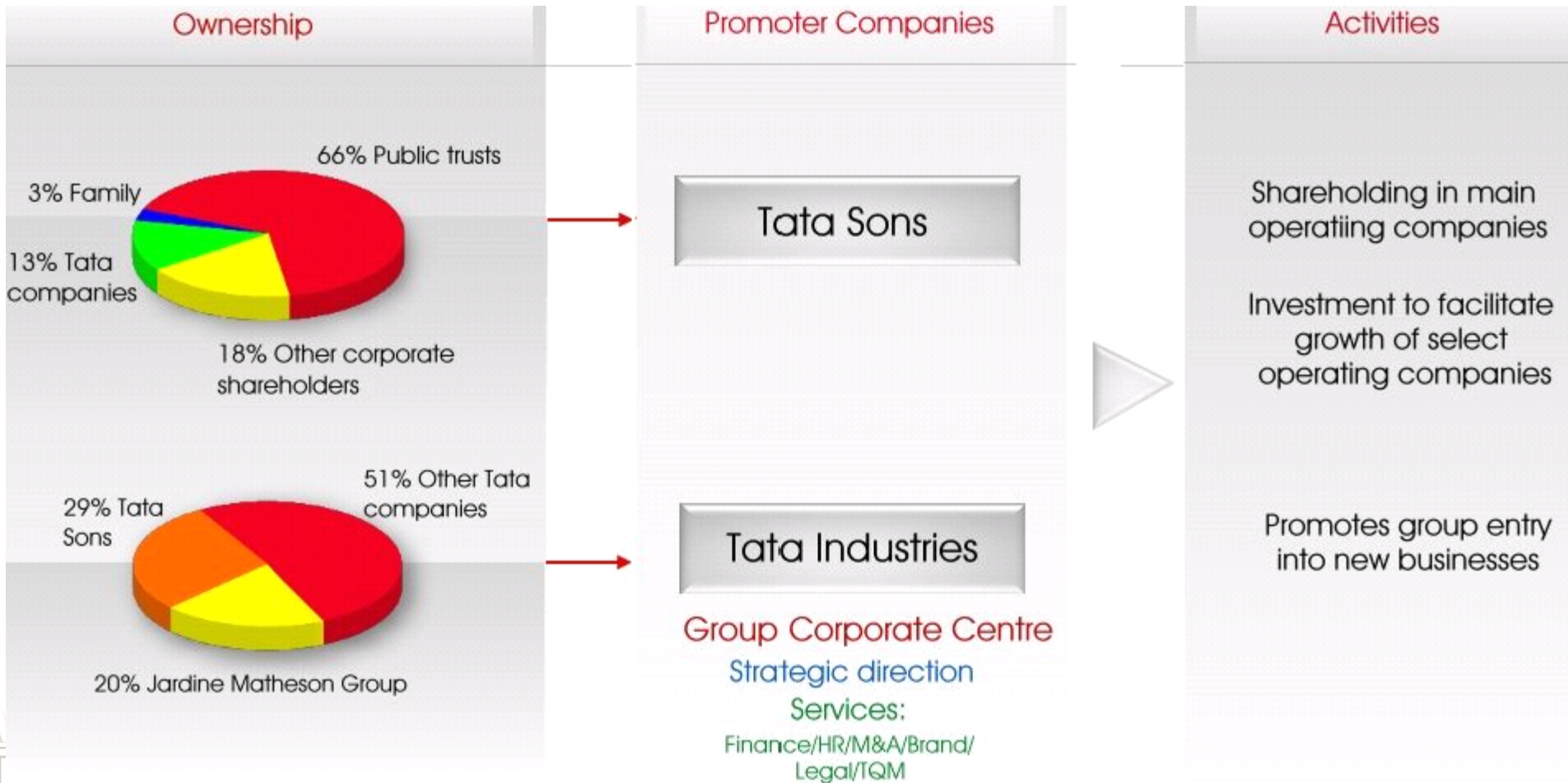(1839 – 1904)

TATA CONSULTANCY SERVICES

Industry Pioneers

1902	Taj Mahal Palace Hotel - Luxury hotels
1907	Tata Steel - Asia's first steel plant
1910	Tata Power - Hydro power
1932	Tata Airlines - Civil aviation
1968	Tata Consultancy Services - Software
1998	Tata Motors - India's first indigenous car

Industrial Practices Firsts

1912	Eight hour working day
1915	Free medical aid
1917	Schooling facilities for children
1920	Leave with pay, Workers' PF scheme

Ownership Structure

Ownership

- 66% Public trusts
- 3% Family
- 13% Tata companies
- 18% Other corporate shareholders

Tata Sons

- 51% Other Tata companies
- 29% Tata Sons
- 20% Jardine Matheson Group

Tata Industries

Promoter Companies

Tata Sons

Tata Industries

Group Corporate Centre
Strategic direction
Services:
Finance/HR/M&A/Brand/
Legal/TQM

Activities

Shareholding in main operatiing companies

Investment to facilitate growth of select operating companies

Promotes group entry into new businesses

TATA CONSULTANCY SERVICES

Addressing the Bottom of the Pyramid

- Business Hotels

- Retail

- DTH Services

- Credit Cards, Financial Services

- Intra-city truck

Expand Addressable Market

- Rural Insurance

- Low cost mobility

- EUR 17 watches, Plain Jewellery

- Rs. 1 Lakh (EUR 1800) Car

TATA CONSULTANCY SERVICES

Role of Companies

➢ Commitment to surrounding communities incorporated in Articles of Association of major companies

➢ CSR expenditure budgeted before preparation of profit and loss account by companies

➢ Active volunteering programme in Group
  - Over 11,500 registered volunteers in 20 companies
  - 150,000 volunteer man hours

➢ Illustrative Initiatives
  - Tata Steel: HIV/AIDS programme
  - **TCS : Computer based Adult Literacy Programme**

FY 08 contribution to social welfare Rs. 375 cr / $ 93 m

BEYOND BUSINESS

TATA CONSULTANCY SERVICES

Corporate Sustainability in other Tata companies

Tata Group companies have always displayed a keen interest in the welfare of the communities in which they operate. In some cases, activities are managed by and channelled through organisations established to further the cause of community development. Some typical instances :

- **Tata Steel** Rural Development Society (1979) is involved in various social development programmes aimed at helping the rural communities living around Tata Steel's operational units.

