### GE China and India

# Gary M. Reiner SVP, Chief Information Officer General Electric Company

# June 23, 2005

"This document contains "forward-looking statements" – that is, statements related to future, not past, events. In this context, forward-looking statements often address our expected future business and financial performance, and often contain words such as "expects," "anticipates," "intends," "plans," "believes," "seeks," or "will." Forward-looking statements by their nature address matters that are, to different degrees, uncertain. For us, particular uncertainties arise from the behavior of financial markets, including fluctuations in interest rates and commodity prices; from future integration of acquired businesses; from future financial performance of major industries which we serve including, without limitation, the air and rail transportation, energy generation, media, real estate and healthcare industries; from unanticipated loss development in our insurance businesses; and from numerous other matters of national, regional and global scale, including those of a political, economic, business, competitive and regulatory nature. These uncertainties may cause our actual future results to be materially different than those expressed in our forward-looking statements. We do not undertake to update our forward-looking statements."

This presentation includes certain non-GAAP financial measures as defined by SEC rules. As required by SEC rules, we have provided a reconciliation of those measures to the most directly comparable GAAP measures, which is available in our Supplemental Information file on our investor relations website at www.qe.com/investor.



# GE global revenues -a)





# Global growth



- ✓ Share in Japan + Europe
- ✓ Expand China & India presence
- ✓ Technology + sourcing
- ✓ Developing markets

### Developing countries ... \$25B revenue in 2005

	Growth V%					
Energy	20%+	✓ Growth everywhere				
Transportation	20+	✓ India/MEA/China/SEA				
Healthcare	20+	✓ Growth everywhere				
Water	F	✓ China/MEA				
Consumer Finance	25	<ul><li>✓ Eastern Europe/ Russia growth</li><li>✓ BAC deal – Latin Am.</li></ul>				

### GE's winning formula

- + Infrastructure technology + Consumer finance
- + Project finance + Brand
- + Reputation/compliance + Risk management





## The country



#### Official name:

People's Republic of China

#### Form of government:

One-party rule by the Chinese Communist Party

#### **Head of state:**

Hu Jintao (president)

Wen Jiabao (premier)

#### Area:

• 9,561,000 sq km

### <u>Language:</u>

Mandarin...7++ main dialects exist.

#### Regional assemblies & administrations

- 4 special municipalities
- 22 provinces
- 2 special admin. regions
  - (HK & Macao) & Taiwan province

**Population:** 1.3 billion

### **Major cities & population**

•	Chongqing	31 MM
•	Beijing (capital)	14 MM
•	Shanghai	13 MM
•	Chengdu	10 MM
•	Tianjin	10 MM



# Nanjing Road ... Puxi, Shanghai

### In the late 1980s







Today!!

# Financial district ... Pudong, Shanghai



Now



**Late 1980's** 

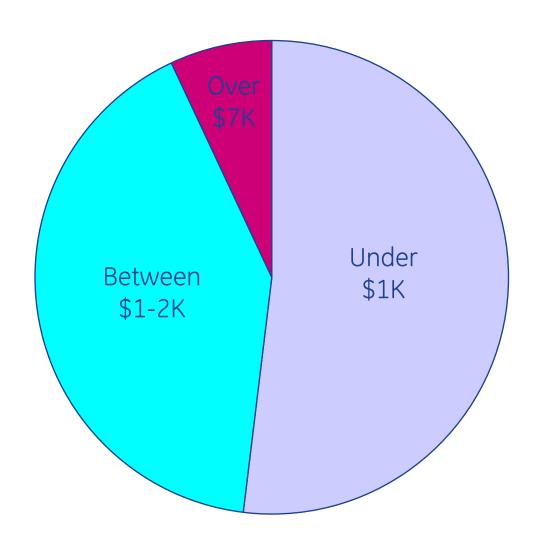




### But still ... China has many challenges ahead ... variation



# Biggest Challenge: Income Disparity





# What will "probably" happen in the next 20 years?

- 1. The largest **Consumer** market
  - 1.3 billion population
  - 500 million 'mid-class' people
- 2. The largest **Consumer Finance** market
  - 900,000 automobiles & 3 million houses consumption per year
  - Enormous credit card potential
- 3. Hottest **Healthcare** market
  - Average life > 71.4
  - Medical treatment expenditure > \$30 billion every year
- 4. #1 <u>Aircraft</u> market
  - Acquiring 1700+ aircrafts ... vs. 550 today
  - Building 80+ new airports
- 5. The largest **Power** consumer
  - #2 in power generation & capacity in the world
  - Annual growth > ~9%



