

Global Compact – Communications on Progress: Walking the Talk

UN Global Compact – “Communications on Progress”

(To be sent to the Secretariat of the UN Global Compact cc: to TCCI by 30.06.2005)

Human Rights			
Principles (GRI indicators to help correlation)	Company's Policy & Direction (Approach / Process / Deployment)	Specific actions taken during the current financial year	(Outcomes with key Results & Measurements)
<p>Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights; and (HR 1,2,3,4)</p>	<p>We are signatories of Global Compact.</p>	<p>We have a grievance reporting and handling process through which employees are encouraged to express any grievances and concerns they have on relating to any issue including Human Rights.</p> <p>We also communicate the Tata Code of Conduct to all employees during the signing of recruitment contracts as well as during induction training and additionally through online quizzes, posters on notice boards.</p> <p>We have a process through which employees are encouraged to raise/submit complaints/concerns on ethics related issues to the Ethics Counselors and these are addressed and resolved by the Ethics handling process.</p>	<p>Measured through employee satisfaction survey for percentage of employees who feel that they can safely escalate grievances/ issues to be addressed without the fear of repercussions</p>
<p>Principle 2 Make sure they are not complicit in human rights abuses</p>	<p>Our process of signing contracts with Suppliers includes the sharing and communicating of the Tata Code of Conduct.</p>	<p>Process to include specific Human Rights clauses into Supplier Contracts underway.</p>	<p>In deployment</p>

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Labour Standards			
Principles (GRI indicators to help correlation)	Company's Policy & Direction (Approach / Process / Deployment)	Specific actions taken during the current financial year	(Outcomes with key Results & Measurements)
<p>Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.</p>	<p>Our workforce is primarily knowledge-workers, essentially a white-collar workforce.</p> <p>However, we have several approaches that seek and include the voice of different employee groups:</p> <ul style="list-style-type: none"> • Employee Satisfaction Surveys that use the Gallup Q12 approach to seek and understand the factors of engagement and the current engagement levels • Heads and Mentors of different functional groups solicit and voice the key issues faced by their groups of employees • We have several committees of employees for facilities like the Cafeteria and Social Activities (“unplugged”) that represent employees concerns around the canteen menu and performance • Conduct an Internal Customer Satisfaction Survey that solicits employees inputs and ratings on key support and administration services 		<p>Measured through employee satisfaction survey for the percentage of our employees who feel that they are satisfied working with TIS</p>

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<p>Principle 4 The elimination of all forms of forced and compulsory labour</p>	<p>As per Govt. of India there is no forced and compulsory labour.</p>	<p>There is no forced and compulsory labour in Tata Interactive Systems</p>	<p>The Internal Customer satisfaction survey graph represents, on a scale of 1 to 5, the trend in TIS approval ratings across support functions</p>
<p>Principle 5 The effective abolition of child labour</p>	<p>TIS takes serious note of any supplier's use of child labour if it comes to our notice.</p>	<p>For example in FY0607, when it was found that a civil contractor undertaking plastering/painting work on the premises was using child labour, TIS immediately contacted the contractor and ensured that the contractor understood that we do not tolerate the use of child labour and that the contractor had to stop the practice immediately which it did.</p> <p>Process underway to revise existing supplier contracts to include a contract that clearly communicates to the supplier that the use of child labour by the supplier will be considered unacceptable and that TIS will take serious note of such practices.</p> <p>Additionally, TIS will undertake a communication to all suppliers communicating that Child Labour is unacceptable and is to be discouraged.</p>	<p>In deployment</p>
<p>Principle 6 Eliminate discrimination in respect of employment and occupation</p>	<p>The company's policy on selection, recruitment and confirmation of employment includes an explicit understanding that we are equal opportunity employers as per the Tata Code of Conduct. With respect to disability, the incumbent shall get the job if she or he fulfills the basic requirements.</p> <p>Additionally, TIS has an Affirmative Action policy that has been communicated to all senior managers.</p>		

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Environmental Protection			
Principles (GRI indicators to help correlation)	Company's Policy & Direction (Approach / Process / Deployment)	Specific actions taken during the current financial year	(Outcomes with key Results & Measurements)
<p>Principle 7 Businesses should support a precautionary approach to environmental challenges.</p> <p>Principle 8 Undertake initiatives to promote greater environmental responsibility</p> <p>Principle 9 Encourage the development and diffusion of environmentally friendly technologies</p>	<p>TIS is a professional services knowledge work type of company and we have no products that we produce that cause an adverse impact on the environment.</p> <p>However, there are areas in which we have approaches to minimize the impact on the environment such as:</p> <ul style="list-style-type: none"> • Minimize paper wastage through computer printouts • Minimize the use of plastic paper cups (for coffee et) • Minimize/turn off the use of heavy electrical/heating equipment like cafeteria heating ranges, air-conditioning and lighting during non-peak hours • Use of variable refrigerant central air-conditioning systems right fro when our current offices were designed. 	<p>Current planned initiatives in addition to existing approaches are:</p> <ul style="list-style-type: none"> • Developing an Environmental Policy this year • Deploying awareness approaches to encourage environmentally sensitive practices amongst employees such as switching off electrical items when not in use, use of non-plastic cups wherever possible etc • Appointment of Environmental Consultant to help us baseline our Environmental impact footprint 	

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Anti-Corruption and prevention of Bribery			
Principles (GRI indicators to help correlation)	Company's Policy & Direction (Approach / Process / Deployment)	Specific actions taken during the current financial year	(Outcomes with key Results & Measurements)
<p>Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery</p>	<p>In TIS we have a processes for the 'management of business ethics' and for raising Ethical Issues, Concerns and reports of Ethical incidents to the Ethics Counsellor.</p> <ul style="list-style-type: none"> • All employees sign the Tata Code of Conduct. • The company has the Chief Ethics Counselor. • During induction Training, all new employees are taken through the TCOC and all clauses are explained. • Additionally, for all subcontract employees who may be working at TIS premises on TIS projects, we have quarterly training programs on TCOC, good IPR and information security practices. • The Tata Code of Conduct is sent to all suppliers with the contract for their perusal in respect of relevant clauses. • Additionally, we survey all key suppliers annually for their perceptions of TIS ethics in dealings with them and suppliers. 		<p>Measured through</p> <ul style="list-style-type: none"> • Employee Satisfaction Survey that seeks employee perception and feedback on ethics at TIS • Supplier Perception Survey on Fair & Ethical Practices in their working relationship with TIS

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