

## Leadership with Trust



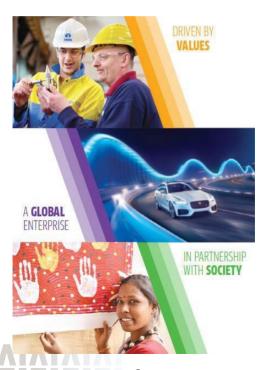




#### The Tata group

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



#### **Tata Commitment**

## Leadership with **Trust**

#### 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 700,000 employees and operations in over 100 countries

group revenue of \$110.7 with 64.1% generated in geographies other than India

global leader in services sector

Market Capitalisation (India) of 28 listed companies on 31st March 2018 RS 945,117 cr/US\$145. 3 bn

Most valuable business group in India

6.9% of Bombay Stock Exchange's total market capitalisation (US\$ 1,875 bn)

4.1 mn shareholders



# Revenue FY18:\$ 110.7 bn/Rs 713,412 Cr from 100+ operating companies

## **Largest Companies**

Tata Consultancy Services

Tata Motors

Tata Steel

Tata Power

Tata Communications

Tata Chemicals

Tata International

Titan Company

Tata Teleservices

Tata Global Beverages

Tata Capital

Tata Voltas

Tata Projects

Tata AIA Life Insurance

Tata Sky

Tata AIG General Insurance

Taj Hotels Resortsw and

Palaces

Infiniti Retail

Tata AutoComp Systems

Trent

Tata SIA Airlines (Vistara)





#### Ranking - Global, India



Tata Communications



and largest IT services company

Tata Consultancy Services

Market Cap and
Profit



2<sup>nd</sup>

largest tea company

Tata Global Beverages



2<sup>nd</sup>

largest producer of soda ash

Tata Chemicals



among 88 Commercial vehicle manufacturers

Tata Motors



among TOP Steelmakers

Worldsteel Association 2016 ranking

#### Pioneering - Businesses and Industrial Practices



India's 1st luxury hotel -Tai Hotels Resorts and Palaces

India's 1st integrated steel plant - Tata Steel Hvdro power-Tata Power

India's entry into civil aviation -

> Tata Airlines

software services company -

India's 1st

Tata Consultancy

branded salt to address iodine deficiency

indised



India's 1 fully indigenous car-Tata Indica

major acquisition of international brand by an Indian business

group

national chain of multi-brand outlets for electronics &

supercomp uter in the private sector Eka

Smart owned cable city car network ring -Tata Nano

Tata

Communications

#### **Customer Centricity**

- Tata Customer Promise reinforces companies commitment to its most significant
  - Develop deep insight into customers needs
  - Deliver pioneering products of outstanding quality and value
  - Delight our customers at every touch point

### Examples



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

Deliver - Intra city light truck-Tata Motor's Ace



#### Sustainable Innovation

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

Tata companies currently publish approximately 2000 patents per year

Innovation Centres -TCS Innovation Labs; Research, Development and Technology business of Tata Steel Europe; Tata Chemicals Innovation Centre; Tata Motors European Technical centre and more

#### **Examples of Innovation**





Cognitive automation technology- World's first neural automation system for the enterprise - TCS'ignio- predicts and prevents IT outages

Pedestrian airbags on cars - from Jaguar Land Rover for the increased safety of pedestrians



#### Giving back to society - Tata Trusts

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

In a free enterprise, the community is not just another stakeholder in the business, but is in fact the very purpose of its existence.



# Active programs around the world include:

-Jamsetji Tata Founder 1868-1904

North America: Partnership with the First Book programme

UK: Education Business Partership centres providing learning facilities

China: Support Operatioon Smile's treatment of cleft lip patients

India: UN award winning programee on HIV/AIDS, computer-based adult literacy

#### Sustainability in Action - Operating Businesses



Amongst India's oldest, nonsectrarian philanthropic organisations

#### TATA TRUSTS

PRIVILEGED TO SERVE. SINCE 1892. 66% shareholding in Tata Sons, the promoter holding company

Support to institutions including, Harvard Business School (USA), Tata Medical Centre at Mumbai and Kolka

Drive innovation & implementation for Natural Resources Management, Education, Healthcare and Nutrition, Rural Livelihood and Media, Arts and Culture, among others



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

> JRD Tata Chairman, Tata Sons 1938 1991

Endowments for creation of national institutions – IISC-Bangalore, TISS, TIFR

#### **Going Forward**

Tata companies are building multinational businesses that seek to differentiate themselves

through customer centricity, innovation, entrepreneurship and trustworthiness

while balancing the interests of shareholders, employees and civil society,

with the core purpose of long-term stakeholder value creation based on leadership with trust