- **Tata Chemicals** Society for Rural Development (1980) promotes social uplift for communities in & around Mithapur (Gujarat), Babrala (MP) and Haldia (W Bengal) including agricultural development, education, rural energy, etc

- **Ralli**love ACTS (Assisting Communities Through Service), seeks to improve the quality of life of the poor, especially women and children, through sustainable community development programmes.

Providing scientific inputs for farming

Cash crop to be sold in nearby towns

TATA CONSULTANCY SERVICES

The Tata Group : Beyond Business

66% Equity of Tata Sons in Public Trusts

Sir Dorabji Tata Trust   **Sir Ratan Tata Trust**

Activities

- Endowments for Creation of National Institutions:

  (1911) Indian Institute of Science

  (1936) Tata Institute of Social Sciences

  (1941) Tata Memorial Hospital

  (1945) Tata Institute of Fundamental Research

  (1966) National Centre for the Performing Arts

  (2006) Tata Medical Centre, Kolkata

- Development assistance in water harvesting, medical research, microfinance, bio-diversity
- Foreign scholarships - science & engineering

Tata Council for Community Initiatives

Facilitating Role for companies' CSR activities

Triple Bottom-line Global Reporting Initiative - 16 Cos

UN Global Compact 35 Cos

Tata Index for Sustainable Development 14 Cos

TATA CONSULTANCY SERVICES

Tata Consultancy Services - Corporate Facts

> TCS was established in 1968

> FY 2008 revenue of USD 5.7 billion

(up from USD 4.3 billion in FY 2007)

> Over 1,26,613* employees

> 1st Company in the world to be assessed at Level 5 for integrated enterprise-wide CMMI and PCMM

> Global presence - 143 offices in 43 countries

> First and Largest

> Software R&D centre in India

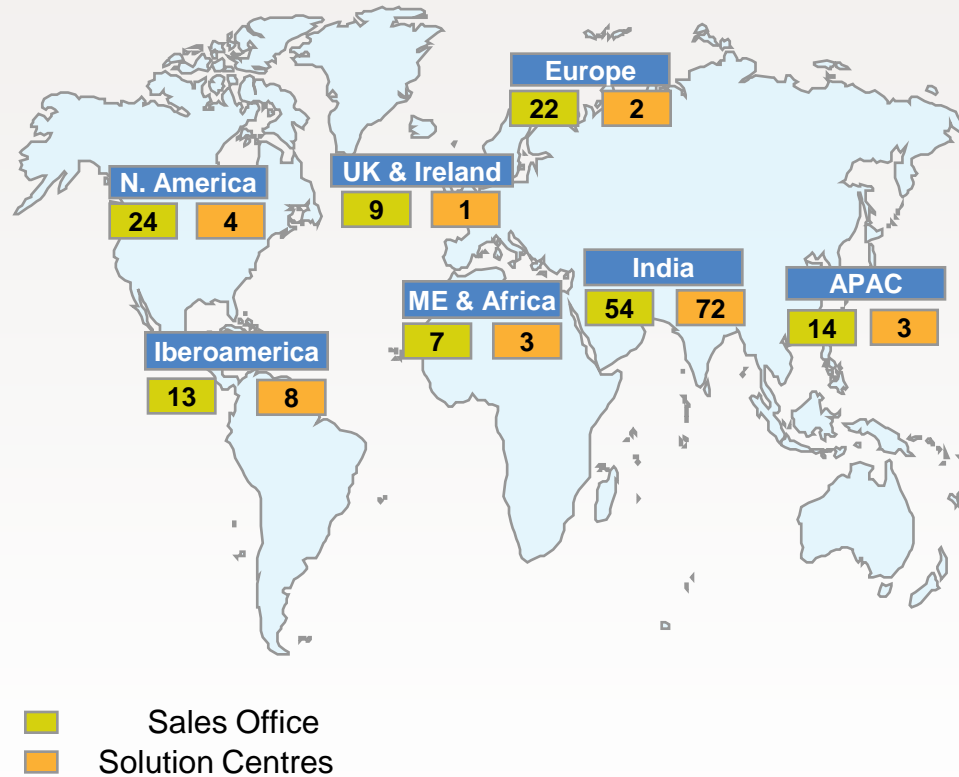> Software exporter in India

TCS Revenues in US$ Millions
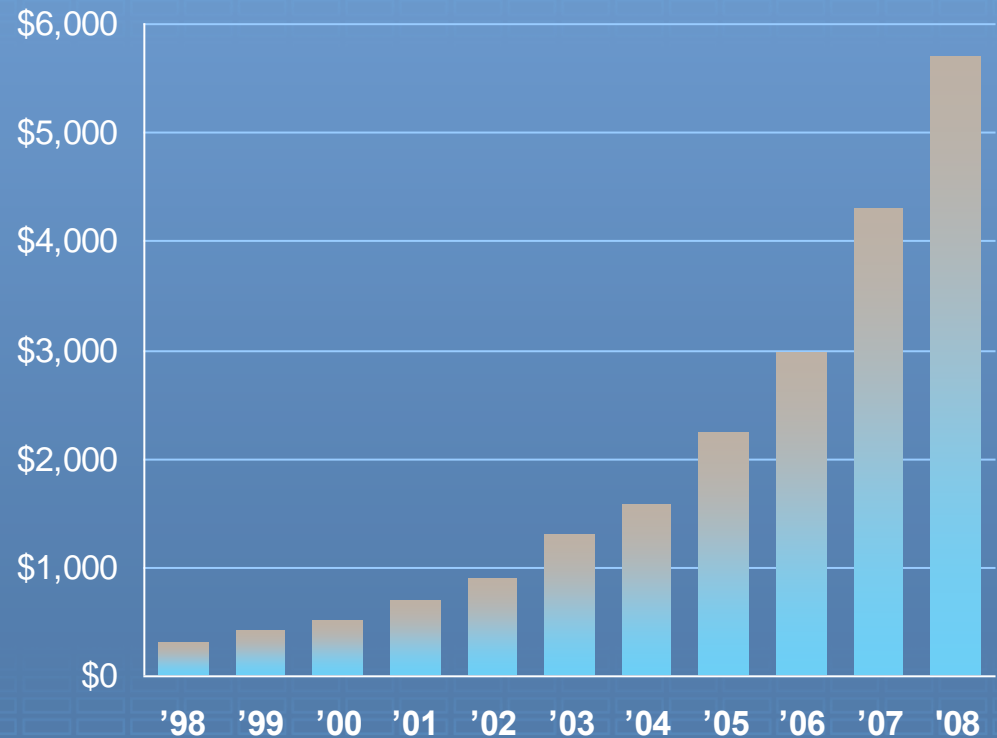
* All Figures as of March 31, 2008