### Major Sector Investments...2001-2010

### **Sector**

Energy Electrical Power Oil & Gas	396 335 61
Water Water Supply Waste Water Treatment	<b>66</b> 30 36
Transportation* Urban Rails Airports Highways Express Railways (+160km/hr) Electrified Railways	343 108 12 101 84 38
Beijing Olympics 2008	<u>36</u>
Expo Shanghai 2010	<u>32</u>

### **Total** \$870 Billion Half-Way there...

### **Investment Focus**

- Increase Capacity: 352 GW by 2010
- Develop Power Grid
- West to East Gas Pipeline
- Develop 600 Billion tons of water supply
- Urban sewage treatment rate over 70%
- 2,555km Urban Rail Development
- 80+ New Airports
- 600,000km Highways
- 7,144km in length, 19 new express railways
- 3,000km (New) and 7,000km (Retrofitted)
- Stadiums & other facilities
- City infrastructure & facilities



### What China might look like in 2020!

### Market drivers ...

GDP:

Population

WTO:

Olympics:

World Expo:

Autos:

Energy

Aircraft:

Water:

• #2/#3 ... \$5 trillion economy

• ~500 million middle class

Full implementation by 2008

• Beijing 2008 ... \$36 billion

• Shanghai 2010 ... \$32 billion

• #1/#2 market ... 16 million cars

• #1 growth market ... 900 GW

• 4x 2004 ... 2500 aircraft ... 80 airports

• 3X the U.S. requirement

### Structural challenges that need to be dealt with ...

- Healthcare
- Financial & legal
- Energy/water
   Resources and environment
  - Aging population
    - Unemployment ... 100+ million now!

Transitioning ... low-cost MFG to global market & tech leader



"One GE" in China with "one growth process"

### Sell

- Obtain Deep Market KnowledgeUnderstand Customers Needs
  - Develop Base Load

### Manufacture

- Drives Services Platform C
- Speed and Product Devel
  - Be a "local" compan<mark>y</mark>,

# Global R&D & Leadership Center

### Source

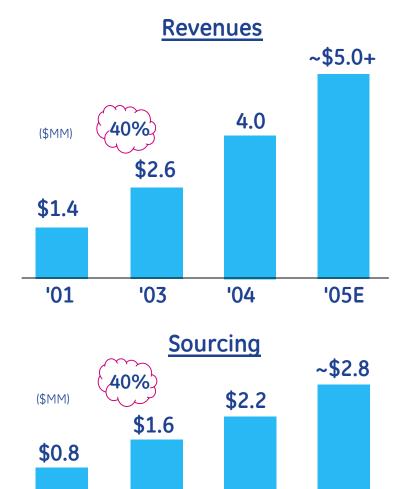
pmpetitive Cost Position RM, Components, FG verage Local Capabilities

### **Services**

- Develop Services ModelLong-Term Competitiveness
- Focused on Capability and Capacity... a <u>Self-Sufficient</u> and <u>Local Feeling</u> GE in China



# GE China sales/sourcing



'04

### • Power execution

- ✓ GTCC BB1 & 2 ... \$1.5 billion
- ✓ New Wind and Hydro wins

### • Healthcare expansion

- ✓ Strong 1<sup>st</sup> half growth
- ✓ Solid margin performance

### Advanced Materials growth

- ✓ Strong volume
- ✓ Excellent price growth

### • <u>Transportation</u>

- ✓ Engines ... clear leadership
- ✓ Rail ... tremendous oppty.
- Sustainable sourcing deflation
- Great progress in services



