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.
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 $100.39 bn
with 64.1% generated in geographies other than India
global leader in several sectors
Revenue **FY17: $100.39 bn / Rs. 673,347 cr** from **100+ operating companies**

**Largest Companies**

- 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
- Taj Hotels Resorts and Palaces
- 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 31st March 2017 **₹843,774 cr / US$ 130.13 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

*Exchange rate on 31 March 2017 $ = ₹64.84*
About 17 times in the last 21 years ($)

Exchange rate for FY17 $ = 67.07

NOTE: Figures for FY17 are based on new Ind-AS standards, while the earlier years' numbers are based on GAAP standards.
**Global Ranking**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Category</th>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>international wholesale voice provider</td>
<td>Tata Communications</td>
</tr>
<tr>
<td>2nd</td>
<td>largest IT services company</td>
<td>Tata Consultancy Services</td>
</tr>
<tr>
<td>2nd</td>
<td>largest tea company</td>
<td>Tata Global Beverages</td>
</tr>
<tr>
<td>2nd</td>
<td>largest producer of soda ash</td>
<td>Tata Chemicals</td>
</tr>
<tr>
<td></td>
<td>among top 10 commercial vehicle manufacturers</td>
<td>Tata Motors</td>
</tr>
<tr>
<td></td>
<td>among top 10 steelmakers</td>
<td>Tata Steel</td>
</tr>
</tbody>
</table>

**India Ranking**

<table>
<thead>
<tr>
<th>Category</th>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>largest integrated power company and largest renewable energy company</td>
<td>Tata Power</td>
</tr>
<tr>
<td>largest manufacturer and retailer of branded watches, jewellery and eyewear</td>
<td>Titan Company</td>
</tr>
<tr>
<td>leading auto-component manufacturer</td>
<td>Tata AutoComp</td>
</tr>
<tr>
<td>market leader in room air conditioners</td>
<td>Voltas</td>
</tr>
<tr>
<td>largest pure play engineering and design services provider</td>
<td>Tata Technologies</td>
</tr>
<tr>
<td>one of Asia’s largest and finest group of hotels</td>
<td>Taj Hotels Resorts and Palaces</td>
</tr>
</tbody>
</table>
The Tata footprint covers the world with operations in more than 100 countries spread across 6 continents, and over 695,000 employees worldwide.
**Pioneering – Businesses and Industrial Practices**

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1903</td>
<td>India’s 1st luxury hotel – Taj Hotels Resorts and Palaces</td>
</tr>
<tr>
<td>1907</td>
<td>India’s 1st integrated steel plant – Tata Steel</td>
</tr>
<tr>
<td>1911</td>
<td>Hydro power – Tata Power</td>
</tr>
<tr>
<td>1912</td>
<td>India’s entrance into civil aviation – Tata Airlines</td>
</tr>
<tr>
<td>1915</td>
<td>India’s 1st software services company – Tata Consultancy Services</td>
</tr>
<tr>
<td>1917</td>
<td>India’s 1st iodised branded salt to address iodine deficiency</td>
</tr>
<tr>
<td>1921</td>
<td>India’s 1st fully indigenous car – Tata Indica</td>
</tr>
<tr>
<td>1928</td>
<td>1st major acquisition of international brand by an Indian business group</td>
</tr>
<tr>
<td>1932</td>
<td>India’s 1st national chain of multi-brand outlets for electronics &amp; durables</td>
</tr>
<tr>
<td>1938</td>
<td>India’s 1st supercomputer in the private sector – Eka</td>
</tr>
<tr>
<td>1968</td>
<td>World’s 1st wholly-owned cable network ring around the world – Tata Communications</td>
</tr>
</tbody>
</table>

**DRIVEN BY VALUES**

- A GLOBAL ENTERPRISE
- IN PARTNERSHIP WITH SOCIETY
- GOING FORWARD

- 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-Grata payments for road accidents
- Tata Second Career Internship Programme
Customer Centricity

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

Develop – Tetley Signature Collection’s drip-free drawstring tea bag

Deliver – Intra-city light truck – Tata Motors’ Ace

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

Delight – Nebula watches from Titan bring together the art of watch making and jewellery making

Delight – Rallis Kisan Kutumbh – an Indian farmer network with about 1 mn members

Develop – Voltas smart all weather AC and App

DRIVEN BY VALUES | A GLOBAL ENTERPRISE | IN PARTNERSHIP WITH SOCIETY | GOING FORWARD
Sustainable Innovation

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

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

- Tata companies currently publish approximately 2000 patents per year

Examples of innovation from some group companies include:

- **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** – 1st 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

- Amongst India’s oldest, non-sectarian philanthropic organisations
- 66% shareholding in Tata Sons, the promoter holding company
- Through grant-making, direct implementation and co-partnership strategy support and drive innovation for Natural Resources Management; Education; Healthcare and Nutrition; Rural Livelihood; and Media, Arts and Culture, among others
- Educational scholarships for Indians for higher studies outside India:
  - JN Tata Endowment scheme (established in 1892)
- 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)
- Support to institutions, including:
  - Indian Institute of Science (Bangalore), Harvard Business School (USA), Tata Medical Center (Kolkata), Tata Centre for Technology and Design (Mumbai)

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

-JRD 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
- Tata Sustainability Group – nodal agency to synergise and evolve strategies for group companies’ sustainability activities
  - Group level programmes include: volunteering programme Tata Engage (1.2 million volunteering hours in FY16), skilling initiative Tata STRIVE, and responding to humanitarian emergencies
- Active programmes around the world include:
  - **India:** UN award winning programme 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

\[\text{In a free enterprise, the community is not just another stakeholder in the business, but is in fact the very purpose of its existence.}\]

- Jamsetji Tata
  Founder
  1868-1904
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.