* Excluding Subsidiaries, 1,30,343 Associates inclusive of subsidiaries, Excluding 12,459 TCS e-Serve employees
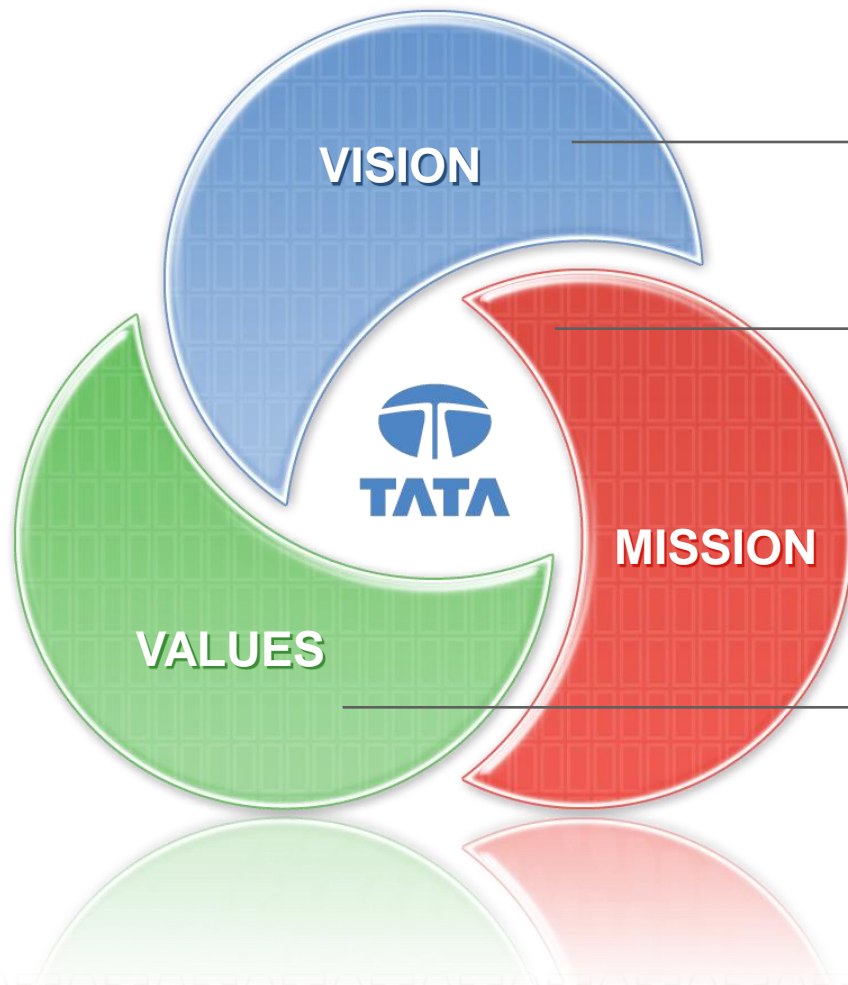
As on 31st Dec 2008

TATA CONSULTANCY SERVICES

TCS Global

143 Offices in 43 countries

93 Solution Centres in 17 countries

Europe
22 | 2

N. America
24 | 4

UK & Ireland
9 | 1

India
54 | 72

APAC
14 | 3

ME & Africa
7 | 3

Iberoamerica
13 | 8

■ Sales Office
■ Solution Centres

As on 31st Dec 2008

TATA CONSULTANCY SERVICES

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TCS - Shaping the Future

Vision

Global Top 10 by 2010

Mission

To help customers achieve their business objectives, by providing innovative, best-in-class consulting, IT solutions and services

To make it a joy for all stakeholders to work with us

Values

Leading change. Integrity. Respect for the individual. Excellence. Learning and Sharing

TATA CONSULTANCY SERVICES

TCS - Industry Expertise

Unmatched Breadth and Depth of Industry Knowledge

Banking/ Financial Services

Insurance

Energy, Resources & Utilities

Government

Life Sciences & Healthcare

Manufacturing

Retail & Consumer Goods

Telecom, Media & Information Services

High Technology

Travel, Transportation & Hospitality
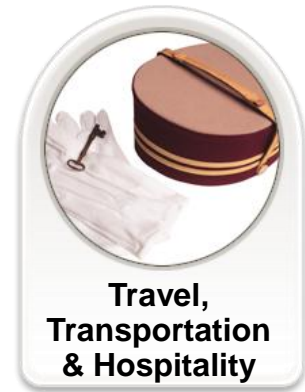
TCS Broad Portfolio of Offerings

IT Services
Outsourcing Solutions
Enterprise Solutions
Technology Solutions

Consulting
Enterprise Transformation &
Change Management
Business Process Management
Systems & Application Architecture
IT Process Management
Outsourcing Process Management

Business Process Outsourcing
Finance & Accounting
Outsourcing
HR Outsourcing
Customer Care Outsourcing
Supply Management Solutions
Vertical Solutions

IT Infrastructure Solutions
Infrastructure Outsourcing
Network Consulting
& Integration
Hardware Support & Installation
Infrastructure Management

Engineering & Industrial Services
Enterprise Asset
Management
Industrial Embedded
Systems
Plan Automation Services
Product Engineering

Product Based Solutions
TCS BαNCS
Vertical Industry Solutions
Productivity Tool Solutions

TATA CONSULTANCY SERVICES

TCS Innovation Labs

1. Bangalore, India
TCS Innovation Labs - Bangalore

2. Burbank, USA
TCS Innovation Labs - Telecom, Media & Entertainment

3. Chennai, India
TCS Innovation Labs - Chennai
TCS Innovation Labs - Retail
TCS Innovation Labs - Travel & Hospitality
TCS Innovation Labs - Insurance

