

SAFE HARBOUR

SOME OF THE STATEMENTS HEREIN CONSTITUTE “FORWARD-LOOKING STATEMENTS” THAT DO NOT DIRECTLY OR EXCLUSIVELY RELATE TO HISTORICAL FACTS. THESE FORWARD-LOOKING STATEMENTS REFLECT OUR INTENTIONS, PLANS, EXPECTATIONS, ASSUMPTIONS AND BELIEFS ABOUT FUTURE EVENTS AND ARE SUBJECT TO RISKS, UNCERTAINTIES AND OTHER FACTORS, MANY OF WHICH ARE OUTSIDE OUR CONTROL. IMPORTANT FACTORS THAT COULD CAUSE ACTUAL RESULTS TO DIFFER MATERIALLY FROM THE EXPECTATIONS EXPRESSED OR IMPLIED IN THE FORWARD-LOOKING STATEMENTS INCLUDE KNOWN AND UNKNOWN RISKS. BECAUSE ACTUAL RESULTS COULD DIFFER MATERIALLY FROM OUR INTENTIONS, PLANS, EXPECTATIONS, ASSUMPTIONS AND BELIEFS ABOUT THE FUTURE, YOU ARE URGED TO VIEW ALL FORWARD-LOOKING STATEMENTS CONTAINED HEREIN WITH CAUTION. TATA COMMUNICATIONS DOES NOT UNDERTAKE ANY OBLIGATION TO UPDATE OR REVISE FORWARD LOOKING STATEMENTS, WHETHER AS A RESULT OF NEW INFORMATION, FUTURE EVENTS OR OTHERWISE.

ANNUAL GENERAL MEETING

FY2020

A. S. Lakshminarayanan
MD & CEO, Tata Communications

28th August 2020



TATA COMMUNICATIONS

Our team on the frontline



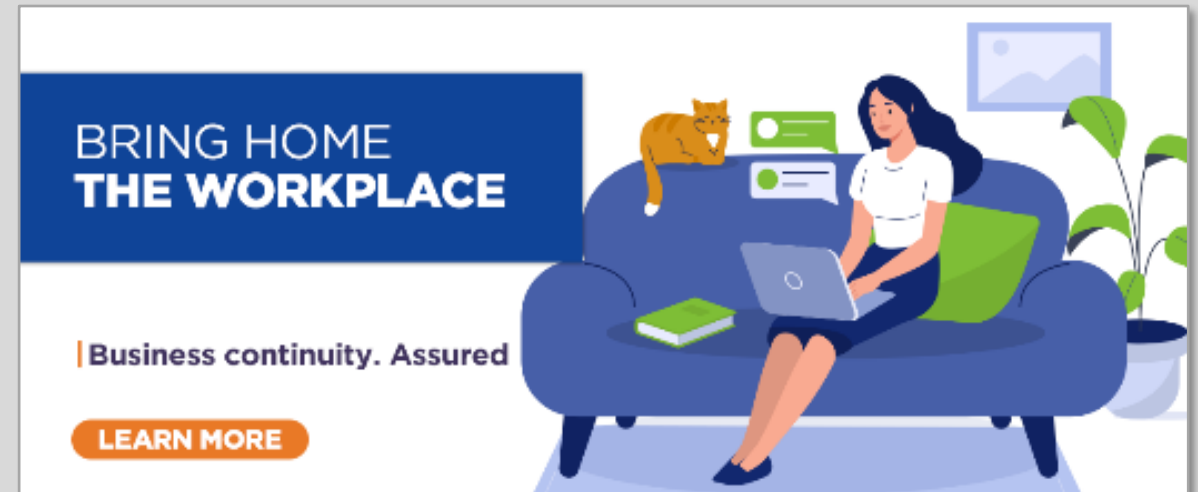
Contributing
positively to the
COVID-19 pandemic




Ensuring business continuity for our customers



Contributing
positively to the
COVID-19 pandemic



Serving the communities in which we operate

 Contributing
positively to the
COVID-19 pandemic



Agenda



1. Business overview
2. Our FY20 performance
3. Our journey ahead



Business overview

TATA COMMUNICATIONS

We are Tata Communications

A leading **digital ecosystem enabler**, part of the prestigious Tata group

30%

Global internet routes
carried by us

600+

MVNO partnerships delivering
eSIM based IoT & Mobility solutions

60%

Cloud giants are connected to
their businesses through us

99.7%

of world GDP reached through
our network and services

200+

Countries of
operations and connectivity

We are Tata Communications

A leading **digital ecosystem enabler**, part of the prestigious Tata group

~12,000+

Employees worldwide with
40+ diverse nationalities

Leader

In Gartner's Magic Quadrant
for Network Services (Global) 2020
7 years in a row

~7,000+

Global customers (including
300 of Fortune 500)

Top percentile

of Net Promoter Score (NPS®)
Higher than benchmarks across
industry verticals

Representing some of the biggest brands

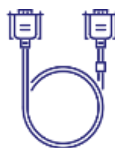
CUSTOMERS ACROSS KEY INDUSTRY VERTICALS



Manufacturing



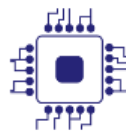
E-Commerce



IT/ITES



Services



Technology



Banking/
Financial



Media/
Entertainment



Healthcare/
Pharmaceutical



Service Provider



Hindustan Unilever Limited



MARUTI SUZUKI
Way of Life!