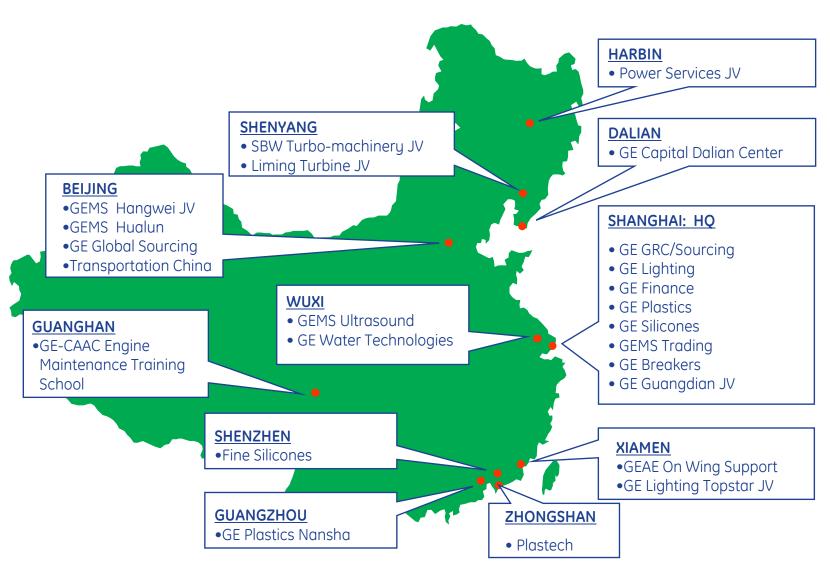
'01

'03

Aligned with China's infrastructure expansion

'05E

### GE investments in China



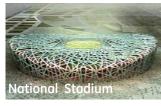


Touching Olympics in many ways ... natural

fit for GE

### **2008 Olympics requirements**

- Reliable power
- Integrated security
- Efficient environmental controls
- Safe water supply
- Effective wastewater treatment
- High-quality broadcast production
- Global project coordination
- Efficient Olympics mgmt.
- Secure, reliable logistics























#### **GE** solutions

- Critical power
  - Substations & switchgear
  - UPS/standby power
  - Power system analysis
- Security systems
  - Access control
  - Intrusion & CCTV
  - Fire & System Integration
  - Explosive & Narcotics detection
- Lamps & fixtures
  - Design Solutions
  - Stadium & Roadway Lighting
- Automation systems
  - Lighting & HVAC Control
  - Power management systems
- Water technologies
  - Purification & Wastewater Treatment
- Healthcare
  - MRI & Ultrasound Equipment
- Advanced Materials
  - Plastics SPD & Silicones





### China Technology Center

### <u>People</u>

- 608 employees by end of '03
- 900 employees by end of '05

#### **Facilities**

- 28 labs

### **Technology focus**

- Materials
- Electronics
- Manufacturing technology

#### **Co-Located businesses**

- Global Research Center
- Advanced Materials
- Consumer & Industrial
- Energy
- Infrastructure
- Transportation
- Consumer Finance

### **GE China Learning Center**

### **R&D**

- Ceramic
- Single crystal
- Micro replicator
- Structured films
- Electro chemical
- Thin films

### **Manufacturing**

- Adv. manufacturing
- Adv. processes
- NDT
- Adv. repair
- Service technology

### <u>Design</u>

- Electronics design (4)
- Chemical (2)
- Permanent magnet

### **Testing/reliability**

- Electronics testing (3)
- Material characterization
- EMC

<u>Labs</u>

- Microscopy
- Environmental (3)
- Physical testing

### Facility Space (m2)

Offices	17,000
Labs/others	18,800
Display lobby	1,000
Training center	1,200
Other	3,100
Total	41,000





# Premier Wen Jiabao visits GE, NY City ... Dec. 08, 2003





"Bring to China GE's ...

- 1. Products
- 2. Technology
- 3. Management process
- 4. Talent development
- 5. Sino-U.S. friendship"

### Stated ...

Chinese Premier Wen Jiabao to GE Chairman Jeff Immelt on December 8, 2003 in New York.