4. Cincinnati, USA
TCS Innovation Labs - Seven Hills Park

5. Delhi, India
TCS Innovation Labs -Delhi

6. Hyderabad, India
TCS Innovation Labs -Hyderabad
TCS Innovation Labs - Business Systems
TCS Innovation Labs - CMC

7. Kolkata, India
TCS Innovation Labs - Kolkata

8. Minneapolis, USA
TCS Innovation Labs - Performance Engineering

9. Mumbai, India
TCS Innovation Labs - Mumbai
TCS Innovation Labs - Performance Engineering
TCS Innovation Labs - Telecom, Media & Entertainment

10. Naperville, USA
TCS Innovation Labs - RFID

11. Peterborough, UK
TCS Innovation Labs - Peterborough

12. Pune, India
TCS Innovation Labs - TRDDC
TCS Innovation Labs - Engineering & Industrial Design

13. Sydney, Australia
TCS Innovation Labs - Banking & Financial Services

TATA CONSULTANCY SERVICES

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TCS Co-Innovation Network (COIN)™

Academic Institutions
Research Institutions
Student Community
Startups
Venture Capitalists
Industry Bodies
TCS Innovation Lab
Customers
Alliance Partners
Entrepreneurs in Residence
Consultants
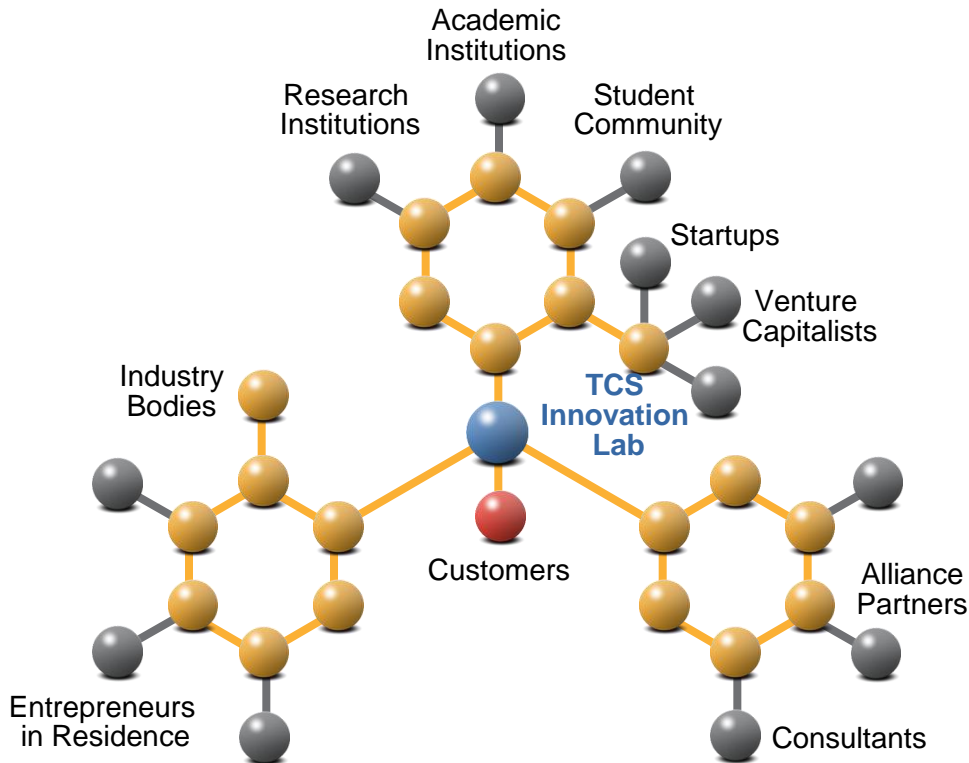
" TCS is remarkable for the way it taps into other organizations to create what it calls a co-innovation network. For the past three years the company has been gradually building a network of university researchers, venture capitalists, and startup entrepreneurs. Now this initiative is really starting to get traction"

– Steve Hamm , *"How TCS Harnesses Startup Innovation"*
BusinessWeek Blog - Bangalore Tigers , August 29, 2007

CORPORATE SUSTAINABILITY AT TCS

TATA CONSULTANCY SERVICES

In the Tata tradition of "giving back to society" TCS's focus of CS is on

- EDUCATION
- HEALTH
- ENVIRONMENT

TCS focuses on deploying its IT core competence to address large scale societal problems in the above domains.

Employee Volunteering is encouraged through Maitree.

TATA CONSULTANCY SERVICES

ACADEMIC INTERFACE PROGRAM (AIP)

- **Covers more than 300** engineering colleges and management institutes

- Faculty development and curriculum upgradation

- Facilitates **knowledge transfer**
- Promotes excellence among faculty & students

- **Industry exposure** for students
- Sponsors **research projects** & events to foster a multidimensional perspective for students

TCS is acknowledged for its key role in the development of the software industry in India from 1968 primarily through the Academic Interface Programme

TATA CONSULTANCY SERVICES

RECENT CS INITIATIVES IN THE KNOWLEDGE DOMAIN

- **Suryodaya** – Satellite based distance learning for engg students in Gujarat in assn with the Govt.TCS provides content and faculty as an extension of the AIP

- **InsighT** IT and softskills camp for students of Class 11 pre-university course. Blend of IT with Business ethics, HR, cultural sensitivity and related skills. Conducted in Chennai and Coimbatore, also in Australia.

- **Rural IT Quiz** Promoting IT awareness among rural students. In both 2007 and 2008, a phenomenal 12 lakh students participated in the state of Karnataka.

- **National Education Conclave (NEC)** Organised at various tier two cities for awareness of IT and other careers for students. TCS only organisation presenting the IT offering. Lucknow, Jaipur, Gwalior visited so far. Over 25000 students have come in contact.

2008 Rural IT Quiz

SURYODAYA

Use of hybrid model of e-learning & soft skills upgradation in juxtaposition with interactive Satellite Communication.

