

**Exhibit 2.1  
Response Rates for Major Employee Groups**

Employee Classification	Number receiving questionnaires	Number Responding	Response Rate
<i>All Posts</i>	910	802	88.0
<b>Canada-based</b>			
EX	150	121	80.1
FS	168	166	98.8
CO	14	14	100.0
Other	23	12	52.2
<b>Locally-engaged</b>			
LES - CO	313	273	87.2
LES-CA and other	241	216	89.6
<b>HQ and ITCs Combined</b>	397	158	40.8
EX	75	26	34.7
FS	218	90	41.2
CO	41	19	46.3
Other	63	23	36.5
<b>Did not respond to classification questions (Section 9)</b>		88	
<b>Overall</b>	1307	1048	80.2

The response rates show that the only group with a lower response rate is the Headquarters group.

## 2.2 Weighting Procedure

In order to ensure that response rate differences by employee group do not distort the representativeness of the sample, PwC has weighted the sample according to region and employee classification to adjust the sample proportions to represent the true proportion of these groups in the TCS employee population. Therefore the fact that HQ is under-represented in the sample has been adjusted for in the analysis and interpretation of the results.