# What we're doing to "win in China"...

### **People**

- 11,000 employees....4,000 new in the past 36 months
  - Front-end, MFG, R&D, sourcing and service focused

### Manufacturing

• Controlling & going local ... filling product gaps to compete

### Technology, sourcing and learning center

- Opened 3<sup>rd</sup> Global Research Center
- 1<sup>st</sup> China/Asia learning center
- Taking advantage of ... capability, capacity and cost
- Developing & investing in China's future leaders

#### Government and media relations

• Becoming "valued partner" to China's development process

Rapidly becoming a "self sustaining," "widely respected" and "local feeling" GE in China ...





## The Country



#### Area:

•3,287,590 sq km

### Language:

- •Hindi; English has associate national language status
- •16 other official languages...over 325 languages in all!

#### **States and union territories:**

- •28 states
- •7 union territories

#### Official name:

Republic of India

### Form of government:

Democracy (Parliamentary)

### **Heads of state:**

Dr. APJ Abdul Kalam (president)

Dr. Manmohan Singh (prime minister)

### **Population:**

1.1 billion

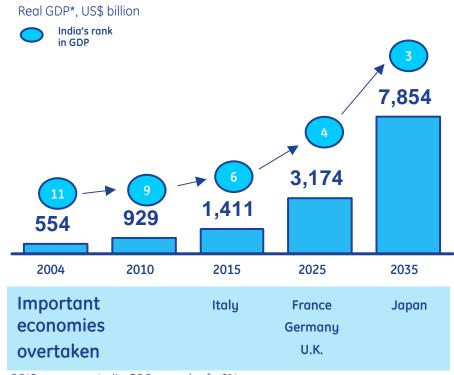
### Major cities & population

•	Mumbai	16 MM
•	Kolkatta	13 MM
•	New Delhi (Capital)	13 MM
•	Chennai	6 MM
•	Bangalore	6 MM
•	Hyderabad	6 MM



## India at an inflection point

### ... adding a "Brazil" in next 5 years



BRICs assumes India GDP growth of ~6% p.a.

- Sustained commitment to liberalization across 4 regimes in last decade
- Reformers in key roles across parties
- Recognize infrastructure as bottleneck. Several projects underway...
- Transformed Corporate India...gaining confidence, scale & profitability

Sector	Growth Rate % (2004-2009)
Services	8.5 - 9.0
Industrial	7.5 - 8.0
Agricultural	1.0 – 1.5
Inflation	4.5 - 5.0



### More than a belief this time...





- 1.2MM cars / year... **7**<sup>th</sup> largest in the world by 2008
- In top 5 markets in the world for textiles, color TV's & 2 wheelers
- **4x growth in air traffic** ('00-'04) ... another **250 aircraft** by 2010
- 63% growth in **\$1B+ revenue companies** over last 5 years
- FDI inflows exceed approvals by 3x... **\$15B in last 12 months**
- **Commonwealth games** in 2010



# Irreversible change ...

### **Sustained reforms**

**Liberalization:** FDI across sectors ... telecom, RE, insurance, power generation

**Legal:** Securitization Act, security enforceability, power & electricity

Taxes: Introduction of VAT

**State Governments** seeking investors

#### Consumer boom

**Primary demand** for consumer durables, autos, homes fuels growth

**Lower interest rates** ... 3x increase in lending since 1997

**7-8MM join "young spenders"** every year ... highest share of youth (32%)

India's growth

**Stable capital markets:** 100 year history,

capitalization up 1.7x since 1994

Forex reserves: up from 4% to 20% of GDP

**FDI stock:** increased to \$ 7B (7x 1993)

**Investor confidence:** 3<sup>rd</sup> most attractive

investment destination\*

### **Financial stability**

50+ **overseas acquisitions** ~\$9B last year **Capacity expansion:** CAPEX off-take \$128B in 2002-04

Industry confidence: IPOs, FCCB, ADR/GDR 2<sup>nd</sup> most preferred destination for manufacturing\*

Profitability: Citibank, Nestle, Unilever

### **Robust industry**



# Governments are addressing infrastructure as a top priority

#### **Sector**

#### Concrete initiatives since 2000

#### **Telecom**

- India has leapfrogged telecom evolution by implementing both GSM and 2.5G CDMA networks across 800+ cities
- Over 100 million phone users; mobiles users exceed landline