Receive in Classrooms across Gujarat State

Studio, BISAG, Gandhinagar

TATA CONSULTANCY SERVICES
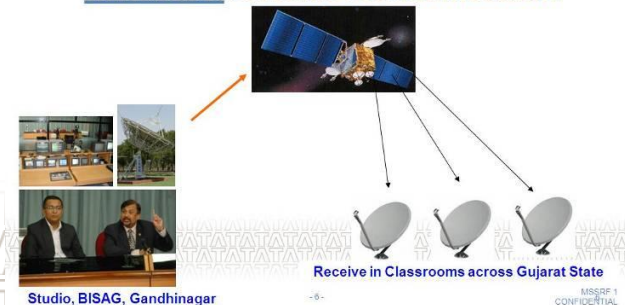
TCS ADULT LITERACY PROGRAM

- **Computer Based Functional Literacy** (CBFL) software designed and developed by TCS

- Available in **9 Indian languages.**   Now enhanced with **numeracy.**   **Arabic** CBFL under preparation

- 1400 ALP centers across the country

- **Over 100,000** people made literate

- Taken up as part of Tata Council of Community Initiatives with the mandate to **coordinate with various State Govts to adopt the CBFL Program**

- Partner with the **Mission 2007** Program spearheaded by Dr. M S Swaminathan. CBFL being implemented in 1,00,000 Village Knowledge Centers (VKC) through various partner organizations

- Acknowledged by **National Literacy Mission** as part of strategy to adopt ICT for Literacy especially in the 11th Five Year Plan.

TATA CONSULTANCY SERVICES

TCS EDUCATION INITIATIVES FORM A UNIFIED WHOLE INCLUDING HARNESSING RURAL TALENT

Academic Interface Program
Engg & Mgmt Insts

TCS/Educ World Teachers Award

IGNITE
Science Graduates

Suryodaya
Rural Engg Colleges

INSIGHT
Std XI (High School)

National Education Conclave
High School students

TCS Adult Literacy Programme

IT Quiz for schools

TATA CONSULTANCY SERVICES

Maitree CS Activities Embrace all Social Initiatives for TCSers and by TCSers. Maitree Coordinates Volunteering Programmes across all Geographies

Maitree is a division within TCS Global HR, (Maitree means Friendship)

- It was initially established to foster bonding among TCS staff and also between staff and families.

- Over the years it progressively expanded its activities to include a number of "Corporate Sustainability" initiatives in diverse areas like Rural Empowerment, Education, Health & Environment.

- The various related projects are undertaken autonomously by TCS Maitree.

TATA CONSULTANCY SERVICES

USE OF IT CORE COMPETENCE

TO ADDRESS

LARGE SCALE

SOCIETAL PROBLEMS

TATA CONSULTANCY SERVICES

Use of **IT core competence** to address large scale societal problems

Village Knowledge Portal

Content creation, storage & retrieval

Benefits
•Easy to search for information
•Information upload and download is much more automatic
•Only information of interest to the VKC/VRC needs to be transmitted
•Fully Indian language compatible – (open sourced and given free of cost)
•Ability to import existing content when system is installed
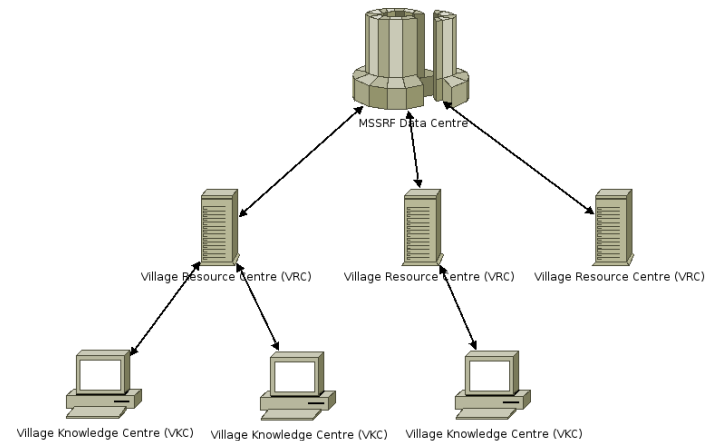
mKrishi :
Mobile Agro Advisory System

•Redefining the cell phone: from a mere voice device to a multi-function system
•Uses BREW applications on CMDA phones to provide vital information for farmers on issues like :
•Micro region weather information and advice.
•Advice on fertilizer and pesticide usage
•Market information

Structure of VKP

MSSRF Data Centre

Village Resource Centre (VRC)   Village Resource Centre (VRC)   Village Resource Centre (VRC)

Village Knowledge Centre (VKC)   Village Knowledge Centre (VKC)   Village Knowledge Centre (VKC)

This is the help main screen. It displays the geographical location of the farmer's handset. Thereafter the agricultural assistance information pertaining to his field is procured from the Village Knowledge Centre and displayed.

TATA CONSULTANCY SERVICES

Use of **IT core competence** to address large scale societal problems

CHILDLINE
Using technology to enhance

In 2000-2001, a group from TCS' Java Excellence Centre designed the ChildNET Call receiving software and database for the 24-hour helpline run by CHILDLINE, an NGO for children in distress. The 54 centre project is still supported by TCS. Annual volume of calls received stood at 2 million in 2006.

Childline V.2 now involves a nationwide upscaling of the network with optimal service delivery, cost reduction, enhanced speed & mobile connectivity. TCS will also create a portal and upgrade the website.

CHILDLINE was initiated as an experimental project of TISS in 1996. Unique example of Govt-NGO cooperation.

TATA CONSULTANCY SERVICES

23 May 2008   24

AP Online is the digital gateway of the Government to provide multiple services, any time and anywhere to citizens and business users.

Helpline for Children in Distress

AP Online E-Governance Portal

Addressing large scale societal problems through IT Core Competence

Implementation of National Rural Employment Guarantee Act in AP

- The NREGA solution has gone live in over 657 mandals across 13 districts in the state.
- Using the software 42 lakh job cards have been issued and 1 lakh works worth 625 crores have been processed.
- Entire transactions in the villages are available on the APREGS portal, which is being operated by TCS
- Irrespective of location, beneficiaries can browse information about their villages, work status and wage payments.
- By making data available for public scrutiny, the portal facilitates the Right to Information Act.


