



Leadership with Trust



## The Tata group



DRIVEN BY  
**VALUES**

A **GLOBAL**  
ENTERPRISE

IN PARTNERSHIP  
WITH **SOCIETY**

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, founder of the Tata group

## Our Mission

To improve the quality of life of the communities we serve globally through **long-term stakeholder value creation** based on **Leadership with Trust**.



## Group Overview

a **global** business group  
with products and services in over **150** countries

over **695,000** employees and operations  
in over **100** countries

group revenue of **~ \$100 bn**  
with over **60%** generated in geographies other than India

**global leader** in several sectors

## Largest Companies and Market Cap

Tata Motors

Tata Consultancy Services

Tata Steel

Tata Power

Tata Communications

Tata Chemicals

Tata International

Titan Company

Tata Teleservices

Tata Global Beverages

Tata Capital

Voltas

Tata Projects

Tata AIA Life Insurance

Tata Sky

Tata AIG General Insurance

Indian Hotels

Infiniti Retail

Tata AutoComp Systems

Trent

Tata SIA Airlines (Vistara)

Tata Elxsi

Tata Realty and infrastructure

Tata Housing



**Market Capitalisation (India)** of 29 listed companies as on 28 March 2018  
**Rs 944,057 cr / US\$ 144.79 bn**

**Most valuable** business group in India

**6.6%** of Bombay Stock Exchange's total market capitalisation  
Rs 1,42,24,997 (US\$2,182 billion)

**4 mn** shareholders

Exchange rate on 28 March 2018 \$ = Rs 65.20

## Industry Leaders

### GLOBAL RANKING

**#1** **international wholesale voice provider**  
— Tata Communications

**2nd** **largest IT services company**  
— Tata Consultancy Services  
*Market Cap and Profit*

**2nd** **largest tea company**  
— Tata Global Beverages

**3rd** **largest producer of soda ash**  
— Tata Chemicals

**Top 10** **commercial vehicle manufacturer**  
— Tata Motors

**Top 10** **steelmaker**  
— Tata Steel  
*(by Worldsteel Association)*



### INDIA RANKING

**largest integrated power company and largest renewable energy company** **#1**  
— Tata Power

**largest manufacturer and retailer of branded watches, jewellery and eyewear** **#1**  
— Titan Company

**market leader in room air conditioners** **#1**  
— Voltas

**largest pure play engineering and design services provider** **#1**  
— Tata Technologies

**leading auto-component manufacturer**  
— Tata AutoComp

**one of Asia's largest and finest group of hotels**  
— Indian Hotels

# Worldwide Footprint



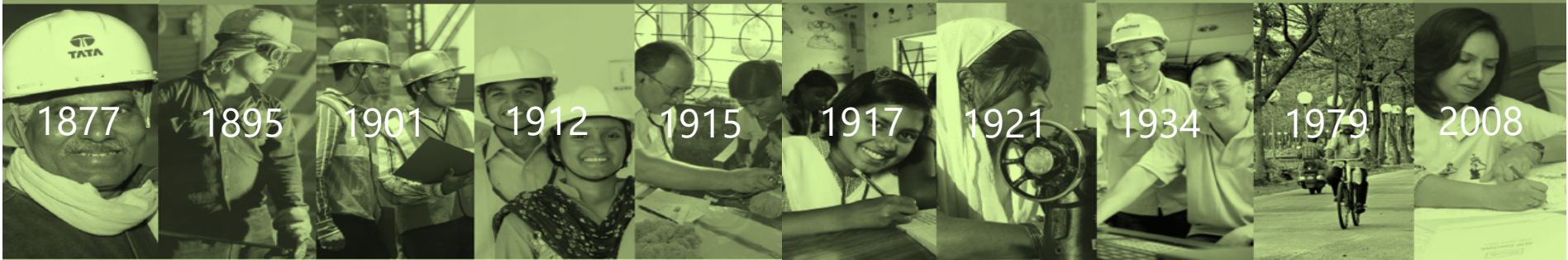
The Tata footprint covers the world with operations in more than 100 countries spread across 6 continents, and over 695,000 employees worldwide

Indicates key operations

# Pioneering – Businesses and Industrial Practices



1903	1907	1911	1932	1968	1983	1998	2000	2006	2007	2009	2012
India's 1 <sup>st</sup> luxury hotel – Indian Hotels	India's 1 <sup>st</sup> integrated steel plant – Tata Steel	Hydro power – Tata Power	India's entry into civil aviation – Tata Airlines	India's 1 <sup>st</sup> software services company – Tata Consultancy Services	India's 1 <sup>st</sup> iodised branded salt to address iodine deficiency	India's 1 <sup>st</sup> fully indigenous car – Tata Indica	1 <sup>st</sup> major acquisition of international brand by an Indian business group	India's 1 <sup>st</sup> national chain of multi-brand outlets for electronics & durables	India's 1 <sup>st</sup> supercomputer in the private sector – Eka	Smart city car – Tata Nano	World's 1 <sup>st</sup> wholly-owned cable network ring around the world – Tata Communications