### **Transportation** infrastructure

- Road: Over 4,000 km of national highways constructed since 2000
- Ports: First port privatized (Ennore); foundation laid for new container terminal in Cochin
- Airports: International airports at Cochin, Bangalore, Hyderabad;
   Privatization underway for Delhi, Mumbai, Kolkata, Chennai

#### **Power**

- New electricity bill passed
- IPPs allowed to sell directly to large industrial consumers
- Unbundling of power generation, transmission & distribution companies

### "Islands of excellence"

 20-30 mega Software Technology Parks (STP) set up in the last 5-7 years with world-class infrastructure (e.g., 24x7 power backup, high speed telecom facilities) to overcome overall shortage



# What India might look like in 2020!

### **Market Drivers...**

GDP - #4/#5.. \$2+ trillion economy.. growing at 6% pa

Population - 1.3 billion...middle class ~ 500 MM

Autos - # 3/#4.. will add 4MM cars a year

Two Wheelers - #1/#2.. over 10MM two wheeler per annum

Consumer Durables - #3/#4 spurred by primary demand

Energy - 3 X growth...200+ GW to be added

Aircraft - 3-4X growth..~600-800 planes

Transport Infrastructure - 6X growth in freight traffic.. 4X growth in air traffic,

100 new airports.. metro rails in all major cities

### Structural Challenges that need to be dealt with...

Energy / WaterPorts, roads, airports, power

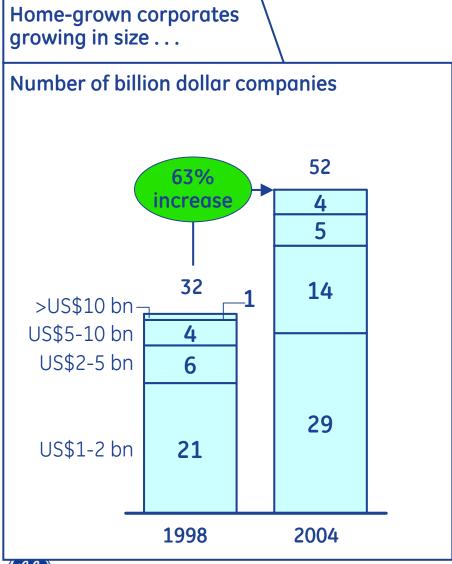
➤ Healthcare
➤ Education

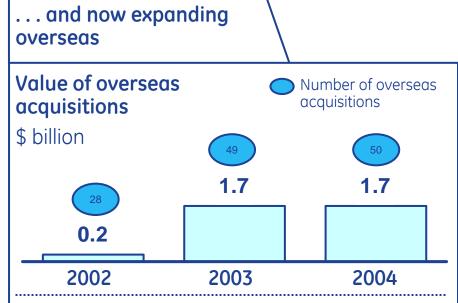
➤ Financial & Legal ➤ Agricultural reform

Transitioning... Low-Cost Services to Political & Global Economic Leader



# Local companies have grown rapidly serving the domestic economy and are now going global



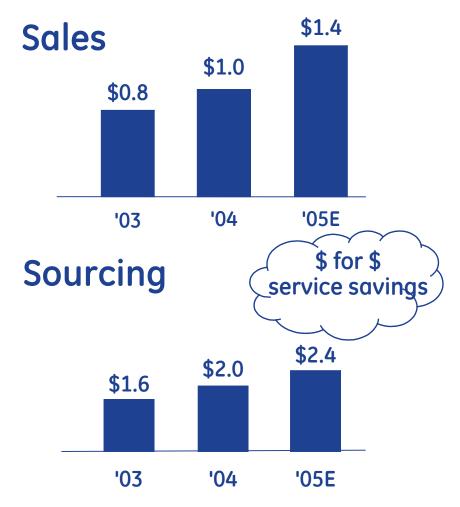


### **Major acquisitions**

- Natsteel by Tata Steel for \$300 million
- Tyco Global by VSNL for \$130 million
- Trevira GmbH by Reliance for \$80 million
- Daewoo by Tata Motors for \$115 million