- A database of 44 lakh families in over 13,000 villages has been created
- Ensures error free records and prevents fraudulent wage payments
- Six lakh post office accounts opened in AP during the last six months as against seven lakh accounts opened in the last 55 years
- Helping honor the sovereign commitment of the government to provide 100 days of employment to every citizen in a year
- Impressed by its success, the Central Government has now decided to replicate this software in other states

NREGS software & Govt of AP won 2008 Stockholm Challenge Prize

TATA CONSULTANCY SERVICES

IT SOLUTIONS FOR HEALTH

TATA CONSULTANCY SERVICES

MSSRF 1
CONFIDENTIAL

TCS Telemedicine solutions

- **Web based** Solution
  (**Anywhere any time access**)
- Point to Point or Multi Point system
- Asynchronous / Synchronous consultation
- **In deployment for almost a decade**
- **More than 100 PHCs/remote centers connected** to District/Specialist Hospitals across India

- Successfully deployed **Tele Health applications across India** in a number of locations.

- TCS key **strategic partner for Intel Corporation** in implementing the Tele healthcare services of **Intel's World Ahead Community Program.**
- The **mission** of the Telehealth Project is to provide the greater accessibility to quality healthcare at low cost.
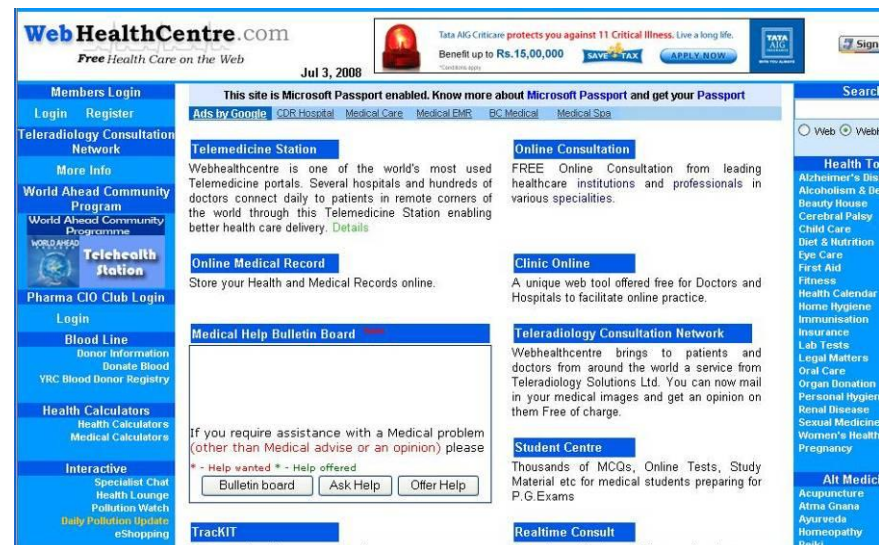

TCS Telehealth portal
www.webhealthcentre.com

- One of web's largest TeleHealth portals.
- Completed more than 26,000 Tele consultations and currently stores more than 45,000 Medical records online.
- Site is used by more than 40,000 unique visitors each month.

TATA CONSULTANCY SERVICES

Silicon Locket (CardioKit)

- **Ambulatory ECG Device for real-time monitoring** of heart condition
- Classification of heart beats and determination of severity of cardiac condition
- Alert to user & monitoring center on detection of cardiac disorder
- Bedside monitor, Halter monitor and Portable ECG Device
- Respiration rate monitoring
- **Facilitates the transmission of ECG Data** through GPRS to :
  - Doctor's Mobile
    - As MMS or SMS with link to view ECG available in the Central server
  - Central Web server
    - Doctor views ECG data (either as running wave or static image)
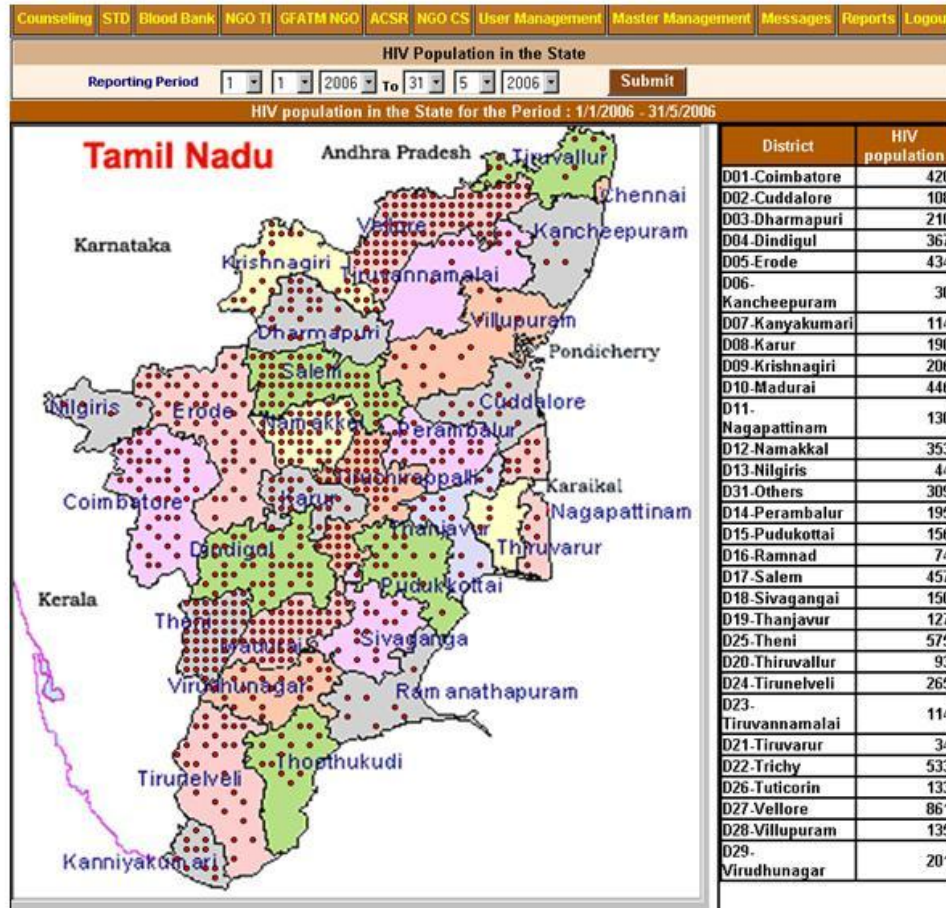

