

Social

# Energizing local communities

## Enable opportunities for communities locally

A pandemic-induced remote work situation has given rise to a new hybrid work model with employees working from premise as well as remotely. Our experience of partnering some of the biggest global companies during the crisis is helping us re-engineer our approach to work.

We are leveraging insights derived from studying about 150,000 of our employees executing over 2,500 projects around the world, and putting in place 25,000 project documents and 20,000 work tickets between August 2019 and August 2020. We focused on understanding the impact of remote working on productivity and made efforts to improve it. We continue to apply this learning to finetune our work model producing continuously improving outcomes for our clients.

We managed remote working well during these unprecedented times. Our focus remains on tailoring offices to serve us better in the new normal, creating better social cohesion and rethinking leadership strategies as we navigate a hybrid working model.

[Read more +](#)

**96.5%**

of our workforce is working from home and continuing to deliver client value

## Community collaboration efforts

### Localization

A key pillar of our social strategy is localization. We believe that client proximity comes with diverse benefits and helps deliver agile digital transformation. We will continue to invest in localizing our workforce in various geographies.

## Including local talent in the learning curve

We find that the way to quickly and successfully scale high-tech talent is to meet people where they are. While our business is driven by talent with digital skills, our strategy relies on building a holistic recruitment pipeline that extends beyond traditional computer science graduates. We have over 25,000 full-time employees focused on ever-changing technological advancements and delivering service excellence to our clients 24x7. Through our US localization strategy, 69% of our workforce is locally hired. We hired over 6,000 new employees in fiscal 2021. We recruit from a diverse set of disciplines, and train graduates from both two-year and four-year colleges. However, we are also working with displaced and furloughed workers who have an aptitude for STEM and help them develop new skills, which will allow them to seamlessly integrate themselves back into the physical workplace after the prolonged period of working remotely.

While some people do not have formal technical training, they possess the drive to learn new skills and meet the demands of the digital economy. These budding learners need access to the right training and our model provides new employees with up to 12 weeks of immersive training to prepare them for the digital future.

Recruiting diverse talent for building tomorrow's enterprise means attracting people who bring with them a diverse set of ideas, backgrounds, talents and perspectives. This, in turn, helps

### Ambition

- Delivering 33% of work by leveraging flexible/remote work options

create more diverse solutions and products for our clients. Some of the many partnerships we engaged with over the past year include the following:

- Abilityjobs
- FairyGodBoss
- National Business and Disability Council
- National Society of Black Engineers (NSBE)
- RecruitMilitary
- Society of Hispanic Professional Engineers (SHPE)
- Women of Color STEM Conference

**>25,000**

full-time employees is in the US

**69%**

of our workforce in the US is locally hired

**32**

women Infoscions were honored with the Rising Star and All-Star awards at the Women of Color STEM Conference in 2020

Infosys – a ‘Live Enterprise’

Environment

Social

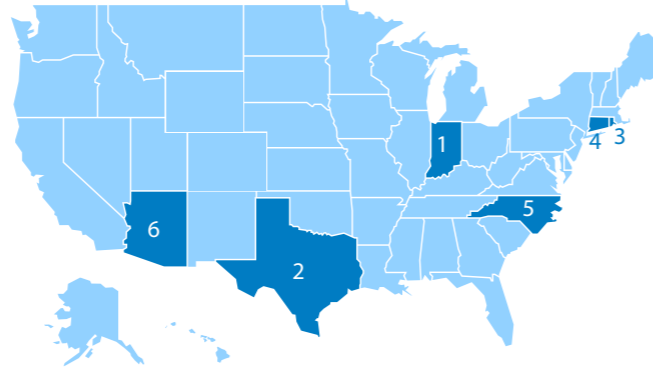
- Enabling digital talent at scale
- Tech for good
- Diversity and inclusion
- Energizing local communities**
- Employee wellness and experience

Governance

Social

Innovation centres

In the US, we set up six technology and innovation centres in the following regions:



- |                    |                  |               |
|--------------------|------------------|---------------|
| 1. Indianapolis IN | 3. Providence RI | 5. Raleigh NC |
| 2. Richardson TX   | 4. Hartford CT   | 6. Phoenix AZ |

These centers differentiate our expanding localization efforts by helping us move away from the conventional hub-and-spoke talent model, with the hubs primarily anchored in our India development centers, to a network talent model – building in-market talent pools, closer to our clients to deliver and deploy digital solutions in co-creative cycles of agile development. We are bringing to our fold local talent – beyond freshly graduated engineers. Such recruitments include customer experience designers and graduates from liberal arts backgrounds and community colleges – who can serve the various dimensions of our clients’ digital agenda. Beyond leveraging this talent pool, we share with our clients our entire talent value chain – recruiting, training and even refactoring their human resources, essential for them to scale digital and navigate their transformation.

Our six technology and innovation hubs will focus on sector alignment and partnerships with universities and community colleges. In Arizona, we will partner with Arizona State University and Maricopa Community College. In Indianapolis, Indiana, we

will partner with Indiana State University and Purdue University. In the Dallas Fort Worth area in Texas, we will partner with University of Texas at Dallas. In Raleigh, North Carolina, we will collaborate with North Carolina State University and Wake Technical Community College. In our Connecticut Hub, we will collaborate with University of Connecticut and Trinity College. In Rhode Island, we will partner with Rhode Island School of Design and Community College of Rhode Island as well as eCornell University to name a few. We will also launch a campaign to recruit from Historically Black Colleges and Universities (HBCUs) to include Black and minority talent. We are now constructing the Infosys US Education Center in Indianapolis to train our employees and those of our clients. This campus will be operational later in 2021.

Bringing opportunities to the community

The Infosys Foundation USA was founded in 2008 to expand computer science and maker education to K-12 students and teachers across the United States, specifically working to increase access to communities that are traditionally under-represented in these fields. Through its programming, the Infosys Foundation USA crossed a pivotal milestone of reaching over 1 mn teachers and 23 mn students since its inception.

Pathfinder Online Institute

To reach the K-12 community in the US, which had largely pivoted to remote learning, the Infosys Foundation USA expanded the newly launched digital learning institute to provide computer science and maker education programming and resources for students, teachers and families.

[Read more +](#)



Crushcovid RI

The pandemic has resulted in lockdown and quarantine situation across the globe and the governments are thus leaning towards technologies that could help them track the number of affected people to restrict further spread. In association with the Government of Rhode Island, we developed a contact tracing solution to help people and state officials slow down the spread of COVID-19 while protecting citizens’ privacy. This mobile app and the location-based services platform helped government in contact tracing, identifying hot spots and reporting the same. This solution also assisted the state in reopening businesses while reducing community transmission. We also conceived a mobile application that enables the health department to monitor a citizen’s health by using their location data, with the citizen’s consent. This has been crucial in helping the people of Rhode Island follow required health and safety guidelines.

[Read more on the platform +](#)

**100,000**  
users on the app  
since launch

[Read more on Reskill & Restart +](#)