Visteon®

SAMSUNG



ESSAR



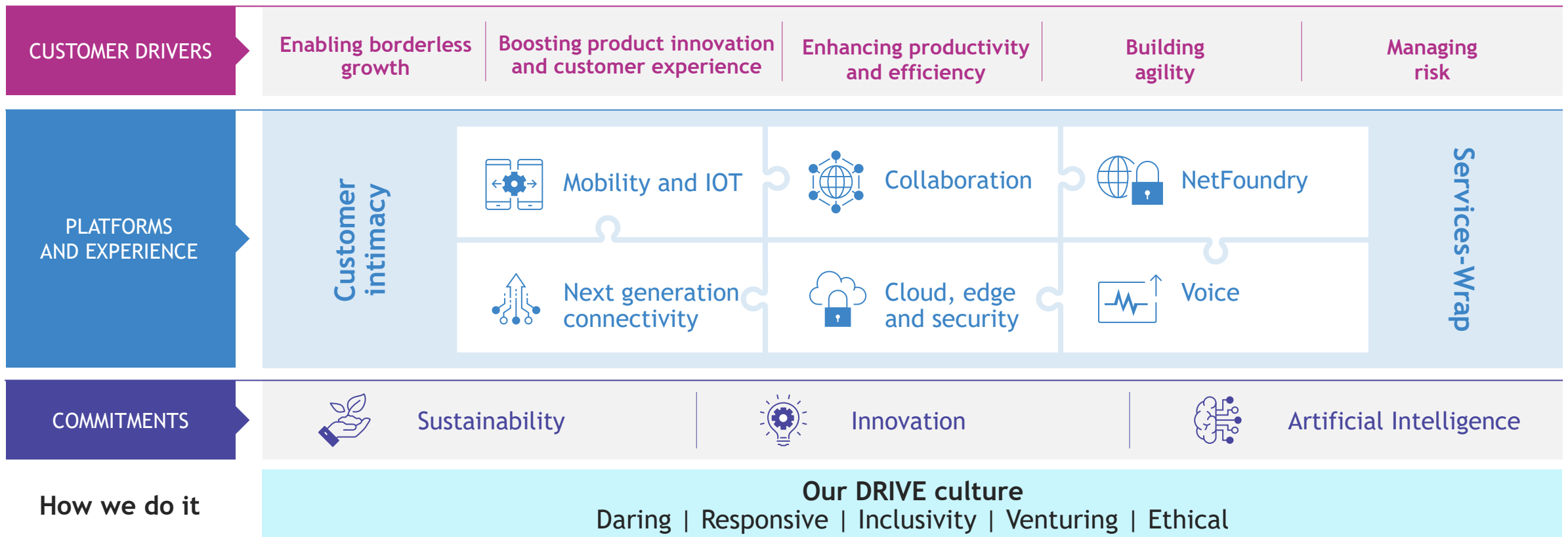
AIRFRANCE KLM
GROUP

TATA COMMUNICATIONS

Enabling digital transformation

Why we exist

Deliver a new world of communications to the industry and our customers





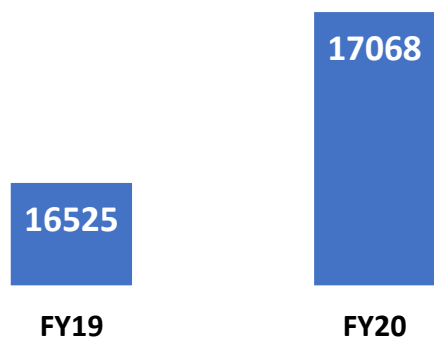
FY20 performance overview

TATA COMMUNICATIONS

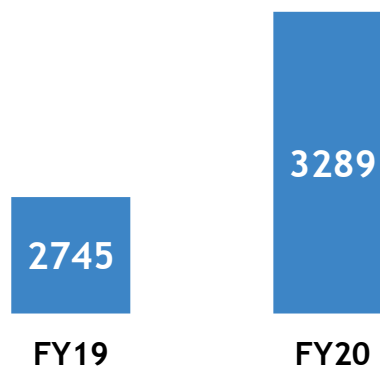
FY20 financial performance

in INR crs

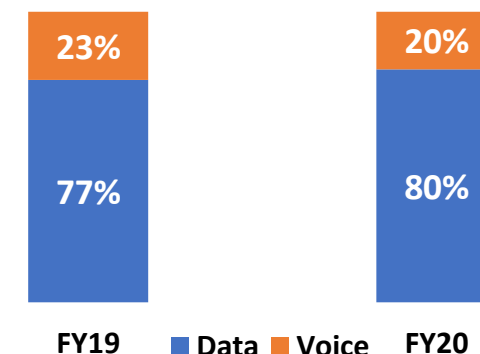
Gross revenue



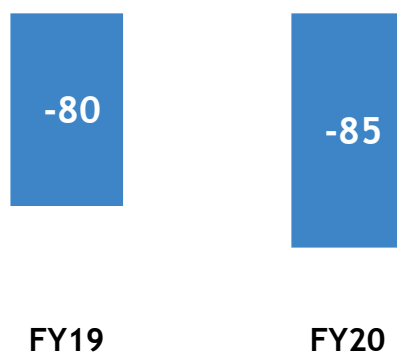
EBITDA & EBITDA margin



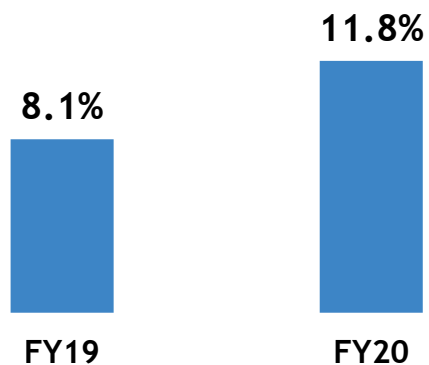
Revenue split



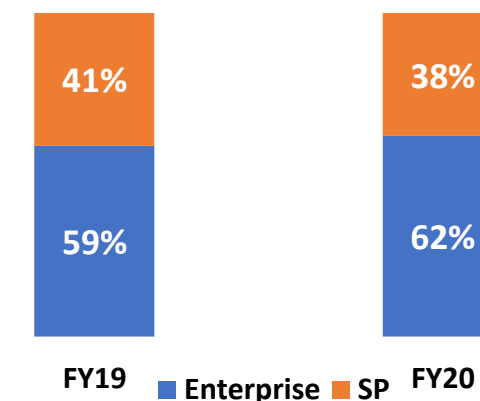
PAT



ROCE



Data revenue split



Recognised for excellence



APAC Top 10 IoT Solution Companies 2019



- Most Innovative IoT Project
- Most Innovative Telecom Project



2020 Magic Quadrant for Network Services, Global
7th Year in a row



Silver award for highest achievement in customer experience

FROST & SULLIVAN

BEST
2019 PRACTICES
AWARD

7 AWARDS IN INDIA INCLUDING

- Unified Communications Service Provider Company of the Year
- SDWAN Service Provider Company of the Year (India & APAC)
- Managed Security Service Provider Telecom Company of the Year
- Managed Multi Cloud Service Provider Company of the Year
-Among others



EMPLOYEE SUCCESS

- Great Place to Work® Best Place to Work recognition for India, Greater China, Canada
- Great Place to Work® certified in India, HK, US and Canada
- Best Companies for Women in India by AVTAR Group (4th time in a row)
- Best Workplaces for Women in India and Canada by GPTW