TATA CONSULTANCY SERVICES
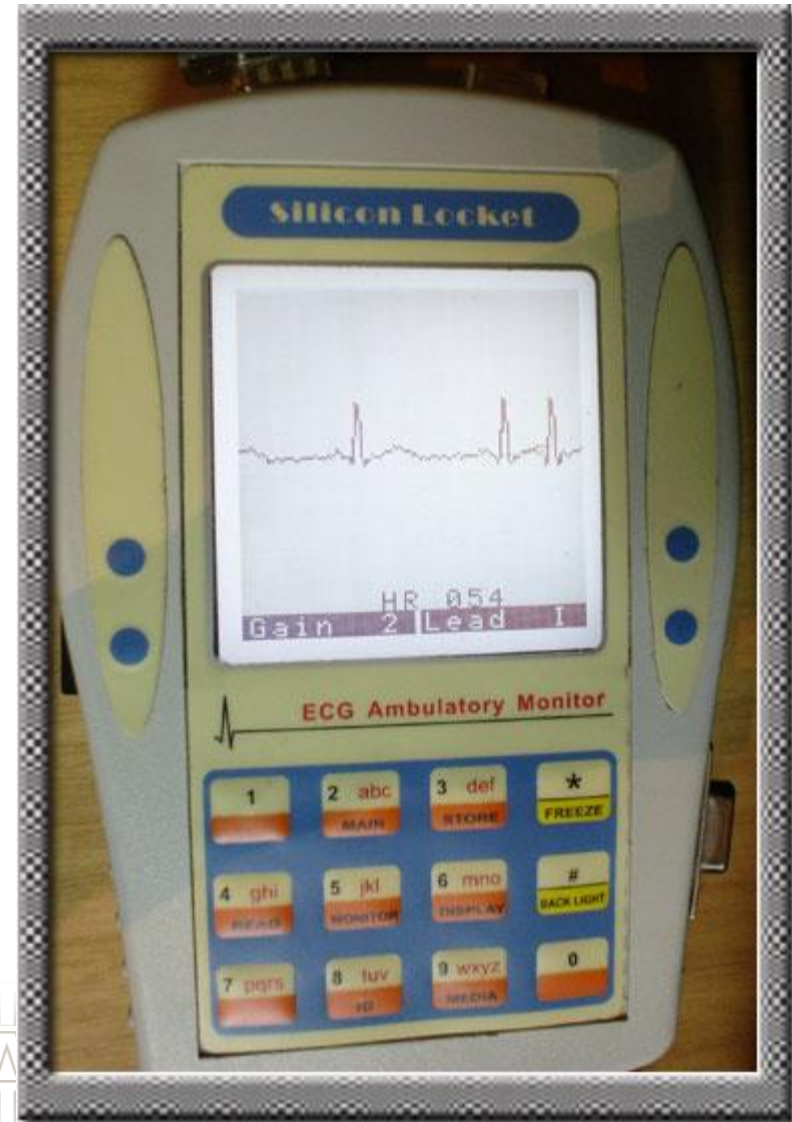
Disease Surveillance System

TATA CONSULTANCY SERVICES

Bioinformatics has revolutionized life sciences research, opening up new possibilities for medical and bioengineering applications and for understanding diseases and fundamental biology
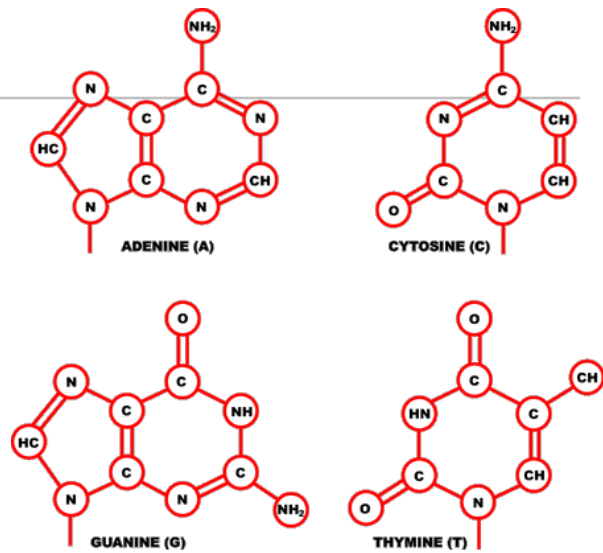
TCS Bio-Informatics Solution

Assists drug discovery processes from target identification to lead optimization.

Addresses Genomics, Protein Modeling and Structural Analysis, Simulation and Drug Design,

Areas : sequence analysis, genome analysis, comparative genomics, 3D modeling, 3D structure manipulations, structural analysis and simulations.

TATA CONSULTANCY SERVICES

HEALTH, SAFETY & ENVIRONMENT

Health Safety & Environment Activities

TCS policy on the environment – Key commitments

- TCS will always remain conscious of the impact of its operations on the environment and have a commitment to continual improvement, dispose waste in an environment friendly manner for prevention of pollution.

- TCS is committed to comply with all current applicable environmental and related regulations and where appropriate, exceed the prescribed standards.

- TCS will assess and seek to minimize the impact of its business activities on environment by optimizing energy and power consumption and the use of consumables and hardware through recycling or reuse.

Environment Targets for 2008-09

1. 100% Environment friendly disposal of E-waste and Printer Cartridges.

2. Based on 2007-08, 10% increase in Recycled Water, Rain water harvesting /Ground water recharging and Solar Water Capacity.

3. 5% decrease in Power Consumption, 2% decrease in Paper Consumption.

4. 5% increase in Renewable Cooking Gas (methane gas) through Bio-digestor Plant.

5. 25% increase in manure generation through vermiculture/ Bio-digestor Plant.