1877	1895	1901	1912	1915	1917	1921	1934	1979	2008
Pension and Gratuity	Workmen's Accident Compensation scheme	Worker's Provident Fund scheme	8 hour working day	Free medical aid	Schooling facilities for children	Maternity benefits for working women	Profit sharing bonus	Ex-Gratia payments for road accidents	Tata Second Career Internship Programme



## Customer Centricity

**Tata Customer Promise** – reinforces companies' commitment to its most significant constituency



Intra-city light truck – Tata Motors' Ace



#VistaraWomanFlyer an industry-first offering of complimentary assistance for women travelling alone or with kids



TCS New York ReflexCity Marathon app



Tata Power's EV Charging infrastructure to enable India meet ambitious plan by 2030



Taneira offers traditional Indian weaves fused with contemporary designs and colours



Tata Communications provides connectivity to F1 races across race locations and connects 1 mn fans

## Sustainable Innovation

**Innovation and design** are the means to deliver breakthrough products, services and processes to our customers

**Innovation centres** – Research, Development and Technology business of Tata Steel Europe; Tata Chemicals Innovation Centre; Tata Motors European Technical Centre; TCS Innovation Labs; National Automotive Innovation Centre (at University of Warwick); and Technology Development Centre of Tata group at Bengaluru.

Tata companies publish approximately 2000 **patents** per year

Examples of innovation from group companies:

- **Food & Wellness** – UAV based technology to boost efficiency of water, pesticide and fertilizer use in agriculture
- **Energy** – cost efficient Fuel Cell Stack for automotive, defence and stationary use cases
- **Pedestrian airbags on cars** – from Jaguar Land Rover for the increased safety of pedestrians
- **Digital consumer products and services** – 1<sup>st</sup> of its kind safety wearable for a factory floor worker, in form of a smart watch, to track various health parameters
- **Cognitive automation technology** – World's first neural automation system for the enterprise – TCS' ignio – predicts and prevents IT outages before they happen



## Giving back to society – Tata Trusts

66% shareholding in Tata Sons, held by Tata Trusts, which are amongst India's oldest, non-sectarian philanthropic organisations

### Endowments for creation of national institutions :

- Indian Institute of Science
- Tata Institute of Social Sciences
- Tata Memorial Hospital (Mumbai)
- Tata Institute of Fundamental Research
- National Centre for the Performing Arts
- Tata Medical Center (Kolkata)

**Development assistance** for areas of education; healthcare and nutrition; rural livelihoods; natural resources management; enhancing civil society and governance and media, arts, crafts and culture.

**Educational scholarships** for Indians for higher studies outside India :

JN Tata Endowment scheme (established in 1892)

**Disaster Response** (along with Tata companies)



“  
...What came from the people has gone  
back to the people many times over.”

- J R D Tata  
Chairman, Tata Sons  
1938-1991

## Sustainability in Action – Operating Businesses

Commitment to sustainable development and welfare of community in areas like Rural Development, Strengthening Livelihoods, Health and Education. Environment sustainability focus areas are Carbon, Water, Energy, Natural Capital and Circular Economy

- 40 group companies undertake **sustainability reporting** on the frameworks of United Nations Global Compact, Global Reporting Initiative, Carbon Disclosure Project and Business Responsibility Report
- Group level programmes include: volunteering program Tata Engage (**1.2 million volunteering hours** in FY18)

Active programmes around the world include:

- **India:** UN award winning program on HIV/AIDS, computer-based adult literacy, e-learning teaching application for special children, whale shark conservation
- **North America:** Partnership with the First Book programme
- **UK:** Education Business Partnership centres providing learning facilities
- **China:** Support Operation Smile's treatment of cleft lip patients
- **Africa:** Scholarships, skills transfer and training



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— Jamsetji Tata  
 Founder of the Tata group  
 Chairman (1868 – 1904)

## Going Forward

Tata companies are building **multinational** businesses that seek to differentiate themselves

through **customer centricity**, **innovation**, **entrepreneurship**, **trustworthiness** and **values-driven business operations**,

while balancing the interests of diverse stakeholders including **shareholders**, **employees** and **civil society**.



DRIVEN BY **VALUES**



BALANCING INTERESTS OF **STAKEHOLDERS**



WITH THE **COMMUNITY** AT ITS HEART



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