- Top Quartile in Employee Satisfaction (ESAT) as per Aon



TATA COMMUNICATIONS

Meaningful Sustainability and CSR

ENABLING SUSTAINABILITY AS KEY DRIVER FOR BUSINESS INNOVATION & GROWTH

- We are uniquely positioned to deliver the digital future now while doing good for **People**, the **Planet** and **Communities**
- Our goal is to make a **positive, tangible impact on the environment and society** through our actions and through our products and services for our customers



Meaningful Sustainability and CSR

PEOPLE



Multiple best employer recognitions

32.7%
DIVERSITY
MIX

For new hires

Increased from 19% in
FY14

5,300+
CERTIFICATIONS
COMPLETED BY
EMPLOYEES

With minimum 16
hours of effort

Meaningful Sustainability and CSR

PLANET



9 LAKH

UNITS OF ENERGY
CONSERVATION
GLOBALLY

Focused solutions (IoT, Mobility, MOVE, Cloud and UCC) for customers leading to cost saving, business optimisation, avoidance of travel, automation, etc.

**~15
MILLION
UNITS**

Renewable energy
sourced

**49%
INCREASE**

In water recycling
as compared to
FY20

Meaningful Sustainability and CSR

COMMUNITY



2,19,166
LIVES IMPACTED

62% women and girls
62% - affirmative action
communities

16
LONG-TERM
PROJECTS

Across 9 states in India
International presence
in Singapore

59,194
VOLUNTEERING
HOURS

Contributed by 11,030
volunteers



Our journey ahead

TATA COMMUNICATIONS

Our shared ambition

TO ACHIEVE ***PROFITABLE GROWTH***

AND BECOME

A LEADING DIGITAL ECOSYSTEM ENABLER

IN THE EYES OF OUR CUSTOMERS

AND THE INDUSTRY

Our strategic shifts





Thank you

www.tatacommunications.com