TCS receives the Golden Peacock Environment Management Award from World Environment Forum May 2008

TATA CONSULTANCY SERVICES

Health Safety & Environment Activities 2008-2009

Focus on ISO 14001 certification

Solar Energy

Waste water treatment, Rainwater harvesting

Vermi-composting, Bio-digester and Tree plantation

- **ISO 14001** 24 delivery centres are ISO 14001:2004 certified by TUV NORD   Enterprise-wide in 2010
- Identification of **e-Waste Handling** through authorised vendors and the same being carried out including computers gifted to NGOs
- **Vermi Composting** at 13 centres – 39323 kg
- Introduced **Bio-Digestor Technology** at Yantra Park. Will produce compost and methane gas for four burners. Pune biodigestor produces 6840 kg cooking gas
- **Green Building** Initiatives - LEED Certification
- **Construction Safety Audits** at all Construction Sites
- **Waste Water Treatment** and Reuse through STPs. 15,11,190 Cu M p.a Water recycled used for A/C, sanitary and garden.
- **Rain Water Harvesting** 1530 Cu. Litres Rain water Harvested at 7 centres
- About 830 **trees planted** during the year.
- 76050 KWH of **solar energy** being harnessed and used in solar heaters in the kitchen

TATA CONSULTANCY SERVICES

CONCERN FOR THE ENVIRONMENT (CS)

SANJAY GANDHI NATIONAL PARK

April 24, 2005 saw over 1000 TCSers gather at the Park to felicitate the Park Rangers and initiate joint action.

TCS has now undertaken a project to help protect the 100+ sq km Sanjay Gandhi National Park in Borivali, Mumbai. TCS is creating a decision support system integrating maps to help in the management of the Park resources and wealth.

Project Geo-Vun will help to check illegal encroachment, forest fires in and around the Park, enhance patrolling (beat) efficiency within the Park, prevent the illegal felling of trees, implement measures to prevent poaching and plundering of forest wealth, monitor & control the environment damage caused by mining activity near the park.

TATA CONSULTANCY SERVICES

TCS & BITC

TCS is a member of **Business in the Community**, UK (BITC)

Member of BITC Per Cent Club by virtue of social spend

TCS in **GOLD** Band of BITC's **Corporate Responsibility Index,**

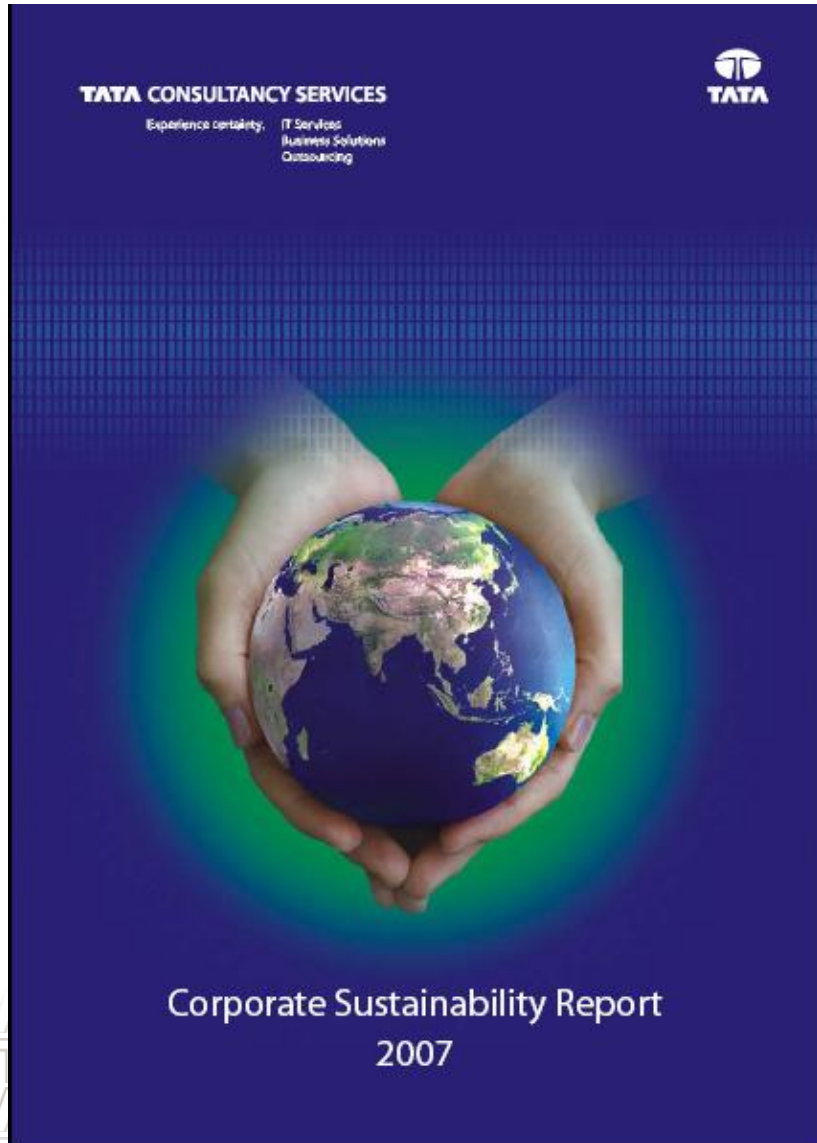which is the leading UK benchmark of responsible business practice

For 2007 :

TCS Overall score	**91% Gold**
Workplace	95% Platinum
Community	97% Platinum
Environment	90% Gold

Awards & Recognition

- TCS included in **Dow Jones Sustainability World Index**, Sept 2008 as one of only two Indian companies
- mKrishi awarded **Wall Street Journal Technology Innovation Award** in Wireless Category Oct 2008
- NREGS software & Govt of AP won 2008 **Stockholm Challenge** Award
- TCS in **Standard & Poor's ESG Index for India** Jan 2008
- Golden Peacock **Environment Mgmt System** Award- 2008
- **EMPI Indian Express Innovation Award** Gold Trophy for TCS Literacy Programme
- Golden Peacock **Global** Award 2007 for **Corporate Social Responsibility**
- Dr. Malcolm Adiseshia Award from Tamilnadu Board of Continuing Education and State Resource Center
- Listed in India Segment of UNESCO Metasurvey on the use of technologies in education
- Sole nomination from India in the category of Education at **Stockholm Challenge** Awards (900 entries)
- Short listed at UN World Summit
- Asian Forum for CSR (AIM Manila)

Golden Peacock Awards

STOCKHOLM.CHALLENGE

FINALISTS 2003/2004
The Stockholm
Challenge Award
www.challenge.stockholm.se

ASIAN CSR AWARDS

TATA CONSULTANCY SERVICES

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Thank You

Visit us at www.tcs.com