

# TATA CONSULTANCY SERVICES

## Rooted in the Community, Caring for the Environment

Having a presence in Singapore for over 32 years, Tata Consultancy Services (TCS) is an IT Services, consulting and business solutions organisation that has been partnering with many of the world's largest businesses for over 50 years. TCS is driven by a belief that they can transform futures and make a lasting impact on the businesses, partners, and communities the company works with using innovation and technology.

### PEOPLE, PLANET, PURPOSE

TCS follows the TATA group philosophy of building sustainable businesses that are rooted in the community and demonstrate care for the environment.

#### People

To empower communities, TCS connects people to opportunities in the digital economy and builds inclusive, equitable and sustainable pathways for communities. The key focus areas for this strategy are employee health and well-being, diversity, equity and inclusion, co-innovation for social impact, social outreach, community development and innovation. Examples of these initiatives include goIT, TCS' flagship STEM education programme, has benefited over 100,000 students globally since its inception in 2009. The goals for this program include inspiring students to take up a future career in Computer Science & Technology and challenge gender stereotypes by showcasing women in STEM as role models. TCS leads by example with over 200,000 female employees, 35% of the TCS workforce.

#### Planet

Business resilience is linked to the planet's sustainability and TCS believes that robust environmental practices seek to minimise its adverse impact on the environment while also driving greater operational efficiency. The key focus areas for this strategy are to achieve net zero by 2030, reach 70% reduction in Scope 1 and 2

emissions by 2025 (over 2016 baseline), target improvements in water and waste as well as supplier sustainability.

#### Purpose

Beyond its own footprint, TCS is actively engaged with customers and partners to help shape their journey to more sustainable and future-fit businesses. The key focus areas for this strategy are sustainability-led new business model innovation, collaboration for low-carbon economies, disclosure and reporting transparency, supply chain, circularity, empowering human capital and the incubation and delivery of over 170 sustainability solutions and services.

### BUILDING SUSTAINABILITY KNOWLEDGE WITH TEAMS

"iEvoLearn" is an internal training platform that includes environmental sustainability, health safety environmental awareness and diversity and Inclusion courses for all employees. The TATA Code of Conduct (TCoC) course is also extended to employees to promote awareness and create an ethical road map for employees and companies.

In addition to the sustainability courses on iEvoLearn, TCS also has a mobile app called "Circle4Life" that helps users' understand their own ecological footprint, take pledges, purchase carbon offsets, and coaches them to reduce their footprint. The application includes a sustainability awareness course, developed in partnership with Global Reporting Initiative (GRI), to introduce sustainability concepts to employees.

### INNOVATION FOR SUSTAINABILITY

TCS efforts in innovation includes investments in research and innovation, development of intellectual property, building co-innovation hubs called TCS Pace Port, incubating sustainability ecosystem concepts to support systems transformation. Delivery model innovations such as its AI-powered Machine First approach, and platform-driven, outcome-based business models have also been created to drive more sustainable outcomes, and partnerships with customers, civil society, and governments to lead and shape solutions.

#### Digital for social impact

The company has set up the Digital Impact Square (DISQ), an open innovation center based out of Nashik, India to create social impact through inclusive design and digital technologies. This centre allows young graduates to work in teams to tackle social challenges across various themes and has since its inception, brought together over 590 bright young minds to innovate at DISQ. Seventeen start-ups have emerged from this and are expected to impact over 6 million lives. TCS has also partnered regionally in the design and delivery of this model.

TCS also collaborates with customers to deliver initiatives with social impact using its core capabilities. An example under the TCS Rapid Labs initiative is the TCS Virtual Habilitation, a digital assistive solution, has helped over 3000 children with loco-





motor disabilities such as cerebral palsy and autism.

### Solutions for carbon emissions

To help businesses manage carbon emissions, TCS ZeroC guides businesses and organizations to measure carbon emissions and know where they stand regarding their carbon footprint and pursue sustainable business practices.

With rapidly increasing “carbon-offset” demand, the lack of clarity and need for science-backed data to help in measuring and tracking with accuracy is critical and TCS helps to ensure effective monitoring, reporting, and verifying of claims. In addition to using digital technology to help smallholder farmers with better crop management TCS also leverages microbiome research capabilities to optimize carbon farming practices for farmers. This solution also monitors adherence to carbon smart practices followed by farmers and measures overall carbon stocks accumulated in the soil.

### CHARTING ENVIRONMENTAL AND FINANCIAL IMPACT

In the area of energy management and GHG emissions, TCS was able to reduce its total Scope 1 + 2 emissions by 66% in relation to the baseline FY 2016. Similarly, its value chain emissions went down by 46% for FY 2022. TCS APAC achieved

carbon neutrality across its locations in 2022, ahead of the target of achieving carbon neutrality by 2025, supporting the pathway towards company-wide target of net zero emissions by 2030.

Along with the company’s sustainability efforts, TCS has excellent financial performance, crossing a milestone of \$25 billion in revenues, and experiencing strong growth of 15.9%, in addition to all-time high incremental revenues of \$3.5 billion.

### CREATING SPACES FOR SUSTAINABILITY IN SINGAPORE AND ASEAN

TCS has actively supported the work of the Global Reporting Initiative (GRI) in the region. Through the work of the TCS Asia Pacific President, Girish Ramachandran, TCS has assisted in the establishment of the GRI ASEAN Hub and continues to support GRI Governance as a board member.

In April 2022, TCS published the Digital Sustainability Index (DSI) report in partnership with the Centre of Digital Enterprise from the University of Auckland Business School. The DSI is a world-first study of Asia Pacific enterprises that shares insights on how digital solutions are enabling businesses to deliver on their sustainability outcomes across social, environmental, and economic levers.

TCS has supported sustainability startups and innovation in Singapore by active

participation in various initiatives. This includes involvement in the government initiative StartUp SG, its work with the Institute of Innovation and Entrepreneurship (IIE) under Singapore Management University (SMU), and its partnership with Enterprise Singapore.

The company has also introduced Sustainathon, a global ideathon to encourage youths to help rethink, reimagine, and reinvent sustainability problems. It aggregates ideas, technology and innovation to solve real-world sustainability issues, and harnesses the power of ecosystems.

### PATHWAYS FORWARD FOR TATA

The company has won multiple awards for its social initiatives in APAC such as the Best Community Programme Award, Silver for TCS Australia’s Community Innovation Program with Food Ladder, Best Workplace Practices Award, Gold for TCS APAC Workforce Practices and the Best Country CSR Excellence Award Philippines, Platinum for TCS Philippines’ Malasakit Journey.

### What’s to come

Moving forward, TCS plans to reduce its absolute scope 1 + 2 emissions by 70% by 2025 and to achieve net-zero emission by 2030 and curb emissions and limit global warming to below 2, preferably to 1.5 degrees Celsius, compared to pre-industrial levels.

TCS has a unique value proposition that combines purpose, digital leadership, innovation, and collaboration. TCS believes that no single organisation can create a regenerative future and that an ecosystem approach is needed. As a result TCS focuses on harnessing its core business capability to lead and affect change across this ecosystem engaging customers, suppliers, partners, academia, employees and community, to help address some of the biggest sustainability challenges we are facing together.