**In 2005,** TCG-led investor consortium acquires Basell Polyolefins for US\$5.7 billion. Deal value larger than combined value of all overseas acquisitions since 2002

# GE India sales/sourcing



#### **Energy**

- \$1+ Billion Business By 2010
- Driver: Reform & Increased Infrastructure Spend

### **Financial Services**

- \$1+ Billion Business By 2008..4X Growth
- Bank Acquisition, Consumer & Real Estate Boom

### **Transportation**

- Domestic traffic growth 25%, International 20%
- Defense...126 Fighters, 100 Helicopters
- New airports and upgrades

### **Advanced Materials**

- Emerging Markets...Telecom, Healthcare
- Auto & OVAD growing 20%+

#### Infrastructure

- Desalination & RO Water growth drivers
- Electronic security market growing 30% +

Growth driven by smart resource decisions



## JFW Technology Center



### 2200 Scientists, Researchers & Engineers....

### Focused on cutting edge technologies

- Advanced Mechanical Technologies
- Electronic & Photonic Systems
- Energy & Propulsion
- Materials Research
- Micro & Nano Structures
- Information & Decision Technologies
- Imaging Technologies
- Industrial Imaging and Modeling
- BioSciences



### Aligned to GE businesses

- Global research
- GE Transportation (Aircraft Engines, Rail)
- GE Healthcare
- GE Consumer & Industrial

- GE Advanced Materials



## GE's Indian IT strategy

- \$700M+ ... from 0 in 1995
- 70/70/70 ... increase offshore leverage
- "Insource" program management ... outsource coding
  - GE India program managers
  - I to I model ... 30% cheaper still
  - PLUS ... increased knowledge retention and code reuse



### **GECIS**

### Our process expertise

Finance and accounting (payables, receivables, treasury, reporting, financial planning and analysis)

**Analytics** (business intelligence, forecasting, modeling, research)

Collections (commercial, consumer, early to late stage, skip tracing, inbound/outbound)

Customer service (multi-lingual, complex customer calls, dispute resolution, rule-based, data entry)

Knowledge management (training, product manuals, sales force tools, scanning, indexing, storage, white mail)

IT Software, Infrastructure (remote servers/network mgmt, ERP applications, help desk)

Transactions (credit applications, insurance applications, collateral tracking, order processing, remittances, legal)

#### **Banking/finance**

- Consumer banking
- Commercial banking
- Investment banking
- Commercial real estate
- Mortgage
- Corporate lending
- Leasing
- Credit cards
- Mortgage
- Equity research
- Debt syndications

#### Insurance

- Life and annuities
- Property & casualty
- Long-term care
- Reinsurance
- Mortgage insurance
- Actuarial
- Underwriting
- Claims processing
- Risk management
- Agent services
- Product dev't.

#### Manufacturing

- Chemicals/plastics
- Consumer products
- Industrial equipment
- Medical equipment
- Petroleum/energy
- Pharmaceuticals
- Automotive
- Supply chain mgmt.
- Forecasting/planning
- Sourcing/ordering
- Monitoring
- Shipping/receiving
- Engineering/design

#### **Business services**

- Communications
- Healthcare
- Media & entertainment
- Retail/wholesale
- Transportation
- Utilities
- Contract management
- Pricing analytics
- Sales force training
- Asset monitoring
- Maintaining service manuals

### India talent

### **Professional employees**



- Entry level leadership programs ... 400+
- Audit staff assignments...50+
- Cross business moves in India ... 400+ last 2 yrs
- Global assignments ... 200+
- 1000+ with options

Attracting, developing and retaining the best



### Summary

- ✓ China and India growing rapidly...GDP growth 9-10%
- ✓ Key growth areas:
  - Consumer & retail...500 MM+ middle class and growing
  - Transportation increasing air traffic, requiring 2000+ aircraft in next decade
  - Infrastructure expansion for 2008 Olympics and commonwealth games
  - Energy Power generation and capacity
  - Healthcare Aging population
- ✓ GE strategically positioned to capture growth
  - Breadth of technology-driven Industrial businesses
  - Strong existing presence and relationships
  - Financing and balance sheet
- ✓ Exceptional local and diverse talent…educated and English speaking

