TCS/PR/SE-146/2021-22

December 16, 2021

National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Mumbai - 400051
Symbol - TCS

BSE Limited
P. J. Towers, Dalal Street,
Mumbai - 400001
Scrip Code No. 532540 (BSE)

Dear Sirs,

We are sending herewith copy of the Press Release titled "**Plaza Premium Group Partners with TCS to Transform the Airport Hospitality Experience**" which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

Yours faithfully,
For **Tata Consultancy Services Limited**



Pradeep Manohar Gaitonde
Company Secretary

TATA CONSULTANCY SERVICES

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TATA CONSULTANCY SERVICES

Building on belief

For immediate use **Press Release**

Plaza Premium Group Partners with TCS to Transform the Airport Hospitality Experience

Tata Consultancy Services' New Passenger Services Technology Platform Will Additionally Enhance Operational Excellence, Improve Employee Experience and Reinvigorate Business Growth

HONG KONG | MUMBAI, December 16, 2021: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) announced that Plaza Premium Group (PPG), a global airport hospitality services provider based in Hong Kong, has selected TCS to develop an end-to-end digital platform that will improve customer experience and operational excellence at its 70 airport locations that serve 20 million passengers annually.

The long-term partnership focuses on reimagining the end-to-end airport travel experience across three core areas: customer experience, employee experience and operational excellence. Leveraging its deep domain knowledge of the air transport sector, TCS is creating a first-of-its-kind customized Passenger Services Technology Platform for PPG.

The new platform will enhance customer experience by simplifying reservations for various services at PPG's lounges and other hospitality outlets. It is also expected to improve sales and marketing, customer engagement, back-of-house command and control, manpower management, training, and the entire operation information management system, creating a 360-degree service delivery scope. The platform will integrate into the larger B2B partner ecosystem enabling seamless product offerings, selection and service integration, enhance the airport hospitality experience, and reinvigorate business growth.

The platform is expected to be first deployed at Bangalore International Airport Limited in early 2022.

Olivia Chang, Chief Information Officer, PPG, said: *"Plaza Premium Group is committed to creating world-class, seamless airport hospitality experience for global travelers. In the new travel era where technology is core to the customer experience, we see the investment in building our own technology capability instrumental to address evolving customer expectation. We are excited to partner with TCS, a leader in its field, to develop an end-to-end passenger services technology solution that is first in the market."*

"*We are delighted to partner with Plaza Premium Group to develop a future-ready technology platform that is helping revolutionize the air travel hospitality experience, just as the world is re-emerging into a back-to-travel landscape. With the new platform developed by TCS, PPG is better enabled to deliver an outstanding customer experience, receive better business intelligence, and drive growth worldwide. We look forward to growing this partnership further globally,*" said **Girish Ramachandran, President, TCS Asia Pacific**.

About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 528,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $22.2 billion in the fiscal year ended March 31, 2021, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work

with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit **www.tcs.com**

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